



Attachment Package - Final Report on Action 10

Audit of existing Australian Government owned and rented premises for their current levels of accessibility.

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Attachment A - List of participating entities

- Attorney-General's Department
- Australian Bureau of Statistics
- Australian Competition and Consumer Commission
- Australian Federal Police
- Australian Public Service Commission
- Australian Securities and Investments Commission
- Australian Taxation Office
- Australian Trade and Investment Commission (Austrade)
- Bureau of Meteorology
- Department of Agriculture, Fisheries and Forestry (previously Department of Agriculture, Water and Environment)
- Department of Climate Change, Energy, the Environment and Water (previously Department of Agriculture, Water and Environment)
- Department of Defence
- Department of Education (previously Department of Education, Skills and Employment)
- Department of Employment and Workplace Relations (previously Department of Education, Skills and Employment)
- Department of Finance
- Department of Foreign Affairs and Trade
- Department of Health and Aged Care
- Department of Home Affairs
- Department of Industry, Science and Resources (Previously Department of Industry, Science, Environment and Resources)
- Department of Infrastructure, Transport, Regional Development, Communications and the Arts
- Department of the Prime Minister and Cabinet
- Department of Social Services
- Department of the Treasury
- Department of Veterans' Affairs
- IP Australia
- National Indigenous Australians Agency
- Services Australia

Attachment B - Summary of DAR actions by category

Travel to and from the office

Priority	Theme	Proposed action
Medium	Signage	<ul style="list-style-type: none"> • Signpost accessible parking spaces from outside carpark using the international symbol for accessibility. • Install more visible signage at accessible heights (900-1200mm). • Improve signage by increasing font size, selecting strong colour contrast and including appropriate information such as location and security information and clear instructions. • Provide tactile markers. • Update wording on signage from 'disabled' to 'accessible'. • Reduce the glare on signs using a matte laminate instead of gloss. • Remark pedestrian crossings to ensure easy identification.
Medium	Parking	<ul style="list-style-type: none"> • Review accessible car parks in relation to number and size ensuring compliance with State and Territory legislation. • Provide accessible car parks that are closer to lifts and pathways of travel. • Review current parking booking arrangements and update information and signage.
Medium	Colour Contrast	<ul style="list-style-type: none"> • Provide a solid non transparent visual contrasting strip on all glazing. • Provide or update colour contrasting strips.
Medium	Fit Out ¹	<ul style="list-style-type: none"> • Provide or relocate to an accessible height: <ul style="list-style-type: none"> ○ swipe card readers ○ wall phones ○ emergency stop buttons ○ security call buttons ○ doorbells • address the speed and timing of revolving doors and security gates. • Provide handrails on both sides of steps and accessible ramps. • Provide alternate outdoor seating that is not accessible via steps.

¹ Fit Out for this report includes the base build (noting this may fall outside of entity control) and everything else short of soft furnishings and accessories.

		<ul style="list-style-type: none"> • Ensure that the accessible entrance remains unlocked during business hours. • Ensure pathways of travel are maintained and clear of physical obstacles.
Medium	Tactile	<ul style="list-style-type: none"> • Installation of TGSI on paths and colour contrasting stair nosings. • Installation of tactile and braille maps, floor plans and signage, with particular attention given to accessible signage. • Increase the contrast of already installed TGSI.
Medium	Furnishings	<ul style="list-style-type: none"> • Relocate items on the pathways travelled that cause physical barriers.
Medium	Policy and Procedure	<ul style="list-style-type: none"> • Introduce a booking system for accessible car parking spaces. • Give consideration for workers who require assistance animals and plan for how they will be accommodated within the office. • Give consideration to policy regarding meeting staff and visitors while large scale cleaning or refurbishment of offices is underway. • Identify processes that will inform employees about lift outages, large scale cleaning operations and malfunctioning turnstiles.
Low	Signage	<ul style="list-style-type: none"> • Work with local councils and building owners to improve signage on and around buildings, including signage to affirm assistance animals and inclusion of the building address on signs. • Consider marking pedestrian paths with direction of travel indicators.
Low	Parking	<ul style="list-style-type: none"> • Work with local councils to provide more accessible parking spaces. • Work with local councils and car park owners to repaint accessible parking spaces that are in poor condition.
Low	Fit out	<ul style="list-style-type: none"> • Consider making building entrance doors automated. • Provide level thresholds and threshold ramps in accordance with updated compliance regulations.

Reception

Priority	Theme	Proposed action
Medium	Fit Out	<ul style="list-style-type: none"> • Redesign reception desks to be barrier free. • Redesign furniture and pathways to remove obstacles and decorative items. • Lower the position of communal telephones, 'press for service' buttons, and visitor terminals to accessible heights. • Provide a range of seating options including differing heights and some with arm rests.
Medium	Colour Contrast	<ul style="list-style-type: none"> • Review an update colour palette on furniture and floor coverings to provide better contrast. • For items such as structural columns, security gates, pot plants and other fixtures apply contrasting strip at base of object. • Provide colour contrasting nosing's to highlight changes in floor levels and improve contrasting patterns and colours on floor coverings.
Medium	Hearing Augmentation	<ul style="list-style-type: none"> • Install hearing augmentation. • Provide easily accessible portable hearing loops with compliant signage. Ensure staff are trained in how to use the technology.
Medium	Signage	<ul style="list-style-type: none"> • Replace gloss finish laminate on signage with matte finish to reduce glare of signage. • Enable captioning for all screens. • Install appropriate signage highlighting accessibility features, relevant information, alternate contact details. • Ensure all signage is displayed at relevant and consistent locations at height appropriate levels.
Medium	Furnishings	<ul style="list-style-type: none"> • Remove items that obstruct access and reduces circulation space on pathways. • Provide an appropriate supply of items that enable equitable access including chairs with arm rests
Medium	ICT	<ul style="list-style-type: none"> • Improve the sign in process to ensure a barrier free process, including screen reading technology. • Provide closed captioning on all screens.
Medium	Luminance	<ul style="list-style-type: none"> • Increase the lighting behind the reception desk in the working area.
Medium	Tactile	<ul style="list-style-type: none"> • Install tactile and braille floor plans including information consistently and at accessible heights.

Medium	Automation	<ul style="list-style-type: none">• Review timing settings for security gates and engage maximum accessible features.
Medium	Policy and Procedure	<ul style="list-style-type: none">• Provide disability education and training to security staff providing more confident engagement.
Low	Fit Out	<ul style="list-style-type: none">• Consider where glare is an issue on screens
Low	Luminance	<ul style="list-style-type: none">• Review lighting and adjust as required

Lifts, Steps and Stairwells

Priority	Theme	Proposed action
High	Fit Out	<ul style="list-style-type: none"> Remove overhanging stair treads. Handrails need to be circular or elliptical in cross section.
High	Signage	<ul style="list-style-type: none"> Emergency intercoms/telephone in lift cars are not accessible for people who are deaf, provide SMS contact alternative.
Medium	Tactile	<ul style="list-style-type: none"> Ensure all buttons and information in lift cars have braille. Review the accessibility of the disability button on lift panels and lower as required. Provide contrasting TGSi to indicate changes in floor surfaces. Provide and update non-slip contrasting coloured stair nosing's. Remove open risers on stairs. Consider including tactile stickers or braille markers on handrails to indicate floor level number and the direction of travel.
Medium	Audible	<ul style="list-style-type: none"> Include/enable audio indicators to announce the lift door opening and closing as well as announcing the floor number. Measure the frequency of the audio announcements to ensure it is between 20-80dbA with a maximum frequency of 1500Hz.
Medium	Fit out	<ul style="list-style-type: none"> Ensure handrails are provided on both sides of stairwells and inside lift cars. Provide handrails which extend 300mm horizontally at the top and base of the stairs. Where there are multiple floors ensure there is a lift installed. Improve the position of lift keypads.
Medium	Signage	<ul style="list-style-type: none"> Installation of signage that is a contrasting colour with a matte laminate finish.
Medium	Colour Contrast	<ul style="list-style-type: none"> Increase the contrast of the lift doors. Review stairs, landings, platforms, nosing treatments and contrasting colour strips to ensure they are improving the contrast.
Medium	ICT	<ul style="list-style-type: none"> Ensure the programming for the accessibility button operates correctly and all lift accessibility features ensuring all features are engaged. Install a delay function on lift doors.
Medium	Luminance	<ul style="list-style-type: none"> Providing visual alerts to identify floor level within the lift. Ensure that all lighting is working and fit for purpose.

Medium	Hearing Augmentation	<ul style="list-style-type: none">• Install hearing augmentation in stairwells and lifts.
Low	Fit out	<ul style="list-style-type: none">• In new leases and buildings consider not only meeting the Australian Standards for lifts but also future proofing the infrastructure.

Work Areas

Priority	Theme	Proposed action
Medium	Fit Out	<ul style="list-style-type: none"> • Install handles on all cupboards, drawers and lockers that are not push open. • Relocate coat hooks, wall safes, whiteboards, benches, power boards collaboration tables, air conditioning and light controls to be of accessible heights and reach. • Ensure corridors are wide enough to accommodate turning spaces. • Ensure all furniture is adjustable including the provision of sit stand/height adjustable workstations. • Consider installation of sliding doors in all office spaces to ensure that smaller rooms have enough circulation space. • Provide employees with arm rests where they are required to assist them in getting up and down from chairs, including in collaboration and break out areas. • Ensure blinds are available on all windows to reduce glare. • Consider the accessibility of lockers.
Medium	Furnishings	<ul style="list-style-type: none"> • Relocate furniture that encroaches on, or blocks pathways of travel and access to work areas. • Reposition/relocate commonly used supplies and stationery to accessible heights and implement this consistently across rooms and floor levels.
Medium	ICT	<ul style="list-style-type: none"> • Upgrade printers and shredders to include accessibility features. • Provide staff with options for wireless keyboard and mouse.
Medium	Sensory Processing	<ul style="list-style-type: none"> • Reduce audio disturbances in the office. • Where staff are experience distractions from open plan environments look to allocate quieter areas. • Introduce activity based working zones allowing employees to choose the appropriate location.
Medium	Tactile	<ul style="list-style-type: none"> • Include tactile buttons on; <ul style="list-style-type: none"> ○ telephones ○ adjustable features including desk controls and chair leavers. ○ staff lockers

Medium	Signage	<ul style="list-style-type: none"> • Using matte finish laminate or no laminate options on signage. • Install signage in an accessible colour contrast and located at an accessible height.
Medium	Luminance	<ul style="list-style-type: none"> • Ensure the lighting is suitable for work areas. • Provide adjustable lighting options.
Medium	Colour Contrast	<ul style="list-style-type: none"> • Provide furnishings in contrasting design options. • Improve contrasting wall colour with floor. • Review decorative partitions – if required increase the contrast.
Medium	Policy and Procedure	<ul style="list-style-type: none"> • Ensure all staff are asked about required adjustments as an ongoing process across an employment lifecycle. • Ensure job descriptions cover manual and sensory tasks as required. • Review and update reasonable adjustment policies noting they can quickly become outdated. • Strengthen procurement policy to include accessibility considerations
Low	Fit out	<ul style="list-style-type: none"> • Review the use of access storage items which can be heavy to use such as compactus and safes. • Provide more accessibility and inclusivity in future office fit outs.
Low	Furnishings	<ul style="list-style-type: none"> • Consider replacing lidded bins with open bins. • Ensure a consistent approach to the layout/order of bins across floors.

Meeting Rooms

Priority	Theme	Proposed action
Medium	Fit Out	<ul style="list-style-type: none"> • Ensure there is adequate circulation space to include wheelchair users and those with mobility aids. • Provide a variety of seating options including chairs with arm rests. • Provide sufficient under table clearance and ensure table is of appropriate height. • Relocate screens to accessible heights and enable closed captioning. • Provide an accessible booking system and enough meeting rooms for requirements. • Provide ramps and accessible entry points for raised rooms and lecterns. • Relocate whiteboards, access and booking panels, air conditioning controls and light switches to accessible heights. • Install handles on cupboards for ease of grip.
Medium	Signage	<ul style="list-style-type: none"> • Provide signage to indicate hearing augmentation with internationally recognised symbols. • Provide appropriate signage that considers; <ul style="list-style-type: none"> ○ font size and style ○ colour contrast ○ matte solid laminate finish • Ensure placement at accessible heights and locations
Medium	ICT	<ul style="list-style-type: none"> • Ensure all screens have closed caption capabilities and the feature is enabled. • Provide options for audio visual systems and booking panels that are touch operated, potentially utilising screen reading technology. • Train staff on appropriate usage of AV equipment, booking panels and hearing loops or ensure help is always available.
Medium	Hearing Augmentation	<ul style="list-style-type: none"> • Purchase portable hearing loops, provide staff training on usage, store in an easily accessible location and ensure they are always charged and ready for use. • Provide hearing augmentation in larger rooms, including an inbuilt amplification system.

Medium	Furnishings	<ul style="list-style-type: none"> • Ensure trip hazards are made safe. • Remove furnishings that obstruct pathways of travel and circulation space. • Review room utilisation and adjust to improve comfort and circulation. • Locate stationery and markers to an easily accessible level and space.
Medium	Tactile	<ul style="list-style-type: none"> • Adding braille or tactile stickers to all signage, technology and instructions.
Medium	Accessibility Mapping	<ul style="list-style-type: none"> • Identify access features and barriers for meeting rooms and make the information available for employees.
Medium	Colour Contrast	<ul style="list-style-type: none"> • Assess furniture against floor and wall colours to address insufficient contrast. • Provide better contrast of cord coverings to minimise tripping risk. • Modify or remove wall decals that incorporate patterns.
Medium	Luminance	<ul style="list-style-type: none"> • Review luminance to ensure they do not exceed comfortable working levels. • Provide options to dim lighting as required.
Medium	Audible	<ul style="list-style-type: none"> • Provide adequate sound insulation.
Medium	Policy and Procedure	<ul style="list-style-type: none"> • Ask about accessibility requirements for every meeting and event.
Low	Fit out	<ul style="list-style-type: none"> • Consider installation of room dividers • For future planning consider accessibility and use universal design principles.
Low	Furnishings	<ul style="list-style-type: none"> • Consider placing a table by the access point.

Shared Areas

Priority	Theme	Proposed action
High	Fit Out	<ul style="list-style-type: none"> • Provide sharps containers. • Ensure emergency equipment has compliant signage. • Relocate AED's, sharps containers, soap and sanitiser, first aid boxes, emergency phones, break glass panels and emergency contact information/diagrams, fire blankets and fire warden kits at accessible height between 900m and 1200mm.
Medium	Fit Out	<ul style="list-style-type: none"> • Provide adjustable beds, chairs with arm rests, • light and temperature controls at a lower height. • Provide contents and stationery at accessible heights. • Provide prayer tables that are able to be adjustable. • Install sinks and benches with a cut out section.
Medium	Furnishings	<ul style="list-style-type: none"> • Consider the contents in rooms and declutter. • Replace bins to bins that do not require a hand or foot operation. • Reposition all inaccessible supplies to a lower level. • Provide a step to help people climb up to bed.
Medium	Signage	<ul style="list-style-type: none"> • Relocate signage to lower and accessible heights. • Provide signage with; <ul style="list-style-type: none"> ○ non glare laminate ○ appropriately colour contrasted ○ in large clear font to ensure visibility • SMS and email information.
Medium	Colour Contrast	<ul style="list-style-type: none"> • Assess flooring, shelving and increase colour contrasting as required to increase visibility.
Medium	ICT	<ul style="list-style-type: none"> • Enable closed captioning on screens
Low	Furnishings	<ul style="list-style-type: none"> • Provide a shoe rack.
Low	Fit Out	<ul style="list-style-type: none"> • In future refurbishment install sinks with cut out sections.
Low	Luminance	<ul style="list-style-type: none"> • Replace lamp.

Bathrooms

Priority	Theme	Proposed action
High	Fit Out	<ul style="list-style-type: none"> • Provide sharps containers. • Install emergency assistance or duress alarms that link back to reception or security should someone fall or require urgent assistance. • Wherever there are bathrooms ensure that there is also an accessible option.
Medium	Fit Out	<ul style="list-style-type: none"> • Install back rests on accessible toilets. • Review the size of the bathrooms. • Provide and lower clothing hooks. • Remove swipe card and key access requirements to accessible bathrooms. • Increase the number of accessible bathrooms on each floor. • Ensure accessible bathrooms have the same facilities as those provided to the general bathrooms. • Mitigate sharp corners on vanities, shelving and cupboards. • Providing shelving adjacent to the wash basin. • Remove stored furniture inside bathrooms and blocking entrances. • Instal visual evacuation alarms within bathrooms.
Medium	Signage	<ul style="list-style-type: none"> • Provide accessible bathroom signage that; <ul style="list-style-type: none"> ○ is secured at an accessible height between 900-1200mm. ○ displays the internationally recognised logo. ○ includes information on right or left-handed transfer. ○ is consistent across all floors and bathrooms.
Medium	Furnishings	<ul style="list-style-type: none"> • Ensure accessible bathrooms are used for purpose only. • Provide waste bins that are within reach and open lid. • Relocate items stored on handrails.
Medium	Tactile	<ul style="list-style-type: none"> • Ensure all flush buttons have tactile indicators.
Medium	Colour Contrast	<ul style="list-style-type: none"> • Review contrasting strips with a view to improving the contrast.

Kitchens

Priority	Theme	Proposed action
Medium	Fit Out	<ul style="list-style-type: none"> Relocate taps, urns, paper towel dispensers, microwaves to accessible heights and reach capacities. Ensure there is a range of seating options. Provide benches, shelves and tables at a variety of heights. Install handles on cupboards and drawers. Provide cut out sections under sinks, preparation spaces. Relocate first aid equipment to allow for easy access in emergency situations.
Medium	Furnishings	<ul style="list-style-type: none"> Reposition cutlery and crockery, dishwashing liquid, soap, tea and coffee amenities to accessible heights. Reposition appliances to reduce reach. Relocate furniture that is obstructing access and pathways.
Medium	Tactile	<ul style="list-style-type: none"> Add tactile buttons on all appliances and bins.
Medium	Signage	<ul style="list-style-type: none"> Provide first aid contact details at an accessible height and near to kitchen appliances. Provide instructions on equipment usage. Use matte lamination to reduce glare.
Medium	ICT	<ul style="list-style-type: none"> Enable closed captions on televisions.
Medium	Sensory Processing	<ul style="list-style-type: none"> Review and reduce sound and light luminance.
Medium	Colour Contrast	<ul style="list-style-type: none"> Review the contrast of furniture, flooring and walls to improve contrast.
Medium	Policy and Procedure	<ul style="list-style-type: none"> Ensure cleaners/building management have instructions that sanitary bins are placed wall side of the toilet pan.
Low	Fit out	<ul style="list-style-type: none"> Give consideration to increasing door size to allow for larger wheelchairs. Give consideration for future kitchen designs to incorporate accessible features.
Low	Signage	<ul style="list-style-type: none"> Label drawers and cupboards with contents to assist with memory mapping.

Doors

Priority	Theme	Proposed action
Medium	Force	<ul style="list-style-type: none"> Review the weight of doors to ensure that all doors meet current standards.
Medium	Fit Out	<ul style="list-style-type: none"> Ensure door snibs are correctly installed. Replace broken door handles as part of office maintenance. Provide feedback to landlord on barriers in the base building.
Medium	Automation	<ul style="list-style-type: none"> Install automatic door opening systems. Ensure where automatic doors are already in use that they are correctly labelled and timing settings are reviewed. Provide door release buttons.
Medium	Colour Contrast	<ul style="list-style-type: none"> Review the contrast of glass doors and increase the contrast of doors for improved visibility.
Medium	Signage	<ul style="list-style-type: none"> Review signage on doors and update as needed with larger font and increased contrast.
Low	Fit out	<ul style="list-style-type: none"> Expand width of doorways at refurbishment. Consider installation of sliding doors to increase door width.

Wayfinding

Priority	Theme	Proposed action
Medium	Accessibility Mapping	<ul style="list-style-type: none"> • Create maps of office accessibility features, that are physically displayed at accessible heights and available on intranets.
Medium	Signage	<ul style="list-style-type: none"> • Explore matte finish options on existing signage to reduce glare. • Install signage/arrows to identify direction of travel. • Ensure there is provision to provide accessible non-mandatory signage and remove temporary paper signage. • Update signage to reference 'accessible gates/entrances'. • Reposition wayfinding signage to heights of between 1250mm and 1350mm, increase font, contrast and size.
Medium	Tactile	<ul style="list-style-type: none"> • Provision of tactile and braille floor plans and maps at accessible heights on all levels of the office.
Medium	Sensory Processing	<ul style="list-style-type: none"> • Incorporate sensory considerations into wayfinding mapping.
Medium	Audible	<ul style="list-style-type: none"> • Provide audio tours of office spaces to assist staff members who have low vision or are blind in memory mapping.
Medium	Colour Contrast	<ul style="list-style-type: none"> • Upgrade of colour contrast and opacity on signage and floor numbers.
Low	Accessibility Mapping	<ul style="list-style-type: none"> • Consider producing/updating public facing webpages to include accessibility features and barriers for the premise. • Consider the installation of beacon technology
Low	Signage	<ul style="list-style-type: none"> • Consider providing directional signage in addition to vertical signage to accessible bathrooms and from car park entrances to entrances and lifts. • Where directional signage exists consider increasing size. • Consider adding floor levels or numbers to signage on the walls opposite to where lifts are located.
Low	Tactile	<ul style="list-style-type: none"> • Consider installing ground surface indicators to assist wayfinding.
Low	Colour Contrast	<ul style="list-style-type: none"> • Review the use of flooring covers as a tool for navigation.

Evacuation

Priority	Theme	Proposed action
High	Policy and Procedure	<ul style="list-style-type: none"> Ensure that PEEPs are in place, regularly reviewed and that all employees are routinely asked if they require a PEEP.
High	Luminance	<ul style="list-style-type: none"> Consider installing a visual alarm as well flashing lights for people who are hard of hearing or who are deaf.
High	Audible	<ul style="list-style-type: none"> Understand and address where there are gaps in audible alarms.
High	Furnishings	<ul style="list-style-type: none"> Review and relocate emergency equipment/items and information folders.
High	Emergency Drill	<ul style="list-style-type: none"> Conduct regular emergency drills including practice of evacuation procedures for staff with disability.
High	Fit Outs	<ul style="list-style-type: none"> Consider alternative safe havens to the traditional stair wells. Relocate break glass panels and emergency phones to an accessible height.
Medium	Signage	<ul style="list-style-type: none"> Improve the current evacuation signage – provide greater quantities in large font, include written contact information for people who are deaf including email and mobile contacts.
Medium	Furnishings	<ul style="list-style-type: none"> Review and remind staff of the importance of keeping doors clear of obstacles.

Attachment C – Priority Matrix for Action 10

Priority Matrix for Action 10			Potential consequences		
			Would have limited impacts on day-to-day activities and work duties without change implemented or noted as a 'consider'.	Would have minor impact day-to-day activities or work duties, however independence may be compromised.	Would have major impact to day-to-day activities, unable to perform work duties, unsafe environment causing injury or fatality, does not meet standards.
			Minor	Major	Significant
Likelihood	Could occur on a daily basis.	Likely	Medium	High	High
	Expected to occur at some time.	Expected	Medium	High	High
	Not likely to occur on a regular basis.	Possible	Low	Medium	Medium
	Could happen, but unlikely to occur.	Unlikely	Low	Low	Medium

Attachment D – Consolidated list of suggested actions for entities

Travel to and from the office

Entities should consider:

Creating a building accessibility guide for their tenancies. This will be supported by Finance creating a template to support entities.

Easy Wins

Below are some simple solutions entities should consider to improve dignified accessibility in the travel to and from the office category:

- ensure that the accessible entrance remains unlocked during business hours.
- relocate items on pathways that cause physical barriers.
- slow the speed and timing of revolving entrance doors and security gates.
- identify processes that will inform employees about lift outages and malfunctioning turnstiles.
- introduce a system to provide for booking of accessible car parking spaces.
- give consideration to policy regarding meeting staff and visitors while large scale cleaning or refurbishment of offices is underway.

Reception

Entities should consider creating clear internal processes and guidance for staff on how to accommodate staff and visitors with a disability or mobility issues. This includes key contacts for organising special assistance for visitors.

Easy Wins

Below are some simple solutions entities should consider to improve dignified accessibility in the reception category:

- removing items that obstruct access and reduce circulation space on pathways.
- reviewing lighting and adjust as required.
- reviewing the timing of the security gates and engage all accessibility features.

Lifts, steps and stairways

Entities should consider:

- working with landlords to enable accessibility features to ensure audio announcements are made within the lifts.
- investigate usage of tactile ground surface indicators on steps ensuring correct placement to visibility guidelines.

Easy Wins

Below are some simple solutions entities should consider to improve dignified accessibility in the lifts, steps and stairways category:

- ensuring that all lighting is working and fit for purpose.
- marking floor numbers on lift buttons and on the ends of handrails on steps and stairways with braille or tactile markers.

Work Areas

Easy Wins

Below are some simple solutions entities should consider to improve dignified accessibility in the work areas category:

- removing excess and unused furniture within work areas.
- applying tactile stickers to lockers, phones and desk controls.
- using policies, procedures and behavioural prompts to address noise concerns.
- seeking staff input on a preferred height for personal lockers.
- ensuring advertised job descriptions contain all requirements for the job including manual and sensory tasks with a clear pathway to support reasonable adjustments as required across the employment lifecycle.
- Reviewing and updating policies and processes for implementing reasonable adjustments.

Meeting Rooms

Entities should consider:

- cultural change – building awareness about why changes are required and how they help to include colleagues and visitors is crucial to ensuring behavioural changes.
- creating processes to standardise meeting room fit out.
- assessing what staff require, single person small groups or larger collaboration spaces and design spaces to accommodate.

Easy Wins

Below are some simple solutions entities should consider to improve dignified accessibility in the meeting rooms category:

- removing excess, bulky or not used furniture and furnishings.
- using boardroom fit out as a visual guide to the required amount of circulation space required in meeting rooms, utilise compact table and chair furniture or decrease the amount of people the room can be booked for.
- utilising closed caption technology as standard practice.
- creating a list which identifies features and barriers to the rooms allowing staff to make decisions on which room would best suit their requirements – room mapping.
- ensuring colour contrasting tape is over cabling that needs to run across pathways of travel.
- asking about accessibility requirements for every meeting and event.

Shared areas

Entities should consider:

- standardising fit out and placement of furnishings across floor levels.
- improving the awareness about dignified accessibility (via cultural change) – when items are used, they need to be returned correctly to ensure others can also utilise.
- supporting the physical needs of people when accessing rooms to ensure that dignified accessibility is a priority:
 - providing a first aid bed at the appropriate height (so that climbing is not required)
 - removing clutter from mail and utility rooms to support unhindered access.

Easy Wins

Below are some simple solutions entities should consider to improve dignified accessibility in the shared areas category:

- relocating commonly used stationery to a height and position that is easily accessible.
- setting up all rooms with the same purpose in the same way for every first aid or utility room mimics that of other floors.
- removing excess furniture from areas that are not specifically designed for storage.

Bathrooms

Entities should consider:

- Supporting dignified access through cultural changes such as ensuring
 - accessible bathrooms are not used as overflow storage for furniture.
 - swipe cards or security personnel are not required to unlock door to provide access to bathrooms.

Easy Wins

Below are some simple solutions entities should consider to improve dignified accessibility in the bathrooms category:

- lowering coat hooks to be more accessible to everyone.
- removing swipe or key lock requirements to access bathrooms.
- removing any excess furniture or furnishings that block access to amenities.

Kitchens

Easy Wins

Below are some simple solutions entities should consider to improve dignified accessibility in the kitchens category:

- placing commonly used items such as plates, glasses, mugs and cutlery in lower more accessible locations.
- setting out all kitchens/kitchenettes in the same way and place labels on cupboards to inform of contents.
- adding tactile buttons/stickers to all appliances.
- adding handles to drawers and cupboards.
- providing first aid and contact officer details at accessible heights and close to kitchen appliances.
- repositioning appliances to be closer to users – reducing the required reach.
- enabling closed captioning on all screens (such as televisions).

Doors

Easy Wins

Below are some simple solutions entities should consider to improve dignified accessibility in the doors category:

- replacing broken door handles as part of office maintenance.
- review the force required to open and close all office doors.
- consider removing automatic door closers.
- ensuring where automatic doors are already in use that they are correctly labelled and timing settings are reviewed.

Wayfinding

Easy Wins

Below are some simple solutions entities should consider to improve dignified accessibility in the wayfinding category:

- entities to create maps detailing accessibility features that are physically displayed at accessible heights and available on intranets and entity webpages.

Evacuation

Entities should consider:

- The behavioural and cultural aspects that can impact placement of furniture and furnishings to ensure the safety of all individuals. For example, if staff are placing furniture in the pathway to fire exits an education program may be required to change this behaviour.
- Implementing PEEPs on induction and then reviewing on regular basis will keep people safe in an emergency situation.

Easy Wins

Below are some simple solutions entities should consider to improve accessibility and safety for people during an emergency:

- reviewing evacuation pathways and procedures, including reminding staff of the importance of keeping doors clear of obstacles and ensuring that PEEPs are current.
- providing guidance to staff on how to assist visitors with accessibility concerns during an emergency.
- understanding where there are gaps in audible and visual alarms.
- conducting regular emergency drills including practice of evacuation procedures for staff with disability.