

Framework

Design Requirements

September 2021

Guide | Accessibility Criteria | **Design Requirements**

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The Accessible Office Design framework

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# A Arriving & Leaving

A1. Proximity to Public Transport & Amenities

A2. Pathway Links

A3. Accessible Path of Travel

A4. Walking Surfaces

A5. Drop-off Points

A6. Parking

A7. Wayfinding

# A1. Proximity to Public Transport and Amenities



## Bronze

1. The building premises is located:
* 400m or less from a public transport stop that provides accessible services



## Silver

1. The building premises is located:
* 400m or less from a public transport stop that provides accessible services
* A maximum 400m from a food retail area



## Gold

1. The building premises is located:
* X200m or less from a public transport stop that provides accessible services
* A maximum 400m from a food retail area

Additional Considerations:

* The distance the building is from public transport impacts access to the site for employees with temporary or permanent disability including mobility, sensory, psychosocial or medical conditions
* When procuring a new site, proximity of the site to an accessible public transport stop is a critical factor for employees to get to and from work who do not drive or have access to a parking space
* It is noted that the criteria for proximity to public transport and amenities may not be achievable in all
* Whilst another party might be responsible for the accessibility of public transport facilities and path of travel, be proactive in highlighting and advocating clear access to the premises. This may require liaising and collaborating with a range of stakeholders including Council, Transport for NSW, Property NSW, building owner or agencies
* Public transport stops should be designed to meet DSAPT requirements (Disability Standards for Accessible Public Transport) - this includes requirements for level boarding points, placement of tactile ground surface indicators, manoeuvring space for wheelchairs and mobility aids, shelter, seating and space for a ramp to be deployed (for a bus)

# A2. Pathway Links



## Bronze

1. A continuous step-free pathway to the site property boundary from:
* Public transport stop or station
* Accessible car parking area
* Passenger drop off area
1. Gradients no steeper than 1:12 for a maximum length of 15m at a time within a 400m radius from the site property



## Silver

1. A continuous step-free pathway to the site property boundary from:
* Public transport stop or station
* Accessible car parking area
* Passenger drop off area
* Food retail area
1. Gradients no steeper than 1:14 within a 400m radius from the site property boundary



## Gold

1. A continuous step-free pathway to the site property boundary from:
* Public transport stop or station
* Accessible car parking area
* Passenger drop off area
* Food retail area
1. Gradients no steeper than 1:20 within a 400m radius from the site property boundary

Additional Considerations:

* Accessible pathway links provide continuous pedestrian footpaths with suitable slopes, ground surfaces and direct access. Accessible pathway links allow many people with disability and older employees to avoid stairways, trip hazards and travelling longer distances in order to travel on safe ground surfaces, ramps and kerb ramps when getting to and from work

# A3. Accessible Path of Travel



## Bronze

1. The continuous accessible path of travel (referred to in A2) is step-free and provides:
* A minimum clear width of 1200mm
* A maximum ramp slope of 1:14 for no more than 9m at a time
* Step ramps at level changes less than 190mm
* A crossfall of not more than 1:40
* Kerb ramps on both sides of street crossings that comply with AS1428.1
* Overhead vertical clearance of 2000mm



## Silver

1. The continuous accessible path of travel (referred to in A2) is step-free and provides:
* XA minimum clear width of 1500mm
* A maximum ramp slope of 1:14 for no more than 9m at a time
* Step ramps at level changes less than 190mm
* A crossfall of not more than 1:40
* Kerb ramps on both sides of street crossings that comply with AS1428.1
* Overhead vertical clearance of 2000mm
* Provide passing spaces 2000mm length x 1800mm wide every 20m
* Provide warning TGSIs on both sides of concealed driveways according to AS1428.4.1
* Pathways are well-lit for safety and have lighting lux levels as set out in AS1158.3.1
* Seating with armrests every 60m, set back 500mm from the access path
* Designated pedestrian crossings at roadways ie. zebra or raised crossings



## Gold

1. The continuous accessible path of travel (referred to in A2) is step-free and provides:
* XA minimum clear width of 1800mm
* XA maximum pathway slope of 1:20 for no more than 15m at a time
* Step ramps at level changes less than 190mm
* A crossfall of not more than 1:40
* Kerb ramps on both sides of street crossings that comply with AS1428.1
* Overhead vertical clearance of 2000mm
* Provide passing spaces 2000mm length x 1800mm wide every 20m
* Provide warning TGSIs on both sides of concealed driveways according to AS1428.4.1
* Pathways are well-lit for safety and have lighting lux levels as set out in AS1158.3.1
* XUndercover seating with armrests every 60m, set back 500mm from the access path
* XSignalised pedestrian crossings at roadways with auditory signal and tactile and braille street sign
* Street furniture is located on kerb side and setback 500mm from the access path
* Clear shoreline along building edges

Additional Considerations:

* When procuring a new site, consider the surrounding topography of the site to determine if an accessible path of travel is achievable
* Avoid sites on a hill, or where public transport stops are on a different grade to the building site
* Consider the grade of pathways between the building site and drop-off points, car parking area, public transport stops and food retail areas. Gradients steeper than 1:14 will reduce access to the site and require additional infrastructure ie. accessible parking spaces and operational measures to manage the inaccessibility of the site
* Pedestrian crossings with audible signals provide a beeping sound which can assist a person who is blind to locate the road crossing control and find the footpath on the opposite side of the road
* Tactile street signs at pedestrian crossings also assist a person with low vision orient when walking to and from work

# A4. Walking Surfaces



## Bronze

1. Ground surfaces are firm, even, slip-resistant and free of trip hazards, including:
* An even and firm surface
* Level transition of surface materials; with a maximum vertical tolerance between abutting surfaces no greater than 3mm or 5mm with a rounded or beveled edge
* Grates located on the accessible path of travel have openings no greater than 13mm wide and are oriented with the long dimension perpendicular to the direction of travel
* Minimum slip resistance of P4 or R11 according to AS 4586 and SA HB 198



## Silver

1. Ground surfaces are firm, even, slip-resistant and free of trip hazards, including:
* An even and firm surface
* Level transition of surface materials; with a maximum vertical tolerance between abutting surfaces no greater than 3mm or 5mm with a rounded or beveled edge
* Grates located on the accessible path of travel have openings no greater than 13mm wide and are oriented with the long dimension perpendicular to the direction of travel
* Minimum slip resistance of P4 or R11 according to AS 4586 and SA HB 198
* Ground surfaces are designed to be well drained



## Gold

1. Ground surfaces are firm, even, slip-resistant and free of trip hazards, including:
* An even and firm surface
* Level transition of surface materials; with a maximum vertical tolerance between abutting surfaces no greater than 3mm or 5mm with a rounded or beveled edge
* Grates located on the accessible path of travel have openings no greater than 13mm wide and are oriented with the long dimension perpendicular to the direction of travel
* Minimum slip resistance of P4 or R11 according to AS 4586 and SA HB 198
* Ground surfaces are designed to be well drained
* Ground surfaces abutting an accessway provide a firm and level surface of a different textured material to the walkway for minimum 600mm unless one of the following is provided: kerb, kerb-rail/handrail or wall according to AS1428.1
* Textured surface materials adjacent an accessway which may be traversable with a change of roughness or non-traversable such as soft grass or planter beds

Additional Considerations:

* Uneven or bumpy surfaces can cause significant discomfort or pain to people using wheeled mobility devices
* Walking surfaces need appropriate slip-resistance so as to maintain suitable grip in wet conditions. Sloped, ramped and tiled surfaces outside the entry to a building can become slippery, particularly when wet and can create a major safety issue
* Many people who are blind or have low vision will use the edge of a pavement, fence-line, wall, carpet or other physical cues to locate entrances, move through large open areas and stay to the side of accessways to minimise the risk of bumping into people. These shorelines help maintain a sense of direction and assist orientation

# A5. Drop Off Points



## Bronze

1. An area for vehicles to drop-off and pick up passengers from a:
* Designated pedestrian/vehicle area directly linked to an accessible entrance
1. An accessible pathway link from the drop-off/pick up area to an accessible entrance as per A3. Accessible Path of Travel Bronze
2. The drop-off point as referred to in (1) has a minimum dimension of 7.8m long x 3.2 m wide and:
* An even, firm, slip resistant surface
* A crossfall of not more than 1:33
* A longitudinal grade of not more than 1:40
* A step-free link from the drop-off point to the pedestrian pathway. Where there is a kerb or level change less than 190mm, a kerb ramp is provided adjacent the vehicle set down area that complies with AS1428.1
* Within 60m of the property boundary
1. Signage indicating passenger drop-off / pick up zone



## Silver

1. An area for vehicles to drop-off and pick up passengers from a:
* Designated pedestrian/vehicle area directly linked to an accessible entrance
1. An accessible pathway link from the drop-off/pick up area to an accessible entrance as per A3. Accessible Path of Travel - Bronze
2. The drop-off point as referred to in (1) has a minimum dimension of 7.8m long x 3.2 m wide and:
* An even, firm, slip resistant surface
* A crossfall of not more than 1:33
* A longitudinal grade of not more than 1:40
* A step-free link from the drop-off point to the pedestrian pathway. Where there is a kerb or level change less than 190mm, a kerb ramp is provided adjacent the vehicle set down area that complies with AS1428.1
* Within 60m of the property boundary
* Seating with armrests is provided at a waiting area adjacent the drop-off point
1. Signage indicating passenger drop-off / pick up zone



## Gold

1. An area for vehicles to drop-off and pick up passengers from a:
* Designated pedestrian/vehicle area directly linked to an accessible entrance
* Weather protection is provided
* Can be accessed by vehicles without security access
1. An accessible pathway link from the drop-off / pick up area to an accessible entrance as per A3. Accessible Path of Travel – Bronze
* Undercover pathway link
1. The drop-off point as referred to in (1) has a minimum dimension of 7.8m long x 3.2 m wide and:
* An even, firm, slip resistant surface
* A crossfall of not more than 1:33
* A longitudinal grade of not more than 1:40
* A step-free link from the drop-off point to the pedestrian pathway. Where there is a kerb or level change less than 190mm, a kerb ramp is provided adjacent the vehicle set down area that complies with AS1428.1
* Within 60m of the property boundary
* Seating with armrests is provided at a waiting area adjacent the drop-off point
1. Signage indicating passenger drop-off / pick up zone
* Road markings indicating passenger drop-off / pick up zone

Additional Considerations:

* Designated drop-off / pick-up areas are essential in providing safe arrival and leaving points for employees. These drop-off/pick-up points may provide the only option for some employees to travel to and from work when the premises has no or limited provision for accessible parking, parking/ public transport is located a distance from the building entrance or when there is no continuous accessible path of travel to/from surrounding areas
* In some situations, development of management procedures such as drop-off/ pick-up times like school zones may ensure that other users such as couriers, maintenance vehicles do not block passenger set down points and accessible parking for people who need access
* Where security gates are used, consider the location of security measures to allow access to passenger drop-off/pick up areas. This will ensure that security systems will not restrict access to these areas for passenger vehicles ie. Taxis

# A6. Parking



## Bronze

1. Access to at least one designated accessible parking space to be provided for a building with 10 or less parking spaces, available to allocate to staff as required, and a separate accessible space for visitors
2. Located where there is a safe and continuous accessible path of travel from the accessible parking space to an accessible building entrance
3. Accessible parking bay features:
* Minimum size for designated on-street accessible parking bay: 7.8m long x 3.2m wide in accordance with AS2890.6
* Minimum size for designated off-street accessible parking bay: 2.4m wide x 5.4m long with 2.4m adjacent shared zone and bollard in accordance with AS2890.6
* A firm level surface
* A fall not more than 1:40 in any direction or 1:33 if a bitumen surface
* A kerb ramp adjacent the accessible parking space to access pedestrian footpaths that complies with AS1428.1
* Minimum vertical clearance of 2.5m over accessible space and shared space
* Minimum vertical clearance of 2.2m on vehicular path of travel from entry / exit to accessible parking spaces
* Signage and road markings incorporating the international symbol of access as outlined in AS1428.1



## Silver

1. Access to at least two designated accessible parking spaces to be provided for a building with 50 or less parking spaces
2. Located where there is a safe and continuous accessible path of travel from the accessible parking space to an accessible building entrance
3. Accessible parking bay features:
* Minimum size for designated on-street accessible parking bay: 7.8m long x 3.2m wide in accordance with AS2890.6
* Minimum size for designated off-street accessible parking bay: 2.4m wide x 5.4m long with 2.4m adjacent shared zone and bollard in accordance with AS2890.6
* A firm level surface
* A fall not more than 1:40 in any direction or 1:33 if a bitumen surface
* A kerb ramp adjacent the accessible parking space to access pedestrian footpaths that complies with AS1428.1
* Minimum vertical clearance of 2.5m over accessible space and shared space
* Minimum vertical clearance of 2.2m on vehicular path of travel from entry / exit to accessible parking spaces
* Signage and road markings incorporating the international symbol of access as outlined in AS1428.1
* Secured parking areas provide number plate recognition control systems to enable hands free entry/exit
* 1 designated accessible visitor parking space
* Weather protection and under cover accessible parking spaces



## Gold

1. Access to at least three designated accessible parking spaces to be provided for a building with 100 or less parking spaces
2. Located where there is a safe and continuous accessible path of travel from the accessible parking space to an accessible building entrance
3. Accessible parking bay features:
* Minimum size for designated on-street accessible parking bay: 7.8m long x 3.2m wide in accordance with AS2890.6
* Minimum size for designated off-street accessible parking bay: 2.4m wide x 5.4m long with 2.4m adjacent shared zone and bollard in accordance with AS2890.6
* A firm level surface
* A fall not more than 1:40 in any direction or 1:33 if a bitumen surface
* A kerb ramp adjacent the accessible parking space to access pedestrian footpaths that complies with AS1428.1
* Minimum vertical clearance of 2.5m over accessible space and shared space
* Minimum vertical clearance of 2.2m on vehicular path of travel from entry / exit to accessible parking spaces
* Signage and road markings incorporating the international symbol of access as outlined in AS1428.1
* A separate, marked pedestrian access way in carparks
* Accessible parking spaces are available after-hours
1. Secured parking areas provide number plate recognition control systems to enable hands free entry/exit
2. 1 designated accessible visitor parking space
3. Weather protection and under cover accessible parking spaces
* An undercover pathway link to accessible building entrance from accessible parking space
1. An online booking system to co-ordinate access to accessible visitor parking and after-hours parking spaces

Additional Considerations:

* Implement an online booking system and align with parking space allocation
* After hours parking spaces provide safety for employees working after hours and avoids accessing parked vehicles in the dark
* Certainty of parking location is important so people can plan their travel routes and ensure they are able to travel the necessary distances to the building

# A7. Wayfinding



## Bronze

1. Off-site information including a mobility map that outlines accessible paths of travel from vehicle set down areas and public transport stops to accessible building entrances:
* in a variety of accessible formats such as digital, web or print
* describe type of route and travel distances
* detailing accessible features such kerb ramps, seating, signalised pedestrian crossings



## Silver

1. Off-site information including a mobility map that outlines accessible paths of travel from vehicle set down areas and public transport stops to accessible building entrances:
* in a variety of accessible formats such as digital, web or print
* describe type of route and travel distances
* detailing accessible features such kerb ramps, seating, signalised pedestrian crossings
1. Directional signage from accessible building entrance to vehicle set down areas, public transport and food retail areas:
* the physical placement, installation and illumination of directional signs is suitable for all users
* locate tactile and braille sign/s adjacent the path of travel at a height between 1200 - 1600mm from the finished floor / ground level in accordance with AS 1428.4.2 Design for Access and Mobility: Means to assist the orientation of people with vision impairment - Wayfinding signs
* there are frequent directional cues along the journey between the accessible building entrance and the property boundary in both directions, particularly at decision points where changes of direction occur
* where a sign can be temporarily obscured due to crowds, place at a height no less than 2000mm above finished floor / ground level
* use a combination of an arrow, text, pictogram and international symbol of access according to AS1428.1 for directional signs indicating the direction to an accessible facility
1. Braille and tactile street signs are provided on signalised pedestrian crossing poles



## Gold

1. Off-site information including a mobility map that outlines accessible paths of travel from vehicle set down areas and public transport stops to accessible building entrances:
* in a variety of accessible formats such as digital, web or print
* describe type of route and travel distances
* detailing accessible features such kerb ramps, seating, signalised pedestrian crossings
1. Directional signage from accessible building entrance to vehicle set down areas, public transport and food retail areas:
* the physical placement, installation and illumination of directional signs is suitable for all users
* locate tactile and braille sign/s adjacent the path of travel at a height between 1200 - 1600mm from the finished floor / ground level in accordance with AS 1428.4.2 Design for Access and Mobility: Means to assist the orientation of people with vision impairment - Wayfinding signs
* there are frequent directional cues along the journey between the accessible building entrance and the property boundary in both directions, particularly at decision points where changes of direction occur
* where a sign can be temporarily obscured due to crowds, place at a height no less than 2000mm above finished floor / ground level
* use a combination of an arrow, text, pictogram and international symbol of access according to AS1428.1 for directional signs indicating the direction to an accessible facility
1. Braille and tactile street signs are provided on signalised pedestrian crossing poles
2. Directional signage supplemented with maps for both visual and tactile use:
* raised tactile and braille maps that include visual, raised tactile and braille information according to AS1428.4.2
* locate tactile and braille map adjacent accessible building entrances/exits
1. Installation of Beacons or similar technology providing real time orientation and navigational information to locate the accessible building entrance/s along accessible paths of travel from public transport stops, vehicle set down areas and food retail areas

Additional Considerations:

* Whilst another party might be responsible for the wayfinding and signage systems, it impacts access to the site/workplace. Be proactive in highlighting and advocating for good wayfinding systems. Liaise and collaborate with Council, building owner or agencies
* Wayfinding information is not limited to signage and can be delivered by additional tools including digital, web, print and signs
* Directional signage from vehicle set down areas, public transport and food retail areas enables visitors to determine an appropriate path of travel to reach an accessible building entrance with ease and accuracy
* Good sightlines and direct paths of travel support efficient wayfinding
* Advances in technology will direct a rethink on how workplaces provide wayfinding information externally and internally



# B Approaching and Entering

B1. Building Signage

B2. Approach to Principal Building Entrances

B3. Pathways within Property Boundary

B4. Entrances

B5. Entry Controls & Security Access

B6. Entry Foyer / Lobby

B7. Reception Area

B8. Wayfinding

# B1. Building Signage



## Bronze

1. Building identification signage clearly and easily identifies the building and is visible from:
* All pedestrian arrival points
* Adjacent roadways and pathways
* On-street parking and drop-off areas
* Principal building entrances used by pedestrians to access the building
1. The identification signage referred to in (1) provides:
* Signage that indicates the building number, name and/or street name and name of the principal building occupant, where occupied by a single tenant
* Placement, installation and illumination of identification signs are clearly visible to people in both seated and standing positions, located with direct access and circulation space in front of the sign
* Braille and tactile identification signs at common building entrances used by pedestrians to access the building according to AS1428.4.2 on the left hand side or latch side of the entry
1. Accessible sign elements according to AS1428.4.2 include:
* Height of letters, numbers and logo based on viewing distances outlined in AS1428.2
* Fonts with sans serif typefaces, title case lettering and even spacing
* Sign elements arranged horizontally or vertically. Where words are used, they are to be displayed horizontally
* High contrasting letters, numbers and logo to the surrounding wall surface. Minimum luminance contrast of 30% between text and graphic elements and the sign background
* Sign surface finishes reduce glare and reflection and are matte or have a low sheen finish and if mounted on a transparent surface, provides a 10mm border with 60% contrast. Avoid mounting a sign on mirrored surface
* Lighting and illumination of signs provided to improve night-time visibility and prevent unwanted reflections and shadowing on sign/s
1. Directional signage is provided:
* At non-accessible entry points to indicate the location of accessible entrances incorporating text, the international symbol of access, travel distances and arrows



## Silver

1. Building identification signage clearly and easily identifies the building and is visible from:
* All pedestrian arrival points
* Adjacent roadways and pathways
* On-street parking and drop-off areas
* Principal building entrances used by pedestrians to access the building
1. The identification signage referred to in (1) provides:
* Signage that indicates the building number, name and/or street name and name of the principal building occupant, where occupied by a single tenant
* Placement, installation and illumination of identification signs are clearly visible to people in both seated and standing positions, located with direct access and circulation space in front of the sign
* Braille and tactile identification signs at common building entrances used by pedestrians to access the building according to AS1428.4.2 on the left hand side or latch side of the entry
* Braille and tactile identification signage at the building entry and on the allotment boundary near site entries when the building entrance doorway is more than 3000mm from the property boundary
* Locate sign/s on or adjacent the path of travel at a height between 1200mm - 1600mm from the finished floor level in accordance with AS1428.4.2
* Describe operating hours and provide a contact number for assistance
1. Accessible sign elements according to AS1428.4.2 include:
* Height of letters, numbers and logo based on viewing distances outlined in AS1428.2
* Fonts with sans serif typefaces, title case lettering and even spacing
* Sign elements arranged horizontally or vertically. Where words are used, they are to be displayed horizontally
* High contrasting letters, numbers and logo to the surrounding wall surface. Minimum luminance contrast of 30% between text and graphic elements and the sign background
* Sign surface finishes reduce glare and reflection and are matte or have a low sheen finish and if mounted on a transparent surface, provides a 10mm border with 60% contrast. Avoid mounting a sign on mirrored surface
* Lighting and illumination of signs provided to improve night-time visibility and prevent unwanted reflections and shadowing on sign/s
1. Directional signage is provided:
* At non-accessible entry points to indicate the location of accessible entrances incorporating text, the international symbol of access, travel distances and arrows
* Where the building or entrance doors are not clearly visible from decision points
* At changes of direction or where directional decisions are made
1. The directional signage referred to in (4) has:
* Sign elements including text, arrows, travel distances and international symbol of access where relevant
* The name of the destination
* The direction clearly indicated
* Legible text and visibility from the decision point



## Gold

1. Building identification signage clearly and easily identifies the building and is visible from:
* All pedestrian arrival points
* Adjacent roadways and pathways
* On-street parking and drop-off areas
* Principal building entrances used by pedestrians to access the building
1. The identification signage referred to in (1) provides:
* Signage that indicates the building number, name and/or street name and name of the principal building occupant, where occupied by a single tenant
* Placement, installation and illumination of identification signs are clearly visible to people in both seated and standing positions, located with direct access and circulation space in front of the sign
* Braille and tactile identification signs at common building entrances used by pedestrians to access the building according to AS1428.4.2 on the left hand side or latch side of the entry
* Braille and tactile identification signage at the building entry and on the allotment boundary near site entries when the building entrance doorway is more than 3000mm from the property boundary
* Locate sign/s on or adjacent the path of travel at a height between 1200mm - 1600mm from the finished floor level in accordance with AS1428.4.2
* Describe operating hours and provide a contact number for assistance
* Technology sensors installed at the property boundary to provide orientation and location-based information from all pedestrian access points
1. Accessible sign elements according to AS1428.4.2 include:
* Height of letters, numbers and logo based on viewing distances outlined in AS1428.2
* Fonts with sans serif typefaces, title case lettering and even spacing
* Sign elements arranged horizontally or vertically. Where words are used, they are to be displayed horizontally
* High contrasting letters, numbers and logo to the surrounding wall surface. Minimum luminance contrast of 30% between text and graphic elements and the sign background
* Sign surface finishes reduce glare and reflection and are matte or have a low sheen finish and if mounted on a transparent surface, provides a 10mm border with 60% contrast. Avoid mounting a sign on mirrored surface
* Lighting and illumination of signs provided to improve night-time visibility and prevent unwanted reflections and shadowing on sign/s
1. Directional signage is provided:
* At non-accessible entry points to indicate the location of accessible entrances incorporating text, the international symbol of access, travel distances and arrows
* Where the building or entrance doors are not clearly visible from decision points
* At changes of direction or where directional decisions are made
* Technology sensors installed at property boundaries to provide wayfinding assistance to accessible building entrances
1. The directional signage referred to in (4) has:
* Sign elements including text, arrows, travel distances and international symbol of access where relevant
* The name of the destination
* The direction clearly indicated
* Legible text and visibility from the decision point

Additional Considerations:

* Over time the legibility, cleanliness, hygiene and luminance contrast of a sign may deteriorate if the sign surface is not regularly maintained, especially outdoor signs
* Advances in technology will direct a rethink on how workplaces provide wayfinding information externally and internally

# B2. Approach to Principal Building Entrances



## Bronze

1. Accessible paths of travel connect site arrival points and principal building entrances and where level changes exist, ramps, lifts or platform lifts may be provided as an alternative to stairs
2. A continuous accessible path of travel referred to in (1) is step-free and provides:
* An even, firm, slip resistant surface as described in A4. Walking surfaces – Bronze
* A crossfall of not more than 1:40
* A minimum clear width of 1200mm
* Ramps that comply with AS1428.1
* Overhead vertical clearance of 2000mm
* Pathway lighting for safety and visibility and have lighting lux levels as set out in AS1158.3.1
* Ground surfaces abutting walkways provides a firm and level surface of a different textured material to the walkway for minimum 600mm unless one of the following is provided: kerb, kerb-rail /handrail or wall according to AS1428.1. Textured surface materials may be traversable with a change of roughness or non-traversable such as soft grass or planter beds
* Grates have openings no greater than 13mm wide and are oriented with the long dimension perpendicular to the direction of travel
1. When steps are provided, stairway design and construction complies with AS1428.1:
* Stair configuration avoids tapered steps with minimum 900mm set back from intersections
* Stair risers are even and opaque with maximum overhang of 25mm
* Handrails on both sides of stairways
* Contrasting strip on stair nosings
* Warning TGSIs at top and bottom of stairways
1. Lifts referred to in (1) are provided according to BCA E3.6
2. Platform lifts referred to in (1) are provided according to BCA E3.6



## Silver

1. Primary pathways connecting site arrival points and principal building entrances are designed to provide accessible routes that allow everyone to share the same path, rather than providing a separate alternative pathway that is accessible
2. A continuous accessible path of travel referred to in (1) is step-free and provides:
* An even, firm, slip resistant surface as described in A4. Walking surfaces – Bronze
* A crossfall of not more than 1:40
* XA minimum clear width of 1500mm
* Ramps that comply with AS1428.1
* Overhead vertical clearance of 2000mm
* Pathway lighting for safety and visibility and have lighting lux levels as set out in AS1158.3.1
* Ground surfaces abutting walkways provides a firm and level surface of a different textured material to the walkway for minimum 600mm unless one of the following is provided: kerb, kerb-rail/handrail or wall according to AS1428.1. Textured surface materials may be traversable with a change of roughness or non-traversable such as soft grass or planter beds
* Grates have openings no greater than 13mm wide and are oriented with the long dimension perpendicular to the direction of travel
* Provide passing spaces 2000mm length x 1800mm wide every 20m



## Gold

1. Primary pathways connecting site arrival points and principal building entrances are designed to provide accessible routes that allow everyone to share the same path, rather than providing a separate alternative pathway that is accessible
2. A continuous accessible path of travel referred to in (1) is step-free and provides:
* An even, firm, slip resistant surface as described in A4. Walking surfaces – Bronze
* A crossfall of not more than 1:40
* XA minimum clear width of 1800mm
* Ramps that comply with AS1428.1
* Overhead vertical clearance of 2000mm
* Pathway lighting for safety and visibility and have lighting lux levels as set out in AS1158.3.1
* Ground surfaces abutting walkways provides a firm and level surface of a different textured material to the walkway for minimum 600mm unless one of the following is provided: kerb, kerb-rail/handrail or wall according to AS1428.1. Textured surface materials may be traversable with a change of roughness or non-traversable such as soft grass or planter beds
* Grates have openings no greater than 13mm wide and are oriented with the long dimension perpendicular to the direction of travel
* Provide passing spaces 2000mm length x 1800mm wide every 20m
* A maximum pathway slope of 1:20 for no more than 15m at a time
* Seating with armrests every 60m
* Outdoor furniture and seating is set back 500mm from the access path
* Clear shoreline along the building edge

Additional Considerations:

* Many people who are blind or have low vision will use the edge of a pavement, fence-line, wall, carpet or other physical cues to locate entrances, move through large open areas and stay to the side of accessways to minimise the risk of bumping into people. These shorelines help maintain a sense of direction and assist orientation
* Building maintenance practices should provide regular upkeep and ensure pathways remain safe and accessible such as identifying and repairing trip/slip hazards, uneven ground surfaces, broken lighting and overhanging plants and debris

# B3. Pathways within Property Boundary



## Bronze

1. Where level changes exist in pathway links to amenities such as outdoor seating areas, ramps are provided as an alternative to stairs
2. Ramps referred to in (1) are designed according to AS1428.1:
* Step ramps at level changes less than 190mm
* A maximum ramp slope of 1:14 for no more than 9m at a time for level changes over 190mm
1. When steps are provided, stairway design and construction is to comply with BCA and AS1428.1 and include:
* Stair configuration avoids tapered steps with minimum 900mm set back from intersections
* Stair risers are even and opaque with maximum overhang of 25mm
* Handrails on both sides of stairways with the top of handrails between 865mm - 1000mm above nosing of stair tread or finished floor surface
* Handrail diameter between 30mm - 50mm with required clearances around handrail
* Contrasting strip on stair nosings
* Warning TGSIs at top and bottom of stairways



## Silver

1. Where level changes exist, ramps are integrated into paths of travel
2. Ramps referred to in (1) are designed according to AS1428.1:
* Step ramps at level changes less than 190mm
* A maximum ramp slope of 1:14 for no more than 9m at a time for level changes over 190mm
1. When steps are provided, stairway design and construction is to comply with BCA and AS1428.1 and include:
* Stair configuration avoids tapered steps with minimum 900mm set back from intersections
* Stair risers are even and opaque with maximum overhang of 25mm
* Handrails on both sides of stairways with the top of handrails between 865mm - 1000mm above nosing of stair tread or finished floor surface
* Handrail diameter between 30mm - 50mm with required clearances around handrail
* Contrasting strip on stair nosings
* Warning TGSIs at top and bottom of stairways



## Gold

1. Where level changes exist, ramps are integrated into paths of travel
2. Ramps provide grades no steeper than 1:20

Additional Considerations:

N/A

# B4. Entrances



## Bronze

1. The principal building entrance(s) is accessible and used by all to enter the building including:
* Front principal entrance
* 50% of all entrances including the staff entrance
1. An accessible building entrance provides circulation space and ground surfaces that are:
* Step-free with level landing surfaces (1:40 maximum gradient, 1:40 maximum cross fall)
* A clear landing space immediately outside entry doors of minimum 2070mm x 1540mm
* A level door threshold with a maximum vertical tolerance between abutting surfaces no greater than 3mm or 5mm with a rounded or beveled edge
* Recessed mats or textured floor surface between airlock doors and internal approach to doors have 30% luminance contrast and are flush with surrounding surfaces
1. Doors and doorways at the principal accessible building entrance(s) have:
* Automatic doors (preferably sliding) with a minimum clear opening width of 850mm. If there is a revolving door, an alternative accessible automatic entrance door is located in close proximity
* All frameless and fully glazed doors and sidelights are clearly marked with a solid contrasting line that extends across the full width of the glazing panel (minimum 30% luminance contrast)
* 30% luminance contrast is provided at the door to meet AS1428.1
* Where air locks form part of the entrance doors the space between sliding doors is a minimum of 2070mm
1. Controlled lighting conditions are integrated into an accessible building entry:
* Illuminated building entrance with a minimum of 150 lux that extends to the entrance landing, external stairway, ramp and/or lift areas
* Where entrance lobbies include glazed panels or doors, minimise reflections and glare in varying light conditions and provide transition lighting
1. External weather protection with an overhead cover or awning with a minimum depth of 1500mm



## Silver

1. The principal building entrance(s) is accessible and used by all to enter the building including:
* Front principal entrance
* X75% of building entrances
1. An accessible building entrance provides circulation space and ground surfaces that are:
* Step-free with level landing surfaces (1:40 maximum gradient, 1:40 maximum cross fall)
* A clear landing space immediately outside entry doors of minimum 2300mm x 2300mm
* A level door threshold with a maximum vertical tolerance between abutting surfaces no greater than 3mm or 5mm with a rounded or beveled edge
* Recessed mats or textured floor surface between airlock doors and internal approach to doors have 30% luminance contrast and are flush with surrounding surfaces
1. Doors and doorways at the principal accessible building entrance(s) have:
* Automatic sliding doors with a minimum clear opening width of 1000mm
* All frameless and fully glazed doors and sidelights are clearly marked with a solid contrasting line that extends across the full width of the glazing panel (minimum 30% luminance contrast)
* 30% luminance contrast is provided at the door to meet AS1428.1
* Where air locks form part of the entrance doors the space between sliding doors is a minimum of 2070mm
1. Controlled lighting conditions are integrated into an accessible building entry:
* Illuminated building entrance with a minimum of 150 lux that extends to the entrance landing, external stairway, ramp and/or lift areas
* Where entrance lobbies include glazed panels or doors, minimise reflections and glare in varying light conditions and provide transition lighting
1. External weather protection with an overhead shelter or awning that covers the extent of the entrance landing are



## Gold

1. The principal building entrance(s) is accessible and used by all to enter the building including:
* Front principal entrance
* 75% of building entrances
1. An accessible building entrance provides circulation space and ground surfaces that are:
* Step-free with level landing surfaces (1:40 maximum gradient, 1:40 maximum cross fall)
* A clear landing space immediately outside entrance doors of minimum 2500mm x 2500mm
* A level door threshold with a maximum vertical tolerance between abutting surfaces no greater than 3mm or 5mm with a rounded or beveled edge
* Recessed mats or textured floor surface between airlock doors and internal approach to doors have 30% luminance contrast and are flush with surrounding surfaces
1. Doors and doorways at the principal accessible building entrance(s) have:
* All accessible entrance doors have automatic sliding doors with a minimum clear opening width of 1000mm
* All frameless and fully glazed doors and sidelights are clearly marked with a solid contrasting line that extends across the full width of the glazing panel (minimum 30% luminance contrast)
* 30% luminance contrast is provided at the door to meet AS1428.1
* Where air locks form part of the entrance doors the space between sliding doors is a minimum of 2070mm
1. Controlled lighting conditions are integrated into an accessible building entry:
* Illuminated building entrance with a minimum of 150 lux that extends to the entrance landing, external stairway, ramp and/or lift areas
* Where entrance lobbies include glazed panels or doors, minimise reflections and glare in varying light conditions and provide transition lighting
1. External weather protection with an overhead shelter or awning that covers the extent of the principal building entrance from the street property boundary

Additional Considerations:

* Avoid revolving doors as they are not accessible for people with mobility or vision impairments; if provided ensure an adjacent accessible door is included
* In multi-tenanted buildings, the entrance to each tenancy should be accessible, in addition to the common, shared or public entrance to the building
* Control lighting and glare at entrances to help transitioning and visual adjustment from outside to inside conditions

# B5. Entry Controls and Security Access



## Bronze

1. Security access control systems when entering a building may include:
* All perimeter doors
* Intercom systems
* Car parking entry gates
* Car park lifts
* Security gates to ground floor lift lobby
* Access to passenger lifts
1. Where installed, security access systems referred to in (1), are located in accessible locations and within reach ranges for those in a standing or seated positions:
* On a continuous accessible path of travel
* Clear circulation space of 1500mm x 15000mm in front of controls to allow an unobstructed approach
* Controls positioned no less than 500mm from an internal corner or sliding door
* Controls installed between 1000mm - 2000mm from the edge of a swinging door
* Controls installed consistently at heights between 900mm - 1100mm
* Lift control buttons and panels are consistently installed according to BCA D3.6 / AS1735.12
1. Where installed, security access systems referred to in (1), include accessible control features:
* Operating mechanisms are clearly identifiable by touch and sight
* Operating mechanisms are operable with one hand and do not require tight grasping, pinching, or twisting of the wrist
* Have a tactile surface and braille and tactile elements on operable controls to indicate use
* Controls are clearly identified with luminance contrast of 30% between the operating mechanism and surrounding surface
* Visual and audible operation indicators such as a light that flashes and a sound to indicate when the button is pressed, message is received or an action is required
* If intercoms are installed use a system that facilitates two-way communication such as audio-video system or vision panels for direct line of sight
* In-built proximity sensors for hands free operation
1. At doorways referred to in (1) accessible door controls are to provide:
* Motion sensor controls for automatic doors to provide hands free operation
* Power operated door controls have push button controls with a minimum dimension of 25mm diameter and are proud of the surface
* Doorways that have door handles to operate the door have a maximum door force of 20N and door handles are installed between 900mm - 1100mm above the finished floor level
* Accessible door handle hardware to allow the door to be unlocked and opened with one hand and without the need to grip the handle as outlined in AS1428.1
1. When installed, security gates:
* Avoid using turn stile gates
* At least 1x wide access gate with clear opening of 1000mm is provided in both directions
* Have a colour contrast of 30% between the gate surface and floor surfaces
* Have proximity sensors for hands free operation



## Silver

1. Security access control systems when entering a building may include:
* All perimeter doors
* Intercom systems
* Car parking entry gates
* Car park lifts
* Security gates to ground floor lift lobby
* Access to passenger lifts
1. Where installed, security access systems referred to in (1), are located in accessible locations and within reach ranges for those in a standing or seated positions:
* On a continuous accessible path of travel
* Clear circulation space of 1500mm x 15000mm in front of controls to allow an unobstructed approach
* Controls positioned no less than 500mm from an internal corner or sliding door
* Controls installed between 1000mm - 2000mm from the edge of a swinging door
* Controls installed consistently at heights between 900mm - 1100mm
* Lift control buttons and panels are consistently installed according to BCA D3.6 / AS1735.12
1. Where installed, security access systems referred to in (1), include accessible control features:
* Operating mechanisms are clearly identifiable by touch and sight
* Operating mechanisms are operable with one hand and do not require tight grasping, pinching, or twisting of the wrist
* Have a tactile surface and braille and tactile elements on operable controls to indicate use
* Controls are clearly identified with luminance contrast of 30% between the operating mechanism and surrounding surface
* Visual and audible operation indicators such as a light that flashes and a sound to indicate when the button is pressed, message is received or an action is required
* If intercoms are installed use a system that facilitates two-way communication such as audio-video system or vision panels for direct line of sight
* In-built proximity sensors for hands free operation
* Use programmable electronic access control systems with in-built accessibility features that are integrated into a user control interface
1. At doorways referred to in (1) accessible door controls are to provide:
* Motion sensor controls for automatic doors to provide hands free operation
* Power operated door controls have push button controls with a minimum dimension of 25mm diameter and are proud of the surface
* Doorways that have door handles to operate the door have a maximum door force of 20N and door handles are installed between 900mm - 1100mm above the finished floor level
* Accessible door handle hardware to allow the door to be unlocked and opened with one hand and without the need to grip the handle as outlined in AS1428.1
1. When installed, security gates:
* Avoid using turn stile gates
* At least 1x wide access gate with clear opening of 1000mm is provided in both directions
* Have a colour contrast of 30% between the gate surface and floor surfaces
* Have proximity sensors for hands free operation



## Gold

1. Security access control systems when entering a building may include:
* All perimeter doors
* Intercom systems
* Car parking entry gates
* Car park lifts
* Security gates to ground floor lift lobby
* Access to passenger lifts
1. Where installed, security access systems referred to in (1), are located in accessible locations and within reach ranges for those in a standing or seated positions:
* On a continuous accessible path of travel
* Clear circulation space of 1500mm x 15000mm in front of controls to allow an unobstructed approach
* Controls positioned no less than 500mm from an internal corner or sliding door
* Controls installed between 1000mm - 2000mm from the edge of a swinging door
* Controls installed consistently at heights between 900mm - 1100mm
* Lift control buttons and panels are consistently installed according to BCA D3.6 / AS1735.12
1. Where installed, security access systems referred to in (1), include accessible control features:
* Operating mechanisms are clearly identifiable by touch and sight
* Operating mechanisms are operable with one hand and do not require tight grasping, pinching, or twisting of the wrist
* Have a tactile surface and braille and tactile elements on operable controls to indicate use
* Controls are clearly identified with luminance contrast of 30% between the operating mechanism and surrounding surface
* Visual and audible operation indicators such as a light that flashes and a sound to indicate when the button is pressed, message is received or an action is required
* If intercoms are installed use a system that facilitates two-way communication such as audio-video system or vision panels for direct line of sight
* In-built proximity sensors for hands free operation
* Use programmable electronic access control systems with in-built accessibility features that are integrated into a user control interface
* Fully personalised programming of electronic access control systems to include longer response and dwell times, audible passenger guidance, customised assistance
1. At doorways referred to in (1) accessible door controls are to provide:
* Motion sensor controls for automatic doors to provide hands free operation
* Power operated door controls have push button controls with a minimum dimension of 25mm diameter and are proud of the surface
* Doorways that have door handles to operate the door have a maximum door force of 20N and door handles are installed between 900mm - 1100mm above the finished floor level
* Accessible door handle hardware to allow the door to be unlocked and opened with one hand and without the need to grip the handle as outlined in AS1428.1
1. When installed, security gates:
* Avoid using turn stile gates
* At least 1x wide access gate with clear opening of 1000mm is provided in both directions
* Have a colour contrast of 30% between the gate surface and floor surfaces
* Have proximity sensors for hands free operation

Additional Considerations:

* Building systems must consider access to after-hours facilities including lift operation accessible exit points

# B6. Entry Foyer / Lobby



## Bronze

1. The entrance level foyer of the building incorporates an accessible path of travel to:
* reception area on the ground floor and/or
* directory board with information signage
1. Floor and wall surface materials in the entry foyer:
* Slip resistant surfaces
* Have non-reflective finishes
* Incorporate a variety of soft and hard surfaces
* Integrate sound dampening elements that allow for controlled noise levels, reduced echo and background noise
* Where carpets are used on the ground, the pile height does not exceed 11mm and the base height is less than 4mm in accordance with BCA D3.3
* Where other soft flexible floor materials and recessed matting are used, they are fastened to the floor surface in accordance with AS1428.1
1. Even lighting levels and lighting control systems to minimise reflections, glare, shadowing and illuminance variations
2. Where a lift is provided:
* The lift lobby is located in close proximity to the foyer/reception area with clear identification signage
* If there is no direct line of sight to the lift lobby from accessible entrance doors, directional signage is clearly visible from all entry points



## Silver

1. The entrance level foyer of the building incorporates an accessible path of travel to:
* reception area on the ground floor and/or
* directory board with information signage
1. Floor and wall surface materials in the entry foyer:
* Slip resistant surfaces
* Have non-reflective finishes
* Incorporate a variety of soft and hard surfaces
* Integrate sound dampening elements that allow for controlled noise levels, reduced echo and background noise
* Where carpets are used on the ground, the pile height does not exceed 11mm and the base height is less than 4mm in accordance with BCA D3.3
* Where other soft flexible floor materials and recessed matting are used, they are fastened to the floor surface in accordance with AS1428.1
* Use of contrasting colour and textured floor finishes to define circulation route between the entrance door and reception desk, directory board and/or lift lobby
1. Even lighting levels and lighting control systems to minimise reflections, glare, shadowing and illuminance variations
* incorporate transitional lighting to assist adjustability of vision from bright external sunlit areas to internal lighting levels
1. Where a lift is provided:
* The lift lobby is located in close proximity to the foyer/reception area with clear identification signage
* If there is no direct line of sight to the lift lobby from accessible entrance doors, directional signage is clearly visible from all entry points
1. A seating area is provided in foyer area/s and:
* Is clearly visible from building entrance doors
* Does not impede accessways
* Is set back from path of travel at least 500mm
* Provides a range of seating options with and without armrests
* Has a detectable tactile edge around furniture



## Gold

1. The entrance level foyer of the building incorporates an accessible path of travel to:
* Reception area on the ground floor with direct line of sight from the entry foyer
* directory board with information signage
1. Floor and wall surface materials in the entry foyer:
* Slip resistant surfaces
* Have non-reflective finishes
* Incorporate a variety of soft and hard surfaces
* Integrate sound dampening elements that allow for controlled noise levels, reduced echo and background noise
* Where carpets are used on the ground, the pile height does not exceed 11mm and the base height is less than 4mm in accordance with BCA D3.3
* Where other soft flexible floor materials and recessed matting are used, they are fastened to the floor surface in accordance with AS1428.1
* Use of contrasting colour and textured floor finishes to define circulation route between the entrance door and reception desk, directory board and/or lift lobby
1. Even lighting levels and lighting control systems to minimise reflections, glare, shadowing and illuminance variations
* incorporate transitional lighting to assist adjustability of vision from bright external sunlit areas to internal lighting levels
1. Where a lift is provided:
* The lift lobby is located in close proximity to the foyer/reception area with clear identification signage
* Direct line of sight to the lift lobby from the entry foyer
1. A seating area is provided in foyer area/s and:
* Is clearly visible from building entrance doors
* Does not impede accessways
* Is set back from path of travel at least 500mm
* Provides a range of seating options with and without armrests
* Has a detectable tactile edge around furniture
1. A seating area as described in (5) adjacent lift lobby areas

Additional Considerations:

N/A

# B7. Reception Areas



## Bronze

1. The location of a reception/concierge desk:
* Is clearly visible from the entrance doors
* Positioned on a direct accessible path of travel
* Does not impede pedestrian traffic
* Allows a 1500mm clear space to approach either side of the desk and a minimum manoeuvring area of 2070mm x 1540mm in front of the desk
* Allows for controlled noise levels and background noise
1. The reception/concierge desk design and construction is in accordance with AS1428.2:
* An accessible section of counter at a height of 850mm for customers and between 750mm - 850mm for reception staff
* A clear space below the counter with an underside knee/toe clearance of 750mm
* A non-reflective counter surface finish
* 30% luminance contrast between reception desk surfaces and background wall and floor surfaces
1. The reception/concierge desk provides hearing augmentation features including:
* A hearing loop with suitable magnetic field strength and positioned without electromagnetic interference from other electrical equipment
* Signage incorporating the international symbol for deafness in accordance with AS1428.1
1. Light sources are positioned in front of receptionist and are controllable within the reception area:
* Glare free illumination of minimum 250 lux over counter top
* Where necessary, use directional lighting to minimise shadowing
1. Controls and equipment provided at the reception/concierge desk include:
* Visitor controls located within 300mm from front of counter at a height between 900mm - 1120mm and more than 500mm from an internal corner
* Staff controls located within 300mm from front of desk and more than 500mm from an internal corner
* 30% luminance contrast is provided between reception desk and controls, sign-in systems, telephones
1. Seating is provided adjacent reception/concierge desk:
* Seating does not impede accessways
* Furniture is set back from path of travel at least 500mm
* A range of seating options with and without armrests
* Height of seat cushion is between 450 - 520mm with underside clearance to place feet
* 30% luminance contrast of furniture (seating, tables or flooring) with surrounding area



## Silver

1. The location of a reception/concierge desk:
* Is clearly visible from the entrance doors
* Positioned on a direct accessible path of travel
* Does not impede pedestrian traffic
* Allows a 1500mm clear space to approach either side of the desk and a minimum manoeuvring area of 2070mm x 1540mm in front of the desk
* Allows for controlled noise levels and background noise
* Unisex accessible toilet facility is provided in close proximity to reception /concierge area
1. The reception/concierge desk design and construction is in accordance with AS1428.2:
* An accessible section of counter at a height of 850mm for customers and between 750mm - 850mm for reception staff
* A clear space below the counter with an underside knee/toe clearance of 750mm
* A non-reflective counter surface finish
* 30% luminance contrast between reception desk surfaces and background wall and floor surfaces
1. The reception/concierge desk provides hearing augmentation features including:
* A hearing loop with suitable magnetic field strength and positioned without electromagnetic interference from other electrical equipment
* Signage incorporating the international symbol for deafness in accordance with AS1428.1
1. Light sources are positioned in front of receptionist and are controllable within the reception area:
* Glare free illumination of minimum 250 lux over counter top
* Where necessary, use directional lighting to minimise shadowing
* Adjustable lighting controls for reception staff such as blinds, dimmer switches and computer controlled lighting systems
1. Controls and equipment provided at the reception/concierge desk include:
* Visitor controls located within 300mm from front of counter at a height between 900mm - 1120mm and more than 500mm from an internal corner
* Staff controls located within 300mm from front of desk and more than 500mm from an internal corner
* 30% luminance contrast is provided between reception desk and controls, sign-in systems, telephones
1. Seating is provided adjacent reception/concierge desk:
* Seating does not impede accessways
* Furniture is set back from path of travel at least 500mm
* A range of seating options with and without armrests
* Height of seat cushion is between 450 - 520mm with underside clearance to place feet
* 30% luminance contrast of furniture (seating, tables or flooring) with surrounding area
* Clear circulation between furniture 1200mm wide
* 2x clear spaces of 1300mm x 800mm for mobility devices, prams and assistance animals adjacent seating
* A manoeuvring area of 2070mm x 1540mm next to accessible seating spaces
* A detectable tactile edge around furniture such as a rug or different textured surface
* If a TV is provided, enable captioning services



## Gold

1. The location of a reception/concierge desk:
* Is clearly visible from the entrance doors
* Positioned on a direct accessible path of travel
* Does not impede pedestrian traffic
* Allows a 1500mm clear space to approach either side of the desk and a minimum manoeuvring area of 2070mm x 1540mm in front of the desk
* Allows for controlled noise levels and background noise
* Unisex accessible toilet facility is provided in close proximity to reception /concierge area
1. The reception/concierge desk design and construction is in accordance with AS1428.2:
* An accessible section of counter at a height of 850mm for customers and between 750mm - 850mm for reception staff
* A clear space below the counter with an underside knee/toe clearance of 750mm
* A non-reflective counter surface finish
* 30% luminance contrast between reception desk surfaces and background wall and floor surfaces
1. The reception/concierge desk provides hearing augmentation features including:
* A hearing loop with suitable magnetic field strength and positioned without electromagnetic interference from other electrical equipment
* Signage incorporating the international symbol for deafness in accordance with AS1428.1
* An AV screen located to the side of the reception desk and provides information in alternative formats
1. Light sources are positioned in front of receptionist and are controllable within the reception area:
* Glare free illumination of minimum 250 lux over counter top
* Where necessary, use directional lighting to minimise shadowing
* Adjustable lighting controls for reception staff such as blinds, dimmer switches and computer controlled lighting systems
1. Controls and equipment provided at the reception/concierge desk include:
* Visitor controls located within 300mm from front of counter at a height between 900mm - 1120mm and more than 500mm from an internal corner
* Staff controls located within 300mm from front of desk and more than 500mm from an internal corner
* 30% luminance contrast is provided between reception desk and controls, sign-in systems, telephones
1. Seating is provided adjacent reception/concierge desk:
* Seating does not impede accessways
* Furniture is set back from path of travel at least 500mm
* A range of seating options with and without armrests
* Height of seat cushion is between 450 - 520mm with underside clearance to place feet
* 30% luminance contrast of furniture (seating, tables or flooring) with surrounding area
* Clear circulation between furniture 1200mm wide
* 2x clear spaces of 1300mm x 800mm for mobility devices, prams and assistance animals adjacent seating
* A manoeuvring area of 2070mm x 1540mm next to accessible seating spaces
* A detectable tactile edge around furniture such as a rug or different textured surface
* If a TV is provided, enable captioning services
* A range of seating configurations and layouts
1. A storage area is provided adjacent reception/concierge desk:
* Secure area to store mobility devices such as scooters, wheelchairs, prams and luggage
* Charging stations for battery operated devices with GPOs at easy to reach heights at a minimum 600mm from the ground and 500mm from a corner
* Room size is sufficient to store minimum 2 powered mobility devices

Additional Considerations:

* Furniture layout out in a semi-circle facilitates easy communication and lip reading
* Good lighting enables easier lip reading for people who are deaf or hard of hearing

# B8. Wayfinding



## Bronze

1. A clear, consistent and accessible wayfinding system at the entry level foyer and the lobby of each level includes:
* Clear directional and identification signage to highlight the location of key facilities such as lifts, toilets, reception area, information and directory board from all accessible entrances
* Tactile identification signs at entry points to all entrances to each tenancy, including internal entrances in each storey within a multi-storey building
* A directory board and information signage is used to provide information about building services, tenancies, reporting to reception areas and how to seek assistance
1. Directional and Identification signage as referred to in (1) is further detailed in F1. Using Communication Systems
2. Directory boards are designed for both visual and tactile use:
* Place directory boards consistently on an internal wall or on a freestanding sign adjacent the accessible path of travel facing the person as they approach an entrance
* In foyers or open plan areas without a reception desk place the identification sign on a wall or plinth between 1500mm - 2000mm from the entrance to the open plan area
* Clear standing area immediately in front of a directory board
* Directory boards use accessible typeface sign elements according to AS1428.4.2
* Braille and tactile components positioned between 1200mm - 1600mm above the finished floor surface
* Directory boards are illuminated and have surfaces that are matte or have a low sheen finish and positioned to avoid reflections from external or internal lighting
* Avoid glare on digital directory boards by positioning them away from light sources
* Alternative accessible formats are provided for information displayed on digital directory boards such as audio description, text to speech, voice activation capability, QR codes



## Silver

1. A clear, consistent and accessible wayfinding system at the entry level foyer and the lobby of each level includes:
* Clear directional and identification signage to highlight the location of key facilities such as lifts, toilets, reception area, information and directory board from all accessible entrances
* Tactile identification signs at entry points to all entrances to each tenancy, including internal entrances in each storey within a multi-storey building
* A directory board and information signage is used to provide information about building services, tenancies, reporting to reception areas and how to seek assistance
* Design architectural features that provide intuitive layouts, clear sightlines, textured surfaces and creation of defined shore-lines
* Directional signage supplemented with maps for both visual and tactile use at entrance lobby directory boards
1. Directional and Identification signage as referred to in (1) is further detailed in F1. Using Communication Systems
2. Directory boards are designed for both visual and tactile use:
* Place directory boards consistently on an internal wall or on a freestanding sign adjacent the accessible path of travel facing the person as they approach an entrance
* In foyers or open plan areas without a reception desk place the identification sign on a wall or plinth between 1500mm - 2000mm from the entrance to the open plan area
* Clear standing area immediately in front of a directory board
* Directory boards use accessible typeface sign elements according to AS1428.4.2
* Braille and tactile components positioned between 1200mm - 1600mm above the finished floor surface
* Directory boards are illuminated and have surfaces that are matte or have a low sheen finish and positioned to avoid reflections from external or internal lighting
* Avoid glare on digital directory boards by positioning them away from light sources
* Alternative accessible formats are provided for information displayed on digital directory boards such as audio description, text to speech, voice activation capability, QR codes
1. Architectural design features to improve wayfinding include:
* A range of distinguishing visual, tactile, auditory, olfactory features integrated into the environment to assist orientation
* Primary accessible pathways are different in design than secondary pathways. A hierarchy of path types using major architectural features like width, height, different colour scheme, well defined edges, surface material and lighting
* Clear unobstructed shore-lines along accessways, walls, corridors and pathways which includes recessing lighting, fire hydrants, furniture or equipment
* A change in surface texture of the pavement or forecourt to help signal the location of an entrance
* Contrasting colour and texture of floor surfaces
* 30% luminance contrast between floor and wall surfaces and operational controls and furniture
* Floor and wall surface materials have non-reflective, non-patterned finishes, with a variety of soft and hard surfaces to absorb noise and vibration
* Sound dampening elements that allow for controlled noise levels, reduced echo and background noise
* Raised lettering and Braille on handrail ends and lift architraves
1. A building map referred to in (1) includes visual, raised tactile and braille information and is designed in accordance with AS1428.4.2:
* Information about the overall shape of the building or part of the building
* External and internal paths of travel connecting to building entrances
* Location of major features such as main corridors, room entrances, lifts, stairs, ramps, toilets, kitchens or other main facilities
* Provision of visual content such as tenancy names and room names
* Designed with a heads-up orientation, location reference and map features
* Consistent application of map symbols and features across multiple maps



## Gold

1. A clear, consistent and accessible wayfinding system at the entry level foyer and the lobby of each level includes:
* Clear directional and identification signage to highlight the location of key facilities such as lifts, toilets, reception area, information and directory board from all accessible entrances
* Tactile identification signs at entry points to all entrances to each tenancy, including internal entrances in each storey within a multi-storey building
* A directory board and information signage is used to provide information about building services, tenancies, reporting to reception areas and how to seek assistance
* Design architectural features that provide intuitive layouts, clear sightlines, textured surfaces and creation of defined shore-lines
* Directional signage supplemented with maps for both visual and tactile use at entrance lobby directory boards
* Installation of Beacons or similar technology providing real time orientation and navigational information to locate facilities and move through lobby areas to destinations
1. Directional and Identification signage as referred to in (1) is further detailed in F1. Using Communication Systems
2. Directory boards are designed for both visual and tactile use:
* Place directory boards consistently on an internal wall or on a freestanding sign adjacent the accessible path of travel facing the person as they approach an entrance
* In foyers or open plan areas without a reception desk place the identification sign on a wall or plinth between 1500mm - 2000mm from the entrance to the open plan area
* Clear standing area immediately in front of a directory board
* Directory boards use accessible typeface sign elements according to AS1428.4.2
* Braille and tactile components positioned between 1200mm - 1600mm above the finished floor surface
* Directory boards are illuminated and have surfaces that are matte or have a low sheen finish and positioned to avoid reflections from external or internal lighting
* Avoid glare on digital directory boards by positioning them away from light sources
* Alternative accessible formats are provided for information displayed on digital directory boards such as audio description, text to speech, voice activation capability, QR codes
* Beacon or similar technology is built into directory boards to provide access to information via a personal device
1. Architectural design features to improve wayfinding include:
* A range of distinguishing visual, tactile, auditory, olfactory features integrated into the environment to assist orientation
* Primary accessible pathways are different in design than secondary pathways. A hierarchy of path types using major architectural features like width, height, different colour scheme, well defined edges, surface material and lighting
* Clear unobstructed shore-lines along accessways, walls, corridors and pathways which includes recessing lighting, fire hydrants, furniture or equipment
* A change in surface texture of the pavement or forecourt to help signal the location of an entrance
* Contrasting colour and texture of floor surfaces
* 30% luminance contrast between floor and wall surfaces and operational controls and furniture
* Floor and wall surface materials have non-reflective, non-patterned finishes, with a variety of soft and hard surfaces to absorb noise and vibration
* Sound dampening elements that allow for controlled noise levels, reduced echo and background noise
* Raised lettering and Braille on handrail ends and lift architraves
1. A building map referred to in (1) includes visual, raised tactile and braille information and is designed in accordance with AS1428.4.2:
* Information about the overall shape of the building or part of the building
* External and internal paths of travel connecting to building entrances
* Location of major features such as main corridors, room entrances, lifts, stairs, ramps, toilets, kitchens or other main facilities
* Provision of visual content such as tenancy names and room names
* Designed with a heads-up orientation, location reference and map features
* Consistent application of map symbols and features across multiple maps
* Provide floor level maps for multi-storey buildings

Additional Considerations:

* Whilst another party might be responsible for the wayfinding and signage systems, it impacts access to the site/workplace. Be proactive in highlighting and advocating for good wayfinding systems. Liaise and collaborate with Council, building owner or agencies
* Design building features to assist sighted and blind or low vision users to find their way, maintain sense of orientation and provide meaningful information to make decisions
* Provide frequent directional cues throughout the space, along the journey in both directions, particularly at decision points where changes of direction occur
* Design decision points to be logical, rational, obvious to a sighted user, legible to people who are blind or have low vision and ensure that directional cues relate directly to the building or landscape space
* Acoustic feedback, sound sources and echolocation can provide both directional and location information for a person who is blind or has low vision. However, too much ambient noise can mask useful auditory information and make hearing difficult
* Advances in technology will direct a rethink on how workplaces provide wayfinding information externally and internally
* Integration of technology into environmental systems involves development of operational processes and maintenance of both the hardware and software components to ensure operation is reliable and information is up-to-date and accurately reflected
* Tactile and braille maps need to be used in conjunction with information and identification signage to inform a person who is blind or has low vision about the location of the maps



# C. Moving Through Building

C1. Door and Doorways

C2. Corridors

C3. Flooring and Walls

C4. Vertical Circulation

C5. Ramps

C6. Lifts

C7. Stairways (general use)

C8. Emergency Alerts and Egress

# C1. Doors and Doorways



## Bronze

1. Doors comply with AS1428.1 and have the following features:
* Force that is easy to open and close (20N or less) or install an automatic door opener
* Vision panels that accommodate the view of a seated person
* The circulation space meets AS1428.1 (it is acceptable to meet circulation space requirements through moveable furniture)
* Door handles are lever types, easy to use with one hand and comply with AS1428.1
* Controls / intercoms / card readers provide contrasting colour with the background wall and are located at accessible heights and locations, 900-1100mm above the finished floor and 500mm away from internal corners
* 30% luminance contrast is provided at the door to meet AS1428.1
* All frameless and fully glazed doors and sidelights are clearly marked with a solid contrasting line that extends across the full width of the glazing panel (minimum 30% luminance contrast)



## Silver

1. Doors comply with AS1428.1 and have the following features:
* Force that is easy to open and close (20N or less) or install an automatic door opener
* Vision panels that accommodate the view of a seated person
* The circulation space meets AS1428.1, to be achieved without having to move furniture or fittings
* Door handles are lever types, easy to use with one hand and comply with AS1428.1
* Controls / intercoms / card readers provide contrasting colour with the background wall and are located at accessible heights and locations, 900-1100mm above the finished floor and 500mm away from internal corners
* 30% luminance contrast is provided at the door to meet AS1428.1
* All frameless and fully glazed doors and sidelights are clearly marked with a solid contrasting line that extends across the full width of the glazing panel (minimum 30% luminance contrast)
* Tenancy entrance doors, lift lobby doors and doors leading to and including accessible toilet door are automatic sliding doors



## Gold

1. Doors comply with AS1428.1 and have the following features:
* Force that is easy to open and close (20N or less) or install an automatic door opener
* Vision panels that accommodate the view of a seated person
* The circulation space meets AS1428.1, to be achieved without having to move furniture or fittings
* Door handles are lever types, easy to use with one hand and comply with AS1428.1
* Controls / intercoms / card readers provide contrasting colour with the background wall and are located at accessible heights and locations, 900-1100mm above the finished floor and 500mm away from internal corners
* 30% luminance contrast is provided at the door to meet AS1428.1
* All frameless and fully glazed doors and sidelights are clearly marked with a solid contrasting line that extends across the full width of the glazing panel (minimum 30% luminance contrast)
* Tenancy entrance doors, lift lobby doors and doors leading to and including accessible toilet door are automatic sliding doors
* Tenancy entrance doors and lift lobby doors are automatic motion sensor controlled sliding doors or have hands-free technology enabled door operation
* Doors have 900mm clear opening width

Additional Considerations:

* Positioning of door handles, controls and card readers at consistent accessible heights and locations assists employees with low vision find operable components and maximise usability by the majority of employees
* The use of luminance contrast between the door and background elements highlights doorways for low vision users
* Doors in specialised settings may need to be wider than standard (eg medical settings, justice buildings, settings where people may be using mobility scooters or transporting equipment / trolleys)

# C2. Corridors



## Bronze

1. There is obstruction free circulation space in corridors
2. The circulation space referred to in (1) has:
* minimum clear width of 1200mm between skirting
* minimum clear height of 2m in accordance with AS1428.1
* 1500mm x 1500mm at 90 degree turns
* Passing spaces in corridors every 20m (1.8m wide x 2m long)
* Wall mounted fixtures that are recessed such as services, utilities, lights, hydrants, shelving
1. Even lighting levels and light control systems to minimise reflections, glare, shadowing and illuminance variations



## Silver

1. There is obstruction free circulation space in corridors
2. The circulation space referred to in (1) has:
* minimum clear width of 1500mm between skirting
* minimum clear height of 2m in accordance with AS1428.1
* 1500mm x 1500mm at 90 degree turns
* Passing spaces in corridors every 20m (1.8m wide x 2m long)
* Wall mounted fixtures that are recessed such as services, utilities, lights, hydrants, shelving
1. Even lighting levels and light control systems to minimise reflections, glare, shadowing and illuminance variations



## Gold

1. There is obstruction free circulation space in corridors
2. The circulation space referred to in (1) has:
* minimum clear width of 1800mm between skirting
* minimum clear height of 2m in accordance with AS1428.1
* 1500mm x 1500mm at 90 degree turns
* Passing spaces in corridors every 20m (1.8m wide x 2m long)
* Wall mounted fixtures that are recessed such as services, utilities, lights, hydrants, shelving
1. Even lighting levels and light control systems to minimise reflections, glare, shadowing and illuminance variations

Additional Considerations:

* Where space is restricted at a corridor intersection, chamfered corners can allow a wheelchair user to manoeuvre around a tight corner
* Consider seating to allow people to rest especially in long internal corridors. However, seating may need to be positioned at the wider end of the corridor so as not to obstruct the clear width of the corridor
* Circulation space is based on a wheelchair footprint of 1300mm (L) x 800mm (W) Ð (AS 1428.1 2009, 90th percentile wheelchair dimensions). It is important to consider that wheelchair mobility device dimensions greatly vary. If you are expecting a higher number of people using scooters, power wheelchairs or bariatric wheelchairs it would be more appropriate to adopt Silver or Gold level circulation space.

# C3. Flooring and Walls



## Bronze

1. Flooring includes the following features:
* No stripes or strong patterns
* Non-reflective surface
* Sound absorbent material
* Low pile carpet that is easy to roll over, in accordance with BCA (carpet maximum 11mm, backing maximum 4mm)
* Slip resistant in wet and dry conditions in accordance with SA HB198



## Silver

1. Flooring includes the following features:
* No stripes or strong patterns
* Non-reflective surface
* Sound absorbent material
* Low pile carpet that is easy to roll over, in accordance with BCA (carpet maximum 11mm, backing maximum 4mm)
* Slip resistant in wet and dry conditions in accordance with SA HB198
* Floors have 30% luminance contrast with walls
* Colour contrast is used to delineate functional areas



## Gold

1. Flooring includes the following features:
* No stripes or strong patterns
* Non-reflective surface
* Sound absorbent material
* Low pile carpet that is easy to roll over, in accordance with BCA (carpet maximum 11mm, backing maximum 4mm)
* Slip resistant in wet and dry conditions in accordance with SA HB198
* Floors have 30% luminance contrast with walls
* Colour contrast is used to delineate functional areas
* Change in carpet / floor texture facilitates wayfinding such as to lifts and entrance doors in lobby

Additional Considerations:

* Colour, contrast and patterns can have a significant impact on employees with neurological, sensory sensitivities and low vision. Use of colour to differentiate different office areas can help to define spaces and assist orientation, on the other hand, stripes and strong patterns can create visual perceptual distortion and confusion
* Consider the impact of colour on a diversity of employees by preventing overstimulation and confusion and enhancing the level of comfort for all employees
* Colour and luminance contrast is useful in assisting people with low vision to navigate different office areas and identify locations by distinguishing between different surfaces such as walls and floors and providing clear, continuous edges

# C4. Vertical Circulation



## Bronze

1. All levels used by the occupants are connected by one or more of the following:
* accessible ramp
* passenger lift
* platform lift
1. All vertical circulation elements described in (1) comply with BCA requirements
2. Number of passenger lifts, their size and speed is suited to the number of building occupants



## Silver

1. All levels used by the occupants are connected by one or more of the following:
* accessible ramp
* passenger lift
* Use of platform lift is avoided
1. All vertical circulation elements described in (1) comply with BCA requirementsaccessible vertical circulation is as visible, safe, secure and convenient as stairs
2. Number of passenger lifts, their size and speed is suited to the number of building occupants



## Gold

1. All levels used by the occupants are connected by one or more of the following:
* accessible ramp
* passenger lift
* Platform lifts are not used
1. All vertical circulation elements described in (1) comply with BCA requirements
* accessible vertical circulation is as visible, safe, secure and convenient as stairs
1. There are 2 or more lifts in a multi-storey building or tenancy, connecting all floors used by staff and visitors

Additional Considerations:

* Lifts that are part of a continuous accessible link between buildings or destinations need to be available at all times and not subject to building opening hours
* PNSW contractual lease agreement outlines that the Lessor will make available to the Lessee lift services 24 hours per day, 7 days per week. Lift services to the premises are available at all times during the Building Service hours
* Lifts with secure access, require flexibility in hours of use to enable people to have flexible working and still be able to access lifts. People with disability might work outside standard hours so might arrive early or leave late and need to be able to independently access lifts
* A reliable and functioning lift is essential for employees to access their workplace and building facilities in a multi-storey building. Many employees with mobility or medical conditions do not have the option of using stairs when the lift is full or breaks down. Consider provision of at least 2 lifts in any mutli-storey building as back up and to provide equivalent choice

# C5. Ramps



## Bronze

1. Ramps fully comply with AS1428.1 and AS1428.4.1 and include the following features:
* Clearly visible or clearly sign posted from stairs / wayfinding decision making point
* Handrails have 30% luminance contrast with the background surface



## Silver

1. Ramps fully comply with AS1428.1 and AS1428.4.1 and include the following features:
* Clearly visible or clearly sign posted from stairs / wayfinding decision making point
* Handrails have 30% luminance contrast with the background surface
* 1500mm width between the handrails
* Braille / tactile indicator of level number at end of handrails



## Gold

1. Ramps fully comply with AS1428.1 and AS1428.4.1 and include the following features:
* Clearly visible or clearly sign posted from stairs / wayfinding decision making point
* Handrails have 30% luminance contrast with the background surface
* 1500mm width between the handrails
* Braille / tactile indicator of level number at end of handrails
* a maximum gradient 1:20
* allows two wheelchair users to pass at a midway landing (1800mm wide x 2070mm long)

Additional Considerations: N/A

# C6. Lifts



## Bronze

All lifts fully comply with the intent of the Disability Discrimination Act, the BCA and relevant Australian Standards

1. Lift Lobbies comply with BCA E3.6 and include the following features:
* Located in highly visible places, in common areas, with a path of travel to them through common areas
* Control panels have 30% luminance contrast with the wall
* Destination control systems include features outlined in F4. Destination Control System
* Have braille and tactile on the lift door frame, identifying the level number
* There are sufficient visual and audible cues from the keypad / control panel to the required lift (eg flashing light above lift and audible tone)
* Floor number selector key pads (touch pad controls) allow programmed and personalised access via swipe card
1. Lift cars comply with BCA E3.6 and include the following features:
* Automatic audible information within the lift car to identify the level each time the car stops
* Have a number displayed in the lift which can be used in case of emergency for SMS for people who are deaf or hard of hearing
* Provide braille / tactile emergency instructions
* Dwell time is sufficient for people who are slower travellers
* Have consistent location of control buttons that include braille and tactile
* Have non-reflective finishes, except a half-height mirror at the rear of the car which is useful for people who are deaf to know if there is someone behind them; and for visibility for wheelchair users to manoeuvre
1. Platform lifts comply with BCA E3.6 and include the following features:
* Readily available during business hours
* Have automatic doors (preferably sliding doors)
* Have call buttons located clear of the door swing
* Have sufficient space at lift lobbies for circulation and manoeuvring (1540mm x 2070mm)
* Do not rely on a constant pressure device for operation



## Silver

All lifts fully comply with the intent of the Disability Discrimination Act, the BCA and relevant Australian Standards

1. Lift Lobbies comply with BCA E3.6 and include the following features:
* Located in highly visible places, in common areas, with a path of travel to them through common areas
* Control panels have 30% luminance contrast with the wall
* Destination control systems include features outlined in F4. Destination Control System
* Have braille and tactile on the lift door frame, identifying the level number
* There are sufficient visual and audible cues from the keypad / control panel to the required lift (eg flashing light above lift and audible tone)
* Floor number selector key pads (touch pad controls) allow programmed and personalised access via swipe card
* Floor number selector key pads allow programmed and personalised access via mobile application and/or voice activated access
1. Lift cars comply with BCA E3.6 and include the following features:
* Automatic audible information within the lift car to identify the level each time the car stops
* Have a number displayed in the lift which can be used in case of emergency for SMS for people who are deaf or hard of hearing
* Provide braille / tactile emergency instructions
* Dwell time is sufficient for people who are slower travellers
* Have consistent location of control buttons that include braille and tactile
* Have non-reflective finishes, except a half-height mirror at the rear of the car which is useful for people who are deaf to know if there is someone behind them; and for visibility for wheelchair users to manoeuvre
* A stretcher lift is provided
1. Platform lifts comply with BCA E3.6 and include the following features:
* Readily available during business hours
* Have automatic doors (preferably sliding doors)
* Have call buttons located clear of the door swing
* Have sufficient space at lift lobbies for circulation and manoeuvring (1540mm x 2070mm)
* Do not rely on a constant pressure device for operation



## Gold

All lifts fully comply with the intent of the Disability Discrimination Act, the BCA and relevant Australian Standards

1. Lift Lobbies comply with BCA E3.6 and include the following features:
* Located in highly visible places, in common areas, with a path of travel to them through common areas
* Control panels have 30% luminance contrast with the wall
* Destination control systems include features outlined in F4. Destination Control System
* Have braille and tactile on the lift door frame, identifying the level number
* There are sufficient visual and audible cues from the keypad / control panel to the required lift (eg flashing light above lift and audible tone)
* Floor number selector key pads (touch pad controls) allow programmed and personalised access via swipe card
* Floor number selector key pads allow programmed and personalised access via mobile application and/or voice activated access
* Fully personalised programming to include longer response and dwell times, consistent lift allocation, audible passenger guidance and customised assistance contact
1. Lift cars comply with BCA E3.6 and include the following features:
* Automatic audible information within the lift car to identify the level each time the car stops
* Have a number displayed in the lift which can be used in case of emergency for SMS for people who are deaf or hard of hearing
* Provide braille / tactile emergency instructions
* Dwell time is sufficient for people who are slower travellers
* Have consistent location of control buttons that include braille and tactile
* Have non-reflective finishes, except a half-height mirror at the rear of the car which is useful for people who are deaf to know if there is someone behind them; and for visibility for wheelchair users to manoeuvre
* A stretcher lift is provided
* The emergency communication system incorporates an audio-visual system and/or digital screen communication to communicate with people who are deaf or hard of hearing.

Additional Considerations:

* Develop KPIs and an operational strategy for lift maintenance and break downs to minimise the disruption and length of outage. This is critically important when there is only one lift in the building because lifts are the only means of access for some employees to access their workplace independently
* As outlined in the PNSW Building Performance Brief:
	+ Dedicated passenger lifts are to be provided to service office floors, shared facilities and car parking levels with a security access control system is integrated
	+ The passenger cars internal finishes are to be consistent with the high quality main lobby finishes being; high quality, durable, low maintenance and consistent with the building’s standard
	+ Provide at least one dedicated goods lift, directly servicing all levels of the building including, basements, carparks, loading dock and office floors to allow for the transfer of material from the loading dock, carpark and mail room to the rest of the building, periodically throughout the day. All lifts to have provision for temporary blanket protection for interior wall finishes

# C7. Stairways (general use)



## Bronze

1. Stairs comply with BCA, AS1428.1 and AS1428.4.1 and include the following features:
* Clear directional signage to the alternative accessible pathway
* Stair configuration avoids tapered steps
* Stair risers are even and opaque with maximum overhang of 25mm
* Handrails on both sides of stairways
* Contrasting strip on stair nosings
* Warning TGSIs at top and bottom of stairways
* Slip resistant surfaces to meet BCA (P3 dry surface conditions / P4 wet surface conditions)
* Even lighting levels and lighting control systems to minimise reflections, glare, shadowing and illuminance variations



## Silver

1. Stairs comply with BCA, AS1428.1 and AS1428.4.1 and include the following features:
* Clear directional signage to the alternative accessible pathway
* Stair configuration avoids tapered steps
* Stair risers are even and opaque with maximum overhang of 25mm
* Handrails on both sides of stairways
* Contrasting strip on stair nosings
* Warning TGSIs at top and bottom of stairways
* Slip resistant surfaces to meet BCA (P3 dry surface conditions / P4 wet surface conditions)
* Even lighting levels and lighting control systems to minimise reflections, glare, shadowing and illuminance variations
* Stairs and handrails are set back from adjacent access ways minimum 900mm
* Braille / tactile indicator of level number at end of handrails



## Gold

1. Stairs comply with BCA, AS1428.1 and AS1428.4.1 and include the following features:
* Clear directional signage to the alternative accessible pathway
* Stair configuration avoids tapered steps
* Stair risers are even and opaque with maximum overhang of 25mm
* Handrails on both sides of stairways
* Contrasting strip on stair nosings
* Warning TGSIs at top and bottom of stairways
* Slip resistant surfaces to meet BCA (P3 dry surface conditions / P4 wet surface conditions)
* Even lighting levels and lighting control systems to minimise reflections, glare, shadowing and illuminance variations
* Stairs and handrails are set back from adjacent access ways minimum 900mm
* Braille / tactile indicator of level number at end of handrails
* Additional visual information to aid orientation of floor level is provided at stair landings such as use of colour and large lettering

Additional Considerations:

* Avoid single steps, rounded stairs or stairs with a 90-degree angle in them
* Wherever stairs are located, ensure there is a step-free alternative provided

# C8. Emergency Alerts and Egress



## Bronze

1. Multi-sensory (visual and vibrating) alarms are provided in bathrooms, prayer / multi-faith rooms, medical / quiet rooms or areas where employees or visitors may be alone
2. All emergency exits are clearly shown using illuminated exit signs and braille / tactile signs in accordance with the BCA
3. Evacuation diagrams displayed throughout the building include the identification of the locations of stairway evacuation devices (i.e. evacuation chairs)
4. All emergency and evacuation procedures are clearly displayed on appropriate signage
5. There is an evacuation chair and storage:
* One per occupant and allocated to people who need them
* Evacuation chairs and associated brackets are maintained and inspected on a routine basis



## Silver

1. Multi-sensory (visual and vibrating) alarms are provided in bathrooms, prayer / multi-faith rooms, medical / quiet rooms or areas where employees or visitors may be alone
2. All emergency exits are clearly shown using illuminated exit signs and braille / tactile signs in accordance with the BCA
3. Evacuation diagrams displayed throughout the building include the identification of the locations of stairway evacuation devices (i.e. evacuation chairs)
4. All emergency and evacuation procedures are clearly displayed on appropriate signage
5. There is an evacuation chair and storage:
* One per occupant and allocated to people who need them
* Evacuation chairs and associated brackets are maintained and inspected on a routine basis
1. An emergency positioning system or similar technology is utilised to track and personalise communication with employees in an emergency



## Gold

1. Multi-sensory (visual and vibrating) alarms are provided in bathrooms, prayer / multi-faith rooms, medical / quiet rooms or areas where employees or visitors may be alone
2. All emergency exits are clearly shown using illuminated exit signs and braille / tactile signs in accordance with the BCA
3. Evacuation diagrams displayed throughout the building include the identification of the locations of stairway evacuation devices (i.e. evacuation chairs)
4. All emergency and evacuation procedures are clearly displayed on appropriate signage
5. There is an evacuation chair and storage:
* On each level and one per occupant and allocated to people who need them
* Evacuation chairs and associated brackets are maintained and inspected on a routine basis
1. An emergency positioning system or similar technology is utilised to track and personalise communication with employees in an emergency
2. Each level has a designated refuge area where a person with mobility limitations can safely wait for help during an evacuation, with signage identifying the area and a means of communicating with the person waiting at the refuge
* The space referred to in 5) should be at least 800mm x 1300mm and clear of the path to the exit doors or exit stair
* There is communication, intercom or phone within the area, located at an accessible height and location for communicating with emergency services personnel
1. Fire stairs have handrails on both sides of the stairs

Additional Considerations:

* Appropriate and dignified structures and processes need to be put in place to ensure all employees, visitors and clients can evacuate in an emergency
* A Personal Emergency Evacuation Plan (PEEP) should be in place for any person with disability requiring assistance to leave the building. These needs may not be just physical - some people may also need mental health support



# D. Using Work Areas

D1. Work Points

D2. Acoustics

D3. Lighting

D4. Switches and Controls

D5. Meeting Rooms

D6. Collaboration Areas

D7. Utility Areas

# D1. Work Points



## Bronze

1. Automated adjustable height desks are provided at 50% of work points
2. Circulation space between occupied furniture is 1200mm
3. GPOs and connection points are 600mm above finished floor level and no more than 500mm from an internal corner:
* At 30% of work points
1. GPOs in accessible locations feature:
* rocker action or toggle minimum dimension 30mm x 30mm
* push pad 25mm diameter
* 30 % luminance contrast with the background
1. Range of desk orientation and layouts to provide choice of outward facing work points with no access from behind and line of sight of people approaching



## Silver

1. Automated adjustable height desks are provided at 75% of work points
2. Circulation space between occupied furniture is 1200mm
3. GPOs and connection points are 600mm above finished floor level and no more than 500mm from an internal corner:
* at 50% of work points
1. GPOs in accessible locations feature:
* rocker action or toggle minimum dimension 30mm x 30mm
* push pad 25mm diameter
* 30 % luminance contrast with the background
1. Range of desk orientation and layouts to provide choice of outward facing work points with no access from behind and line of sight of people approaching
2. In workplaces with roaming workstations, two or more work points have enhanced environmental control and adaptive technology capabilities that include:
* Large Monitor (ideally 24”)
* A monitor arm that can be adjusted to be close to the edge of the desk
* Acrobat Desktop CCTV (24” screen option preferred)
* Desk Lamp - for task lighting, with variable strengths/temperature
* Large Print Keyboard
* Meter long tethering chain for users with Seeing Eye Dogs, to be safely stored under desk top and easily retrieved
* If desks are placed near windows block out curtains
* Alternative mouse / track pad options



## Gold

1. Automated adjustable height desks are provided at 100% of work points
2. Circulation space between occupied furniture is 1200mm
3. GPOs and connection points are 600mm above finished floor level and no more than 500mm from an internal corner:
* at 75% of work points
1. GPOs in accessible locations feature:
* rocker action or toggle minimum dimension 30mm x 30mm
* push pad 25mm diameter
* 30 % luminance contrast with the background
1. Range of desk orientation and layouts to provide choice of outward facing work points with no access from behind and line of sight of people approaching
2. In workplaces with roaming workstations, two or more work points have enhanced environmental control and adaptive technology capabilities that include:
* Large Monitor (ideally 24”)
* A monitor arm that can be adjusted to be close to the edge of the desk
* Acrobat Desktop CCTV (24” screen option preferred)
* Desk Lamp - for task lighting, with variable strengths/temperature
* Large Print Keyboard
* Meter long tethering chain for users with Seeing Eye Dogs, to be safely stored under desk top and easily retrieved
* If desks are placed near windows block out curtains
* Alternative mouse / track pad options
1. Fully personalised programming of work points integrated into a single user control interface

Additional Considerations:

* Many employees with disability report challenges working in an open plan office environment, as these spaces are less conducive to catering for individual needs. Common challenges reported include limited personalisation of work points, increased effort and time consuming moving specialised equipment, increased noise levels, stimulation and movement, lack of privacy, need to disclose disability to secure a suitable work point, unpredictability of office environment makes it difficult to cater for contingencies on a day to day basis, use of audio/speech technology ie. text to speech, screen readers, dictation etc., hot desking decreases confidence and ability to find a suitable work station to meet sensory needs ie. lighting, glare, sound, temperature, increase anxiety and stress ie if you arrive at work later you may miss out on your preferred desk
* While flexible work arrangements may provide essential assistance for some employees across a range of scenarios, it is important to remember that as a workaround to an inaccessible environment they do not substitute for addressing environmental barriers
* Some employees with disability report that while flexible work arrangements are a critical factor in their ability to perform their job role successfully many indicated that employees can feel isolated and dislocated from colleagues and team members if not paired with remote team building strategies
* In an agile workplace, it is important to provide equity of access and choice to roaming for people who use adaptive technology. Encourage employees to ‘roam’ in order to take advantage of different agile spaces by providing a number of workstations with adaptive technology scattered throughout the workplace. These technology enhanced workstations can be used for people whose access to non-mobile equipment requires a ‘permanent location
* Create criteria for the use of technology enhanced work stations, to help ensure availability for employees that need assistive technology. Criteria may consider employees who use specialised equipment at their desk that cannot be moved/carried in order to perform their role and/or an employee’s job requires access to specialised equipment more than 8 times a day
* Consult with employees who have specific requirements, ranging from requirements for heavy equipment, adaptive technology, or alternative filing systems and undertake consultation with an adaptive technology specialist or occupational therapist to identify individual suitability of technology enhanced work station
* Personalised assistive technology equipment that is not easily moved or integrated into a technology enhanced workstation may require an employee’s work point setup to remain in a permanent location
* Remote IT support is essential to provide support for staff who use and rely on the compatibility of assistive technology and workplace ICT systems
* A one size fits all office chair does not exist. The best chance of catering for a range of body shapes and sizes is to provide ergonomically certified office chairs with good adjustability features. Adjustability is key for greater versatility combined with education so employees know how to use adjustability features and fit chairs according to their individual needs. However, some employees will still require more specialised seating
* Thermal comfort is a key consideration in an employee’s comfort in the workplace. People with varying medical conditions, pain, chronic disease and disability can be particularly sensitive to thermal irregularities. Given sun movement, seasonal changes and extreme temperature conditions requires flexibility to adjust internal temperature conditions throughout the day and year. Flexibility can be provided by ensuring temperatures in meeting rooms can be adjusted and by designating warmer and cooler zones in open plan offices
* As outlined in PNSW building performance brief the internal office temperatures shall be: 22.5°C +/- 1.5°C. On an extreme heat event day (ambient outside temperatures greater than 35 degrees) the building’s set temperature will be increased by 2 degrees for that day and the chillers will be shut down at 4pm. Ambient design temperature as per Australian Institute of Refrigeration, Air conditioning and Heating (AIRAH) design conditions (cooling towers to be selected based on design wet bulb condition +1°C)
* For Lessor’s PNSW contractual lease agreement outlines the Lessor must use best endeavours to ensure the internal comfort conditions of the premises are maintained within industry accepted parameters and to a standard commensurate with a modern office building, making the premises suitable for occupation. As minimum standard the air conditioning plan must maintain the temperature of air within the premises within the range stipulated in the Building Performance Brief, subject to fitout design, operation and use of the premises by the Lessee (subject to delays or stoppages due to repairs, maintenance, strikes or accidents)

# D2. Acoustics



## Bronze

1. Acoustics are considered in work areas:
* There is a designated “quiet zone” in open plan offices on every level for quiet working and no talking
* Use of wooden / hard flooring surfaces is avoided
* Sound absorbing materials are provided and may be retrofitted to surfaces
1. Provide minimum 2 designated work points / pods with increased sound proofing elements for people to have the opportunity to make private phone calls or work with reduced distractions
* At least one of each type of sound proofed work point / pod is accessible with door circulation to meet AS1428.1 and internal circulation clear of desks of 1540mm x 2070mm



## Silver

1. Acoustics are considered in work areas:
* There is a designated “quiet zone” in open plan offices on every level for quiet working and no talking
* Use of wooden / hard flooring surfaces is avoided
* Sound absorbing materials are provided and may be retrofitted to surfaces
* Acoustic impact of layout of fitout is considered ie meeting rooms and breakout areas are not located directly adjacent to work points
1. For workplaces with over 30 work points provide minimum 10% of total work points with increased sound proofing elements for people to have the opportunity to make private phone calls or work with reduced distractions
* At least one of each type of sound proofed work point / pod is accessible with door circulation to meet AS1428.1 and internal circulation clear of desks of 1540mm x 2070mm
1. Sound absorbing surfaces are used in workspaces, reception areas and lobbies for:
* Flooring
* Furniture



## Gold

1. Acoustics are considered in work areas:
* There is a designated “quiet zone” in open plan offices on every level for quiet working and no talking
* Use of wooden / hard flooring surfaces is avoided
* Sound absorbing materials are provided and may be retrofitted to surfaces
* Acoustic impact of layout of fitout is considered ie meeting rooms and breakout areas are not located directly adjacent to work points
* Work areas provide a range of sensory zones which offer designated areas of high and low levels of acoustic and lighting conditions
1. For workplaces with over 30 work points provide minimum 10% of total work points with increased sound proofing elements for people to have the opportunity to make private phone calls or work with reduced distractions
* At least one of each type of sound proofed work point / pod is accessible with door circulation to meet AS1428.1 and internal circulation clear of desks of 1540mm x 2070mm
1. Sound absorbing surfaces are used in workspaces, reception areas and lobbies for:
* Flooring
* Furniture
* Walls

Additional Considerations:

* Acoustic requirements for specific projects are based on agreed specifications with the agency, PNSW, the designer and the acoustic consultant
* Spaces that are adjacent to each other may require more or less acoustic requirements such as enhancing sound proofing conditions in meeting rooms next to each other
* Acoustic requirements for new or specialist spaces should be reviewed separately and incorporated within the project with specialist acoustic consultant input, as needed
* For acoustic comfort for internal noise levels refer to Table 1 of AS/NZS 2107:2000, reverberation refer to Table 1 of AS/NZS 2107:2000 and speech privacy levels for meeting rooms. A best practice adjustable sound masking system enables speech privacy to all open plan areas
* Many blind cane and dog users “echo locate” to identify location within a space. Wide open spaces benefit from acoustic panelling that manages sound levels
* In existing spaces where acoustic absorption is limited provide noise cancelling headphones as standard equipment for all employees to use

# D3. Lighting



## Bronze

1. Lighting in work areas is not fluorescent and is adjustable, with provision for natural light:
* There is variation in lighting areas in the open plan office area, with minimum 300lux at work points in accordance with AS1428.2
* Minimum 350lux at stairs and ramps in accordance with AS1428.2
* Direct and reflected glare is minimised
1. There is provision for additional task lighting
* In work spaces
1. Blinds are provided to manage heat, glare and light sensitivity
* In workspaces
1. Reflective surfaces are not used
* In workspaces



## Silver

1. Lighting in work areas is not fluorescent and is adjustable, with provision for natural light
* There is variation in lighting areas in the open plan office area, with minimum 300lux at work points in accordance with AS1428.2
* Minimum 350lux at stairs and ramps in accordance with AS1428.2
* Direct and reflected glare is minimised
* Minimum 300lux in meeting rooms in accordance with AS1428.2
* Where necessary, use directional lighting to minimise shadowing
1. There is provision for additional task lighting
* In work spaces
* In meeting rooms
1. Blinds are provided to manage heat, glare and light sensitivity
* In workspaces
* In meeting rooms
1. Reflective surfaces are not used
* In workspaces
* In meeting rooms



## Gold

1. Lighting in work areas is not fluorescent and is adjustable, with provision for natural light:
* There is variation in lighting areas in the open plan office area, with minimum 300lux at work points in accordance with AS1428.2
* Minimum 350lux at stairs and ramps in accordance with AS1428.2
* Direct and reflected glare is minimised
* Minimum 300lux in meeting rooms in accordance with AS1428.2
* Where necessary, use directional lighting to minimise shadowing
* Minimum 550-600lux in utility rooms in accordance with AS1428.2
1. There is provision for additional task lighting
* In work spaces
* In meeting rooms
* In utility rooms
1. Blinds are provided to manage heat, glare and light sensitivity
* In workspaces
* In meeting rooms
* In utility rooms
1. Reflective surfaces are not used
* In workspaces
* In meeting rooms
* In utility rooms

Additional Considerations:

N/a

# D4. Switches and Controls



## Bronze

1. Switches and controls (for lights, heating / cooling, blinds, fans) are in an accessible location clear of furniture or obstructions:
* Clear wheelchair circulation space of 1500mm x 1500mm in front of switch / controls to allow an unobstructed approach
* 900mm-1100mm above finished floor level
* no less than 500mm from an internal corner in accordance with AS1428.1
1. GPOs are provided in an accessible location clear of furniture or obstructions, 600mm AFFL and no less than 500mm from internal corners:
* At 30% of work points
* In 30% of meeting rooms
1. Light switches and GPOs in accessible locations feature:
* rocker action or toggle minimum dimension 30mm x 30mm
* push pad 25mm diameter
* 30% luminance contrast with the background wall or surface
* minimum font size of 6mm for switch / GPO labels



## Silver

1. Switches and controls (for lights, heating / cooling, blinds, fans) are in an accessible location clear of furniture or obstructions:
* Clear wheelchair circulation space of 1500mm x 1500mm in front of switch / controls to allow an unobstructed approach
* 900mm-1100mm above finished floor level
* no less than 500mm from an internal corner in accordance with AS1428.1
1. GPOs are provided in an accessible location clear of furniture or obstructions, 600mm AFFL and no less than 500mm from internal corners:
* At 50% of work points
* In 50% of meeting rooms
1. Light switches and GPOs in accessible locations feature:
* rocker action or toggle minimum dimension 30mm x 30mm
* push pad 25mm diameter
* 30% luminance contrast with the background wall or surface
* minimum font size of 6mm for switch / GPO labels
* Braille and tactile labels with minimum capital letter height of 15mm and lower-case letter height minimum 7.5mm
* Push pad light switch buttons or borders illuminate when activated
* Hands free or motion sensor lighting
* Remote control capability



## Gold

1. Switches and controls (for lights, heating / cooling, blinds, fans) are in an accessible location clear of furniture or obstructions:
* Clear wheelchair circulation space of 1500mm x 1500mm in front of switch / controls to allow an unobstructed approach
* 900mm-1100mm above finished floor level
* no less than 500mm from an internal corner in accordance with AS1428.1
1. GPOs are provided in an accessible location clear of furniture or obstructions, 600mm AFFL and no less than 500mm from internal corners:
* At 75% of work points
* In 75% of meeting rooms
1. Light switches and GPOs in accessible locations feature:
* rocker action or toggle minimum dimension 30mm x 30mm
* push pad 25mm diameter
* 30% luminance contrast with the background wall or surface
* minimum font size of 6mm for switch / GPO labels
* Braille and tactile labels with minimum capital letter height of 15mm and lower-case letter height minimum 7.5mm
* Push pad light switch buttons or borders illuminate when activated
* Hands free or motion sensor lighting
* Remote control capability
* Capability for operation through a personal device or integrated user interface

Additional Considerations:

N/a

# D5. Meeting Rooms



## Bronze

1. Provide circulation space in meeting rooms:
* At doors
* Within the room
1. The circulation space referred to in (1) has:
* circulation space that meets AS1428.1 by moving of light loose furniture
* 1200mm between furniture
1. Access to technology, GPOs, screens and cables:
* within the range of 900mm to 1100mm above finished floor level and no less than 500mm from internal corners
* with unobstructed circulation space in front of 1500mm x 1500mm
* within 600mm for side reach from the edge of the table
1. Meeting rooms have consistent method of identification - further detailed in F1. Using Communication Systems
2. Hearing loops and appropriate signage in accordance with the BCA are provided:
* in all large meeting rooms
* portable hearing systems available
* Instructions on how to operate the hearing augmentation system are provided
* maintenance checks of hearing systems are undertaken every 12 months
1. Furniture is easily moveable
2. If glazing is used, opaque visual indicators that achieve 30% luminance contrast in accordance with AS1428.1
3. Even level of illumination without glare and reflections - especially if rooms allow natural light in, by adjustable lighting and use of blinds eg at the projector screen



## Silver

1. Provide circulation space in meeting rooms:
* At doors
* Within the room
1. The circulation space referred to in (1) has:
* circulation space that meets AS1428.1 without moving of any furniture required
* 1200mm between furniture
1. Access to technology, GPOs, screens and cables:
* within the range of 900mm to 1100mm above finished floor level and no less than 500mm from internal corners
* with unobstructed circulation space in front of 1500mm x 1500mm
* within 600mm for side reach from the edge of the table
1. Meeting rooms have consistent method of identification - further detailed in F1. Using Communication Systems
2. Hearing loops and appropriate signage in accordance with the BCA are provided:
* in all large meeting rooms
* portable hearing systems available
* Instructions on how to operate the hearing augmentation system are provided
* maintenance checks of hearing systems are undertaken every 12 months
* Hearing loops in one of each type of medium sized meeting rooms with AV / VC
1. Furniture is easily moveable
2. If glazing is used, opaque visual indicators that achieve 30% luminance contrast in accordance with AS1428.1
3. Even level of illumination without glare and reflections - especially if rooms allow natural light in, by adjustable lighting and use of blinds eg at the projector screen



## Gold

1. Provide circulation space in meeting rooms:
* At doors
* Within the room
1. The circulation space referred to in (1) has:
* circulation space that meets AS1428.1 without moving of any furniture required
* 1200mm between furniture
1. Access to technology, GPOs, screens and cables:
* within the range of 900mm to 1100mm above finished floor level and no less than 500mm from internal corners
* with unobstructed circulation space in front of 1500mm x 1500mm
* within 600mm for side reach from the edge of the table
1. Meeting rooms have consistent method of identification - further detailed in F1. Using Communication Systems
2. Hearing loops and appropriate signage in accordance with the BCA are provided:
* in all large meeting rooms
* portable hearing systems available
* Instructions on how to operate the hearing augmentation system are provided
* maintenance checks of hearing systems are undertaken every 12 months
* Hearing loops in one of each type of medium sized meeting rooms with AV / VC
* Hearing loops in all other meeting rooms with AV / VC
1. Furniture is easily moveable
* Furniture is height adjustable
1. If glazing is used, opaque visual indicators that achieve 30% luminance contrast in accordance with AS1428.1
2. Even level of illumination without glare and reflections - especially if rooms allow natural light in, by adjustable lighting and use of blinds eg at the projector screen
3. Storage cupboard is provided for furniture that is not being used

Additional Considerations:

Instructions for hearing loops in meeting rooms may include the following elements

* the type of system
* the extent of the hearing augmentation coverage in the room
* if receivers are required, where they are stored and how to charge them
* how to use the system during meetings
* how to use the system during telephone or video conferencing

# D6. Collaboration Areas



## Bronze

1. Provide circulation space in collaboration areas:
* At doors
* Within the room / area
1. The circulation space referred to in (1) has:
* circulation space that meets AS1428.1 by moving of loose furniture
* 1200mm between furniture
1. Access to technology, GPOs, screens and cables:
* within the range of 900mm to 1100mm above finished floor level and no less than 500mm from internal corners
* with circulation space in front of 1500mm x 1500mm
* within 600mm side reach from the edge of the table
1. Hearing loops are provided:
* in all large collaboration areas
* portable hearing systems available
* maintenance checks of hearing systems are undertaken every 12 months
1. Furniture
* There is a mixture of seating heights and styles provided (including chairs with arms)
* Furniture is easily moveable



## Silver

1. Provide circulation space in collaboration areas:
* At doors
* Within the room / area
1. The circulation space referred to in (1) has:
* circulation space that meets AS1428.1 without moving of any furniture required
* 1200mm between furniture
1. Access to technology, GPOs, screens and cables:
* within the range of 900mm to 1100mm above finished floor level and no less than 500mm from internal corners
* with circulation space in front of 1500mm x 1500mm
* within 600mm side reach from the edge of the table
1. Hearing loops are provided:
* in all large collaboration areas
* portable hearing systems available
* maintenance checks of hearing systems are undertaken every 12 months
1. Furniture
* There is a mixture of seating heights and styles provided (including chairs with arms)
* Furniture is easily moveable



## Gold

1. Provide circulation space in collaboration areas:
* At doors
* Within the room / area
1. The circulation space referred to in (1) has:
* circulation space that meets AS1428.1 without moving of any furniture required
* 1200mm between furniture
1. Access to technology, GPOs, screens and cables:
* within the range of 900mm to 1100mm above finished floor level and no less than 500mm from internal corners
* with circulation space in front of 1500mm x 1500mm
* within 600mm side reach from the edge of the table
1. Hearing loops are provided:
* in all large collaboration areas
* portable hearing systems available
* maintenance checks of hearing systems are undertaken every 12 months
1. Furniture
* There is a mixture of seating heights and styles provided (including chairs with arms)
* Furniture is easily moveable
* Tables are height adjustable

Additional Considerations: N/a

# D7. Utility Areas



## Bronze

1. Provide circulation space in utility areas:
* Between counters and cupboards / storage areas
* Layout supports workflow, ease of use and circulation spaces
1. The circulation space referred to in (1) should have:
* a minimum clear width of 1550mm between counters and in front of cupboards / equipment
1. Provide slip-resistant flooring minimum P4 / R11
2. Provide accessible storage and bench spaces
3. The spaces referred to in (4) should have:
* Access to stationary and equipment within the accessible range of 230mm to 1350mm above finished floor level for side reach and 380mm - 1120mm above finished floor level for forward reach
* A clear section of bench is provided next to cupboard for set down of items
1. Provide access to fixtures and equipment:
* Access to printer controls is possible from a seated position
* Access to use the rubbish bins
* Access to storage cupboards taking into account direction of door swing relative to approach and wall
1. The maximum height of the operable parts of the equipment referred to in (6) is:
* GPO and printer controls easy to reach - 900-1100mm AFFL and within 300mm of the front of the counter
* 900-1120mm above finished floor level for other equipment operable components such as recycle bins, staplers etc
1. Clearly differentiate items with signage and pictograms
* Waste bins from recycling bins with signage on the vertical surface rather than horizontal surface for better visibility from a seated position



## Silver

1. Provide circulation space in utility areas:
* Between counters and cupboards / storage areas
* Layout supports workflow, ease of use and circulation spaces
* Provide open ended utility areas
1. The circulation space referred to in (1) should have:
* a minimum clear width of 1800mm between counters and in front of cupboards / equipment
1. Provide slip-resistant flooring minimum P4 / R11
2. Provide accessible storage and bench spaces
3. The spaces referred to in (4) should have:
* Access to stationary and equipment within the accessible range of 230mm to 1350mm above finished floor level for side reach and 380mm - 1120mm above finished floor level for forward reach
* A clear section of bench is provided next to cupboard for set down of items
* A section of bench has space clearance underneath it for access by a wheelchair user in the range 830mm-870mm AFFL
* Depth of shelves is 300mm
* Pull out storage shelves
* 30% luminance contrast provided between counter top and wall
1. Provide access to fixtures and equipment:
* Access to printer controls is possible from a seated position
* Access to use the rubbish bins
* Access to storage cupboards taking into account direction of door swing relative to approach and wall
* Recess fixtures and equipment to improve circulation spaces and reduce obstacles
* Recessed space in joinery to provide designated space for common equipment ie. pens, paper, pads, recycling bins, stationary equipment
1. The maximum height of the operable parts of the equipment referred to in (6) is:
* GPO and printer controls easy to reach - 900-1100mm AFFL and within 300mm of the front of the counter
* 900-1120mm above finished floor level for other equipment operable components such as recycle bins, staplers etc
1. Clearly differentiate items with signage and pictograms
* Waste bins from recycling bins with signage on the vertical surface rather than horizontal surface for better visibility from a seated position
* Tactile and braille elements on key equipment and controls (such as printer and stationary storage)



## Gold

1. Provide circulation space in utility areas:
* Between counters and cupboards / storage areas
* Layout supports workflow, ease of use and circulation spaces
* Provide open ended utility areas
1. The circulation space referred to in (1) should have:
* a minimum clear width of 1800mm between counters and in front of cupboards / equipment
1. Provide slip-resistant flooring minimum P4 / R11
2. Provide accessible storage and bench spaces
3. The spaces referred to in (4) should have:
* Access to stationary and equipment within the accessible range of 230mm to 1350mm above finished floor level for side reach and 380mm - 1120mm above finished floor level for forward reach
* A clear section of bench is provided next to cupboard for set down of items
* A section of bench has space clearance underneath it for access by a wheelchair user in the range 830mm-870mm AFFL
* Depth of shelves is 300mm
* Pull out storage shelves
* 30% luminance contrast provided between counter top and wall
* No above head height storage cupboards
* Recessed height adjustable table / bench provided
1. Provide access to fixtures and equipment:
* Access to printer controls is possible from a seated position
* Access to use the rubbish bins
* Access to storage cupboards taking into account direction of door swing relative to approach and wall
* Recess fixtures and equipment to improve circulation spaces and reduce obstacles
* Recessed space in joinery to provide designated space for common equipment ie. pens, paper, pads, recycling bins, stationary equipment
1. The maximum height of the operable parts of the equipment referred to in (6) is:
* GPO and printer controls easy to reach - 900-1100mm AFFL and within 300mm of the front of the counter
* 900-1120mm above finished floor level for other equipment operable components such as recycle bins, staplers etc
1. Clearly differentiate items with signage and pictograms
* Waste bins from recycling bins with signage on the vertical surface rather than horizontal surface for better visibility from a seated position
* Tactile and braille elements on key equipment and controls (such as printer and stationary storage)
* All items of utility or use have large print labelling/signage and braille, such as printers, shelving with paper, anywhere there is a visual label

Additional Considerations:

* Locate utility areas centrally so that travel distances from work stations are similar



# E. Using Amenities

E1. Lockers

E2. Kitchens

E3. Toilet Facilities

E4. Unisex Accessible Toilet

E5. Ambulant Cubicles

E6. Quiet Rooms

E7. Assistance Animal Facilities

# E1. Lockers



## Bronze

1. Storage lockers are in an accessible location, in close proximity to work areas, linked via an accessible path of travel, with circulation space in front of 1540mm x 2070mm
2. Locker heights are within accessible reach ranges approximately 500mm-1350mm above floor level, with easy to operate controls and handles that can be gripped with one hand
3. Locker size allows for coat hanging facility. Coat hook and shelves are integrated in a range of lockers within accessible reach ranges provided in the locker 500mm-1350mm above floor level



## Silver

1. Storage lockers are in an accessible location, in close proximity to work areas, linked via an accessible path of travel, with circulation space in front of 1540mm x 2070mm
2. Locker heights are within accessible reach ranges approximately 500mm-1350mm above floor level, with easy to operate controls and handles that can be gripped with one hand
* Accessible signage with Braille, tactile numeric key pad and contrast colour to background surface
1. Locker size allows for coat hanging facility. Coat hook and shelves are integrated in a range of lockers within accessible reach ranges provided in the locker 500mm-1350mm above floor level
* Additional hook is provided
* Provide different colours or tones to a grouping of lockers to assist with recognition of locker location



## Gold

1. Storage lockers are in an accessible location, in close proximity to work areas, linked via an accessible path of travel, with circulation space in front of 1540mm x 2070mm
2. Locker heights are within accessible reach ranges approximately 500mm-1350mm above floor level, with easy to operate controls and handles that can be gripped with one hand
* Accessible signage with Braille, tactile numeric key pad and contrast colour to background surface
* Digital locking mechanism that can be operated with a personal device
1. Locker size allows for coat hanging facility. Coat hook and shelves are integrated in a range of lockers within accessible reach ranges provided in the locker 500mm-1350mm above floor level
* Additional hook is provided
* Provide different colours or tones to a grouping of lockers to assist with recognition of locker location

Additional Considerations:

* Provide a choice of locker sizes to allow for storage of assistive technology equipment and larger bags

# E2. Kitchens



## Bronze

1. Provide circulation space in the kitchen
* Between benches
1. The circulation space referred to in (1) has:
* a minimum clear width of 1550mm
1. Slip-resistant flooring in kitchen minimum P4 / R11
2. Accessible storage and bench spaces in the kitchen
3. The spaces referred to in (4) have:
* Bench height in the range 830mm-870mm above finished floor level
* Access to crockery and cutlery within the accessible range of 230mm to 1350mm above floor level for side reach and 380mm - 1120mm above floor level for forward reach
* Drawers and cupboards with D-handles
1. Provide an accessible sink in the kitchen
2. The sink referred to in (6) has:
* Clearance underneath it for access by a wheelchair user 710mm-750mm above the finished floor (area under the sink can be left open or have plumbing enclosed with the remainder open)
* Lever taps with distance from front of sink to furthest operating part - maximum 300mm from front of bench
* Chilled / boiling water unit with operating points a maximum 300mm from front of bench (may be on side of sink)
1. Provide access to fixtures and appliances in the kitchen:
* Access to microwave and appliances is possible from a seated position
* Access to use the rubbish bins
* Paper towel and soap dispensers at an accessible height
* Accessible water fountains / bubblers
* Access to refrigerator taking into account direction of door swing relative to approach and wall
* Vending machine buttons within reach
1. The maximum height of the operable parts of the appliances referred to in (8) is:
* 600-1100mm above finished floor level
* GPO and electric controls 900-1100mm above finished floor level and within 300mm of the front of the bench
1. Clearly differentiate items with labels and pictograms:
* Waste bins from recycling bins with signage on the front rather than on top
* Drawers and storage
* Microwave controls
* Hot and cold taps



## Silver

1. Provide circulation space in the kitchen
* Between benches
* Provide open ended kitchens
1. The circulation space referred to in (1) has:
* a minimum clear width of 1800mm
1. Slip-resistant flooring in kitchen minimum P4 / R11
* Select acoustic absorbing flooring
1. Accessible storage and bench spaces in the kitchen
2. The spaces referred to in (4) have:
* Bench height in the range 830mm-870mm above finished floor level
* Access to crockery and cutlery within the accessible range of 230mm to 1350mm above floor level for side reach and 380mm - 1120mm above floor level for forward reach
* Drawers and cupboards with D-handles
* A section of bench (minimum 800mm) has space clearance underneath it for access by a wheelchair user
* A clear section of bench is provided next to oven and microwave for set down of hot items (minimum 600mm)
* Depth of shelves is 300mm
* Pull out storage shelves
1. Provide an accessible sink in the kitchen
2. The sink referred to in (6) has:
* Clearance underneath it for access by a wheelchair user 710mm-750mm above the finished floor (area under the sink can be left open or have plumbing enclosed with the remainder open)
* Lever taps with distance from front of sink to furthest operating part - maximum 300mm from front of bench
* Chilled / boiling water unit with operating points a maximum 300mm from front of bench (may be on side of sink)
* Task lighting provided above benches
* Chilled / BWU is a self-draining model, giving greater flexibility of location on bench
* 30% luminance contrast is provided between bench top and splash back
1. Provide access to fixtures and appliances in the kitchen:
* Access to microwave and appliances is possible from a seated position
* Access to use the rubbish bins
* Paper towel and soap dispensers at an accessible height
* Accessible water fountains / bubblers
* Access to refrigerator taking into account direction of door swing relative to approach and wall
* Vending machine buttons within reach
* Pull out dishwasher
* Recessed space in joinery to provide designated location for common appliances ie. microwave, tea, coffee, toaster
1. The maximum height of the operable parts of the appliances referred to in (8) is:
* 600-1100mm above finished floor level
* GPO and electric controls 900-1100mm above finished floor level and within 300mm of the front of the bench
1. Clearly differentiate items with labels and pictograms:
* Waste bins from recycling bins with signage on the front rather than on top
* Drawers and storage
* Microwave controls
* Hot and cold taps
* Braille and tactile labels with minimum capital letter height of 15mm and lower-case letter height minimum 7.5mm
1. Provision of additional accessible drinking stations outside the kitchen to reduce travel distance required



## Gold

1. Provide circulation space in the kitchen
* Between benches
* Provide open ended kitchens
* Provide access to a second sink in a different location in the kitchen (for example island bench)
1. The circulation space referred to in (1) has:
* a minimum clear width of 1800mm
1. Slip-resistant flooring in kitchen minimum P4 / R11
* Select acoustic absorbing flooring
* Select acoustic wall and ceiling finishes
1. Accessible storage and bench spaces in the kitchen
2. The spaces referred to in (4) have:
* Bench height in the range 830mm-870mm above finished floor level
* Access to crockery and cutlery within the accessible range of 230mm to 1350mm above floor level for side reach and 380mm - 1120mm above floor level for forward reach
* Drawers and cupboards with D-handles
* A section of bench (minimum 800mm) has space clearance underneath it for access by a wheelchair user
* A clear section of bench is provided next to oven and microwave for set down of hot items (minimum 600mm)
* Depth of shelves is 300mm
* Pull out storage shelves
* No above head height storage cupboards
* Section of kitchen bench is height adjustable minimum width 800mm
* Provision of space for storing a trolley for transporting food
1. Provide an accessible sink in the kitchen
2. The sink referred to in (6) has:
* Clearance underneath it for access by a wheelchair user 710mm-750mm above the finished floor (area under the sink can be left open or have plumbing enclosed with the remainder open)
* Lever taps with distance from front of sink to furthest operating part - maximum 300mm from front of bench
* Chilled / boiling water unit with operating points a maximum 300mm from front of bench (may be on side of sink)
* Task lighting provided above benches
* Chilled / BWU is a self-draining model, giving greater flexibility of location on bench
* 30% luminance contrast is provided between bench top and splash back
* One sink is height adjustable
1. Provide access to fixtures and appliances in the kitchen:
* Access to microwave and appliances is possible from a seated position
* Access to use the rubbish bins
* Paper towel and soap dispensers at an accessible height
* Accessible water fountains / bubblers
* Access to refrigerator taking into account direction of door swing relative to approach and wall
* Vending machine buttons within reach
* Pull out dishwasher
* Recessed space in joinery to provide designated location for common appliances ie. microwave, tea, coffee, toaster
1. The maximum height of the operable parts of the appliances referred to in (8) is:
* 600-1100mm above finished floor level
* GPO and electric controls 900-1100mm above finished floor level and within 300mm of the front of the bench
1. Clearly differentiate kitchen items with labels and pictograms:
* Waste bins from recycling bins with signage on the front rather than on top
* Drawers and storage
* Microwave controls
* Hot and cold taps
* Braille and tactile labels with minimum capital letter height of 15mm and lower-case letter height minimum 7.5mm
* Incorporate large print and braille into all other kitchen item labels
1. Provision of additional accessible drinking stations outside the kitchen to reduce travel distance required

Additional Considerations:

* Provide permanent position of common use appliances and items (tea, coffee, toaster etc) by designating spots that don’t change
* Joinery design or markings on benchtops, can guide staff behaviour and make it easier for all employees especially those with low vision to locate shared appliances

# E3. Toilet Facilities



## Bronze

1. Accessible toilet facilities are provided in accordance with the BCA on all floors of the building / tenancy at:
* A bank of toilets
* Combined toilet /shower facilities
* End of trip facilities
1. The path of travel to the nearest accessible toilet is no more than 40m from other toilets
* If there is more than one bank of toilets, an accessible toilet is provided at 50% of the banks of toilets
1. A separate gender-neutral toilet is available in the tenancy
2. Doors to toilet facilities including airlock doors should be easy to open and have a maximum force of 20N



## Silver

1. Accessible toilet facilities are provided in accordance with the BCA on all floors of the building / tenancy at:
* A bank of toilets
* Combined toilet /shower facilities
* End of trip facilities
* In close proximity to reception areas, waiting areas and other key facilities
* In areas that do not require going through a secure area
1. Accessible toilets are co-located with other toilets
* If there is more than one bank of toilets, an accessible toilet is provided at 50% of the banks of toilets
1. A separate gender-neutral toilet is available in the tenancy
2. Doors to toilet facilities including airlock doors should be easy to open and have a maximum force of 20N



## Gold

1. Accessible toilet facilities are provided in accordance with the BCA on all floors of the building / tenancy at:
* A bank of toilets
* Combined toilet /shower facilities
* End of trip facilities
* In close proximity to reception areas, waiting areas and other key facilities
* In areas that do not require going through a secure area
* The entrance level of the building
1. Accessible toilets are co-located with other toilets
* Accessible toilets are provided at all banks of toilets
1. A separate gender-neutral toilet is available on every floor of the tenancy
2. Doors to toilet facilities including airlock doors should be easy to open and have a maximum force of 20N

Additional Considerations:

* Promote availability of accessible toilets for use by those that require the functional amenity through disability awareness amongst staff
* While an accessible toilet is technically a facility for all employees, employees with invisible and visible disabilities who require the use of the accessible toilet do not have other toilet options to choose from unlike other employees who may have many toilets they can use
* Ensure furniture is not stored in the accessible toilet facility and that regular cleaning and a high standard of cleanliness is maintained. Many people need to touch surfaces to transfer on/off toilet and use medical equipment
* A separate gender-neutral facility is required so that the availability of the accessible toilet is not further compromised by more people needing to use it

# E4. Unisex Accessible Toilet



## Bronze

1. Accessible toilets have the following features:
* Accessible toilets are clearly identified with directional wayfinding and identification signage in accordance with the BCA
* Accessible toilets have dimensions, fixtures and fittings that fully comply with AS1428.1
* Duress button is installed, linking to reception
* Larger than standard vacancy indicator is installed, with clear and effective locking mechanism to ensure privacy



## Silver

1. Accessible toilets have the following features:
* Accessible toilets are clearly identified with directional way finding and identification signage in accordance with the BCA
* Accessible toilets have dimensions, fixtures and fittings that fully comply with AS1428.1
* Duress button is installed, linking to reception
* Larger than standard vacancy indicator is installed, with clear and effective locking mechanism to ensure privacy
* Automatic sliding doors are provided to accessible toilets
* Provide second mirror that is full length
* Toilet flush controls located on side wall adjacent the pan
* Provide a sensor hand dryer in the accessible toilet
* Provide motion sensor lights in the accessible toilet



## Gold

1. Accessible toilets have the following features:
* Accessible toilets are clearly identified with directional way finding and identification signage in accordance with the BCA
* Accessible toilets have dimensions, fixtures and fittings that fully comply with AS1428.1
* Duress button is installed, linking to reception
* Larger than standard vacancy indicator is installed, with clear and effective locking mechanism to ensure privacy
* Automatic sliding doors are provided to accessible toilets
* Provide second mirror that is full length
* Toilet flush controls located on side wall adjacent the pan
* Provide a sensor hand dryer in the accessible toilet
* Provide motion sensor lights in the accessible toilet
* Doors have 900mm clear opening width
* Sensor taps are installed
* Sensor soap dispenser is installed
* Sensor toilet flush is installed

Additional Considerations:

* Location of accessible amenities needs to take into consideration the importance of privacy and the ability to be discreet about using them, acoustic privacy and a secure lock on the door
* Provide bins in all toilets (male, female and accessible) for disposal of continence products
* In areas accessed by the public, it may be appropriate to include an adult change facility near reception. Further information is available at <https://changingplaces.org.au>
* Sensor taps and soap dispensers may not be easy for people with vision impairment to use. Orientation to the bathroom and fixtures is beneficial or the use of braille and tactile identification labels
* Use of non binary inclusive inclusive signage for amenities

# E5. Ambulant Cubicles



## Bronze

1. Ambulant cubicles that are fully compliant with AS1428.1 are installed in male and female toilets when existing toilets are refurbished



## Silver

1. Ambulant cubicles that are fully compliant with AS1428.1 are installed in male and female toilets



## Gold

1. Ambulant cubicles that are fully compliant with AS1428.1 are installed in male and female toilets

Additional Considerations:

N/a

# E6. Quiet Rooms



## Bronze

1. At least one dedicated quiet room per tenancy for people to have time away from overwhelming environments, sounds or situations
2. Include the following features:
* Is in a quiet location
* Is insulated from surrounding sound
* Is in an accessible location, with fully accessible doors and circulation space in accordance with AS1428.1 within the room and around furniture
* Has soft furnishings and furniture for a change in posture
* Has lighting that can be dimmed, as well as natural light
* Provides ventilation
* Has adjustable thermal regulation
* Duress button is installed, linking to reception



## Silver

1. At least one dedicated quiet room per tenancy for people to have time away from overwhelming environments, sounds or situations
* Minimum 2 multipurpose wellness rooms that incorporate quiet space facilities. Shared use room design should be sensitive to its use as a quiet space
1. Include the following features:
* Is in a quiet location
* Is insulated from surrounding sound
* Is in an accessible location, with fully accessible doors and circulation space in accordance with AS1428.1 within the room and around furniture
* Has soft furnishings and furniture for a change in posture
* Has lighting that can be dimmed, as well as natural light
* Provides ventilation
* Has adjustable thermal regulation
* Duress button is installed, linking to reception



## Gold

1. One dedicated quiet room per level:
* all quiet rooms are separate, designated quiet spaces (ie not combined with multi-faith, multi-purpose or first aid room)
1. Include the following features:
* Is in a quiet location
* Is insulated from surrounding sound
* Is in an accessible location, with fully accessible doors and circulation space in accordance with AS1428.1 within the room and around furniture
* Has soft furnishings and furniture for a change in posture
* Has lighting that can be dimmed, as well as natural light
* Provides ventilation
* Has adjustable thermal regulation
* Duress button is installed, linking to reception

Additional Considerations:

* Location of quiet rooms needs to take into consideration the importance of privacy - the ability to be discreet about using them and acoustic privacy ie not located next to a reception, kitchen or other busy area
* Consider whether the dedicated quiet room can be lockable for privacy
* An operational management strategy should communicate that quiet rooms are not provided for phone calls or quiet working

# E7. Assistance Animal Facilities



## Bronze

1. An assistance animal toileting area is provided and includes:
* Location within 50m of the building entrance
* An area that has access to running water / hose
* Access to a grassed area or fake grass area
* Access to animal waste disposal bags and bin



## Silver

1. An assistance animal toileting area is provided and includes:
* Location within 50m of the building entrance
* An area that has access to running water / hose
* Access to a grassed area or fake grass area
* Access to animal waste disposal bags and bin
* Provide an animal tethering point at some work points



## Gold

* An assistance animal toileting area is provided and includes:
* with an assistance animal toileting area is provided on site
* An area that has access to running water / hose
* Access to a grassed area or fake grass area
* Access to animal waste disposal bags and bin
* Provide an animal tethering point at some work points

Additional Considerations:

N/a



# F. Using Communication Systems

F1. Identification & Directional Signage

F2. ICT Hardware and Controls

F3. Sign In Systems

F4. Destination Control System

F5. Mobile Enabled Services

# F1. Identification & Directional Signage



## Bronze

1. Identification Signage is consistently provided at:
* Building and site entry points
* Entry points to all entrances to each tenancy
* Internal entrances in each storey within a multi-storey building
* Rooms and facilities
1. Tactile identification signs are provided at locations outlined in (1) in accordance with AS1428.4.2 Design for Access and Mobility: Means to assist the orientation of people with vision impairment - Wayfinding signs
2. The physical placement, installation and illumination of signs is suitable for all users:
* Viewing distances of signs will determine font sizes used on signs according to AS1428.2
* Signs are to be placed on or adjacent to the path of travel
* Avoid placing signs on doors. Where possible place signs consistently on the left side of a doorway on the external wall or on a freestanding sign adjacent the path of travel facing the person as they approach the entrance as detailed in AS1428.4.2
* In foyers or open plan areas place the identification sign on a wall or plinth between 1500mm - 2000mm from the entrance to the open plan area
* Where a door swings towards the user install the leading edge of the sign between 1500mm - 2000mm away from the doorway
* Horizontal orientation of signs increases legibility for more people, vertical (top to bottom) orientation of sign content is only suitable for simple messages eg. street names, room numbers
* Position braille and tactile components within a zone 750mm wide and between 1200mm - 1600mm above the finished floor surface
* Clear standing area is provided immediately in front of a sign with a minimum 500mm depth x 750mm width in accordance with AS 1428.4.2
1. Identification sign elements include:
* A typeface with a sans serif font, title case lettering and even spacing
* Sign elements arranged horizontally or vertically and include raised text and braille, together with raised and visual symbols. Where words are used, they are to be displayed horizontally
* Minimum luminance contrast of 30% between text and graphic elements and the sign background
* Signs are matte or have a low sheen finish and if mounted on a transparent surface, provides a 10mm boarder with 60% contrast. Avoid mounting a sign on mirrored surface
* Sign/s indicating a room or facility incorporates the name, room number and /or pictogram that illustrates the use or service within the room
1. Tactile and braille elements on identification signs:
* Select sign fonts that ensure complete legibility of tactile sign elements by allowing a user to touch both sides of the embossed letter or numeral with a single pass of one finger as outlined in AS1428.4.2
* Braille information is grouped together and positioned below the raised tactile characters and elements with a maximum width of 750mm
* Tactile text and braille is to be left justified, except a single word can be centre justified. Where there are multiple lines of text, a braille indicator (semi-circle) is to be used to indicate the location of the first line of braille
* Raised tactile elements are to be uniform in surface height between 1mm - 1.5mm above the sign surface, have round edges and positioned no closer than 10mm to the edge of the sign
* Raised tactile text dimensions (size, thickness, horizontal and vertical spacing) and arrow hierarchy to be applied according to AS 1428.4.2
* Braille provides an equivalent message to that provided by text or pictograms and is designed and manufactured according to AS1428.4.2
* Pictograms on tactile signs provide simple, clear and commonly understood features that allow them to be recognised visually and by touch in accordance with ISO 7001 and AS1428.4.2
1. Design directional cues to assist sighted and blind or low vision users to find their way, maintain sense of orientation and provide meaningful information to make decisions are provided:
* Design decision points to be logical, rational, obvious to a sighted user, legible to people who are blind or have low vision and ensure that directional cues relate directly to the building or landscape space
* Provide frequent directional cues throughout the space, in both directions, particularly at decision points where changes of direction occur
* Signs indicating the direction to an accessible facility, use a combination of an arrow and international symbol of access according to AS1428.1
* Directional information supplemented with maps at key decision points



## Silver

1. Identification Signage is consistently provided at:
* Building and site entry points
* Entry points to all entrances to each tenancy
* Internal entrances in each storey within a multi-storey building
* Rooms and facilities
1. Tactile identification signs are provided at locations outlined in (1) in accordance with AS1428.4.2 Design for Access and Mobility: Means to assist the orientation of people with vision impairment - Wayfinding signs
2. The physical placement, installation and illumination of signs is suitable for all users:
* Viewing distances of signs will determine font sizes used on signs according to AS1428.2
* Signs are to be placed on or adjacent to the path of travel
* Avoid placing signs on doors. Where possible place signs consistently on the left side of a doorway on the external wall or on a freestanding sign adjacent the path of travel facing the person as they approach the entrance as detailed in AS1428.4.2
* In foyers or open plan areas place the identification sign on a wall or plinth between 1500mm - 2000mm from the entrance to the open plan area
* Where a door swings towards the user install the leading edge of the sign between 1500mm - 2000mm away from the doorway
* Horizontal orientation of signs increases legibility for more people, vertical (top to bottom) orientation of sign content is only suitable for simple messages eg. street names, room numbers
* Position braille and tactile components within a zone 750mm wide and between 1200mm - 1600mm above the finished floor surface
* Clear standing area is provided immediately in front of a sign with a minimum 500mm depth x 750mm width in accordance with AS 1428.4.2
1. Identification sign elements include:
* A typeface with a sans serif font, title case lettering and even spacing
* Sign elements arranged horizontally or vertically and include raised text and braille, together with raised and visual symbols. Where words are used, they are to be displayed horizontally
* Minimum luminance contrast of 30% between text and graphic elements and the sign background
* Signs are matte or have a low sheen finish and if mounted on a transparent surface, provides a 10mm boarder with 60% contrast. Avoid mounting a sign on mirrored surface
* Sign/s indicating a room or facility incorporates the name, room number and /or pictogram that illustrates the use or service within the room
1. Tactile and braille elements on identification signs:
* Select sign fonts that ensure complete legibility of tactile sign elements by allowing a user to touch both sides of the embossed letter or numeral with a single pass of one finger as outlined in AS1428.4.2
* Braille information is grouped together and positioned below the raised tactile characters and elements with a maximum width of 750mm
* Tactile text and braille is to be left justified, except a single word can be centre justified. Where there are multiple lines of text, a braille indicator (semi-circle) is to be used to indicate the location of the first line of braille
* Raised tactile elements are to be uniform in surface height between 1mm - 1.5mm above the sign surface, have round edges and positioned no closer than 10mm to the edge of the sign
* Raised tactile text dimensions (size, thickness, horizontal and vertical spacing) and arrow hierarchy to be applied according to AS 1428.4.2
* Braille provides an equivalent message to that provided by text or pictograms and is designed and manufactured according to AS1428.4.2
* Pictograms on tactile signs provide simple, clear and commonly understood features that allow them to be recognised visually and by touch in accordance with ISO 7001 and AS1428.4.2
1. Design directional cues to assist sighted and blind or low vision users to find their way, maintain sense of orientation and provide meaningful information to make decisions are provided:
* Design decision points to be logical, rational, obvious to a sighted user, legible to people who are blind or have low vision and ensure that directional cues relate directly to the building or landscape space
* Provide frequent directional cues throughout the space, in both directions, particularly at decision points where changes of direction occur
* Signs indicating the direction to an accessible facility, use a combination of an arrow and international symbol of access according to AS1428.1
* Directional information supplemented with maps at key decision points
1. Design and implement a consistent ‘naming protocol’ by choosing a theme that defines places and spaces that allow users to easily understand how to use an area and where it is located:
* Naming protocol is to be flexible enough to be adapted to changing functions in a building or throughout the landscape
* Use consistent naming protocol across Government where buildings have common facilities
* Provide consistency within the coding system
* Use names and symbols that are descriptive and can be easily remembered
* Provide basic ‘rules’ for use eg. Quiet area /no talking; Meeting room/meetings
* When there are multiple types of the same area use ‘descriptive’ room names with an alpha-numeric coding system such as ‘Meeting Room N3.’ N denotes ‘North’ as a directional reference. Using compass bearings are intuitive and assists people who are blind or have low vision orient themselves easily using a compass on a personal device. For large locations, a reference to the zone in the room name indicates the location within the building for example Reception Meeting Room 2
* Incorporate pictograms when devising a naming protocol. Use universal pictograms according to ISO 7001 and AS1428.4.2 and develop iconography that can be used consistently across workplaces



## Gold

1. Identification Signage is consistently provided at:
* Building and site entry points
* Entry points to all entrances to each tenancy
* Internal entrances in each storey within a multi-storey building
* Rooms and facilities
1. Tactile identification signs are provided at locations outlined in (1) in accordance with AS1428.4.2 Design for Access and Mobility: Means to assist the orientation of people with vision impairment - Wayfinding signs
2. The physical placement, installation and illumination of signs is suitable for all users:
* Viewing distances of signs will determine font sizes used on signs according to AS1428.2
* Signs are to be placed on or adjacent to the path of travel
* Avoid placing signs on doors. Where possible place signs consistently on the left side of a doorway on the external wall or on a freestanding sign adjacent the path of travel facing the person as they approach the entrance as detailed in AS1428.4.2
* In foyers or open plan areas place the identification sign on a wall or plinth between 1500mm - 2000mm from the entrance to the open plan area
* Where a door swings towards the user install the leading edge of the sign between 1500mm - 2000mm away from the doorway
* Horizontal orientation of signs increases legibility for more people, vertical (top to bottom) orientation of sign content is only suitable for simple messages eg. street names, room numbers
* Position braille and tactile components within a zone 750mm wide and between 1200mm - 1600mm above the finished floor surface
* Clear standing area is provided immediately in front of a sign with a minimum 500mm depth x 750mm width in accordance with AS 1428.4.2
1. Identification sign elements include:
* A typeface with a sans serif font, title case lettering and even spacing
* Sign elements arranged horizontally or vertically and include raised text and braille, together with raised and visual symbols. Where words are used, they are to be displayed horizontally
* Minimum luminance contrast of 30% between text and graphic elements and the sign background
* Signs are matte or have a low sheen finish and if mounted on a transparent surface, provides a 10mm boarder with 60% contrast. Avoid mounting a sign on mirrored surface
* Sign/s indicating a room or facility incorporates the name, room number and /or pictogram that illustrates the use or service within the room
* Beacon or similar technology is built into identification signs to provide access to information about room location, name, availability, booking system via a personal device
1. Tactile and braille elements on identification signs:
* Select sign fonts that ensure complete legibility of tactile sign elements by allowing a user to touch both sides of the embossed letter or numeral with a single pass of one finger as outlined in AS1428.4.2
* Braille information is grouped together and positioned below the raised tactile characters and elements with a maximum width of 750mm
* Tactile text and braille is to be left justified, except a single word can be centre justified. Where there are multiple lines of text, a braille indicator (semi-circle) is to be used to indicate the location of the first line of braille
* Raised tactile elements are to be uniform in surface height between 1mm - 1.5mm above the sign surface, have round edges and positioned no closer than 10mm to the edge of the sign
* Raised tactile text dimensions (size, thickness, horizontal and vertical spacing) and arrow hierarchy to be applied according to AS 1428.4.2
* Braille provides an equivalent message to that provided by text or pictograms and is designed and manufactured according to AS1428.4.2
* Pictograms on tactile signs provide simple, clear and commonly understood features that allow them to be recognised visually and by touch in accordance with ISO 7001 and AS1428.4.2
1. Design directional cues to assist sighted and blind or low vision users to find their way, maintain sense of orientation and provide meaningful information to make decisions are provided:
* Design decision points to be logical, rational, obvious to a sighted user, legible to people who are blind or have low vision and ensure that directional cues relate directly to the building or landscape space
* Provide frequent directional cues throughout the space, in both directions, particularly at decision points where changes of direction occur
* Signs indicating the direction to an accessible facility, use a combination of an arrow and international symbol of access according to AS1428.1
* Directional information supplemented with maps at key decision points
1. Design and implement a consistent ‘naming protocol’ by choosing a theme that defines places and spaces that allow users to easily understand how to use an area and where it is located:
* Naming protocol is to be flexible enough to be adapted to changing functions in a building or throughout the landscape
* Use consistent naming protocol across Government where buildings have common facilities
* Provide consistency within the coding system
* Use names and symbols that are descriptive and can be easily remembered
* Provide basic ‘rules’ for use eg. Quiet area /no talking; Meeting room/meetings
* When there are multiple types of the same area use ‘descriptive’ room names with an alpha-numeric coding system such as ‘Meeting Room N3.’ N denotes ‘North’ as a directional reference. Using compass bearings are intuitive and assists people who are blind or have low vision orient themselves easily using a compass on a personal device. For large locations, a reference to the zone in the room name indicates the location within the building for example Reception Meeting Room 2
* Incorporate pictograms when devising a naming protocol. Use universal pictograms according to ISO 7001 and AS1428.4.2 and develop iconography that can be used consistently across workplaces

Additional Considerations:

* Increasing contrast between physical elements and the surrounding surfaces is one of the simplest ways to improve wayfinding information such as information on a sign and its background, controls, mounting panels, doors, door frames and walls, step nosings, handrails, furniture and floor surface colour
* Make font sizes big so that information can be easily viewed from a variety of distances. An easy way to increase information size is to additionally provide information at a level where a person can get up close
* Provide even lighting and illumination by eliminating the amount of glare and balancing light transitions and visual conditions to enhance the quality of people’s comfort and vision
* Consider the needs of people with colour blindness by combining colour and other types of information such as combining red and green indicators with words, symbols or tactile cues to indicate availability
* Over time the legibility, cleanliness, hygiene and luminance contrast of a sign may deteriorate if the sign surface is not regularly maintained, especially outdoor signs
* Conduct testing of signs by braille reader to ensure information is correctly translated prior to installing signs
* Avoid installing signs on doors because of the potential of injury to the person reading the sign if the door swings open

# F2. ICT Hardware and Controls



## Bronze

1. ICT hardware and controls support a diverse range of modes to get information, communicate, operate and participate by:
* Digital
* Voice
* Audio
* Video
* Tactile
1. ICT hardware and controls such as AV/VC and room booking systems are placed in an accessible location and within reach ranges for those in a standing or seated position:
* On an accessible path of travel
* Clear of furniture or obstructions with a clearance in front of the control panel of 1500mm x 1500mm
* Operable controls located at a height between 900mm - 1100mm and more than 500mm from an internal corner
* Operable controls located within 300mm from the front of a bench with underside knee/toe clearance
* Angle of view is visible for users in both standing or seated positions
1. ICT hardware systems referred to in (1), include accessible controls features:
* Alternative mode of operation though computer access when using a touch display panel
* 30% luminance contrast with the background
* Tactile detectability of control button, audio controls, headphone jack and accessibility symbol
* Tactile switch / control button with a minimum 25mm diameter
* Braille and tactile elements on control buttons
* Visual and audible operation indicators such as illumination and a sound to indicate when the control button is selected, activated or confirmed
1. All ICT technology interfaces meet AS EN 301 549 (2020): Accessibility requirements suitable for public procurement of ICT products and services; and include the following accessibility features:
* Ability to customise the visual presentation of the interface with accessibility features such as resizing onscreen font size, light or dark display contrast, configuration of layout
* Audio output or text to speech capability that automatically activates when headphones are inserted into an audio jack or provide means for magnetic coupling with hearing technologies
* Tactile and braille elements to indicate how to activate accessibility features
* Interface resets to a standard configuration after use



## Silver

1. ICT hardware and controls support a diverse range of modes to get information, communicate, operate and participate by:
* Digital
* Voice
* Audio
* Video
* Tactile
1. ICT hardware and controls such as AV/VC and room booking systems are placed in an accessible location and within reach ranges for those in a standing or seated position:
* On an accessible path of travel
* Clear of furniture or obstructions with a clearance in front of the control panel of 1500mm x 1500mm
* Operable controls located at a height between 900mm - 1100mm and more than 500mm from an internal corner
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* Alternative mode of operation though computer access when using a touch display panel
* 30% luminance contrast with the background
* Tactile detectability of control button, audio controls, headphone jack and accessibility symbol
* Tactile switch / control button with a minimum 25mm diameter
* Braille and tactile elements on control buttons
* Visual and audible operation indicators such as illumination and a sound to indicate when the control button is selected, activated or confirmed
* Remote control capability
* Wireless capability for operation through a personal device or integrated user interface
1. All ICT technology interfaces meet AS EN 301 549 (2020): Accessibility requirements suitable for public procurement of ICT products and services; and include the following accessibility features:
* Ability to customise the visual presentation of the interface with accessibility features such as resizing onscreen font size, light or dark display contrast, configuration of layout
* Audio output or text to speech capability that automatically activates when headphones are inserted into an audio jack or provide means for magnetic coupling with hearing technologies
* Tactile and braille elements to indicate how to activate accessibility features
* Interface resets to a standard configuration after use
* Support a variety of devices set-ups and adaptive technologies



## Gold

1. ICT hardware and controls support a diverse range of modes to get information, communicate, operate and participate by:
* Digital
* Voice
* Audio
* Video
* Tactile
1. ICT hardware and controls such as AV/VC and room booking systems are placed in an accessible location and within reach ranges for those in a standing or seated position:
* On an accessible path of travel
* Clear of furniture or obstructions with a clearance in front of the control panel of 1500mm x 1500mm
* Operable controls located at a height between 900mm - 1100mm and more than 500mm from an internal corner
* Operable controls located within 300mm from the front of a bench with underside knee/toe clearance
* Angle of view is visible for users in both standing or seated positions
1. ICT hardware systems referred to in (1), include accessible controls features:
* Alternative mode of operation though computer access when using a touch display panel
* 30% luminance contrast with the background
* Tactile detectability of control button, audio controls, headphone jack and accessibility symbol
* Tactile switch / control button with a minimum 25mm diameter
* Braille and tactile elements on control buttons
* Visual and audible operation indicators such as illumination and a sound to indicate when the control button is selected, activated or confirmed
* Remote control capability
* Wireless capability for operation through a personal device or integrated user interface
1. All ICT technology interfaces meet AS EN 301 549 (2020): Accessibility requirements suitable for public procurement of ICT products and services; and include the following accessibility features:
* Ability to customise the visual presentation of the interface with accessibility features such as resizing onscreen font size, light or dark display contrast, configuration of layout
* Audio output or text to speech capability that automatically activates when headphones are inserted into an audio jack or provide means for magnetic coupling with hearing technologies
* Tactile and braille elements to indicate how to activate accessibility features
* Interface resets to a standard configuration after use
* Support a variety of devices set-ups and adaptive technologies
* Fully personalised programming to include a set of personal controls such as longer response times, voice over, descriptions, audible guidance integrated into a single user control interface

Additional Considerations:

* Ensure ICT compatibility with Outlook (predominant software used by Government)
* Room booking systems and video conferencing systems need to be compatible with Outlook. For example VC/AV software that has a plug-in for Outlook. Outlook has good screen reader accessibility and supports Windows accessibility settings
* Ensure video conferencing systems provide excellent accessibility features such as screen reader accessibility that enables remote workers to participate in meetings; supports live captioning of sessions for people who are hard of hearing and/or speak English as a second language; capable of auto-transcription of sessions for reference after the meeting; voice activation to enable people who are blind, have low vision or limited upper limb function to start meetings
* Provide common accessibility features as standard applications for all employees such as zoom and magnification, text to speech and dictation. Installing third party assistive software on Government computers can be a time-consuming process with need for ongoing assistance from IT services to help deal with compatibility issues
* Remote IT support is essential to provide support for staff who use and rely on the compatibility of assistive technology and Government ICT systems. This is both essential for employees with disabilities that work remotely as well as employees using assistive software such as screen readers. Support systems may include services such as Teamviewer or microsoft’s eDAD (Enterprise Disability Answer Desk) 24 hours a day software support service
* When installing electronic equipment in rooms with hearing loops ensure equipment is positioned to prevent interference with the hearing system
* Auto-live captioning can provide an alternative means of accessibility if hearing loops are not available or not functioning. This will assist employees who are hard of hearing, speak English as a second language or dyslexia to better understand what people are saying
* Provide access to telephone systems that enables a range of accessibility settings including auto live captioning such as Skype for Business. Supplement the phone system with headphones that provide high quality audio output, volume control and microphone. Additional noise cancelling capabilities would assist many employees and would reduce the need for 2 headphone sets
* Provide telephones and telephone systems that can pair with hearing aids. Consider that modern hearing aids can Bluetooth directly into mobile phones (MFi technology)
* Noise cancelling headphones can assist employees with dyslexia, ADHD, neurodiversity and other auditory sensitivities to improve focus and attention in an open plan or noisy environment
* Refer to Property NSW guidance on the design and integration of different ICT systems/hardware/software technologies. In addition, refer to Public Service Commission guidance on ICT Workplace Adjustments

# F3. Sign In Systems



## Bronze

1. A digital visitor management system is installed at the reception desk for visitors to sign-in
2. Height of operable components is 900-1100mm above the finished floor
3. Circulation space in front of the sign in system of 1540mm x 2070mm
4. Direct assistance is available if required



## Silver

1. A digital visitor management system is installed at the reception desk for visitors to sign-in independently
2. Height of operable components is 900-1100mm above the finished floor
3. Circulation space in front of the sign in system of 1540mm x 2070mm
4. Direct assistance is available if required
5. Digital visitor system accessibility features include:
* Ability to resize text
* Voiceover screen reader support
* Touch screen accompanied by a high contrast wireless keyboard
* Hands-free activation method to request assistance



## Gold

1. A digital visitor management system is installed at the reception desk for visitors to sign-in independently
* Smart system capabilities that enable personalised sign-in options such as proximity sensor, movement, voice activation using personal device
1. Height of operable components is 900-1100mm above the finished floor
2. Circulation space in front of the sign in system of 1540mm x 2070mm
3. Direct assistance is available if required
4. Digital visitor system accessibility features include:
* Ability to resize text
* Voiceover screen reader support
* Touch screen accompanied by a high contrast wireless keyboard
* Hands-free activation method to request assistance

Additional Considerations:

N/a

# F4. Destination Control System



## Bronze

1. Lift access controls and systems are accessible to all users and provide:
* 30% colour contrast of controls to the surrounding wall
* Numbers are highly contrasted and provide braille and tactile elements
* When provided, call control buttons are raised and provide illumination
* Floor selection feedback delivered in both visual and audible formats
* For multiple lift cars, arrival of a lift car provides a clear visible cue and audio announcement with a continual locating tone
* Floor number selector keypads (touch pad controls) allow programmed and personalised access via swipe card



## Silver

1. Lift access controls and systems are accessible to all users and provide:
* 30% colour contrast of controls to the surrounding wall
* Numbers are highly contrasted and provide braille and tactile elements
* When provided, call control buttons are raised and provide illumination
* Floor selection feedback delivered in both visual and audible formats
* For multiple lift cars, arrival of a lift car provides a clear visible cue and audio announcement with a continual locating tone
* Floor number selector keypads (touch pad controls) allow programmed and personalised access via swipe card
* Floor number selector keypads allow programmed and personalised access via mobile application and/or voice activated access



## Gold

1. Lift access controls and systems are accessible to all users and provide:
* 30% colour contrast of controls to the surrounding wall
* Numbers are highly contrasted and provide braille and tactile elements
* When provided, call control buttons are raised and provide illumination
* Floor selection feedback delivered in both visual and audible formats
* For multiple lift cars, arrival of a lift car provides a clear visible cue and audio announcement with a continual locating tone
* Floor number selector keypads (touch pad controls) allow programmed and personalised access via swipe card
* Floor number selector keypads allow programmed and personalised access via mobile application and/or voice activated access
* Fully personalised programming to include longer response and dwell times, consistent lift allocation, audible passenger guidance and customised assistance contact

Additional Considerations:

* Audible announcements at lift lobby and within lift cars help people in a crowded lift or with low vision to know which floor they are on
* Use of visual displays, illumination and lights assist people with limited hearing to know which lift is available and which floor they are on

# F5. Mobile Enabled Services



## Bronze

1. Mobile and wi-fi services and speeds for accessibility app and assistive technology enabled environment



## Silver

1. Mobile and wi-fi services and speeds for accessibility app and assistive technology enabled environment
* 100% coverage at fastest speed in all areas of building



## Gold

1. Mobile and wi-fi services and speeds for accessibility app and assistive technology enabled environment
* 100% coverage at fastest speed in all areas of building
* Aira (or similar service provision) enabled environment. This service provides people who are blind to navigate and locate rooms and facilities. It can also be used to enable participation in collaborative meetings with whiteboards and post-it notes

Additional Considerations:

* Old buildings with limited Wi-Fi and network reception may require additional infrastructure to enable sufficient coverage
* Extending access to a reliable mobile reception and Wi-Fi network for visitors and patient areas beyond the office environment to allow people using assistive technologies to access mobile enabled services