

# Design for Everyone Guide

A Guide to Sport and Active Recreation Settings

March 2026



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## **Acknowledgement of Country**

We acknowledge the traditional Aboriginal owners of country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

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## **Acknowledgement**

This Guide has been developed by Ms Joe Manton, Director, Access Institute, in partnership with Sport and Recreation Victoria.

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Image credit: Ross Reserve Playspace, Noble Park, City of Greater Dandenong

# Introduction

The **Design for Everyone Guide** has been developed to support inclusive, functional, and accessible design in sport and active recreation facilities and settings. Grounded in the principles and goals of Universal Design, this updated Guide aims to ensure that sport and active recreation facilities and settings are designed to be accessible, usable, safe, and welcoming for all people, regardless of age, ability, cultural background, gender, or life stage.

At its core, the Guide promotes a proactive approach to design that anticipates and accommodates the diverse needs of individuals, rather than relying on retrospective modifications or specialised solutions.

It encourages designers, planners, and decision-makers to embed inclusivity and equity into the early stages of the design process. It encourages the development of sport and active recreation facilities and settings that go above minimum compliance requirements of access legislation and consider the broader needs of everyone.

## Aim of this Guide

This Guide is a practical resource that provides essential information, both general and technical, to assist:



designers, planners, and builders of sport and active recreation facilities



industry professionals such as architects, landscape architects, civil engineers, product designers, access consultants, and certifiers



local government planners and designers involved in town planning, building, and landscaping



access and Inclusion Officers in government departments



managers, staff, club members and committees redeveloping existing sport and active recreation facilities



maintenance personnel



public and private sector professionals working with people with disability, older people, and families.

The Guide recognises access to sport and active recreation facilities and settings as a right for everyone, reinforced by anti-discrimination laws, planning policies, building codes, and access standards.

Its purpose is not to cover every technical detail under legislation, but to offer clear, practical guidance to help stakeholders plan, design, and deliver more inclusive and usable sport and active recreation settings.

Where needed, information about further resources is included in the Appendices. Engaging a qualified and accredited access consultant is recommended for complex projects.

In summary, the Guide aims to:



encourage development of facilities that can be used by as many people as possible, without the need for later modification



promote design solutions that are inclusive, adaptable, and intuitive



support environments that foster dignity, independence, and participation



provide practical guidance based on the 7 Principles of Universal Design, their related guidelines, goals, as well as relevant access standards



explain how the Inclusive Design Guidance Hierarchy can be applied to assist with the planning, design, and development of sport and active recreation facilities and settings.

The Guide can assist stakeholders to shape a built environment that is inclusive, welcoming, and equitable for all, where everyone, regardless of ability or circumstance, can participate fully.

The following sport and active recreation facilities and settings have been considered in the development of this Guide:

- aquatic and leisure centres
- indoor sports stadiums
- parks, greens and outdoor ball courts
- playspaces
- skate parks
- sport and active recreation reserves
- sports pavilions
- temporary facilities.

# Section 01



Image credit: Waurn Ponds Skate Park, Waurn Ponds, City of Greater Geelong

This section introduces the foundational concepts that underpin inclusive design in sport and active recreation settings. It explains the difference between Universal Design and Accessible Design, highlights why both are important, and provides practical examples showing how Universal Design goes beyond minimum compliance. Readers will gain an understanding of the 7 Principles and 8 Goals of Universal Design and how these shape inclusive, usable, and equitable environments. This section equips users with the philosophical and practical grounding needed to apply Universal Design throughout the Guide.

## Universal Design and Access – An Overview

### What is Universal Design?

**‘The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.’**

– **Ronald Mace**, Founder,  
Centre for Universal Design.

Rather than designing for the ‘average’ user, Universal Design considers the diversity of human ability, including people of different ages, sizes, abilities, and life circumstances – right from the beginning of the design process.

Key Characteristics of the 7 Principles of Universal Design and their associated 8 Goals consider:

- inclusive and equitable use
- flexible and adaptable use
- simple and intuitive to use
- reduction of physical and cognitive effort
- a wide range of user abilities and needs.

The benefits of Universal Design include:

- improved safety, comfort, and dignity for all users
- reduced need for costly retrofitting
- enhanced social inclusion
- support for ageing populations and diverse communities.

Universal Design makes life easier for everyone by creating spaces that are usable by as many people as possible, right from the start.

## What is Accessible Design?

While Universal Design and Accessible Design share similar goals, they are not the same. Accessible Design is primarily focused on meeting minimum requirements set by legislation and standards to ensure that buildings, facilities, and products can be used by people with a disability. This compliance-based approach often addresses only specific needs and does not consider the broader diversity of all users.

In addition, the Australian Standards for Access and Mobility do not address the needs of people under 18 or over 60 years of age. These limitations stem partly from the anthropometric data on which the Standards are based, data that was developed in 1983 and is now outdated. As a result, some design elements do not reflect the needs of today's diverse community.

It is important to note that these Standards are referenced in both the *Disability (Access to Premises – Buildings) Standards 2010* (Premises Standards) and the *National Construction Code* (NCC) specifically through the NCC's deemed-to-satisfy provisions as the mandated benchmark for access compliance in Australia.

Compliance with the Premises Standards, the NCC and the Australian Standards for Access and Mobility achieves **minimum** compliance; it does not necessarily achieve good access for everyone.

## Why are Universal Design and Access both important?

Both Universal Design and compliance with access legislation and standards is important, but for different, complementary reasons. Used together, they help create environments that are not only legally compliant but also support inclusive, equitable, use by everyone.

### Access Legislation and Standards Ensure Minimum Compliance

They:

- provide a legal framework to reduce discrimination and promote inclusion for people with disability
- provide a 'tick the box' approach that sets mandatory minimum requirements (for example, door opening widths, ramp gradients, signage) that must be met in the design and construction of buildings and facilities
- offer consistency and accountability through enforceable rules referenced in legislation.

These requirements are essential to ensure that basic access rights are protected by law, especially for people with disability.

### Universal Design Goes Beyond Compliance

Universal Design:

- is generally regarded as a philosophy and an approach to design that caters for all people, regardless of age, ability, background, or circumstance
- encourages inclusive, user friendly, and flexible environments from the outset, not just when retrofitting for compliance
- supports dignity, independence, and participation for everyone, including older adults, children, parents with prams as well as cultural and gender diverse communities and people with temporary disabilities.

Universal Design helps create spaces that are more usable, sustainable, and welcoming for everyone, not just those covered by access legislation.

Applying Universal Design principles and goals, while also ensuring compliance with access legislation and standards, is essential to maximise outcomes in sport and active recreation facilities and settings. This approach not only improves user experience for all people but also delivers greater value for money by creating inclusive, functional, and future-proof facilities.

Compliance is the **floor**; Universal Design is the **ceiling**. Both are necessary to create built environments that are lawful, functional, and welcoming for everyone.

## Access v Universal Design – Examples

The following are examples of Access Requirements v Universal Design Considerations:

### Entry to a facility

- **Access:** One step-free entry point with compliant ramp and handrails.
- **Universal Design:** Multiple step-free, intuitive entry points with automatic doors, shelter, seating nearby, and easy-to-navigate wayfinding.

### Paths of travel

- **Access:** Minimum 1000mm wide path provided between car park and entrance.
- **Universal Design:** Wider than the minimum continuous path allowing for comfortable and safe side-by-side movement for wheelchair users, parents with prams, and others and considers expected numbers of users.

### Car parking

- **Access:** Minimum numbers of required accessible parking bays provided near main entrance.
- **Universal Design:** Accessible bays near all key entries, extra wider spaces for vans, with overhead signage, shade, and lighting.

### Signage and wayfinding

- **Access:** Braille and tactile signage installed at key locations.
- **Universal Design:** Consistent signage using symbols, large print, high contrast, Easy English, Braille, and audio or digital wayfinding options.

### Toilets

- **Access:** Accessible toilets provided as per Australian Standards.
- **Universal Design:** Unisex accessible toilets, ambulant toilets, all-gender toilets, baby change areas and Changing Places facilities.

### Change rooms

- **Access:** One accessible change room with grabrails.
- **Universal Design:** Multiple private, family and all-gender change rooms with accessible fittings, height-adjustable benches, and hoists.

### Seating and viewing areas

- **Access:** Limited designated wheelchair spaces with a companion seat.
- **Universal Design:** A variety of seating types (with and without armrests), located at multiple vantage points, with ample circulation and shade.

### Swimming pools

- **Access:** Pool hoist provided where necessary to Australian Standards.
- **Universal Design:** Ramp entry, beach entry, hoists, aquatic access lift.

### Reception and communication

- **Access:** Hearing loop installed at reception desk where glass is a barrier.
- **Universal Design:** Reception includes dual-height counters, hearing augmentation, Easy English forms, QR codes, and assistance in multiple languages.

### Lighting

- **Access:** Meets required minimum lux levels.
- **Universal Design:** Uses evenly distributed, glare-free, adjustable lighting levels for users with low vision and sensory sensitivity.

### Emergency egress and alarms

- **Access:** Accessible exit signed and marked.
- **Universal Design:** Visual alarms, vibrating alerts, tactile evacuation maps, and designated safe refuge areas.

# Universal Design

What are the Principles and Goals of Universal Design?

## The 7 Principles of Universal Design

The 7 Universal Design Principles were developed by the Centre for Universal Design at North Carolina State University, United States of America (USA). These principles were designed in collaboration with a consortium of Universal Design researchers and practitioners from across the USA. The 7 Principles provide a foundation for creating environments, products, and services that are accessible and usable by everyone. Guidelines have also been included under each principle to assist in the understanding and application of these across various settings.

### 1. Equitable Use

The design is useful and marketable to people with diverse abilities.

**Example: Automatic doors that work for everyone, including people using mobility aids or pushing prams.**

#### Guideline

- 1a. Provide the same means of use for all users: identical whenever possible; equivalent when not.
- 1b. Avoid segregating or stigmatising any users.
- 1c. Providing for privacy, security, and safety should be equally available to all users.
- 1d. Make the design appealing to all users.

### 2. Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

**Example: Scissors usable by both left and right-handed people.**

#### Guideline

- 2a. Provide choice in methods of use.
- 2b. Accommodate right- or left-handed access and use.
- 2c. Facilitate the user's accuracy and precision.
- 2d. Provide adaptability to the user's pace.

### 3. Simple and Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or concentration level.

**Example: Clear signage with symbols and minimal text.**

#### Guideline

- 3a. Eliminate unnecessary complexity.
- 3b. Be consistent with user expectations and intuition.
- 3c. Accommodate a wide range of literacy and language skills.
- 3d. Arrange information consistent with its importance.
- 3e. Provide effective prompting and feedback during and after task completion.

#### 4. Perceptible Information

The design communicates necessary information effectively to the user, regardless of sensory abilities.

**Example: Audible and visual alerts on pedestrian crossings.**

##### Guideline

- 4a. Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- 4b. Provide adequate contrast between essential information and its surroundings.
- 4c. Minimise 'legibility' of essential information.
- 4d. Differentiate elements in ways that can be described (for example, make it easy to give instructions or directions).
- 4e. Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

#### 5. Tolerance for Error

The design minimises hazards and the adverse consequences of accidental or unintended actions.

**Example: 'Undo' functions in software or recessed stove controls to prevent burns.**

##### Guideline

- 5a. Arrange elements to minimise hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- 5b. Provide warnings of hazards and errors.
- 5c. Provide fail safe features.
- 5d. Discourage unconscious action in tasks that require vigilance.

#### 6. Low Physical Effort

The design can be used efficiently and comfortably with minimal fatigue.

**Example: D Lever handles instead of knobs, or motion sensor taps.**

##### Guideline

- 6a. Allow user to maintain a neutral body position.
- 6b. Use reasonable operating forces.
- 6c. Minimise repetitive actions.
- 6d. Minimise sustained physical effort.

#### 7. Size and Space for Approach and Use

Appropriate size and space is provided for approach, reach, manipulation, and use, regardless of a user's body size, posture, or mobility.

**Example: Wide doorways and turning spaces in bathrooms for wheelchair users.**

##### Guideline

- 7a. Provide a clear line of sight to important elements for any seated or standing user.
- 7b. Make reach to all components comfortable for any seated or standing user.
- 7c. Accommodate variations in hand and grip size.
- 7d. Provide adequate space for the use of assistive devices or personal assistance.

## The 8 Goals of Universal Design

The goals extend the original 7 principles by focusing more explicitly on **social inclusion and human performance**. These were developed by Steinfeld and Maisel (2012) to provide a broader framework:

### 1. Body Fit

Accommodate a wide range of body sizes and abilities.

**Example: Adjustable-height benches or equipment.**

### 2. Comfort

Keep demands within desirable limits of body function and perception.

**Example: Ergonomic seating and low-glare lighting.**

### 3. Awareness

Ensure that critical information for use is easily perceived.

**Example: High-contrast, tactile signage.**

### 4. Understanding

Make methods of operation and use intuitive, clear, and unambiguous.

**Example: Icons and colour-coding for wayfinding.**

### 5. Well-being

Contribute to health promotion, avoidance of injury, and prevention of ill-health.

**Example: Natural lighting and good air quality.**

### 6. Social Integration

Treat all groups with dignity and respect.

**Example: Inclusive seating and facilities for diverse users.**

### 7. Personalisation

Incorporate opportunities for choice and the expression of individual preferences.

**Example: Adjustable lighting or climate control.**

### 8. Cultural Appropriateness

Respect and reinforce cultural values, beliefs, and meaning.

**Example: Design elements that reflect local cultural identity or multilingual signage.**

Together, the **7 Principles** and **8 Goals** of Universal Design provide a robust framework for designing environments that are not only accessible and functional, but also **inclusive, adaptable, and respectful of human diversity**.

## Key Areas Where Universal Design is Used in Australia

There are a variety of areas where Universal Design is used in Australia. This incorporates some industry regulations and standards, as well as some requirements related to state and local government planning.

### Built Environment

- Public buildings: Government offices, libraries, community centres, museums.
- Transport infrastructure: Train stations, bus stops, airports, interchanges.
- Sport and active recreation: Aquatic centres, stadiums, playspaces, walking trails, pavilions, change rooms, skate parks.
- Streetscapes and public spaces: Parks, plazas, shared paths, lighting and wayfinding systems.

### Housing

- Specialist Disability Accommodation (SDA) under the National Disability Insurance Scheme (NDIS).
- Livable Housing Design – through both the Livable Housing Design Guidelines and the Livable Housing Design Standard.
- Accessible social and public housing projects developed by states and territories.

### Education

- School and campus design: Flexible classrooms, sensory spaces, wayfinding.
- Inclusive teaching materials and digital platforms: eLearning tools, accessible assessments.

### Health and Aged Care

- Hospitals and clinics: Wayfinding, patient rooms, amenities.
- Residential aged care facilities: Dementia-friendly design, accessible outdoor areas.

### Transport

- Public transport vehicles and infrastructure: Low-floor buses, tactile indicators, real-time announcements.
- Universal Design plans: Supported by state transport agencies.

### Events and Tourism

- Major events: Universal Design is embedded into the planning for events including the Brisbane Olympic Games.
- Tourism infrastructure: Visitor centres, trails, attractions implementing accessible and inclusive design.

### Digital Environments

- Websites and apps: Designed using the Web Content Accessibility Guidelines (WCAG).
- Online services: Government portals, education platforms, telehealth systems.

## Key Organisations that Encourage Universal Design in Australia

Universal Design is not yet mandated across all areas of design and development in Australia, but it is strongly encouraged in the planning and development of many government-funded projects and increasingly recognised as best practice for creating inclusive, equitable, and sustainable environments.

Its adoption is supported by a growing network of government bodies, industry leaders, advocacy groups, and academic institutions, all working together to promote Universal Design across built environments, digital platforms, and service delivery. Collectively, these efforts are helping to shape inclusive, resilient, and future ready communities that meet the diverse needs of all Australians. Some of these organisations are:

### Government and Policy Bodies

- **Australian Government – Department of Social Services (DSS)**  
Leads the *Australia's Disability Strategy 2021–2031*, promotes Universal Design in housing, transport, education, and public infrastructure.

### State and Territory Governments

Various state initiatives promote Universal Design in public buildings, playspaces, and transport:

- **Victoria** – whole of government *Universal Design Policy* that sets out how universal design principles should be embedded across infrastructure, programs, and services.
- **NSW Government** – *Everyone Can Play* guidelines for inclusive play.
- **Queensland** – Incorporates Universal Design into *Age-Friendly Communities* and *Human Rights-based design*.
- **South Australia** – *Disability Access and Inclusion Plans* (DAIPs) embed Universal Design in service delivery.

## Professional and Industry Organisations

- **Access Consultants Association (ACA)**  
The national peak body for access professionals; actively promotes Universal Design as a best-practice approach beyond minimum compliance.
- **Livable Housing Australia (LHA)**  
Promotes the *Livable Housing Design Guidelines*, aligned with Universal Design principles, especially in mainstream and social housing.
- **Green Building Council of Australia (GBCA)**  
Encourages Universal Design through *Green Star* ratings, including accessibility and social sustainability.
- **Planning Institute of Australia (PIA)**  
Advocates for inclusive urban planning that reflects Universal Design principles.
- **Australian Institute of Architects (AIA)**  
Provides guidance and CPD on Universal Design and inclusive architecture.

## Education Centres

- **Access Institute**  
Focuses on the development and delivery of training and education related to universal design in the built environment as well as leading a range of projects relating to Universal Design to support a variety of government bodies, community, and private sector organisations around Australia.
- **University of New South Wales (UNSW) – Home Modifications Australia (MODA)**  
Provides research and training on inclusive design in housing and aged care.
- **Curtin University – School of Built Environment**  
Engages in research and teaching on inclusive and Universal Design for urban spaces.

## Advocacy and Disability Organisations

- **Australian Network on Disability (AND)**  
Works with employers and government to embed Universal Design in workplaces and services.
- **People with Disability Australia (PWDA)**  
Advocates for accessible environments and services that reflect Universal Design principles.
- **Council on the Ageing (COTA)**  
Promotes age-friendly communities that align with Universal Design, especially in housing, transport, and outdoor spaces.
- **Children and Young People with Disability Australia (CYDA)**  
Advocates for inclusive education and play environments designed for all children.

## Universal Design in Sport and Active Recreation Facilities and Settings

The principles and goals of Universal Design should guide the planning, design, and development of all sport and active recreation facilities and settings, to create environments where everyone can participate equitably, with dignity and be included. It is essential to consider all key elements of the space. Additional inclusive design principles for specific facility types and settings can be found in Section 7. In general, consideration should be given to:

### Arrival and Entry

- Vehicle access points – safe, well-marked entry and exit for vehicles.
- Accessible car parking – compliant with AS 2890.6, while also located close to the main entry of the facility.
- Drop-off and pick-up zones – sheltered, level areas for safe passenger transfer.
- Pathways from parking to facilities – continuous accessible paths of travel, slip-resistant, well-lit, with wayfinding cues.
- Public transport connections – bus stops, taxi/rideshare zones, sheltered and accessible.

### Circulation and Accessways

- Pedestrian pathways – wide, obstacle-free, with resting points.
- Ramps and gradient management – ramps and cross falls that can be used independently by people with a range of abilities, non-slip surfaces, Tactile Ground Surface Indicators (TGSIs).
- Stairs – handrails, contrasting nosings, visual/tactile warnings.
- Bridges, boardwalks, and elevated walkways – structural stability, safety edges, accessible gradients.
- Wayfinding and signage – high-contrast, tactile/Braille, consistent symbols and colour accessibility.

### **Amenities and Support Facilities**

- Toilet facilities – unisex accessible, ambulant, male and female and all gender toilets, Changing Places and family change rooms.
- Showers and change facilities – non-slip flooring, seating, grab rails.
- Drinking fountains/bottle refill points – at accessible heights, with knee/toe clearance and controls that are easy to use.
- First aid and emergency response points – clear access and visibility.

### **Accessible and inclusive Spectator Facilities**

- Playing surfaces – accessible spectator and participant entry, safe transition between different surfaces.
- Spectator seating – wheelchair spaces integrated with seating, companion seating, shade cover.
- Scoreboards and audio-visual (AV) systems – visual and auditory outputs, hearing augmentation systems.
- Shade and shelter – permanent and temporary structures for players, officials, and spectators.

### **Safety and Environmental Controls**

- Lighting – even, adjustable and glare-free illumination for day/night use.
- Fencing and barriers – to manage ball games, crowd control, and safety.
- Landscaping – accessible routes maintained, planting not obstructing paths, sensory-friendly zones, for example, quiet and sensory rooms.
- Drainage – avoids ponding on access routes or activity areas.

### **Furniture, Fixtures and Installations**

- Bicycle storage and active transport facilities – accessible racks, scooter parking.
- Outdoor fitness equipment – accessible and intuitive designs, firm level surfacing.
- Barbecue and picnic areas – accessible tables, clear spaces, firm surfaces.
- Water access (beaches, rivers, pools) – ramps, beach mats, accessible jetties/pontoons.
- Storage areas – accessible for sports equipment and mobility aids.

### **Cultural Considerations**

- Inclusive, private, and equitable amenities for women, men, and non-binary users.
- Designs that reflect cultural stories and involve Traditional Owners in development.
- Multi-Faith prayer rooms, ablution areas that consider the needs of a variety of cultural and religious groups.
- Clear language, pictograms, translations, and culturally appropriate symbols in signage and wayfinding.

### **Management and Operational Considerations**

- Maintenance access – routes that do not interfere with accessible pathways.
- Emergency evacuation routes – accessible and clearly marked.
- Future adaptability – design for changing needs, modular upgrades possible.

# Section 02



Image credit: Frankston Park, Frankston, Frankston City Council

This section establishes a people-centred foundation for the design and delivery of inclusive sport and recreation facilities. Rather than focusing solely on physical planning or technical compliance, it highlights the wide and diverse range of human access needs, abilities, supports, and circumstances that influence how people experience, navigate, and participate in sport and recreation facilities and settings.

The purpose of this section is to build awareness among planners, designers, operators, and decision-makers of the full scope of Access and Universal Design. It recognises that people engage with facilities and settings in different ways, with varying functional abilities, temporary or permanent access challenges, cultural and social needs, and differing levels of independence or support.

This section outlines:

- **Key Functional Abilities**, acknowledging that mobility, vision, hearing, cognition, communication, sensory regulation, balance, continence, and social-emotional needs vary significantly across the community and across a person's life course.
- **Key Personal Functional Supports**, recognising that many people rely on mobility aids, communication tools, assistance animals, carers, adaptive equipment, and other supports to participate equitably.
- **Key Fixed Functional Supports**, identifying the permanent design features, systems, and infrastructure that enable dignity, safety, comfort, and independence for a broad range of users.

By articulating these human access needs and supports upfront, this section provides essential context for all subsequent design guidance. It encourages designers to move beyond minimum compliance and to understand *who* they are designing for, *how* spaces are used, and *why* inclusive design outcomes matter.

This human-focused lens supports more informed decision-making during feasibility studies, site selection, concept design, detailed design, and operational planning. It also reinforces that inclusive sport and recreation facilities and settings benefit not only people with disability, but also older people, children, families, carers, and the wider community.

# Human Access Needs

## Key Functional Abilities

For planning to occur in the design and development of key elements to support equitable access, consideration must be given to a wide range of issues that impact on the ability of people to effectively use sport and active recreation facilities and settings.

These issues relate to a person's **Key Functional Abilities** and incorporate the general functional needs of all people, as well as functional needs that may be specific to individuals. These include:

### Mobility

#### General functional needs

- Ability to walk or move around independently.
- Use of stairs, ramps, and footpaths.
- Navigating uneven terrain or changes in levels.

#### Individual specific needs

- Use of mobility aids (for example, wheelchair, walker, prosthetics, cane).
- Requirement for level or ramped access.
- Reduced endurance or stamina.
- Need for rest areas or handrails.

### Reach and Dexterity

#### General functional needs

- Ability to reach, grasp, and manipulate objects within a standard range.
- Use of hands for daily tasks (for example, opening doors, using taps).

#### Individual specific needs

- Limited range of motion or fine motor skills.
- Use of adaptive equipment (for example, grabbers, modified handles).
- Need for controls within reach zones (300–1200 mm above floor).

### Vision

#### General functional needs

- Ability to see signage, pathways, people, and objects.
- Perception of contrast, light, depth, and detail.

#### Individual specific needs

- Partial or complete vision loss.
- Reliance on tactile and audible cues.
- Need for high-contrast signage, Braille, and TGSi.

### Hearing

#### General functional needs

- Ability to hear speech, alarms, announcements, and environmental sounds.

#### Individual specific needs

- Use of hearing aids or cochlear implants.
- Reliance on visual communication (for example, captions, Auslan, flashing alerts).
- Need for quiet spaces or hearing augmentation systems (for example, hearing loops).

### Cognition and Learning

#### General functional needs

- Understanding information, instructions, signs, and directions.
- Following routines and wayfinding.

#### Individual specific Needs

- Neurodiverse conditions (for example, autism, Attention Deficit Hyperactivity Disorder (ADHD), intellectual disability).
- Memory, processing speed, or attention challenges.
- Need for clear, consistent, and visual communication.
- Use of symbols, colour coding, and simplified language.

## Communication

### General functional needs

- Ability to express oneself and understand others.
- Access to information and signage.

### Individual specific needs

- Non-verbal communication (for example, Augmentative and Alternative Communication (AAC) devices, sign language).
- Limited speech or language comprehension.
- Need for alternative formats (for example, Easy Read, pictograms).

## Sensory Regulation

### General functional needs

- Comfort with lighting, sound, temperature, and texture in the environment.

### Individual specific needs

- Sensory sensitivities (for example, to noise, glare, crowds).
- Preference for low-stimulation spaces or controlled environments.
- Access to quiet rooms, calm zones, or sensory-friendly materials.

## Balance and Coordination

### General functional needs

- Stability when walking, standing, or transferring.

### Individual specific needs

- Increased risk of falls or instability.
- Requirement for support rails, anti-slip surfaces, or wider circulation space.

## Continence and Hygiene

### General functional needs

- Independent access to toilets, handwashing, and hygiene facilities.

### Individual specific needs

- Need for accessible or adult changing facilities (for example, Changing Places).
- Use of continence products or carer support.
- Height-adjustable benches or hoists.

## Social and Emotional needs

### General functional needs

- Feeling safe, welcome, and respected in public environments.

### Individual specific needs

- Anxiety, trauma, or mental health conditions.
- Requirement for safe, inclusive spaces and staff trained in respectful engagement.
- Cultural or gender-based privacy and safety needs.

## Key Personal Functional Supports

A range of **Key Personal Functional Supports** used by many people must also be considered when designing for equitable access. These can assist with mobility, communication, vision, hearing, and participation. These supports can be temporary, permanent, or situational and should be accommodated throughout the sport and active recreation setting or facility.

In sporting and active recreation facilities and settings people could be using **Key Personal Functional Supports** including:

### Mobility and Physical Support Devices

- Assistance animals, for example, mobility assistance animals
- Crutches and forearm supports
- Electric scooters
- Exoskeletons or orthotic support devices
- Mobile hoists (manual and powered)
- Portable seating (folding chairs, stadium cushions)
- Prams and strollers
- Transfer boards and sliding sheets
- Trolleys for transporting sporting or personal equipment
- Wheeled walkers
- Walking sticks and canes
- Wheelchairs – manual, powered, sport-specific, and aquatic.

### Communication Supports

- Augmentative and alternative communication (AAC) devices (for example, speech-generating tablets)
- Auslan interpreters (in person or virtual)
- Communication boards or symbol cards
- Mobile phones with accessibility apps or screen readers
- Writing tablets or notepads.

### Vision Supports

- Assistance animals, for example, guide dogs
- Audio wayfinding devices (for example, GPS navigation tools)
- Distance glasses
- Monoculars or electronic magnifiers
- Reading glasses or magnifiers
- Tactile maps or large print guides
- White canes for people who are blind or have low vision.

### Hearing Supports

- Assistance animals, for example, hearing dogs
- Assistive listening devices (hearing loops, FM systems)
- Hearing aids and cochlear implants
- Visual alert systems (for example, flashing alarms).

### Participation and Environmental Supports

- Carer assistance or companion support (human support as a functional aid)
- Cooling vests or fans for heat-sensitive individuals
- Flotation devices, aquatic belts, or swim rings
- Assistance animals (for example, dogs for vision, mobility, or medical alerts)
- Pool lifts, ramps, or accessible platforms
- Support harnesses or adaptive sports equipment
- Umbrellas and personal shade structures.

## Key Fixed Functional Supports

Functional supports can also include **permanently installed features** that enhance usability, safety, comfort, and dignity for a wide range of users, including people with disabilities, older adults, children, and families. They are essential to creating inclusive environments. They can include:

### Access and Circulation

- Bollards with sufficient clearance for wheelchair and pram access.
- Kerbless transitions between surfaces (for example, path to court or pool).
- Nosings on step treads in contrasting colour and texture.
- Ramps with gentle gradients, compliant handrails, and landings.
- Slip resistant floor and ground surfaces (wet and dry conditions).
- TGSi at key decision points, hazards, stairs, ramps along edges of hazards such as jetties.
- Wide pathways and corridors with defined, contrasting edges.
- Wide, level entry and exit points.

### Lighting and Visibility

- Adequate, even lighting for all areas, minimising glare and shadows.
- Effective contrast to designate spaces (for example, male/female/all gender toilets).
- Contrasting strips across glass doors and walls to enhance visibility.
- Large, rocker-style or push-button light switches with high contrast.
- Lighting that supports visual and sensory comfort (including dimmable options in quiet spaces).

### Signage and Wayfinding

- Audio enabled navigation aids and QR codes for digital guidance.
- Braille and raised tactile signage at accessible heights.
- Colour coded wayfinding systems and maps.
- Directional signs with clear icons and consistent placement.
- Effective contrast visual signage with symbols and plain language.

## Controls, Fixtures, and Hardware

- Controls, light switches, and emergency call buttons within accessible reach ranges (for both seated and standing users, adults and children).
- D or lever style door handles that are easy to grip.
- Easy to use fittings on lockers, taps, and change tables.
- Large, proud push buttons with tactile or audio feedback.

## Toilets and Showers

- Accessible toilets, showers, and change rooms for all genders.
- Accessible Adult Change Facilities (Changing Places).
- Baby change facilities in all-gender and family friendly spaces.
- Basins, mirrors, hand dryers, and soap dispensers at accessible heights.
- Grab rails positioned for both left and right-hand use.
- Shower seats and fold down benches at various heights.

## Seating and Rest Areas

- Companion seating in spectator stands and waiting areas.
- Seating near entries, along pathways, in change areas, and at spectator areas.
- Seats with backs and armrests at a range of heights and locations.
- Shaded seating areas for outdoor environments.

## Safety and Alerts

- Anti entrapment covers and slip resistant materials in aquatic areas.
- Audible and visible emergency alarms throughout buildings and key outdoor spaces.
- Emergency call buttons in toilets and change rooms.
- Visible and audible alerts for pool sequencing or feature activation (for example, wave pool alarms).

## Technology and Support Services

- Battery charging stations for mobility scooters and electric wheelchairs.
- Induction hearing loops or FM systems at reception, ticketing, and event areas.
- Public communication systems with audio and visual output.
- Wi-Fi access for communication and navigation apps.

## Outdoor Environments

- Accessible drinking fountains with bottle refill options.
- Inclusive play equipment for varied physical and sensory needs.
- Inclusive playspaces.
- Shade structures and shelters at playspaces, seating areas, and waiting zones.
- Smooth, connected pedestrian pathway systems throughout the site.
- Soft fall surfaces under play equipment that are accessible to users of wheelchairs and walkers.

## Facility Components and Installations

- Buildings and internal layouts designed for inclusive navigation.
- Drinking fountains, bins, and signage placed at accessible heights and locations.
- Entrances and exits clearly marked and easy to identify free of barriers.
- Integrated communication and emergency response systems.
- Spectator areas with accessible seating and circulation.

See Case Studies in [Appendix 5](#).

## General Planning Considerations

In addition to ensuring equitable access and applying the principles of Universal Design, the successful planning and delivery of sport and active recreation facilities and settings, requires consideration of a wide range of strategic, operational, and community-focused factors. These can include but are not limited to:

### Strategic and Feasibility Planning

- Conducting a comprehensive feasibility study to assess needs, costs, demand, and viability.
- Developing a detailed business case with cost benefit analysis and risk assessment.
- Reviewing existing facilities and assessing opportunities for integration or upgrade.
- Development of a masterplan that provides a comprehensive vision and framework for future development of a site, sporting precinct, or facility.

### Community and Stakeholder Engagement

- Conducting community consultation and co design with diverse user groups, including people with disability, children, older adults, gender diverse communities, and First Nations people.
- Engaging with local sporting clubs, schools, disability organisations, and cultural groups.
- Determining if potential amenity impacts exist because of the project.
- Ensuring transparent communication throughout all stages of planning and development.

### Site Selection and Location

- Selecting a suitable, accessible, and connected location considering public transport, walkability, and surrounding land use.
- Assessing land ownership, zoning, and planning scheme requirements.
- Considering co-location opportunities with schools, health, or community services.

### **Environmental Impact and Sustainability**

- Conducting an environmental impact assessment to identify and mitigate effects on flora, fauna, and water systems.
- Implementing sustainable design strategies, such as:
  - solar energy and passive heating/cooling
  - water-sensitive urban design (WSUD)
  - low emission materials
  - waste reduction and recycling programs.

### **Financial Planning and Funding**

- Identifying and securing initial funding sources (for example, local/state/federal government, grants, partnerships, sponsorships).
- Developing a long-term financial plan covering:
  - capital works
  - operating costs
  - maintenance
  - program delivery.
- Exploring options for revenue generation, such as venue hire or café leasing.

### **Operational Management and Maintenance**

- Developing a facility management plan, including staffing, programming, scheduling, and booking systems.
- Planning for ongoing maintenance, asset renewal, and lifecycle costs.
- Establishing procedures for regular access audits and inclusive program reviews.

### **Social Inclusion and Cultural Considerations**

- Ensuring the facility is designed and operated with cultural safety and gender equity in mind.
- Providing inclusive amenities, such as all gender toilets, multi-faith prayer rooms, and female and family friendly facilities.
- Incorporating First Nations design elements and engagement practices.
- Addressing language and literacy accessibility, including multilingual signage and visual communication.

### **Design for Specific Activities and Multi-Use**

- Establishing a design development framework that commences with concept through to schematic and detailed design.
- Designing flexible spaces that can cater to a variety of sport and active recreation activities, considering dimensions, surface types, lighting, and equipment.
- Incorporating multi-use areas that are flexible enough to cater for formal and informal community use and active recreation.
- Planning for future adaptability as community needs and sports evolve.

### **Safety, Compliance and Risk Management**

- Ensuring compliance with relevant building codes, access standards, and safety regulations.
- Incorporating Crime Prevention Through Environmental Design (CPTED) principles.
- Planning for emergency procedures, including accessible evacuation routes and training for staff.

# Section 03



Image credit: Department of Jobs, Skills, Industry and Regions

This section provides an overview of the legal obligations that govern accessibility in Australia. It outlines the key legislation and standards – including the Disability Discrimination Act, the Premises Standards, the *National Construction Code*, and relevant Australian Standards – and explains how these regulatory frameworks influence the design and construction of sport and active recreation settings. Readers will understand which requirements are mandatory, where legal gaps exist, and why Universal Design is essential to go beyond minimum compliance.

## *Disability Discrimination Act 1992 (Cth)*

Overarching legislation that ensures equity and accessibility for people with disabilities. It sets the legal standard for preventing discrimination.

## *Disability (Access to Premises – Buildings) Standards 2010 (Premises Standards)*

These standards are established under the DDA to provide specific design requirements. They guide how premises should be constructed or modified to comply with the DDA.

## *National Construction Code (NCC) (Building Code of Australia volumes)*

The NCC incorporates accessibility requirements from the Premises Standards.

It is a technical document that regulates building requirements across Australia.

## *Relevant Australian Standards (AS)*

For example, AS 1428 suite (access, AS/NZS 2890.6 (parking)).

Figure 1: Key legislation and standards in Australia

# Legislative Framework

The law explicitly recognises the right of every person to participate in sport and active recreation. This right is primarily upheld through anti-discrimination legislation, planning frameworks, building codes, and design standards that apply to the development of sport and active recreation facilities and settings.

While there is currently no specific legislation or Australian Standard dedicated to Universal Design, there are clear legal obligations and requirements regarding minimum access requirements for buildings and facilities. At a minimum, the key legislation outlined below must be adhered to by planners, designers, and developers as a baseline when creating or upgrading sport and active recreation facilities and settings.

In addition, where Australian Standards for Access and Mobility are referenced by the legislation relating to building works, they must also be met, or a Performance Solution must be developed by a qualified professional, such as an Access Consultant to confirm that the required access outcome will not be reduced below the minimum compliance requirement.

It is important to note that:

- The legislation and Standards are based on the needs of people with disability, not the broader principles of Universal Design.
- Most minimum access standards only relate to buildings. They do not apply to every type of building or every space within a building or sport and active recreation facility and setting.
- Compliance ensures that only the minimum is achieved. There are numerous examples of buildings that technically conform to the regulations but remain inaccessible to many people.
- Universal Design goes further to support usability for everyone, regardless of age, ability, cultural background, or circumstance.

Meeting legal obligations is the starting point, not the end goal.

The following provides guidance on the legal requirements for access to buildings and facilities:

- *Disability Discrimination Act 1992* (DDA).
- *Disability (Access to Premises – Buildings) Standards 2010*.
- *National Construction Code* (NCC).
- Planning Ordinances.
- Australian Standards.

## Disability Discrimination Act 1992

The *Disability Discrimination Act 1992* (DDA) provides uniform protection against unfair or unfavourable treatment of people with a disability in Australia. The key principles in relation to buildings and facilities are based around providing equitable, dignified access.

The DDA became operational in 1993 and makes it unlawful to discriminate based on disability in the following areas:

- public footpaths and walkways
- educational institutions
- shops and department stores
- banks, credit unions, building societies
- parks, public swimming pools, public toilets and pedestrian malls
- cafes, restaurants, pubs
- theatres and other places of entertainment
- lawyers' offices and legal services
- libraries
- sporting venues
- social and sporting clubs
- government offices and government-run services
- public transport including trains, buses, ferries, boats, ships and planes
- hospitals, dentists' and doctors' surgeries
- hairdressers and beauty salons
- travel agents.

The DDA requires sport and active recreation facilities and settings to provide equitable, dignified access and as such, asset owners and facility managers are expected to ensure this occurs.

## Definition of disability

The DDA incorporates a very broad definition of disability and includes:

- physical disability
- intellectual disability
- psychiatric disability
- sensory disability
- neurological disability
- learning disabilities
- physical disfigurement
- the presence in the body of disease-causing organisms.

The DDA's scope also covers:

- disabilities which have existed in the past, but no longer exist
- disabilities which may exist in the future
- disabilities which might be imputed to a person.

The DDA also makes it unlawful to discriminate against a person on the grounds of being an associate of a person with a disability, such as a carer, spouse, relative, person living with someone on a genuine domestic basis or someone in a business, sporting or recreational relationship.

Therefore, it is important that all sport and active recreation facilities and settings provide equitable, dignified access for all users. Adopting a universally designed approach will support the objectives of the DDA and enhance use by everyone.

## Disability (Access to Premises – Buildings) Standards 2010

The *Disability (Access to Premises – Buildings) Standards 2010* (DAPS) were established under subsection 31(1) of the *Disability Discrimination Act 1992* (DDA) with 2 primary aims:

- to ensure dignified, equitable, cost-effective, and reasonably achievable access to buildings, facilities, and services within buildings for people with disability
- to provide certainty for building certifiers, developers, and managers that access provided in accordance with the Standards will not constitute unlawful discrimination under the DDA.

The introduction of the DAPS means that all new and significantly refurbished buildings in Australia must comply with prescribed minimum access requirements. These include design providing elements such as:

- accessible car parking
- accessways
- entrances

- glazing
- hearing augmentation
- lifts
- luminance contrast
- ramps
- sanitary facilities, for example, toilets and showers
- signage
- stairs
- swimming pools
- tactile indicators
- wheelchair seating.

While the Standards allow limited exemptions or concessions in specific situations, they are legally enforceable and must be carefully followed during any planning, design, or construction process.

## Application of DAPS to Sport and Active Recreation Facilities

The DAPS are mandatory and must be considered in the design of all new or upgraded buildings, including sport and active recreation facilities. Like many Australian Standards, the DAPS establish **minimum** design benchmarks, often referencing dimensions and requirements from AS1428.1 and other relevant standards relating to access and mobility.

The DAPS **do not include** requirements for many fixtures, fittings, installations or other elements that could typically be included as part of a recreation setting or facility. For example:

- all gender toilets
- baby change areas
- baby feeding rooms
- change and shower areas
- male and female toilets
- assistance animal relief areas
- barbecues
- customer service areas
- device/scooter recharge points
- drinking fountains
- emergency egress and evacuation
- fences, gates, bollards baffles and screens
- fire extinguishers and alarms
- first aid areas
- jetties (fishing and boat launching)
- kitchens
- landscaping (along pathways)
- lighting and visibility
- litter bins (recycle and waste)

- multi-faith prayer rooms
- multi-purpose rooms
- playspaces
- retail areas
- seating and tables (indoor and outdoor)
- sensory rooms and quiet rooms
- shade and shelter
- signage and wayfinding
- spectator facilities (indoors and outdoors)
- umpire/referee rooms.
- vehicle electric charging bays.

As the DAPS only applies to minimum requirements in buildings, it is imperative that the principles of Universal Design are applied to sport and active recreation settings and facilities to support the needs of all users.

## National Construction Code

The *National Construction Code* (NCC) is Australia's primary set of technical requirements for the design and construction of buildings. It ensures buildings are safe, healthy, accessible, and sustainable.

The NCC:

- sets the minimum necessary requirements for building work across Australia
- is a performance-based code, meaning designers can choose between complying with prescribed solutions or developing performance solutions that achieve the same outcome
- is developed and maintained by the Australian Building Codes Board (ABCB) and is given legal effect by building legislation in each State and Territory
- can be amended by States and territories to suit their requirements
- is updated periodically so care should be taken to ensure the current version is used when developing the built environment
- incorporates amendments from time to time.

The NCC covers:

- access for people with disability
- energy efficiency and sustainability
- fire safety
- health and amenity
- structural safety.

## NCC and Access

- The NCC incorporates access provisions, particularly for public buildings (Class 3 and 5–9), in alignment with the *Disability (Access to Premises – Buildings) Standards 2010*.
- It often references specific Australian Standards, such as AS1428.1, for technical guidance relating to access and mobility.
- While the NCC ensures minimum compliance, it does not fully support Universal Design, which aims to create buildings and environments usable by all people, to the greatest extent possible.

The *Disability (Access to Premises – Buildings) Standards 2010* takes primacy over the NCC unless the NCC is more onerous in its requirements.

Like all regulatory documents, the NCC is continually revised and should be checked to ensure the latest updates are referred to and used in all building works.

## Building Classifications

Within the NCC, specific reference is made to requirements for Access for People with Disabilities. These requirements apply to buildings that would be used in sport and active recreation facilities and settings.

NCC requirements state that people with a disability must have access to and within buildings required to be accessible by means of an accessway. All provisions must be in accordance with the requirements of relevant Australian Standards for access and mobility.

While the NCC requirements deal specifically with buildings, it also requires that a Continuous Accessible Path of Travel (CAPT) be provided from the property boundary and from any accessible car parking space to the principal pedestrian entrance(s) of the building, or from any other associated building required to be accessible on the allotment.

The space between buildings is considered a CAPT and must be accessible and free of barriers and hazards.

Requirements for providing sanitary facilities for people with a disability are also prescribed including unisex accessible toilets, ambulant toilets and accessible adult change facilities. In addition, requirements for accessing car parking are also covered, when these relate to a building.

## Planning Ordinances

Planning ordinances play a vital role in improving access to both indoor and outdoor sport and active recreation facilities and settings. These regulations guide the design and development of the built environment, ensuring it meets community needs and supports inclusive access.

Planning regulations establish a framework that addresses a wide range of considerations, including:

- infrastructure and urban density
- neighbourhood character and site landscaping
- energy efficiency
- visual and acoustic privacy
- building envelope and height
- parking and vehicle access
- pedestrian access and circulation
- private and communal open space
- providing site facilities and amenities.

State and local government planners are responsible for assessing development proposals to ensure they comply with these regulations. Proposals must demonstrate how they meet planning requirements and deliver appropriate outcomes before planning permits are granted, either unconditionally or with specific conditions.

Where proposals are not classified as 'as of right' developments, planning ordinances also require that neighbouring property owners and occupiers be formally notified. This process gives community members the opportunity to object or appeal the proposal if they believe it conflicts with planning objectives or negatively impacts the amenity of the area.

By embedding access considerations into planning frameworks, these ordinances have significant potential to shape inclusive and universally designed sport and active recreation environments.

## Australian Standards

Standards Australia publishes the **AS 1428 suite of standards**, titled *Design for Access and Mobility*, and other related standards that impact on access for people with disabilities in the built environment. There are also standards relating to car parking and lifts that are relevant to access.

These standards are detailed technical documents developed by expert working groups made up of representatives from government, industry, and individuals with specialist knowledge in access and design.

While access standards are periodically reviewed and updated, the anthropometric data underpinning most of these, has not been updated for many years. AS1428.1 does not consider the needs of people aged under 18 and over 60, and therefore even the current versions of the referenced standards do not truly represent the current needs of all people with disabilities, let alone everyone's needs.

However, it is essential that designers, developers, and certifiers stay informed of the latest versions and amendments to the standards to ensure compliance, as these standards are referenced in legislation, such as the *Disability (Access to Premises – Buildings) Standards 2010*, and its requirements must be followed as a **minimum** in the design and construction of new and upgraded buildings.

Importantly, some of the design features outlined in the access standards do benefit a wide range of users, not just people with disability. For example:

- Locating light switches near door handles makes them easier to locate in low light.
- Rocker-style switches can be operated using elbows, ideal when hands are full.
- Providing ramps alongside steps improves access for wheelchair users, people with prams, and those handling deliveries or moving trolleys.

### Key Parts of AS 1428 Design for Access and Mobility

1. **AS 1428.1 2021** – General requirements for access – new building work.
2. **AS 1428.2 1992** – Enhanced and additional requirements – buildings and facilities.
3. **AS 1428.4.1 2009** – Tactile ground surface indicators for orientation of people with vision impairment.
4. **AS 1428.5 2010** – Communication for people who are deaf or hearing impaired.

Australian Standards for car parking and lifts are also relevant. **Further details of Australian Standards are provided in [Appendix 1](#).**

# Section 04



Image credit: Maroondah Edge Centre, Ringwood, Maroondah City Council

This section introduces the 4-tiered Inclusive Design Guidance Hierarchy that structures the Guide. It explains how overarching inclusive principles flow into common design elements, then into setting-specific guidance, and finally into detailed Universal Design considerations and key access dimensions. Readers will learn how to navigate the Guide, how the hierarchy supports consistent and coherent design outcomes, and how to apply it in practice across projects of different types and scales.

## 4-Tiered Inclusive Design Guidance (IDG) Hierarchy – Summary

A 4-tiered hierarchy of Inclusive Design Guidance (IDG) has been used in this Guide to assist with the planning, design and development of sport and active recreation facilities and settings to support inclusive, accessible use by everyone.

This hierarchy consists of:

1. Overarching Inclusive Design Principles.
2. Key Inclusive Design Principles for Elements Common to all Sport and Active Recreation Settings.
3. Key Inclusive Design Principles for Elements Specific to Sport and Active Recreation Settings.
4. Universal Design Considerations and Key Access Dimensions for Specific Amenities, Spaces and Installations.

It's important to adopt the 4-tiered IDG because it provides a clear, structured framework for supporting the development of all sport and active recreation facilities that will be inclusive and accessible for everyone. Each tier builds on the previous one, creating consistency while allowing for the flexibility needed to address both general and site-specific requirements. Here's why each level matters and why the hierarchy as a whole is essential.

### Overarching Inclusive Design Principles

These strategically set the foundation for inclusivity by articulating the values and 'big picture' goals that guide all design decisions. They support facility and setting development to incorporate fairness, dignity, and access and inclusion for everyone, rather than being limited to compliance alone. It is recommended to embed inclusive design principles at the front-end of project development, such as inclusion within strategic documents (masterplans, business case and feasibility studies) as well as design development frameworks. This will help set the expectation around design intent for the project from the beginning.

See further details below and how these align with the principles and goals of Universal Design.

### Key Inclusive Design Principles for Elements Common to All Sport and Active Recreation Settings

This tier provides consistent guidance for features that often appear across all sport and active recreation environments (for example, paths of travel, signage, seating). It avoids duplication and ensures that these shared elements are accessible to all users regardless of the facility type.

## Key Inclusive Design Principles for Elements Specific to Sport and Active Recreation Settings

Different sport and active recreation facilities (aquatic centres, skate parks, sports pavilions, playspaces) have additional unique features and functional requirements. This tier allows design responses to be tailored, with consideration given to additional elements unique to a specific facility or setting, thus building on the broader principles above. It highlights to designers those additional unique elements without losing sight of overall access goals.

## Universal Design Considerations and Key Access Dimensions

This final tier translates principles into practical, and in some instances measurable design benchmarks, for example, minimum requirements for circulation spaces, luminance contrast, gradients, and tactile cues. It ensures designs don't stop at aspirational principles but are grounded in specific technical dimensions where relevant, as well as incorporating detailed Universal Design considerations that support broader usability of sport and active recreation facilities and settings for the diverse range of stakeholders.

## Why the Hierarchy Matters

- **Clarity and consistency:** It prevents confusion by showing how high-level values flow down into practical design outcomes.
- **Flexibility and adaptability:** It accommodates both common and site-specific elements.
- **Integration of Universal Design:** It ensures facilities don't just meet minimum compliance but actively promote inclusivity and dignity.
- **Better outcomes for all users:** By embedding Universal Design across multiple layers, facilities and settings work better for people with disability, older adults, children, families, and the wider diverse community.

## How to Use This Inclusive Design Guidance (IDG) Hierarchy – 4 Steps

**Step 1** – At the beginning of the project start by reviewing the Overarching Inclusive Design Principles to guide your values and approach.

**Step 2** – As the concept design phase begins apply the Key Inclusive Design Principles for Elements Common to All Sport and Active Recreation Settings to support consistent quality outcomes across the identified site.

**Step 3** – Refer to the Key Inclusive Design Principles for elements **specific** to sport and active recreation facilities and settings.

**Step 4** – Refer to the guidance for specific Universal Design Considerations and for minimum Key Access Dimensions for Specific Amenities, Spaces and Installations that are proposed for inclusion within the sport and active recreation setting and facilities, to ensure detailed consideration is given to both access requirements and Universal Design outcomes.

It is important to continually refer to the IDG Hierarchy as a project progresses from concept through to the detailed design stage; to ensure that the original principles identified in Step 1 are being adequately addressed in Steps 2, 3 and 4.

### Inclusive Design Guidance Hierarchy



Figure 2: Inclusive Design Guidance Hierarchy

# Section 05



Image credit: Rippleside Inclusive Playspace, Rippleside, City of Greater Geelong

This section describes the high-level principles that guide all-inclusive sport and active recreation design. It explains how concepts such as equity, functionality, safety, sustainability, cultural appropriateness, and community participation shape the user experience across every stage of planning and design. The section also maps these principles to the 7 Principles and 8 Goals of Universal Design. Readers will understand how these overarching values frame every design decision and ensure a user-centred, whole-of-life approach.

## Overarching Inclusive Design Principles

At the beginning of each project the design and development of each sport and active recreation setting should consider Overarching Design Principles to help establish the proposal's values and approach, addressing the following:

### **Inclusion and Accessibility**

- Equity and Inclusion
- Universal Design
- Accessibility
- Participation and Engagement
- Community Input and Co-Design.

### **Functionality and User Experience**

- Functionality and Usability
- Safety and Comfort
- Connectivity and Wayfinding
- Flexibility and Adaptability
- Lifecycle.

### **Environmental Responsibility**

- Environmental Integration
- Environmental Sustainability.

### **Operations and Safety**

- Maintenance
- Emergency Preparedness.

These Key Overarching Inclusive Design Principles should inform all decisions across site planning, built form, amenities, and operations.

## Overarching Inclusive Design Principles and Universal Design

The information below highlights how the Overarching Inclusive Design Principles align with the Principles and Goals of Universal Design.

### Inclusion and Accessibility

- **Equity and Inclusion** – Enable participation by people of all ages, abilities, genders, and cultural backgrounds.
  - Universal Design Principles: Equitable Use; Flexibility in Use.
  - Universal Design Goals: Social Inclusion; Respecting Human Diversity; Equity.
- **Universal Design** – Integrate Universal Design from the outset to ensure environments are intuitive, flexible, and usable by all.
  - Universal Design Principles: Simple and Intuitive Use; Perceptible Information; Flexibility in Use.
  - Universal Design Goals: Awareness; Flexibility; Usability.
- **Accessibility** – Comply with relevant legislation and standards to ensure accessible paths, amenities, facilities, and programs.
  - Universal Design Principles: Size and Space for Approach and Use; Tolerance for Error; Low Physical Effort.
  - Universal Design Goals: Safety; Health and Wellness; Equity.
- **Participation and Engagement** – Design inclusive spaces that support community interaction, recreation, and sport.
  - Universal Design Principles: Equitable Use; Flexibility in Use.
  - Universal Design Goals: Social Inclusion; Participation; Cultural Appropriateness.
- **Community Input and Co-Design** – Engage local communities, including people with disability, in the planning process.
  - Universal Design Principles: Flexibility in Use; Simple and Intuitive Use.
  - Universal Design Goals: Cultural Appropriateness; Awareness; Social Inclusion.

### Functionality and User Experience Elements

- **Functionality and Usability** – Create environments that are easy to navigate, operate, and maintain.
  - Universal Design Principles: Simple and Intuitive Use; Perceptible Information; Low Physical Effort.
  - Universal Design Goals: Usability; Awareness; Equity.
- **Safety and Comfort** – Incorporate features that reduce hazards, provide visual and physical comfort, and support all users.
  - Universal Design Principles: Tolerance for Error; Size and Space for Approach and Use; Low Physical Effort.
  - Universal Design Goals: Safety; Health and Wellness; Comfort.
- **Connectivity and Wayfinding** – Ensure logical, accessible links between site elements using visual, tactile, and auditory cues.
  - Universal Design Principles: Perceptible Information; Simple and Intuitive Use; Equitable Use.
  - Universal Design Goals: Awareness; Social Inclusion; Usability.
- **Flexibility and Adaptability** – Allow for diverse users, seasonal activities, and temporary changes through modular and multi-use elements.
  - Universal Design Principles: Flexibility in Use; Equitable Use; Low Physical Effort.
  - Universal Design Goals: Flexibility; Participation; Respecting Human Diversity.
- **Lifecycle** – Design for usability throughout a facility's lifecycle, from planning through to long-term use and maintenance.
  - Universal Design Principles: Size and Space for Approach and Use; Flexibility in Use; Tolerance for Error.
  - Universal Design Goals: Sustainability; Equity; Health and Wellness.

## Environmental Design Elements

- **Environmental Integration** – Balance accessibility with sustainability, integrating green infrastructure and natural settings.
  - Universal Design Principles: Equitable Use; Flexibility in Use; Size and Space for Approach and Use.
  - Universal Design Goals: Sustainability; Cultural Appropriateness; Health and Wellness.
- **Environmental Sustainability** – Incorporate energy-efficient systems, water conservation measures, waste reduction strategies, and sustainable materials to minimise environmental impact.
  - Universal Design Principles: Low Physical Effort; Tolerance for Error; Flexibility in Use.
  - Universal Design Goals: Sustainability; Equity; Health and Wellness.

## Operational Design Elements

- **Maintenance** – Select materials, finishes, and systems that are durable, easy to service, and cost-effective to maintain over time.
  - Universal Design Principles: Size and Space for Approach and Use; Low Physical Effort; Tolerance for Error.
  - Universal Design Goals: Sustainability; Usability; Equity.
- **Emergency Preparedness** – Include inclusive evacuation plans, alarms, signage, and assembly points to support the safety and dignity of all users.
  - Universal Design Principles: Perceptible Information; Tolerance for Error; Equitable Use.
  - Universal Design Goals: Safety; Awareness; Social Inclusion.

# Section 06



This section introduces the design principles that apply to common elements found across all sport and active recreation facilities and settings – such as amenities, paths of travel, entrances, signage, lighting, shade, parking, and emergency egress. It explains why these elements must be designed consistently to support safety, usability, and equitable access. The section provides a foundation for designers to ensure that the ‘building blocks’ of inclusive design are applied before addressing setting-specific requirements to ensure quality design outcomes are applied across the site.

## Key Inclusive Design Principles for Elements Common to all Settings

In addition to these Overarching Inclusive Design Principles, there are also Key Inclusive Design Principles for Elements Common to all Settings, that should be applied.

This tier provides consistent guidance for features that often appear across all sport and active recreation settings (for example, paths of travel, signage, seating). It avoids duplication and ensures that these shared elements are accessible to all users regardless of the facility type.

These elements common to all settings include:

- Amenities – Toilets, Change Areas and Showers.
- Assistance Animal Relief Areas.
- Baby Feeding Rooms.
- Continuous Accessible Paths of Travel.
- Device/Scooter Recharge Points.
- Emergency Egress and Evacuation.
- Entrances.
- First Aid Areas.
- Furniture, Fixtures, Installations, for example, seating, tables, litter bins drinking fountains.

- Lighting and Visibility.
- Multi-Faith Prayer Rooms.
- Sensory Rooms and Quiet Rooms.
- Shade and Shelter.
- Signage and Wayfinding.
- Vehicle – Electric Charging Bays.
- Vehicle/Parking and Drop Off Zones/Cycle/ Scooter Storage.

The Key Inclusive Design Principles for Elements Common to all Settings, should be considered to ensure consistency, safety, and inclusion across common infrastructure, and help integrate Universal Design into the broader landscape of each setting and facility. These principles and considerations for the elements listed above, are provided below. Specific Universal Design Considerations and Key Access Dimensions relevant to these design principles are provided in [Section 8](#) of this Guide.

# Amenities

## Toilets and Change Areas – General

Equity of Provision – a range of options should be considered in proportion to projected user numbers and evenly distributed across the site including:

- Male and Female Toilets.
- Ambulant Toilets (separate male and female).
- All Gender Toilets (in addition to separate male and female toilets).
- Accessible Adult Change Facilities (for example, Changing Places facility).
- Parent and Child Toilets.
- Unisex Accessible Toilets.

## General Toilet Considerations

- Location and Access – located on a CAPT, close to activity areas, spectator seating, and parking.
- Signage – high-contrast, tactile/Braille, universally recognised symbols.
- Safety and Privacy – adequate lighting, secure locks, visual and acoustic privacy.
- Cleaning and Maintenance – easy-to-clean finishes, durable fittings, regular servicing.

## Accessible Adult Change Facilities (AACF) – (Changing Places)

The **key target group** for Accessible Adult Change Facilities (AACF) in sport and active recreation facilities and settings are people with high or complex support needs who cannot use standard accessible toilets. This can include:

- People with disability who require assistance with toileting or continence management for example, individuals with significant physical or multiple disabilities.
- People who need a hoist, adult-sized change table, or assistance from carers because standard accessible toilets (with grabrails and circulation space) are not sufficient.
- Adults and older children who have outgrown baby change facilities but still require similar support.

If AACF are not available, some people may need to be changed on the floor of a unisex accessible toilet. This is unhygienic, inequitable and undignified.

## Provision – Mandatory

As required by the Premises Standards an AACF must be provided in:

- Sporting venues and stadiums with a design occupancy of 1,500 people or more.
- Aquatic and leisure centres where any pool is 25 metres or longer.
- Entertainment or recreation centres (for example, showgrounds, arenas, large indoor sports complexes) that also accommodate 1,500+ people.

This applies to new buildings and major refurbishments/alterations that require building approval.

## Provision – Best Practice

Although not legally mandated in **all** sports and active recreation facilities, AACF are strongly recommended in:

- Community sporting hubs that serve multiple clubs and teams.
- Regional aquatic centres and swimming pools, regardless of pool length, as they are key venues for therapy, rehabilitation, and active recreation.
- Recreation reserves and sports precincts with high visitation (football/cricket ovals, netball/tennis complexes, athletics centres).
- Multi-purpose facilities (indoor courts, gymnasiums, skating rinks, climbing centres) that attract mixed user groups.
- Sites, such as surf lifesaving clubs at popular beaches, national park visitor centres, or large outdoor adventure parks.

**Note:** A Changing Places facility is one type of AACF. Installation of a Changing Places facility is recommended in lieu of an AACF, as it provides enhanced features for users.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## All Gender Toilets

All Gender toilet facilities target a broad and diverse group of users who may face barriers, discomfort, or exclusion when only male/female toilet options are provided. This can include:

- Transgender, gender diverse and non-binary people who may not identify with or feel safe using male or female toilets.
- Parents and carers who accompany a child or dependent of a different gender into the toilet (for example, a father with a young daughter, or a mother with a teenage son).
- People with disability and their support workers especially when the carer/support person is of a different gender.
- People seeking privacy and safety including those who have experienced harassment, or who prefer to use a toilet not tied to gender categories.
- People with religious and cultural considerations – some faith groups (for example, Muslim, Hindu, Orthodox Jewish communities) have gender-specific requirements around modesty, privacy, and hygiene.

### Provision – Best Practice

The NCC and Premises Standards do not mandate 'All Gender toilets' in public sport/recreation facilities, however the provision of All Gender toilets in the following is considered best practice:

- New sport and active recreation facilities (stadiums, leisure centres, pavilions) where toilets are planned as part of the base design.
- Major upgrades or refurbishments, especially when toilet blocks are being replaced or extended.
- Community sports hubs with diverse participant groups, junior programs, and visiting clubs.
- Aquatic and leisure centres, where family groups, mixed-gender swimming squads, and carers require flexible facilities.
- Large sport precincts and parks, particularly those used for events, carnivals, or festivals with high visitation.
- Programs designed in partnership with specific cultural communities where gendered facilities alone can be a barrier for participation.

All Gender toilets should not replace but be **provided in addition to** separate male and female toilets.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Ambulant Toilets

The target group for ambulant toilets is people who have mobility limitations but do not require the larger wheelchair circulation space or full range of features of an accessible toilet. This can include:

- People who use walking aids such as crutches, walking sticks, or walking frames.
- People with temporary mobility restrictions, for example, recovering from injury or surgery (leg, knee, or hip injuries).
- Older people who may have reduced balance, flexibility, or strength.
- People of short stature or those who may find standard cubicles difficult to access.
- People with health conditions (for example, arthritis, chronic pain, neurological conditions) that affect movement and stability.

### Provision – Mandatory

Ambulant toilets are mandatory under the Premises Standards and the NCC. The NCC requires the provision of separate male and separate female ambulant toilets.

Ambulant toilets must be provided:

- Wherever separate male and female toilet banks are provided – at least one ambulant male cubicle and one ambulant female cubicle must be included in each bank.
- In addition to unisex accessible sanitary compartments – an ambulant toilet cannot replace an accessible toilet.

In sport and active recreation facilities, this means they are required in:

- Aquatic and leisure centres, indoor sports stadiums and recreation centres (courts, gyms, multi-purpose spaces).
- Community sports pavilions with male/female toilets.
- Parks, playspaces, and outdoor reserves with toilet blocks.

### Provision – Best Practice

Ambulant toilets should be:

- Close to playing fields, courts, aquatic spaces, and spectator areas.
- Spread across multiple amenities blocks, in larger facilities and settings, not just one location.
- Co-located with accessible, All Gender, and other toilets to serve diverse users.
- Provided with temporary/portable ambulant facilities for carnivals, festivals, and sporting tournaments.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Male and Female Toilets

The target group for male and female toilets is the general population who identify with, and are comfortable using, gender-specific facilities. This can include:

- Men and women who prefer or expect gender-segregated facilities.
- People who feel safer or more comfortable in single-gender environments.
- Large crowds at public events (for example, stadiums, arenas, festivals), where male/female toilets help manage high volumes of users quickly through familiar layouts.
- People from cultural or religious backgrounds where gender separation in intimate spaces is required (for example, many Muslim, Hindu, and Orthodox Jewish communities). Separate male and separate female toilets support cultural and religious requirements for gender segregation and provide choice for those who do not wish to use All Gender toilets.

### Provision – Mandatory

The NCC sets out the minimum numbers of sanitary facilities and specifies separate male and female toilets for most building classes and occupancies. In addition, unisex accessible toilets, ambulant toilets, and AACF are also mandated in many locations.

Separate male and separate female toilets are the most common type of public toilet and remain an important part of an inclusive suite of amenities.

They remain the default expectation in public, sport, and active recreation facilities.

### Provision – Best Practice

Separate male and separate female toilets should always be provided alongside other options (accessible, ambulant, children's, parent-child, and All Gender toilets) to meet the full spectrum of community needs.

Sufficient numbers must be provided with capacity in mind, particularly for female toilets where demand is often greater.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Parent and Child Toilets

The target group for combined parent and child (sized) toilets is parents, guardians, and carers who need to accompany children into toilet facilities, providing a safe, practical, and dignified space for both to use together. This can include:

- Parents and carers with young children who cannot yet toilet independently.
- Parents and carers with multiple children, including infants in prams and older siblings who need supervision.
- Parents/carers of children with disability, who may require assistance beyond typical age ranges.
- Fathers with daughters or mothers with sons, where use of gender-specific toilets may be inappropriate or uncomfortable.
- Grandparents, guardians, and other carers responsible for young children.

### Provision – Best Practice

The NCC and Premises Standards do not mandate 'child-sized' toilets in public sport/recreation facilities, however consideration should be given to provision of parent and child toilets as follows:

- Where facilities are specifically designed for children's use (for example, junior aquatic/leisure programs), child-appropriate toilets are expected.
- In community sporting pavilions, aquatic centres, and play spaces where large numbers of children are regular users, children's toilets are considered best practice.
- In junior sports clubs, and childcare areas within stadiums or leisure centres, toilets must be designed for children as part of compliance with education/childcare building codes.
- In aquatic centres, child-sized toilets in change areas adjacent to toddler pools/learn-to-swim spaces.
- Provision of at least one accessible unisex toilet for children with disability and their carers.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Unisex Accessible Toilets

The target group for unisex accessible toilets in sport and active recreation facilities and settings includes a broad range of users who require equitable, safe, and dignified access. These can include:

- People with disability – particularly those who use wheelchairs, mobility aids, or require assistance from a carer of a different gender.
- People with high support needs – including individuals who need personal care assistance or use specialised equipment (for example, hoists or adult change tables).
- Parents or carers with young children – especially those of a different gender, providing privacy and flexibility when assisting with toileting or clothing changes.
- Older adults – who may require assistance or privacy in a non-gendered facility.
- People who identify as non-binary, gender diverse, or transgender – offering a safe, inclusive space without requiring them to choose between male or female toilets.
- Assistance animal users – ensuring accessible circulation space, suitable fixtures, and proximity to animal relief areas.
- Visitors and event participants – particularly in high-use public or community sport settings where accessible, flexible amenities support inclusion and comfort for everyone.

### Mandatory

Unisex accessible toilets are required under the Premises Standards and the NCC.

They must be provided:

- In all new public buildings and major upgrades of sport and active recreation facilities (except small Class 1 dwellings).
- Where sanitary facilities are required for the public or staff, at least one unisex accessible sanitary compartment must be included.
- On each storey that has public toilets and must be on a CAPT.
- At least one unisex accessible toilet per bank of male/female toilets; additional facilities are required for higher numbers of users.
- Separately, i.e., not within a male toilet facility or a female toilet facility.

In sport and active recreation settings unisex accessible toilets must be provided as follows:

- Stadiums, arenas, and large sports complexes: on all levels where toilets are provided and in proximity to seating, change rooms, and concessions.
- Community sports pavilions (for example, football/cricket ovals, netball/tennis clubs): if toilets are provided, at least one unisex accessible toilet is required.
- Aquatic and leisure centres: should be located near pools, change rooms, and entry areas.
- Indoor recreation centres (gyms, basketball/netball courts, multi-purpose spaces): Must be provided if toilets are otherwise provided for participants and spectators.
- Parks, playspaces, skate parks, and outdoor recreation reserves: Where public toilets are provided, at least one must be accessible co-located with standard amenities blocks.
- Should be evenly distributed across large venues (stadiums, precincts, aquatic centres) – not just at one location.
- Where change/shower facilities are provided (for example, in aquatic centres or sports pavilions), at least one unisex accessible change room with toilet and shower must be included.
- At festivals, carnivals, and temporary sport events, unisex accessible portable toilets must also be included.

### Provision – Best Practice

The number, distribution, and quality of unisex accessible toilets should reflect the scale, use, and diversity of users to a sport or recreation facility.

Best-practice provision includes the following:

- More than the minimum number of unisex accessible toilets where large numbers of visitors, participants, or spectators are expected, or where events attract diverse user groups (for example, inclusive sporting carnivals, community festivals, or tournaments).
- Even distribution of unisex accessible toilets across a site so users do not need to travel excessive distances or through restricted areas. Locate facilities near major destinations such as entries, seating zones, change rooms, concessions, and accessible parking.

- Locating accessible toilets close to Changing Places facilities, ensuring a range of accessible amenities are available for users with varying support needs.
- Multiple unisex accessible toilets in large complexes (for example, aquatic centres, indoor sports arenas, and stadiums) rather than only one per precinct. Providing both internal and external access points where possible, allowing use from both public concourses and restricted participant areas. Consideration should be given to:
  - A single, intuitive locking action that secures all entry points simultaneously
  - Indication that the space is occupied
  - A system that can be used independently by people with mobility, vision, cognitive, or dexterity limitations.
- Co-locating with ambulant, all gender, and standard toilet facilities to give users choice and avoid segregation or long detours.
- Locating near children’s play areas, picnic zones, and spectator stands in outdoor settings such as parks, playspaces, and sports fields.
- In regional and outdoor recreation facilities, ensure at least one accessible toilet is available even where only basic amenities are provided, with priority given to facilities at trailheads, car parks, or activity hubs.
- In community and club pavilions, consider separate unisex accessible toilets for players and for spectators or the public, particularly where the pavilion serves dual functions (for example, change rooms and social facilities).
- In aquatic and leisure centres, provide accessible toilets and change rooms that can be accessed from both ‘wet’ and ‘dry’ sides of the facility.
- At events and temporary facilities, ensure accessible portable toilets are available in the same ratio as standard toilets and are located on level, stable ground with clear, signed access routes.
- Use universal signage (tactile, Braille, and pictograms) consistently across the site so accessible toilets are easy to locate, even in crowded or unfamiliar environments.
- Consider future growth and retrofitting opportunities, ensuring plumbing layouts and structural provisions can accommodate additional accessible toilets as user demand increases.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Baby Change Areas

The target group for baby change facilities is parents, guardians, and carers of infants and very young children who require nappy changing in safe, hygienic, and accessible conditions. This can include:

- Parents and carers with babies and toddlers in nappies.
- Mothers, fathers, and guardians who need a safe space to change a child in public settings.
- Carers of infants and young children with disability, who may require extended use of change facilities beyond typical infant years.
- Families attending community, sport and active recreation venues where babies are present.

### Provision – Mandatory

The DDA requires equitable, dignified access for people with disability, so if baby change areas are provided, they must be accessible. However, it does not mandate the provision of baby change facilities, as its focus is disability access, not general amenity for infants or families.

The NCC sets minimum sanitary and amenity provisions, but currently there is no specific mandatory requirement for baby change facilities in all public buildings. However, some building classes and states/territories may have additional requirements or planning policies (for example, in large shopping centres, major transport hubs, and large public venues).

### Provision – Best Practice

Providing baby change areas is generally guided by best practice, community expectations, and inclusive design policies.

Many local councils, sporting bodies, and government facility guidelines recommend baby change areas as part of family-friendly design.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Baby Feeding Rooms

The key target groups for baby feeding rooms (sometimes called parenting rooms or breastfeeding rooms) in sport and active recreation facilities and settings include:

- Parents and carers with infants needing a private, comfortable, and safe space for breastfeeding or bottle feeding.
- Mothers who breastfeed requiring dignity, privacy, and supportive environments in line with health and breastfeeding promotion policies.
- Parents who bottle feed needing facilities such as seating, benches, sinks, and heating equipment.
- Families with multiple children who may require space for prams, toddlers, and carers to stay together while feeding a baby.
- People with disability who are parents/carers needing accessible design features in feeding rooms (for example, circulation space, accessible seating, step-free entry).
- Culturally diverse families some of whom may require private spaces due to cultural preferences around feeding and care.

### Provision – Mandatory

The DDA requires equitable, dignified access. Therefore, if baby feeding rooms are provided, they must be accessible to people with disability. A lack of access could amount to indirect discrimination.

In workplaces, WHS laws exist to provide facilities for workers who are breastfeeding.

### Provision – Best Practice

Consideration should be given to the inclusion of baby feeding rooms in sport and active recreation facilities and settings and for health and hygiene reasons be separate to ablution facilities, as follows:

- Large venues (stadiums, arenas, aquatic centres) near main entries, spectator areas, and pools; multiple rooms in large complexes.
- Indoor sport/recreation centres next to toilets, change rooms, and cafés, on a CAPT.
- Playspaces/outdoor precincts integrated into amenity blocks near play spaces, picnic and barbecue areas.
- Sports fields/courts within or beside clubhouses/pavilions, accessible to both players and spectators.
- Trails, reserves, regional parks at trailheads or visitor hubs, included in community amenity buildings.
- Baby feeding rooms should be located close to family activity zones, toilets, and amenities, and distributed across large facilities so families can easily access them.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Change and Shower Areas

### Family Change Areas

The target group for family change areas is families and carers who need space to change clothes, manage children, and prepare for participation in activities together in a safe, practical, and inclusive way. This can include:

- Parents and carers with infants, toddlers, and young children needing space to change nappies, clothing, or swimwear.
- Families with multiple children who require one supervised space where everyone can get ready together.
- Parents or carers of children with disability who may need more room, privacy, or equipment to assist with changing.
- Fathers with daughters/mothers with sons who cannot easily use single gender change rooms with their children.
- Grandparents, guardians, and other carers supervising children of different ages and genders.

### Provision – Mandatory

The DDA requires equitable, dignified access for people with disability, so if family change areas are provided, they must be accessible.

The NCC sets out requirements for toilets, showers, change rooms, and accessible amenities.

It requires separate male/female change rooms in some buildings, and unisex accessible facilities.

It does not specifically mandate family change areas.

### Provision – Best Practice

Consideration should be given to the inclusion of family change facilities in the following:

- Aquatic centres, swimming pools, and water play facilities, where parents often need to change children's clothing/swimwear.
- Indoor stadiums and community centres, especially where family programs and junior sport are common.
- Adjacent to children's play areas, pools, and activity spaces, and clearly signposted as family friendly.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Showers

The target group for showers in sport and active recreation facilities is broad and covers both participants and supporting users, reflecting the diverse activities and community use of these spaces. These can include:

- Athletes and players who need to shower before or after training, competition, or recovery sessions.
- Casual recreation users such as people swimming, using aquatic centres, gyms, or fitness classes who expect access to showers for hygiene and comfort.
- Children and young people participating in junior sport, swimming lessons, or school excursions who may need supervised showering facilities.
- People with disability who require accessible showers (roll-in, with grabrails, shower seats, and handheld fittings) for dignity, safety, and independence.
- Older adults who may need supportive features (seating, grabrails, non-slip floors) when showering before/after recreation or therapeutic programs.
- Carers and families who assist children or people with disability in family or accessible change areas with integrated shower facilities.

### Provision – Mandatory

The DDA requires equitable, dignified access for people with disability, so if showers are provided, they must be accessible. However, the DDA does not mandate that showers be provided – only that if they are, they must not exclude people with disability.

The Premises Standards require that if showers are installed, unisex accessible showers must be provided in certain building classes (for example, Class 9b assembly buildings like sport and active recreation centres).

The NCC governs when showers are required and are mandated in some circumstances, for example:

- Aquatic centres, swimming pools, and gyms (where showering is considered part of hygiene requirements).
- Certain sporting facilities and workplaces where activities involve high physical exertion or dirty conditions.

### Provision – Best Practice

For facilities like small sports pavilions, where showers may not be mandated, they are recommended as a matter of function and user expectation.

Many State and National sport and active recreation facility design guidelines (for example, for aquatic centres, sports pavilions, stadiums) recommend showers as part of minimum amenity provision.

Community expectations are that showers are essential in aquatic, fitness, and competitive sport facilities.

Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).

## Other Elements

### Assistance Animal Relief Areas (AARA)

Assistance animals are permitted by law (DDA 1992) to accompany their handler into public buildings, sport, and active recreation facilities.

The target group for AARAs is people with disability who rely on assistance animals, together with the animals themselves. These facilities are designed to support independent, dignified, and safe participation in public life. This can include:

- People who are blind or have low vision who use dog guides for independent mobility.
- People with physical disability who may use assistance dogs to open doors, retrieve items, or provide balance and support.
- People with medical conditions such as epilepsy, diabetes, or PTSD, who use assistance animals for alerting, response, or calming.
- Handlers and carers who are responsible for the welfare of assistance animals while attending events, recreation activities, or travel.
- Assistance animals that require safe, hygienic, and accessible places to relieve themselves, especially in venues where outdoor access may be restricted or difficult.

### Provision – Mandatory

The DDA requires that people accompanied by an assistance animal are given the right to access public places, premises, and facilities. However, the DDA does not mandate the provision of AARAs.

It does establish the legal basis that facilities must not discriminate against people using assistance animals, which has led to increased recognition of the need for such areas.

### Provision – Best Practice

Consideration should be given to the inclusion of AARAs in indoor stadiums, aquatic centres, recreation reserves, and community hubs where events may last several hours.

They are critical in large or secured venues (for example, fenced precincts, arenas) where leaving and re-entering with an assistance animal may be difficult.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Continuous Accessible Paths of Travel (CAPT)

The target group for **continuous accessible paths of travel** in sport and active recreation facilities and settings is all people who require safe, step-free, and easy-to-navigate connections between key areas, with particular benefit for people with disability, older adults, families, and others who may face mobility, sensory, or cognitive barriers. This can include:

- People using wheelchairs, mobility scooters, or other wheeled devices who require step-free, compliant gradients, widths, and circulation spaces to move independently.
- People with mobility limitations including those using walking sticks, frames, or crutches, or those recovering from injury.
- People who are blind or have low vision who need consistent, logical routes with TGSI, wayfinding cues, and minimal trip hazards.
- Older adults who benefit from smooth, slip-resistant surfaces, gentle gradients, and resting points along paths.
- Parents and carers with prams or young children who require pram-friendly, safe, and direct connections.
- People carrying equipment for example, athletes or recreation users transporting gear, or staff moving supplies and equipment across a site.
- People requiring first aid, medical or emergency services.

### Provision – Mandatory

The Premises Standards mandate CAPT from:

- Property boundaries and car parking spaces to building entrances
- Through to all required accessible facilities (for example, toilets, change rooms, spectator areas, kiosks).

They apply to new buildings and major upgrades, including Class 9b assembly buildings such as stadiums, aquatic centres, and community recreation centres.

The NCC requires a CAPT as part of the sanitary and egress provisions for Class 9b buildings.

Sport and active recreation facilities therefore must incorporate compliant CAPT that connect:

- car parks, drop-off zones, and public transport stops
- entrances, ticketing, and reception areas
- toilets, change rooms, and family amenities
- spectator areas, fields of play, courts, pools, playspaces and activity areas
- food, beverage, and social spaces.

### Provision – Best Practice

In sport and active recreation settings specifically, a CAPT should aim to connect to all elements of a recreation facility or setting, for example:

- Stadiums and Arenas: Paths must connect gates, concourses, amenities, food/drink outlets, and accessible seating bays.
- Aquatic Centres: Paths should lead from entries/change rooms to pool decks, with slip-resistant finishes.
- Sports Grounds and Parks: Must connect car parks to pavilions, fields, play spaces, barbecue/picnic areas, and trails.
- Multi-use Precincts: A continuous accessible network ensures participation for both players and spectators, regardless of age or ability.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Device/Scooter Recharging Points

The key target group for device and scooter recharge points in sport and active recreation facilities and settings are people who rely on powered mobility or assistive devices, as well as others who depend on electronic devices for safety, participation, and communication. This can include:

- People with disability who use powered mobility devices for example, electric wheelchairs, mobility scooters, or other battery-powered aids that require periodic recharging.
- People using assistive technology such as hearing aids, cochlear implants, communication devices, augmentative and alternative communication systems, and portable oxygen concentrators.
- Carers and support workers who may need to recharge tablets, phones, or electronic devices used for support planning, communication, or monitoring.
- Older adults particularly those using powered scooters or health-related devices when visiting large recreation precincts.
- General public/spectators who may need to recharge mobile phones and tablets during long sporting events or community activities.

### Provision – Mandatory

The DDA requires that people with disability have equitable, dignified access to premises, but it does not explicitly require recharge points for mobility scooters, wheelchairs, or assistive devices.

However, if the absence of recharge points results in people being unable to participate equally (for example, at a long-duration event), there is potential for discrimination complaints.

### Provision – Best Practice

Consideration should be given to the inclusion of Device/Scooter recharging points in sport and active recreation facilities and settings where visits are long, distances are large, and many users rely on powered mobility.

The growing reliance on powered devices makes this an area where future standards and/or policy may evolve.

In sport and active recreation facilities and settings device and scooter recharge points should be provided as follows:

- Stadiums and arenas: essential for spectators and participants with powered devices, often near accessible seating areas.
- Aquatic centres: useful for people using powered wheelchairs, respiratory support devices, or hearing aid rechargers.
- Outdoor recreation reserves and parks: located near pavilions, barbecue/picnic areas, or accessible shelters, allowing longer visits for people using mobility scooters or communication devices.
- Multi-use community hubs: positioned in foyers, cafés, or Universal Design 'amenity clusters' (next to accessible toilets, family rooms, or seating).

Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).

## Electric Vehicle Charging Bays

The key target audience for electric vehicle (EV) charging bays in sport and active recreation facilities and settings includes:

- Facility users who drive EVs including athletes, participants, spectators, staff, and volunteers who arrive by electric vehicles.
- People with disability who drive or are transported in EVs – requiring accessible EV charging bays.
- Long-stay users such as staff, coaches, and event organisers who park for extended periods and need reliable charging access.
- Short stay/turnover users including spectators, casual participants, or families attending activities who benefit from convenient top-up charging.
- Sustainable transport users including people consciously choosing low-emission travel and expecting facilities to support EV infrastructure as part of environmental commitments.

### Provision – Mandatory

The DDA requires equitable, dignified access, therefore, if EV charging bays are provided, at least some must be accessible to avoid discrimination against people with disability who drive EVs.

Some Councils (for example, City of Melbourne) are beginning to include EV charging requirements in planning approvals for new developments, including community and active recreation facilities to align with their environmental and sustainability policies.

Proposed future changes (already flagged by the Australian Building Codes Board) will likely require 'EV-ready' infrastructure (conduits, electrical capacity) in new Class 2–9 buildings, including public facilities such as stadiums and aquatic centres.

### Provision – Best Practice

When providing electric vehicle charging bays in sport and active recreation facilities and settings, these should be:

- near main entrances and activity hubs
- on accessible paths of travel
- well-lit, visible, and safe
- distributed appropriately across large precincts
- equitable with at least one accessible EV charging bay at each key location.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Emergency Egress and Evacuation

The key target group for emergency egress and evacuation in sport and active recreation facilities and settings is all occupants i.e. participants, spectators, staff, and visitors, with a particular focus on people who may face barriers in evacuating quickly and safely during an emergency. This can include:

- Wheelchair and scooter users who cannot use stairs without assistance.
- People with mobility impairments who move more slowly or require supports (walking frames, crutches, prosthetics).
- People who are blind or have low vision who require clear tactile/auditory cues.
- People who are deaf or hard of hearing who rely on visual or vibrating alarms.

- People with cognitive disability or neurodiversity who may need simplified instructions, staff guidance, or familiar routines.
- Older adults who may have reduced speed, balance, or stamina.
- Children especially in aquatic centres, play areas, or junior sporting groups, where extra supervision and guidance is required.
- Families and carers including parents with prams, carers assisting people with disability, or groups needing to remain together during evacuation.
- General public and staff and all users of the facility, recognising that emergencies affect everyone but impact some groups disproportionately without inclusive design.

### Provision – Mandatory

The DDA requires that people with disability must not be discriminated against in evacuation procedures.

This means emergency egress must provide equitable, dignified, and safe options for people with disability, or alternative arrangements that achieve the same outcome.

While the DDA doesn't prescribe technical solutions, it can be used to challenge inaccessible evacuation arrangements (for example, only stair-based exits).

The Premises Standards apply to new buildings and major upgrades, including Class 9b assembly buildings (stadiums, aquatic centres, community recreation centres).

They require that buildings comply with the NCC egress provisions, and that a CAPT extend to a safe place of evacuation.

The NCC sets out the core legal requirements for exits and evacuation in Class 9b buildings:

- Buildings must have enough exits for safe evacuation of all occupants.
- Exits must be located so they are readily accessible and clearly identified.
- Fire-isolated stairways and ramps must comply with technical requirements.
- Doorways, corridors, and paths of travel must meet minimum widths and clearances based on occupant load.

The NCC requires at least one CAPT to a safe place of evacuation, which applies directly to sport and active recreation facilities.

In relation to sport and active recreation facilities and settings:

- Stadiums and arenas: must provide evacuation routes and refuge points for wheelchair users and others who cannot use stairs.
- Aquatic centres: must consider mobility-impaired users exiting wet areas, plus rapid evacuation of children.
- Parks and outdoor venues: need accessible exit routes to assembly points with firm, step-free surfaces.
- Multi-use recreation hubs: must integrate accessible alarms, signage, and trained staff into evacuation planning.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Entrances

The key target group for entrances at sport and active recreation facilities and settings is everyone who needs to access the facility safely, equitably, and with dignity, with particular emphasis on groups who may face barriers if entrances are not designed inclusively. This can include:

- Wheelchair and mobility scooter users requiring step-free entry and automatic doors.
- People with limited mobility who benefit from level thresholds, handrails, and clear circulation.
- People who are blind or have low vision who rely on tactile, auditory, and high-contrast wayfinding.
- People who are deaf or hard of hearing who benefit from visual cues and good sightlines at entry points.
- Older adults who may have reduced balance, stamina, or sensory capacity and require comfortable, easy-to-navigate entrances.
- Families and carers including parents with prams or strollers and carers accompanying children, older people, or people with disability.
- Children and young people who need safe, visible, and easy-to-use entry points, particularly in busy recreation settings.
- General community and visitors including spectators, athletes, volunteers, staff, and emergency services, all of whom require safe, logical, and welcoming points of entry.

### Provision – Mandatory

The DDA requires that people with disability can access premises on an equitable and dignified basis with others.

Entrances that are not accessible (for example, steps without ramps/lifts) may constitute disability discrimination.

The Premises Standards requires at least one accessible entrance to be provided to a building that is not less convenient than the entrance used by the public.

In Class 9b assembly buildings (stadiums, aquatic centres, community recreation centres), this means:

- A CAPT from the allotment boundary, carparks, and public transport points to building entrances.
- Doorways, thresholds, and circulation spaces that comply with technical requirements.

Entrances must connect to the CAPT inside the facility. The NCC requires that:

- Buildings must provide an accessible entrance in accordance with the Premises Standards.
- Doors at accessible entrances must have specified minimum clear openings.
- Thresholds must not impede wheelchairs, scooters, or prams.
- Where revolving doors, turnstiles, or similar are provided, an alternative accessible entrance must be located alongside.
- Doors that incorporate D-lever or D-style handles.

### Provision – Best Practice

Large recreation facilities (for example, stadiums, aquatic centres) almost always require multiple accessible entrances for capacity and crowd management.

Small community pavilions may meet minimum requirements with one compliant entrance, but best practice is to make all public entrances accessible.

Shelter, lighting, and wayfinding signage are not always mandated in the NCC but are increasingly expected to support use by everyone.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## First Aid Areas

The key target groups for first aid rooms or areas in sport and active recreation facilities and settings are all people who may require immediate medical attention, monitoring, or recovery while at the venue – with particular attention to groups who face higher risks in these environments. This can include:

### Athletes and Participants

- Players in competitive or community sport who may sustain injuries (sprains, fractures, concussions).
- Swimmers and aquatic participants who may experience cramps, respiratory distress, or near-drowning incidents.
- Recreational users engaging in physical activities who may require minor or urgent medical care.

### Spectators and Visitors

- Large crowds at stadiums, arenas, or community events mean increased likelihood of accidents, falls, or medical events (for example, cardiac episodes, dehydration).
- Families with children who may require treatment for minor injuries or illnesses.

### People with Disability or Medical Conditions

- Individuals who may experience health-related episodes (for example, seizures, diabetic emergencies, asthma attacks).
- People requiring a safe space to manage medication, oxygen therapy, or other health supports.

### Older Adults

- Older adults attending events or participating in programs may be at higher risk of falls, cardiac issues, or heat-related illness.

### Children and Young People

- Active play, sport, and active recreation activities increase the chance of minor injuries.
- Children may also need a secure, monitored space for assessment if unwell.

### Staff, Officials, and Volunteers

- Coaches, referees, lifeguards, and workers exposed to physical exertion, environmental hazards, or stress may also require treatment.

### Provision – Mandatory

The Premises Standards require that if a first aid room is provided it must be part of the CAPT and it must be accessible (for example, door widths, circulation, signage) so that people with disability can use it.

The NCC may call up first aid room requirements where a building is classified for certain uses (for example, workplaces with specific risks).

Safe Work Australia's Code of Practice – First Aid in the Workplace sets the following expectations:

- First aid facilities must be provided where workplace hazards or the size/nature of the site make them necessary.
- Large venues, stadiums, aquatic centres, and active recreation precincts are considered high-risk environments (crowds, physical activity, heat stress, water-based risks).

### Provision – Best Practice

Due to the nature of activity and range of community members in attendance, sport and active recreation facilities and settings are generally expected to provide dedicated first aid rooms/spaces.

State and National Sporting Organisations often set standards in their facility planning guides that include first aid provision as a baseline requirement.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Furniture, Fixtures and Installations

The key target group for the use of furniture, fixtures, and installations in sport and active recreation facilities and settings are all facility users. This can include:

- People with disability requiring accessible and compliant fixtures (for example, grabrails, accessible taps, lever handles, lowered counters).
- Older people who may need easy-to-use, ergonomic, and supportive fixtures.
- Children and young people requiring safe, appropriately scaled fittings (for example, child-height basins, safe play fixtures).
- Athletes and participants needing durable, functional, and sport-specific fittings (for example, lockers, benches, hydration stations).
- Spectators and community members requiring comfortable, safe, and universally usable amenities.

### Provision – Mandatory

The DDA requires equitable and dignified access to facilities, services, and amenities. Poorly designed fixtures (for example, taps, handles, seating) can constitute discrimination.

The Premises Standards calls up provisions of the NCC and AS1428 series for accessible fixtures and fittings in new buildings and upgrades.

The NCC sets out requirements for access, egress, fire safety, health and amenity, sanitary facilities, slip resistance, and durability of materials/fixtures.

It applies to indoor sport and active recreation facilities and (where buildings are present) to outdoor settings with toilets, change rooms, kiosks.

Work Health and Safety (WHS) Laws require safe fixtures and fittings in workplaces (for example, gyms, pools, leisure centres, stadiums), including manual-handling considerations and safety compliance.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Lighting and Visibility

The key target group for effective lighting and visibility in sport and active recreation facilities and settings is all users. This can include:

- People with disability, particularly:
  - People who are blind or have low vision who need consistent, even lighting, reduced glare, and strong luminance contrast to safely navigate.
  - People who are deaf or hard of hearing who rely more on visual cues, so clear visibility of signage, facial expressions, and alarms is essential.
- Older people who often experience reduced contrast sensitivity, slower adaptation between light levels, and increased glare sensitivity.
- Children and young people who need safe, well-lit environments with clear sightlines for supervision.
- All facility users at night including participants, spectators, staff, and emergency services, requiring safe movement, play, and evacuation.

### Provision – Mandatory

The DDA requires equitable access; inadequate lighting that impedes safe use for people with disability may constitute discrimination.

The Premises Standards calls up the NCC and Australian Standards that set minimum lighting requirements for CAPT signage, sanitary facilities, and emergency egress.

NCC sets out mandatory requirements for:

- Artificial lighting levels for different building classes.
- Emergency and exit lighting (indoors and outdoors where required).
- Health and amenity provisions for habitable and non-habitable spaces.
- References relevant Australian Standards for standard lighting design and for emergency/exit lighting.

WHS laws require employers/facility operators to provide safe lighting for workers, participants, and visitors in workplaces (including gyms, pools, stadiums, aquatic centres).

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Multi-Faith Prayer Rooms

The target audience for multi-faith prayer rooms in sport and active recreation facilities and settings is broad and diverse, reflecting the different cultural and religious needs of facility users. This can include:

- People of diverse faiths and religions including (but not limited to) Muslim, Christian, Hindu, Buddhist, Jewish, Sikh, and other faith communities who may require prayer, reflection, or meditation spaces.
- Athletes and participants who may wish to pray, meditate, or engage in faith practices before, during, or after training and competition.
- Spectators and visitors attending events who may need a quiet, respectful space for religious observance.
- Staff, volunteers, and officials working long hours in venues and requiring access to prayer or reflection spaces.
- Culturally and linguistically diverse (CALD) communities, particularly important in multicultural contexts like Australia, where sport and active recreation facilities host people from many backgrounds.

### Provision – Mandatory

The DDA requires equal dignified access. Therefore, if a multi-faith prayer room is provided, it must provide access for people with a disability.

Inaccessible facilities could constitute discrimination.

Under WHS laws employers have a duty of care to provide safe and healthy environments for staff. While this does not mandate prayer rooms, if they are provided, they must be safe, hygienic, and secure.

The *Victorian Equal Opportunity Act 2010* (Vic) prohibits discrimination based on religion.

If prayer spaces are offered, they must be equitable, non-discriminatory, and multi-faith rather than restricted to one religion only.

### Provision – Best Practice

Consideration should be given to the inclusion of multi-faith prayer rooms in sport and active recreation facilities and settings as follows:

- Large venues (stadiums, arenas, aquatic centres) near main entries, concourses, spectator areas, and team facilities; multiple rooms in very large venues.
- Indoor recreation centres/community hubs close to toilets and common areas, in quiet neutral spaces away from noisy zones.
- Outdoor precincts/parks integrated into shared amenity buildings near play areas, pavilions, and community gathering points.
- Sports fields/courts within clubhouses or pavilions to serve players, spectators and officials.
- Regional trails/reserves/events at visitor hubs or trailheads with portable prayer rooms for festivals and tournaments.

Multi-Faith prayer rooms should be placed close to main entries, amenities, and activity zones but located in quiet, neutral, and accessible areas, with multiple facilities in large venues.

Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).

## Sensory and Quiet Rooms and Spaces

A sensory room = **controlled stimulation** for regulation and engagement.

A quiet room = **minimal stimulation** for calm and retreat.

The target audience for sensory and quiet rooms or spaces in sport and active recreation facilities and settings includes a wide range of users who benefit from reduced stimulation, calm environments, and controlled spaces. These include:

- Neurodiverse individuals such as people with autism, ADHD, or sensory processing differences, who may need a retreat from noise, light, and crowds.
- People with mental health conditions including anxiety, PTSD, or other conditions where a quiet, safe space supports regulation and wellbeing.

- People with disability who may need a controlled environment for rest, recovery, or emotional regulation during participation in sport or recreation.
- Children who may become overwhelmed by large, noisy, or busy environments (particularly in stadiums, aquatic centres, or playspaces).
- Older adults who may require a calm, comfortable space to rest, especially in large precincts.
- Families and carers needing a quiet retreat when supporting children or adults who are overstimulated.
- Athletes and participants requiring short breaks for focus, relaxation, or stress recovery during competition or training.
- Spectators and visitors particularly in high-capacity venues where long events or large crowds can be overwhelming.

#### Provision – Mandatory

The DDA requires equitable access. While sensory or quiet rooms are not mandated, if provided, they must be accessible to people with disability.

Excluding such spaces in certain facility types (for example, large stadiums) may be seen as limiting inclusion, especially for neurodiverse people.

WHS laws require facility operators to provide safe environments. In some workplaces (including recreation venues), providing low-stimulation or wellness spaces can be part of meeting mental health obligations.

The Victorian *Equal Opportunity Act 2010* (Vic) protects people from discrimination based on disability, mental health, or neurodivergence. This underpins best practice to include quiet or sensory spaces in major community facilities.

#### Provision – Best Practice

Consideration should be given to the inclusion of sensory or quiet rooms in sport and active recreation facilities and settings as follows:

- Large venues (stadiums, arenas, aquatic centres) – near main entrances, concourses, and spectator areas; close to first aid/family facilities; multiple rooms in very large sites.
- Indoor recreation centres/community hubs – near toilets and parenting rooms, close to lobbies, in quiet low-traffic zones.
- Playspaces/outdoor precincts – within amenity blocks, close to all-abilities play spaces and family gathering areas.
- Sports fields/courts/pavilions – inside clubhouses or pavilions, accessible to both players and spectators, located in quiet zones.
- Regional trails/reserves/events – at visitor hubs or event centres; portable rooms for festivals and tournaments.
- Sensory and quiet rooms should be easily accessible, near family and support facilities, in low-stimulation areas, and distributed across large or busy venues.

Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).

## Shade and Shelter

The key target group for shade and shelter in sport and active recreation facilities and settings is all users, but particular emphasis is on groups most affected by weather, temperature, and sun exposure. This can include:

- People with disability who may be more vulnerable to heat stress, need rest areas, or require protection while waiting/participating.
- Children and young people who are at greater risk from sunburn, heatstroke, and dehydration during play or sport.
- Older adults who are often more sensitive to heat, glare, and weather extremes.
- Athletes/participants needing shaded rest, recovery, and substitution zones.
- Spectators and families including parents with prams, who require comfort and protection while watching events.
- Staff, volunteers, and officials who may spend long hours outdoors or in transitional spaces.

### Provision – Mandatory

While not explicitly about shade, the DDA and the Premises Standards require equitable, safe, and dignified access.

Shelters, covered pathways, and shaded rest areas may be necessary for people with disability to use facilities on an equal basis.

The NCC calls up provisions for weather protection in some building classes (for example, covered entries, accessible external paths, roofing over certain spaces).

WHS Legislation requires facility operators to have a duty of care to provide safe environments for workers, volunteers, athletes, and visitors.

This includes protection from UV radiation, heat stress, and adverse weather, making shade/shelter a control measure under WHS obligations.

Local Government Planning Schemes in Victoria also have planning policies requiring shade provision in public open space, playspaces, aquatic centres, and sports precincts

### Provision – Best Practice

Best practice shade and shelter principles apply across different sport and active recreation settings. For example:

- Sports fields/ovals with shaded player benches, grandstands, pathways, with trees plus canopies; flexible marquees; solar on shelters.
- Aquatic centres with cover over pools, splash/play zones, and seating, for example, retractable roofs or sails, slip-resistant shaded areas, integrated solar/water harvesting.
- Playspaces/outdoor spaces with shade over equipment, barbecues, and seating, for example, combining trees and sails, accessible, shaded rest areas with cool surfaces.
- Skate parks/outdoor courts with shade for seating and rest zones, orientation of structures to reduce glare, provision of water and solar-lit shelters.
- Walking/cycling trails with regular shaded rest stops with seating, water, and step-free access, use of trees plus small shelters, integrated native landscaping.

Shade and shelter should be tailored to each facility, combining natural and built solutions, ensuring all-day, all-season protection, accessibility, user comfort, flexibility, sustainability, and alignment with health and planning policies.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Signage and Wayfinding

The key target group for effective signage and wayfinding in sport and active recreation facilities and settings is all users. This can include:

- People who are blind or have low vision who require tactile and Braille signs, high-contrast lettering, large fonts, and Tactile Ground Surface Indicators (TGSi).
- People who are deaf or hard of hearing who rely on clear visual signage, pictograms, and digital wayfinding rather than auditory announcements.
- People with cognitive disability, intellectual disability, or neurodiverse users who benefit from clear, consistent symbols, plain language, colour coding, and intuitive layouts.
- Children and older people who need simple, legible, and well-placed signage to support safety and confidence.
- Visitors unfamiliar with the facility including international visitors, culturally and linguistically diverse (CALD) users, and first-time attendees.

### Provision – Mandatory

The DDA requires equitable and dignified access. Inadequate signage or poor wayfinding that disadvantages people with disability may amount to discrimination.

The Premises Standards references the NCC and Australian Standards for signage, TGSi, and accessible wayfinding.

The NCC sets mandatory requirements for:

- Exit and emergency signage.
- Braille and tactile signage for accessible facilities (toilets, showers, change rooms, lifts).
- Illuminated exit signs and directional signage for emergency egress.

### Provision – Best Practice

It is expected that signage and wayfinding across all sport and active recreation facilities and settings will consider the needs of all users.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Spectator Seating

The key target groups for spectator seating in sport and active recreation facilities and settings are broad. This can include:

- General spectators and community members attending to watch sport, recreation, or cultural events.
- Families with children requiring family-friendly seating areas, pram space, and access to amenities.
- People with disability needing accessible seating (wheelchair spaces, companion seating, sensory-friendly areas, hearing augmentation, clear sightlines and audible information).
- Older adults requiring supportive seating with backrests and armrests, easy access, shade/shelter, and proximity to amenities.
- Culturally and linguistically diverse communities benefiting from inclusive wayfinding, signage, and culturally safe design.
- Athletes, officials, and volunteers when off field who may use spectator facilities before or after participation.
- Event visitors and tourists attending occasional large-scale or special events.

### Provision – Mandatory

Legislation and standards do not mandate that spectator seating must be provided in all sporting and recreating facilities and settings. However, when it is provided, it must comply with access, safety, and amenity requirements.

The DDA requires equitable, dignified access for spectators with disability. Inaccessible seating, circulation, or amenities could constitute discrimination.

The Premises Standards require spectator seating areas in Class 9b assembly buildings (for example, stadiums, arenas, community centres) to provide accessible wheelchair spaces, companion seating, and equitable amenity access.

WHS laws require a duty of care to provide safe facilities, including seating, circulation routes, lighting, and emergency evacuation arrangements. The NCC requires spectator facilities to provide:

- Accessible seating spaces dispersed across viewing areas.
- CAPTs of travel linking entries, circulation routes, amenities, and seating.
- Minimum numbers of wheelchair spaces based on overall seating capacity.
- Emergency egress provisions for all spectators, including those with disability.

### Provision – Best Practice

Consideration should be given to the inclusion of spectator seating in sport and active recreation facilities and settings as follows:

- Large venues (stadiums/arenas) distributed across levels and sections, near accessible amenities and exits.
- Aquatic/leisure centres along pool decks, on viewing platforms, near family facilities.
- Playspaces/outdoor precincts beside play areas, trails, and universally designed play spaces, with shaded seating.
- Sports fields/courts/ovals on multiple sides of fields, within pavilions, along CAPTs, with shade or shelter.
- Community parks/reserves near skate parks, courts, fitness areas, shelters, barbecues, and trailheads.

Spectator seating should be well-distributed, accessible, close to amenities, shaded/sheltered outdoors, and positioned for clear sightlines and safety.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

## Vehicle Parking and Drop-off Zones

The key target groups for vehicle and bike parking and drop-off zones in sport and active recreation facilities and settings include:

- People with disability requiring accessible parking bays, located on a CAPT close to entries.
- Older adults who may need proximity parking, easy circulation, and safe drop-off areas.
- Families with children including parents with prams, needing larger bays or designated family parking.
- Athletes/participants transporting sports equipment and needing convenient, short-term access for loading/unloading.
- Spectators and community users needing general parking that is safe, well-lit, and easy to navigate.
- Emergency services requiring dedicated access and drop-off/parking for ambulances and service vehicles.
- People traveling to settings – needing parking spaces for longer, larger vehicles such as trailers, trucks, and caravans.

- Cyclists and active transport users requiring secure, visible, and weather-protected bike racks or lockers near entries.
- Children and young people needing safe, easy-to-use bike parking close to play areas and active recreation spaces.
- Staff, volunteers, and regular users who benefit from long-stay, secure bike storage facilities.

#### Provision – Mandatory

The DDA requires equitable access to facilities and services.

Lack of accessible parking or compliant drop-off zones can constitute discrimination.

The Premises Standards requires accessible car parking spaces and compliant CAPT linking parking/drop-off areas to facility entries.

The NCC sets out requirements for:

- Accessible car parking spaces in certain building classes (including sports/recreation).
- Proximity and links between accessible parking, drop-off points, and building entrances.
- Circulation, gradients, kerb ramps, signage, and surface treatments.

WHS laws require a duty of care to provide safe environments, including safe vehicle movement, pedestrian interfaces, lighting, and protection from hazards in car parks and drop-off areas.

Local Government Planning Schemes often specify minimum parking provision, accessible bay ratios, bicycle parking, and integration with active/public transport for sports and active recreation facilities.

#### Provision – Best Practice

Vehicle parking is expected in all sport and active recreation facilities and settings, scaled to facility size, location, and transport options; accessible bays always required.

Drop-off zones are expected as close as possible to main entries, accessible entrances, and high-capacity venues, as well as for emergency and service access.

Bike parking is expected at all facilities, including short-stay and long-stay options, and especially important in urban/suburban areas to encourage active transport.

**Universal Design Considerations and Key Access Dimensions can be found in [Section 8](#).**

# Section 07



This section outlines the additional design considerations required for individual facility types such as indoor stadiums, aquatic centres, skate parks, playspaces and sports pavilions. It explains that each setting has unique functional needs and user groups, requiring tailored design responses to maintain inclusion, safety, and usability. Readers will learn how to apply the common principles to specialised environments, ensuring each facility type supports diverse participation.

## Key Inclusive Design Principles for Elements Specific to Sport and Active Recreation Facilities and Settings

In addition to Key Inclusive Design Principles relating to all sport and active recreation facilities and settings, some specific facilities and settings will also have unique features and functional requirements. Additional Key Inclusive Design Principles and additional Universal Design Considerations relating to the following specific sport and active recreation facilities and settings are outlined below.

- Aquatic and Leisure Centres
- Indoor Sports Stadiums
- Parks, Greens and Outdoor Ball Courts
- Playspaces
- Skate Parks
- Sport and Active Recreation Reserves
- Sports Pavilions
- Temporary Facilities.

### Aquatic and Leisure Centres

The key target groups for aquatic and leisure centres are very broad, as these facilities are designed to support whole-of-community participation. These can include:

- Families, individuals, and community groups seeking recreation, fitness, and social connection.
- People of all ages and abilities who use pools, gyms, and community spaces for health and leisure.
- Children undertaking swimming lessons and water-safety programs.
- School programs, youth sports, and structured activities designed to build lifelong healthy habits.
- Older adults participating in fitness, aqua aerobics, hydrotherapy, and low-impact exercise classes.
- People with disabilities who require accessible design features such as ramps, hoists, adult change facilities, sensory-friendly spaces, and accessible programs.

- Recreational swimmers, lap swimmers, water polo players, divers, and other aquatic sports participants.
- Gym members, personal training clients, and group fitness attendees.
- Rehabilitation and therapy users (hydrotherapy pools, allied health programs).
- People seeking preventative health, lifestyle, and wellness services.

In addition to elements common to all recreation settings, there are several elements that are specific to aquatic and leisure centres that must be considered to support all users. These include pool access as well as wet and dry activity areas.

### Provision – Mandatory

The DDA requires equitable access to public facilities, including swimming pools.

The Premises Standards requires the following:

Swimming Pools:

- Pools > 40 m perimeter must provide an accessible water entry/exit point (ramp, beach entry, sling/hoist, or platform lift).
- Additional entries/exits are required as pool size increases.
- Paths of travel to pool entry points must comply with AS 1428.1.
- Applies to new pools, major upgrades, or refurbishments.

The NCC Pool access provisions align with the Premises Standards.

- Class 9b buildings (assembly buildings, including aquatic centres) must ensure accessible entry to pools.
- Calls up relevant Australian Standards for design and safety.

Work Health and Safety (WHS) Laws require duty of care for staff and users and enforce safe systems for supervision, chemical handling, plant operation (for example, filtration systems), and emergency response.

### Provision – Best Practice

Royal Life Saving Society Guidelines while not legislation are widely adopted as industry standard for supervision, safety signage, and lifeguard ratios.

Many councils and pool operators use these as baseline operational requirements.

### Specific Universal Design Considerations

In addition to Universal Design Considerations common to all sporting and active recreation facilities and settings, the following should also be specifically considered in aquatic and leisure centres:

- Multiple accessible water entry points (for example, ramps with handrails, platform lifts, pool hoists, zero-depth beach entries).

**Note:** if there is only one option for pool entry apart from steps, a ramp entry is the preferred option with the platform lift being second, and hoist being third.

- Pool edges designed with contrasting tiles for visibility and tactile cues.
- Non-slip flooring around pools, complying with slip resistance ratings.
- Seating ledges inside pools for resting points.
- Controlled air and water temperatures, with warm-water pools (30 to 34°C) for therapy and older adults.
- Acoustic treatments to reduce echo and noise stress.
- Adequate ventilation to minimise chlorine smell and respiratory discomfort.
- Glare control (anti-glare surfaces, lighting design, blinds/filters on windows).
- Accessible change rooms with large lockers and privacy screens.
- Changing Places facilities with hoists, adult change tables, and space for carers.
- Family change rooms with pram and child-friendly fittings.
- Accessible storage for mobility aids, wheelchairs, and swimming equipment.
- Lifeguard sightlines unobstructed by columns, equipment, or structures.
- Clear demarcation of shallow vs deep water zones with visual and tactile markers.
- Emergency alarms that are audible and visual.
- First aid rooms near pool deck with direct emergency vehicle access.
- Rescue equipment accessible at all pool zones.
- Designated learn-to-swim areas separated from lap swimmers, warm water and waterplay areas.
- Spaces for aquatic sports (water polo, diving, synchronised swimming).
- Facilities for rehabilitation and therapy programs (hydrotherapy pools, allied health rooms).
- Quiet swim sessions, women-only programs, sensory-friendly times.

- Accessible spectator seating with wheelchair and companion spaces.
- Shaded or climate-controlled viewing areas.
- Social spaces (cafés, lounges) with accessible counters and varied seating.
- Family-friendly design so spectators can watch children safely.
- Accessible pre-swim showers in the main pool area with lever taps.
- Pool entry hygiene features (foot baths, signage on hygiene expectations).
- Safe chemical storage and ventilation in plant rooms.
- Drinking fountains at varied heights, with bottle refill stations.
- Pool lifts and hoists with staff training for safe use.
- Digital display boards with clear, accessible information (program times, safety messages).
- Hearing augmentation systems in reception and public announcement areas.
- Smart monitoring of water quality and air quality for health and comfort.

## Indoor Sports Stadiums

The key target group for indoor stadiums include a wide range of users, reflecting their role as multi-purpose facilities for sport, recreation, community use, and events. These users include:

- Elite and professional athletes competing in major events, training, or league matches.
- Community and active recreational players of all ages, including children, youth, adults, and older people.
- People with disability who participate in both mainstream and disability-specific sports (for example, wheelchair basketball, seated volleyball).
- Family, friends, and community members supporting participants.
- Large audiences for tournaments, concerts, and cultural events.
- People with diverse needs including wheelchair users, people who are deaf or hard of hearing, people who are blind or have low vision, and neurodiverse spectators.
- Coaches and trainers delivering programs, practices, and competitions.
- Referees, umpires, and officials who need access to appropriate changing and preparation areas.
- Medical staff and allied health professionals providing first aid, physiotherapy, or other support.

- Schools and universities using facilities for physical education, assemblies, and graduations.
- Community groups holding fairs, exhibitions, festivals, or meetings.
- Residents using halls for recreation, fitness classes, or social activities.
- Operational staff (venue managers, maintenance, cleaning, and security teams).
- Hospitality staff (caterers, kiosk operators, bar staff).
- Volunteers assisting with events and tournaments.
- Tourists and visitors attending regional or international competitions.
- Cultural and faith groups using stadiums for celebrations, concerts, or gatherings.
- Emergency services where stadiums may act as evacuation centres or relief hubs during crises.

### Provision – Mandatory

The DDA requires that all indoor stadiums, whether new or existing, must provide equitable, dignified access.

The Premises Standards sets minimum compliance requirements for new and major upgrades to indoor sports stadiums. It covers elements such as:

- Continuous accessible paths of travel.
- Accessible seating spaces and sightlines.
- Sanitary facilities (including unisex accessible and ambulant toilets).
- Signage and wayfinding.
- Hearing augmentation systems.

The NCC provides the technical building requirements for indoor stadiums which includes:

- Providing access for circulation spaces, lifts, ramps, and accessible seating.
- Providing egress for fire safety and emergency (important for large crowds).
- Amenities including toilets, change facilities, and showers.

Both the Premises Standards and the NCC reference relevant Australian Standards for access and mobility.

These provide the technical detail referenced by the NCC and Premises Standards.

## Provision – Best Practice

A range of sport and active recreation specific guidelines, although not mandatory are influential and may need to be adhered to if organisations wish to obtain government funding for the development or upgrade of indoor stadiums. These include:

- State and local government frameworks (for example, Victorian Government Design for Everyone Guide, Basketball Victoria Facility Guidelines).
- Australian Sporting Alliance for People with a Disability (ASAPD) – Indoor venues sport specifications, guidelines and recommendations – Community Facility Guidelines.
- Paralympic Australia Universal Design Guide that aims to benefit those working or volunteering in sports organisations and clubs to understand universal design.

WHS laws protect workers, officials, volunteers, and contractors in stadium environments.

Local planning schemes and building regulations may impose additional requirements on large public venues.

It is recommended that particular emphasis should be placed on providing equitable, dignified access to the following types of indoor stadiums:

- Large-scale indoor arenas and stadiums such as entertainment centres, major basketball or netball arenas, multi-sport domes, Olympic/Paralympic venues that host large crowds, including diverse spectators, participants, officials, and media.
- Community indoor stadiums and recreation centres such as local government indoor sports centres, YMCA facilities, PCYC/YWCA halls, multi-use community hubs.
- School and university sports stadiums such as school gymnasiums, tertiary indoor stadiums, multi-purpose indoor sports science facilities.
- Specialist and training venues such as high-performance training centres, indoor practice courts, specialist indoor facilities for para-sports that support a diverse range of athletes.
- Multi-use event halls such as agricultural showgrounds, exhibition halls used for indoor sport, community or cultural festivals.
- Regional and remote indoor stadiums such as community recreation centres, regional sports hubs, Aboriginal community centres.
- Emergency and community resilience use when indoor stadiums are acting as evacuation centres during bushfires, floods, or emergencies.

## Specific Universal Design Considerations

In addition to Universal Design Considerations common to all sporting and active recreation facilities and settings, the following should also be specifically considered for indoor stadiums:

- Integration of accessible seating spaces and seats throughout the venue at a variety of locations
- Companion seating located directly adjacent to accessible seating.
- Clear sightlines over standing spectators or barriers (equitable viewing).
- Range of seating options (sideline, centre court, elevated tiers) to offer choice.
- Installation that considers the range of user requirements, for example, adjustable height drinking fountains for people who are taller, smaller, sitting or standing.
- Assistive listening systems in seating and event areas.
- Step-free, direct access to courts, stages, and competition areas.
- Accessible, all gender and family change rooms for players, with showers, lockers, benches, and drying areas designed for independent use.
- Accessible officials' rooms (referees, umpires, coaches) with inclusive amenities.
- Court markings, equipment, and flooring that support para-sport participation (for example, wheelchair basketball, goalball).
- Unisex accessible toilets, all gender and ambulant toilets on each level of seating concourses.
- Accessible adult change facilities (AACF) in larger stadiums or regional hubs.
- Increased fixture ratios to accommodate large crowds while still providing equitable access.
- Wide concourses and corridors that consider the needs of expected crowd numbers to support high traffic flow and uses of a variety of mobility aids.
- Accessible lifts serving all public and staff levels (with priority access features).
- Design that prevents congestion pinch points around food outlets, kiosks, and amenities.
- Clear evacuation procedures and supports for safe egress for large numbers of people including people with disabilities, older adults, children, and people using mobility devices such as prams and wheelchairs.
- Scoreboards, displays, and PA systems supplemented with visual text displays and captioning.
- Tactile and Braille signage for seating bays, amenities, and exits.
- Digital ticketing and entry systems designed to be usable by everyone.

- Equitable access for staff and volunteers to service corridors, kiosks, storage rooms, and break areas.
- Accessible first aid and medical rooms for athletes, spectators, and staff.
- Accessible and inclusive training and warm-up spaces.
- Flexible multi-faith or prayer rooms with accessible ablution facilities.
- Quiet/sensory rooms and spectator spaces to support neurodiverse spectators and participants.
- Design that accommodates dual use (for example, graduations, concerts, community meetings) with accessible staging and audio-visual systems.
- Surveillance systems to support user safety.

## Parks, Greens, and Outdoor Ball Courts

Parks, greens, and outdoor ball courts target people of all ages, abilities and interests. These users include:

- Community and active recreational players participating in informal or organised sports such as basketball, tennis, futsal, netball, and cricket.
- Children, youth, and families engaging in play, recreation, or exercise.
- People with disability, including those participating in inclusive or para-sport programs (for example, wheelchair basketball, blind cricket, adaptive tennis).
- Older adults undertaking walking, stretching, or light exercise within park precincts.
- Spectators, parents, carers, and community members supporting players or attending events.
- Schools and education providers using outdoor facilities for physical education and social inclusion programs.
- Residents using parks and open greens for passive recreation, fitness training, or dog walking.
- Clubs and community sport associations running training sessions, matches, and community tournaments.
- Event organisers hosting festivals, markets, or temporary sporting events in park environments.
- Volunteers, officials, and coaches supporting club or community activities.
- Maintenance, operations, and security staff managing grounds, lighting, and equipment.
- Emergency services using parks and courts as local meeting or relief points during emergencies.

### Provision – Mandatory

The DDA requires parks, greens, and outdoor ball courts to provide equitable and dignified access for everyone.

The Premises Standards and the NCC incorporate a range of access provisions where outdoor ball courts or park facilities are associated with buildings or fixed public infrastructure.

### Provision – Best Practice

A range of guidelines relating to parks, greens and outdoor ball courts have been developed that address best practice design. Some of these include:

- Sports and Play Industry Association (SAPIA) – Code of Practice for the Construction, Surfacing and Maintenance of Sports Courts (Tennis, Netball, Basketball, Multi-Sport Courts).
- Parks and Leisure Australia – Recreation and Sport Facility Design Guide (outdoor surfaces and courts included).
- Sport and Recreation Victoria – Guidelines for Planning, Installing and Activating Outdoor Fitness Equipment.

### Specific Universal Design Considerations

In addition to the Universal Design Considerations common to all sport and active recreation facilities and settings, the following should be specifically considered for parks, greens, and outdoor ball courts:

- Provide a CAPT linking parking areas, public transport stops, amenities, and playing surfaces.
- Ensure firm, stable, and slip-resistant surfaces across courts, greens, and circulation spaces for use in wet and dry conditions.
- Provide level access to all playing surfaces, avoiding lips, steps, or abrupt level changes between pathways and courts.
- Locate courts and greens on well-drained, stable ground to prevent water pooling or surface deformation.
- Ensure accessible spectator seating adjacent to courts and greens, with companion seating and shelter.
- Include accessible circulation space around all perimeters for players, officials, and wheelchair users.
- Provide shade and shelter structures (permanent or natural) to protect players, officials, and spectators from sun, rain, and glare.

- Install lighting systems designed to minimise glare and shadowing while maintaining uniform illumination for players and spectators.
- Provide effective contrasts including luminance, colours or textures to define play zones, circulation areas, and boundary edges for users with low vision.
- Select surfaces and finishes (for example, synthetic turf, acrylic coating, natural grass) that are suitable for the activity, durable, non-glare, and low maintenance.
- Integrate TGSi at transitions, crossings, and seating zones to support users with vision impairment.
- Include accessible drinking fountains, bottle refill points, and seating at regular intervals near courts and greens.
- Provide accessible toilets and change facilities near to all playing areas.
- Ensure inclusive player amenities, such as accessible change rooms and showers for all-gender and para-sport participants.
- Design for clear sightlines from accessible spectator areas to courts and greens, without obstructions such as fencing or landscaping.
- Install accessible scoreboards and signage, incorporating visual and audible information, with tactile or Braille elements where appropriate.
- Provide accessible wayfinding signage throughout the park or precinct, using consistent colour coding and clear contrast.
- Ensure safe and accessible access for maintenance vehicles without impacting pedestrian or mobility access.
- Use barrier-free fencing or gates with lever or D-handle operation and adequate circulation space on both sides.
- Integrate sustainable features, such as water-efficient irrigation, lighting level switching, solar lighting, and recycled or permeable materials in surfaces and furnishings.
- Provide seating, rest, and social areas with options for shade, companion seating, and accessible picnic tables.
- Include multi-use design elements where feasible, allowing shared use between different sports or recreation activities.
- Ensure emergency access routes and evacuation assembly points are accessible and well-signed.

## Playspaces

The key target group for playspaces includes a diverse range of users but particularly children and their carers, who are often grandparents. The range of users include:

- Children and young people of all ages, including those with and without disability.
- Families and carers accompanying children (including siblings, grandparents, parents).
- People with disability who participate in play or recreation (mobility aids, prams, assistance animals).
- Older adults engaging in intergenerational play or supervising children.
- Community groups, educational institutions, and early-childhood centres using the space.
- Event users (for example, festivals, community gatherings) where playspaces form part of larger recreation precincts.
- Maintenance, operations, landscape and security staff managing public open spaces.
- Visitors and tourists using regional or destination play-zones.
- People of varied cultural, sensory or neurodiverse needs seeking accessible and inclusive play environments.

### Provision – Mandatory

The DDA requires equitable, dignified access to public playspaces and associated facilities.

The Premises Standards applies where public playspaces include 'buildings' such as amenity blocks. These must comply with access provisions consistent with the NCC.

These provisions include access to:

- amenities buildings (toilets, change rooms, kiosks).
- car parking, paths of travel to buildings
- signage, lighting, and emergency egress points.

### Provision – Best Practice

A range of guidelines relating to playspaces have been developed that address best practice design. Some of these include:

- Victorian Government – The Good Play Space Guide – Can Play Too.
- South Australian Government – Inclusive Play – Guidelines for accessible playspaces.
- NSW Government – Everyone Can Play: Guidelines for Inclusive Playspaces.
- The Commonwealth Accessible Australia Initiative – Inclusive Play Spaces Fact Sheet – Inclusive play spaces for people of all ages and abilities.

### Specific Universal Design Considerations

In addition to Universal Design Considerations common to all sporting and active recreation facilities and settings, the following should also be specifically considered for playspaces:

- Wide, firm and direct pathways allowing front or side-on wheelchair approach to play equipment.
- Smooth transitions between surrounding paths and play surfaces or equipment (no lips or steps).
- Play equipment at multiple heights and access-points: ground-level elements as well as elevated accessible platforms with ramp or transfer points.
- Sensory elements such as tactile panels, musical/sound features, fragrant plantings, and visual contrast for users with low vision or sensory needs.
- Seating with backrests and armrests positioned at accessible heights, in vantage positions overlooking play zones.
- Companion seating and bicycle/scooter parking located nearby accessible routes.
- Safe buffer zones separating play activity from vehicle zones, with clear sightlines and accessible pedestrian crossings.
- Shade structures or tree canopy provided over play zones and seating to ensure comfort and usability in all weather.
- Accessible surfacing: soft fall where required but also firm paths that allow mobility devices to reach and circulate within play areas.
- Inclusive wayfinding signage with high contrast, simple language, pictograms, tactile/Braille and positioned for seated and standing users.
- Maintenance and operations plan that keeps all routes clear, surfacing stable, tactile indicators intact, play equipment functioning and accessible features in good repair.

## Skate Parks

The key target group for skate parks are typically young people between 10-14 years old, and their parents or carers, with early teens being the dominant user group. These users include:

- Skateboarders, scooter riders, inline skaters, and BMX users of all ages and skill levels, including beginners through to advanced users.
- People with disability, including wheelchair motocross (WCMX) riders, adaptive skaters, and users of modified mobility equipment.
- Children and young people seeking informal, unstructured recreation and social connection.
- Parents, carers, and families supervising children and using adjacent recreation spaces.
- Spectators, community members, and event attendees watching demonstrations, competitions, or community events.
- Residents and visitors using adjacent amenities such as picnic areas, walking tracks, or playspaces.
- Older adults involved as volunteers, mentors, or community participants.
- Schools, youth organisations, and clubs conducting lessons, holiday programs, and community activities.
- Maintenance, security, and operations staff managing safety, lighting, and cleaning.
- Emergency services who may require access for response or safety checks.
- Cultural and creative groups using the space for performances, art, or music events.
- People who are deaf, blind, have low vision, or are neurodiverse, engaging as users or spectators.

### Provision – Mandatory

The DDA applies to all new or upgraded skate parks open to the public. Under the Premises Standards and the NCC, compliance requirements apply to any associated built elements, such as:

- Amenities buildings (toilets, change rooms, storage areas, kiosks).
- Car parking, paths of travel, and adjoining landscape areas.
- Seating, viewing areas, and shelters.
- Signage, lighting, and emergency egress points.

## Provision – Best Practice

A range of guidelines relating to skate parks have been developed that address best practice design. Some of these include:

- Victorian Government – Design for Everyone Guide.
- NSW – Everyone Can Play Guidelines.
- Skate Australia Facility Planning and Design Guide.
- Paralympic Australia Universal Design Guide.
- Local Government public open space and youth facility design manuals.

## Specific Universal Design Considerations

In addition to Universal Design Considerations common to all sporting and active recreation facilities and settings, the following should also be specifically considered for skate parks:

- Design that caters to skaters, scooter riders, BMX riders, wheelchair riders (WCMX), and people using adaptive equipment.
- Skating elements designed for inclusivity, such as wider ramps, banked edges, low-gradient bowls, and gentle-slope beginner zones suitable for new or adaptive riders.
- Step free access to sections of the skate park.
- Surface transitions designed to be firm, stable, and smooth, minimising lips or abrupt edges between different materials.
- Smooth, slip-resistant pedestrian surfacing across the site.
- Accessible edge treatments to prevent accidental wheel drop-offs while maintaining visibility and openness.
- Accessible viewing areas positioned around the park perimeter with clear sightlines to active zones.
- Accessible spectator seating, including companion seating and rest points located at multiple vantage points across the site.
- Accessible toilets, change facilities, drinking fountains located close to the skate park.
- Bins placed at accessible heights and along CAPT.
- Shade and shelter provided over rest areas, viewing zones, and seating clusters while maintaining visibility lines for safety.
- Effective lighting for night time use.
- Weather-resistant, durable surfacing and materials that maintain traction in wet or dry conditions.
- Visual and tactile contrasts along edges, level changes, rails, transitions and key navigation points to support people with low vision.
- Quiet or low-sensory spaces adjacent to active areas to support sensory regulation and provide retreat zones.
- Clear wayfinding and facility specific signage using pictograms, plain English, tactile and Braille features where appropriate, identifying rules, entrances, exits, accessible routes, toilets and first aid.
- Emergency call points.

## Sport and Active Recreation Reserves

The key target group for sport and recreation reserves is a broad range of users, reflecting their role as multi-functional community spaces, supporting both formal and informal sport, leisure, and social activities. Users can include:

- Players and athletes participating in organised community, school, or elite sport.
- People with disability participating in adaptive or inclusive sports and active recreation programs.
- Spectators, families, and friends attending games, tournaments, or training sessions.
- Community members and residents using walking tracks, open fields, or informal recreation spaces.
- Coaches, officials, umpires, and volunteers supporting sport and active recreation programs.
- Schools, universities, and clubs using the facilities for physical education, training, and events.
- Older adults and people of all abilities engaging in social walking, exercise, or casual recreation.
- Parents and carers using playspaces, seating, and shared open spaces near sports fields.
- Cultural and community groups hosting gatherings, celebrations, or outdoor performances.
- Maintenance, grounds, and operational staff managing turf, lighting, and amenities.
- Vendors and hospitality providers operating canteens, food trucks, or temporary event stalls.
- Emergency and community-support organisations using reserves as staging or relief centres during disasters.

### Provision – Mandatory

Under the DDA and the Premises Standards all new or upgraded sport and recreation reserves must provide equitable, dignified access for all users.

Where reserves include buildings or fixed facilities, they must comply with the NCC and relevant Australian Standards for Access and Mobility.

Refer to the Sport and Recreation Victoria website for further resources [sport.vic.gov.au/resources](http://sport.vic.gov.au/resources).

### Provision – Best Practice

A range of guidelines relating to sport and active recreation reserves have been developed that address best practice design. Some of these include:

- Victorian Government – Design for Everyone Guide.
- NSW – Everyone Can Play Guidelines.
- Paralympic Australia Universal Design Guide.
- Local government open space and active recreation facility design guidelines.

### Specific Universal Design Considerations

In addition to Universal Design Considerations common to all sporting and active recreation facilities and settings, the following should also be specifically considered for sport and recreation reserves:

- Equitable distribution of accessible amenities across large reserves so users are not required to travel long distances to reach toilets, seating, or water points.
- Accessible, firm, and continuous paths of travel linking all major elements, including fields, ovals, courts, spectator zones, pavilions, clubhouses, car parks, play spaces, and social areas.
- Accessible toilets and change rooms in all pavilions, clubhouses, and sports buildings, including unisex accessible, ambulant toilets, all gender, baby-change facilities, and showers.
- Accessible adult-change facilities provided at major community or regional reserves where large events or high-use activities are held.

- All gender and family-friendly change rooms located close to playing fields, and social zones.
- Accessible spectator seating and viewing platforms at key vantage points, including near team benches, ovals, courts, and social areas, with adjacent companion seating.
- Wide, level concourses around ovals and fields to support circulation for wheelchair users, people with mobility devices, and parents with prams.
- Sheltered and shaded rest areas positioned near paths, playing fields, courts, and walking circuits, with comfortable seating and backrests.
- Seating and resting places provided along pathways, co-located with shade, accessible bins, drinking fountains, water refill points and animal bowls.
- Accessible barbecues and picnic tables placed under shade structures or near trees.
- Clear, logical wayfinding and facility specific signage using simple language, symbols, and high-contrast signage, with tactile and Braille elements where appropriate.
- Fencing and gates designed with accessible latches.
- Effective lighting for night time activation and usage as well as passive surveillance and security.
- Quiet or sensory-friendly spaces located away from high-activity areas for users who require sensory regulation or low-stimulus environments.
- Assistance-animal relief areas provided near main amenities, pavilions, and spectator zones.
- Accessible parking bays and drop off points located at each facility cluster (for example, pavilions, courts, spectator stands) with adjacent CAPT.

## Sports Pavilions

The key target group for sports pavilions that support training, competition, social gatherings, and operational management for a wide range of sporting and active recreation activities include a variety of users such as:

- Players and athletes of all ages, genders, and abilities participating in training or competitions.
- People with disability, including adaptive sports participants, support staff, and spectators requiring accessible facilities.

- Coaches, trainers, referees, and officials using briefing rooms, change facilities, and work areas.
- Team managers and volunteers managing events, teams, and catering operations.
- Spectators, family members, and friends attending matches and community events.
- Children and young people participating in junior sports or accompanying family members.
- Older adults who may require additional seating, step-free access, and accessible amenities.
- People of diverse genders and cultural backgrounds, requiring privacy, safety, and flexibility in change and toilet facilities.
- Community members and social groups using pavilions for meetings, celebrations, or education programs.
- Maintenance, operations, and cleaning staff using storage, plant, and service areas.
- Event organisers, catering teams, and vendors using kitchens, counters, and function areas.
- Emergency and first aid personnel requiring accessible and functional treatment and response areas.

These diverse users rely on sports pavilions to provide inclusive, safe, and equitable environments that promote participation and community connection.

#### Provision – Mandatory

Under the DDA and the Premises Standards all new or upgraded sports pavilions must provide equitable, dignified access for all users.

Sports pavilions are typically classified as Class 9b public buildings (assembly use) and when built or upgraded, must comply with the NCC and relevant Australian Standards for Access and Mobility.

#### Provision – Best Practice

A range of guidelines incorporating sports pavilions have been developed that address best practice design. Some of these include:

- Victorian Government – Design for Everyone Guide.
- Australian Sporting Alliance for People with a Disability (ASAPD) – Indoor venues sport specifications, guidelines and recommendations – Community Facility Guidelines.
- Paralympic Australia Universal Design Guide.
- Sport Australia’s Community Infrastructure Design and Management Principles.
- Local government pavilion and active recreation facility design manuals.
- State Sporting Association design guidelines.

#### Specific Universal Design Considerations

In addition to Universal Design Considerations common to all sporting and active recreation facilities and settings, the following should also be specifically considered for sports pavilions:

- Inclusive and all gender design with flexible change rooms, showers, and toilets accessible to people of all genders, carers, and families.
- All gender and family change rooms to support mixed-gender teams and carers.
- Accessible adult change facilities provided in larger venues, regional hubs, or district-level pavilions where users with high support needs may participate.
- Accessible amenities provided on every level of multi-storey pavilions, connected via lift or compliant ramp.
- Accessible, step-free entries directly connected to external pathways, car parks, fields, and circulation routes.
- Automatic or power-assisted doors at primary entries, accessible toilets, change rooms, and key internal spaces.
- Accessible toilets, ambulant toilets, all gender toilets and family change rooms included in all new and refurbished pavilions.
- Accessible showers with fold-down seats, grabrails, handheld shower units, and non-slip surfaces.
- Slip-resistant flooring throughout both wet and dry areas, maintaining firm, stable surfaces.

- Accessible lockers, storage rooms, and equipment areas designed for safe, step-free access with reach-range – compliant shelving and hooks positioned for seated and standing users.
- Benches and hooks positioned at heights suitable for people of varying statures, including children and seated users.
- Accessible first aid and medical rooms with step-free access, circulation space for stretchers, and layouts accommodating mobility devices.
- Accessible kitchen, kiosk, bar, or canteen service counters with heights suitable for seated users and adequate under-bench clearance.
- Accessible meeting rooms, club rooms, or community rooms with adjustable-height tables, flexible furniture layouts, and hearing-augmentation systems.
- Accessible time keepers and coaches' rooms that tend to be elevated for viewing requirements.
- Accessible viewing verandas, decks, and social spaces with companion seating, clear sightlines to fields or courts, and step-free access.
- Shade and shelter provided over building entries, viewing decks, verandas, waiting zones, and circulation areas.
- Accessible furniture such as adjustable-height tables, lightweight chairs, and seating with armrests and backrests.
- Visual and acoustic comfort achieved through good colour contrast, non-glare lighting, sound-absorbing materials, and reduced reverberation in social and circulation spaces.
- Clear signage and wayfinding with high contrast, simple language, tactile and Braille elements, and consistent placement at key decision points.
- Accessible power outlets, switches, charging points, and communication-device recharging stations at reachable heights.
- Emergency alarms and evacuation instructions provided in both visual and audible formats, located within accessible routes.
- Sustainable design features integrated with accessibility measures, including natural ventilation, daylighting, solar energy, water-efficient fixtures, and durable, low-maintenance materials.
- Accessible parking bays and drop-off zones located close to pavilion entries, connected via step-free paths of travel compliant with gradient and surface requirements.
- CAPT provided to all key entry points, team areas, spectator zones, and amenities.

# Section 08



Image credit: Richmond Oval Netball Courts, Geelong, City of Greater Geelong

This section provides the detailed, practical design guidance needed to assist in translating Universal Design principles into real-world outcomes. It outlines specific Universal Design Considerations and Key Access Dimensions for a range of amenities, spaces and installations across sport and active recreation facilities and settings.

Readers can use this section, along with [Appendix 1](#) and [Appendix 2](#) as a reference when making design decisions, developing drawings, or reviewing compliance and best-practice outcomes. The following amenities, spaces and installations covered in this Section includes:

- Accessible Adult Change Facilities (Changing Places)
- Accessible Toilets
- All Gender Toilets
- Ambulant Toilets
- Baby Change Areas
- Baby Feeding Rooms
- Change and Shower Areas
- Male and Female Toilets
- Assistance Animal Relief Areas (AARA)
- Barbecues
- Continuous Accessible Paths of Travel
- Customer Service Areas
- Device/Scooter Recharge Points
- Drinking Fountains and Bottle Refill Stations
- Emergency Egress and Evacuation
- Entrances
- Fences, Gates, Bollards, Baffles, and Screens
- Fire Extinguishers and Alarms
- First Aid Areas
- Furniture, Fixtures, Installations, for example, seating, tables, litter bins drinking fountains
- Hearing Augmentation and Acoustic Access
- Kitchens/Dining/Laundries
- Landscaping (Along Pathways)
- Lifts
- Lighting and Visibility
- Litter Bins (Recycling and Waste)
- Multi-Faith Prayer Rooms
- Multi-Purpose Rooms
- Playspaces
- Ramps
- Retail Areas
- Seating and Tables (Indoor and Outdoor)
- Sensory and Quiet Rooms
- Shade and Shelter
- Signage and Wayfinding
- Spectator Facilities (Indoors and Outdoors)
- Stairs
- Umpire and Referee Rooms
- Vehicles – Electric Vehicle Charging Bays
- Vehicle Parking/Vehicle Drop-off Zones/Cycle/Scooter/Mobility Aid Storage.

# Universal Design Considerations and Key Access Dimensions for Specific Amenities, Spaces and Installations

At the most detailed level, this section outlines a wide range of Universal Design Considerations for sport and active recreation setting and facility amenities, spaces and installations.

These Universal Design Considerations are provided to encourage consideration of a broad range of options that could be incorporated into projects, to maximise and improve usability for everyone as well as supporting the future proofing of recreation facilities and settings.

A list of relevant Australian Standards is provided in [Appendix 1](#) and Key Access Dimensions are provided in [Appendix 2](#) for each of these amenities, spaces, or installations. Where available, these Key Access Dimensions are based on relevant Australian Standards relating to Access and Mobility. In some instances, where there are no relevant Australian Standards, other benchmarks, developed by industry organisations with extensive experience in access and Universal Design have been used. Key Access Dimensions do not include all of the technical requirements or dimensions for each amenity, space or installation, but the most significant in terms of spatial considerations. Further detail is provided in relevant Australian Standards or other Relevant References outlined under each list of Universal Design Considerations included below.

## Accessible Adult Change Facilities (Changing Places)

### Universal Design Considerations

- Clearly signposted, visible, and easy to find from key areas such as entrances, car parks, and major destinations.
- Located on a CAPT without obstacles, with compliant gradients and circulation space.
- Positioned near other accessible amenities (toilets, parent rooms, first aid) for convenience.
- Safe, well-lit approach routes with weather protection where possible.
- Doorways with wide opening widths for powered wheelchair access.
- Automatic or power-assisted doors with push-button or sensor activation at accessible heights.
- Braille and tactile signage at entrances and on operational signage.
- Consistent wayfinding using high contrast symbols and internationally recognised symbols.
- Large circulation space to accommodate multiple users, carers, and mobility equipment.
- Unobstructed large turning circle.
- Slip-resistant, non-glare flooring.
- Contrasting wall and floor colours to aid orientation.
- Height-adjustable adult-sized change table.
- Ceiling-mounted or mobile hoist system with continuous track.
- Accessible toilet with backrest, and grabrails on both sides, positioned away from change table to allow clear transfer space.
- Privacy screen or curtain to allow dignity for users and carers.
- Basin with lever or sensor taps, positioned for wheelchair accessibility.
- Sanitary disposal units, accessible bins, and storage for equipment.
- Emergency call system with reachable buttons from toilet, change table, and floor level.
- Slip-resistant finishes, adequate drainage, and waterproofing.
- Appropriate heating/cooling and ventilation.
- Adequate lighting (uniform, glare-free, and with emergency backup).
- Non-slip change table surfaces with safety rails/straps.
- Dual height shelves/hooks for clothing, bags, and equipment.
- Mirror positioned for both standing and seated users.
- Consideration for carers' comfort (seating, coat hooks, power outlets for devices).
- Family-friendly features (space for multiple carers, inclusive signage).
- Robust, vandal-resistant fixtures and fittings.
- Secure but accessible management of hoist slings (if not BYO).
- Clear information available online and onsite about location, operating hours, and access (for example, MLAK key or open access).
- A wider, clear opening door width to accommodate larger wheelchairs.
- Located near the male, female and any accessible sanitary facility.

- Colour used within the facility in a manner which helps to reduce any potential 'sterile' environment and assists with fixture identification.
- Colour and decoration that represents an adult facility not a facility for children.
- Effective contrast door controls.
- Providing an AACF in larger/high use buildings (over and above those mandated by legislation).

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- Changing Places Design Specifications 2020 (Victorian Department of Family, Fairness and Housing and Commonwealth Department of Social Services).

## Accessible Toilets

#### Universal Design Considerations

- A CAPT provided from accessible car parks, property boundaries, and adjoining accessible buildings directly to and into each accessible toilet.
- Pathways free from obstacles, steps, or abrupt level changes, incorporating TGSi at key decision points.
- Unisex accessible sanitary compartments provided on each floor level where sanitary facilities are available, without requiring entry through gender-specific areas.
- Where multiple accessible toilets are provided, ensure opposite hand (LH/RH) configurations for user choice and transfer flexibility.
- Appropriate circulation space maintained to support independent or assisted transfers and safe manoeuvring of mobility aids.
- Slip-resistant, firm, and even flooring suitable for both wet and dry conditions.
- Evenly distributed, glare-free lighting providing consistent illumination across all surfaces.
- Automatic lighting or motion sensors that maintain illumination for sufficient duration to ensure safe egress.
- Grabrails securely fixed, of compliant diameter and clearance, and contrasting with the wall surface for visibility.
- Vertical grab rail or 'inverted T' arrangement included to support varied transfer techniques.
- Controls for flushing, dispensers, and doors reachable from a seated position, operable with one hand, without tight grasping or twisting.
- Flush controls located on the open transfer side of the pan for intuitive use.
- Doors wide and easy to operate, with compliant circulation clearances and lever-style or push-plate hardware.
- Automated sliding doors preferred at accessible toilets, airlocks, and vestibules to minimise manual operation; manual swing doors used only where unavoidable.
- Doors designed for emergency access from outside without compromising privacy.
- Vacant/occupied indicators incorporating visual contrast, tactile features, and clear status communication.
- Toilet seat full-round, securely fixed, with a contrasting colour to aid visibility, remaining upright when lifted.
- Toilet-roll holder positioned for easy reach from the seated position, without obstructing transfers.
- Hand basin with clear knee/toe space, accessible height and depth, fitted with lever, sensor-operated or voice-activated taps.
- Exposed under-basin pipes insulated or protected to prevent burns or injury.
- Soap dispensers, hand-dryers, and mirrors positioned for convenient use by both seated and standing users.
- Integrated shelf near the basin for personal items such as bags, phones, or hygiene products.
- Sanitary disposal bin located within reach between the pan and adjacent wall, without impeding transfers.
- Emergency alarm system with large, proud push-button reachable from the floor and seated position, connected to an audible and visual alert system and monitored response if open after hours.
- Braille and tactile signage at entries including international symbols of access and left/right hand identification.
- Directional signage with tactile and Braille elements at non-accessible toilets guiding users to the nearest accessible facility.
- Logical, consistent wayfinding to toilets from major entries and destinations throughout the site.
- Strong luminance and colour contrast between floors, walls, doors, and fixtures to assist orientation and visual recognition.
- Contrasting door finishes that differentiate openings from adjacent wall surfaces.
- Privacy design ensuring the user is not visible if a door opens inadvertently.

- Acoustic treatment to minimise echo and improve auditory comfort for people with sensory sensitivities.
- Effective temperature and ventilation control for comfort and odour management.
- Insect screens or flywire provided where natural ventilation is used.
- Hygienic, easy-clean, antimicrobial surfaces used throughout to support maintenance and infection control.
- Emergency lighting and exit signage provided to maintain safety in case of power failure.
- Consideration of cultural and religious requirements, such as inclusion of a privacy screen or hand-held bidet spray.
- Touch-free operation integrated wherever possible, including doors, flush controls, soap, and hand-drying systems.
- Coat and bag hooks provided within reach from both seated and standing positions.
- No sharp edges, protrusions, or obstructions within movement zones.
- Open-plan or wide-entry designs used where feasible to reduce door dependency while maintaining visual and acoustic privacy.
- Natural light used where practicable without glare or compromise of privacy.
- Colour, texture, and lighting cues integrated to assist orientation for users with low vision or cognitive impairment.
- Consistent fixture positioning across all toilets within a site for predictable use and familiarity.
- Located in proximity to other sanitary and amenity facilities to support convenience and equitable access.
- Maintenance and cleaning regimes implemented to ensure facilities remain clean, functional, odour-free, and dignified for all users.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.

## All Gender Toilets

### Universal Design Considerations

- A CAPT provided and maintained to and through all areas including all gender toilet facilities.
- All gender toilets located in convenient, visible, and safe locations, not isolated or remote from main circulation routes.
- Door-less maze-style entries designed to maintain privacy while ensuring visibility, safety, and security.
- Single-entry all gender facilities preferred, reducing the need to share a common entrance with gendered toilets.
- Clear directional signage with tactile and Braille elements guiding users to all gender facilities.
- Signage using inclusive language and symbols such as 'All Gender Toilet', avoiding gendered icons or terminology.
- Signage installed at appropriate height with sufficient luminance contrast from the background for readability.
- Toilets positioned to provide privacy from direct sightlines into cubicles or entry areas.
- Automatic or sensor-operated doors used to enhance accessibility, independence, and hygiene.
- Doorways and entrances designed with easy operation, light opening force, and compliant circulation space on both sides.
- Fully enclosed cubicles incorporating private washbasins within each compartment where practicable.
- Full-height partitioning between cubicles to improve privacy and acoustic performance.
- Cubicle doors opening outward or capable of outward release in an emergency, fitted with easy-use locks and clear Vacant/ Occupied indicators.
- At least one cubicle designed to meet ambulant requirements, including appropriately positioned grabrails in contrasting colour.
- Accessible unisex toilet cubicles provided within or adjacent to the all gender facility.
- Sanitary disposal bins provided in every cubicle.
- Standard height sanitary pans installed throughout.
- Adequate circulation space within the facility to accommodate wheelchair users, parents with prams, or people with assistance animals.
- Slip-resistant, firm, and level flooring suitable for wet and dry conditions.
- Interior finishes and colours selected to reduce a sterile appearance while assisting fixture identification and visual contrast.

- Effective contrast between floors, walls, doors, and fittings to support orientation and visibility.
- Even, glare-free lighting throughout the facility, with sensors timed to allow safe exit.
- Acoustic treatment to reduce echo and ensure privacy of sound between cubicles.
- Ventilation designed for user comfort, odour control, and continuous airflow while maintaining privacy.
- Hand basins, soap dispensers, and hand dryers located at accessible heights and usable from seated or standing positions within each cubicle.
- Mixer or sensor-operated taps to support independent use and hygiene.
- Mirrors provided at both seated and standing heights.
- Hooks and shelves located within easy reach from both seated and standing positions for personal items, bags, and coats.
- A baby change table or fold-down shelf provided in at least one cubicle or designated shared space, accessible to all genders.
- Doors and fittings designed to be durable, quiet, and free of slamming to reduce noise and startle impact.
- Fixtures and finishes robust, low-glare, and suitable for users with sensory sensitivities.
- Facility maintained to remain clean, odour-free, well-lit, and welcoming always.
- Number of cubicles planned to meet expected user demand, based on equitable gender use assumptions.
- At least one larger cubicle available to accommodate carers, parents with children, or larger mobility devices.
- Clear visual and tactile signage at non-accessible toilets directing users to the nearest accessible and Changing Places facilities.
- Emergency alarm system provided in cubicles, reachable from seated and floor positions, connected to a monitored response when facilities are open after hours.
- Temperature and ventilation systems designed to ensure comfort in all seasons.
- Emergency lighting and visual alarms provided for users with hearing or vision impairments.
- Materials and finishes selected for durability, hygiene, and ease of maintenance.
- All gender toilets provided consistently across multiple levels or precinct areas to ensure equity of access.
- Placement in well-supervised areas with good passive surveillance to enhance user comfort and security.

- Clear sightlines and adequate lighting in shared zones while maintaining privacy.
- Touch-free operation preferred for doors, flushing mechanisms, taps, and hand-drying equipment.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.
- Australian Human Rights Commission – Guidelines on the Provision of All-Gender Facilities (2023).
- Office for Women Victoria – Gender-Inclusive Facilities Design Guide.

## Ambulant Toilets

#### Universal Design Considerations

- Ambulant toilets provided at each bank of toilets where one or more toilets exist in addition to an accessible toilet within a building.
- Ambulant cubicles designed to required configuration and proportions, incorporating compliant grabrails and appropriate circulation space.
- Doorways designed for easy entry and exit, providing clear access for users of walking frames, crutches, or other mobility aids.
- Airlocks, where provided, designed to allow easy movement for all users, including those with prams, wheelchairs, or assistance animals.
- Door operation light and easy to use, with handles operable by a closed fist or open palm.
- Outward-opening doors with emergency-release function and clear Vacant/Occupied indicator.
- Ambulant toilet signage including tactile and Braille elements, placed on both sides of outward-opening doors where doors may be left open.
- Consistent location of ambulant toilets within each bank of cubicles (first or last cubicle) to assist predictability and wayfinding.
- Toilet seat full-round, securely fixed, contrasting with background surfaces, and remaining upright when raised.
- Toilet-roll holder positioned for easy reach from a seated position without obstructing transfers.
- Small shelf or ledge provided within reach for personal items such as phones, glasses, or hygiene products.

- Grabrails securely fixed on both sides of the pan, of compliant diameter and contrasting colour to the wall.
- Adequate space maintained for users to position or transfer to and from mobility aids such as walkers.
- Cubicle depth and door swing allowing for temporary storage or positioning of mobility aids inside when required.
- Where additional ambulant-sized cubicles are provided, they are deep enough to accommodate users with small mobility devices, shopping trolleys, or luggage.
- Floor surfaces firm, level, and slip-resistant, suitable for wet and dry conditions.
- Effective visual contrast between floors, walls, doors, and fixtures to assist identification and orientation.
- Colour and finishes used to avoid sterile appearance while supporting a calm, inclusive environment.
- Grabrails and fittings installed at consistent heights across all facilities to support predictability and intuitive use.
- Door latches and locks easy to operate with one hand, without requiring fine motor control or strong grip.
- Lighting evenly distributed, glare-free, and sufficient to illuminate all key elements within the cubicle.
- Ventilation designed to maintain air quality, comfort, and privacy.
- Acoustic treatment incorporated to minimise noise and enhance auditory comfort.
- Sanitary bin provided in each cubicle, located to avoid obstructing access or circulation.
- Mirror positioned for visibility from both standing and seated positions.
- Coat and bag hooks positioned within reach for users who are seated or standing.
- Finishes and fittings durable, vandal-resistant, and easy to clean and maintain.
- Surfaces smooth, rounded, and free from sharp edges or projections.
- Emergency lighting provided within the facility and clear signage directing users to the nearest accessible or Changing Places toilet.
- Maintenance regime in place to ensure the facility remains clean, functional, odour-free, and safe for all users.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.

## Baby Change Areas

### Universal Design Considerations

- A CAPT provided and maintained through the building to any baby change areas.
- Baby change facilities located in convenient, visible, and safe positions on an accessible route from public areas, car parks, and amenities.
- Facilities positioned in separate, enclosed rooms where possible to ensure privacy, dignity, and noise control.
- Additional baby change facilities provided within or adjacent to standard sanitary areas to offer flexibility and choice for parents and caregivers.
- Baby change areas included in all buildings or amenities that provide toilets or family facilities.
- Change tables installed at accessible heights and designed for use by both seated and standing caregivers.
- Change tables designed for safety and stability, with smooth, rounded corners and non-slip, easy-clean surfaces.
- Padded or contoured table surfaces to provide comfort and security for infants.
- Change table load rating clearly displayed and compliant with manufacturer's specifications.
- Room layout designed so change tables are visible from the entry to reduce the risk of doors being left open and to support safety.
- Adequate circulation space provided around the change facility for wheelchair users, prams, mobility aids, and assistance animals.
- Hand basin provided within the same room, with clear knee and toe space for seated access.
- Mixer, sensor, or voice-activated taps installed to support independent use and hygiene.
- Shelving or bench space provided adjacent to change tables for personal items, bags, and infant supplies, reachable from both seated and standing positions.
- Waste and sanitary bins provided, including separate receptacles for general waste and nappies, positioned clear of circulation paths.

- Junior or child-sized toilet included where space permits to accommodate accompanying children.
- Sanitary pan suitable for ambulant children with disability or children using wheelchairs.
- Mirror provided at full length to assist both caregivers and children.
- Clear, legible signage with tactile and Braille elements provided at entries to identify baby change facilities.
- Operating instructions and safety information displayed in large text with relevant pictograms or symbols.
- Colour and contrast used to reduce any sterile appearance, assist fixture recognition, and create a calm, welcoming environment.
- Soft, warm lighting provided to avoid glare and dazzle, particularly above change surfaces.
- Even illumination maintained across all functional areas, avoiding shadows.
- Acoustic treatment provided to reduce echo and noise, supporting a calm and comfortable environment.
- Temperature and ventilation controlled for year-round comfort, avoiding draughts or excessive heat.
- Flooring slip-resistant, smooth, and hygienic, easy to clean and maintain.
- Wall and floor finishes durable, impact-resistant, and resistant to moisture and staining.
- Finishes and fittings selected to be low-VOC, non-toxic, and safe for infants and caregivers.
- Emergency call button or alarm provided, reachable from both standing and floor positions, to allow a caregiver to summon help if needed.
- Coat and bag hooks provided at accessible heights for both seated and standing users.
- Baby change facilities designed for use by all genders to ensure inclusive access.
- Layout allowing space for more than one adult and child where possible, supporting family use.
- Adequate area provided for manoeuvring prams and mobility devices without obstruction.
- Accessible wayfinding integrated, including tactile indicators leading from circulation routes to baby change areas.
- Emergency lighting and visual alarms provided to ensure safety for users with hearing or vision impairments.
- Ongoing maintenance and cleaning regime implemented to ensure the facility remains clean, hygienic, and always functional.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.

## Baby Feeding Rooms

### Universal Design Considerations

- A CAPT provided and maintained through the building to any baby feeding rooms.
- Baby feeding rooms located in convenient, visible, and safe positions within facilities, easily located from public areas, toilets, and parent rooms.
- Rooms designed to be inclusive and welcoming to all caregivers, regardless of gender or family type.
- Entry doors wide, light to operate, and preferably automated or fitted with lever handles.
- Doorways providing accessible clearances, circulation space, and an emergency-release function.
- Privacy achieved through screened or maze-style entries to avoid direct sightlines from corridors.
- Clear tactile and Braille signage identifying the room as an all gender baby feeding room using inclusive symbols and language.
- Room layout providing accessible circulation space for wheelchair users, prams, mobility aids, and assistance animals.
- At least one seated and one standing position available to accommodate caregivers with differing needs.
- Comfortable seating with back and arm support and space beside for prams or mobility aids.
- Seating designed to support a range of postures, including breastfeeding, bottle-feeding, and assisted feeding.
- Choice of seating types, such as single chairs, small lounges, or benches, to suit different caregiver preferences.
- Adjustable or flexible seating options provided where possible to accommodate users of varying statures and needs.
- Even, glare-free lighting throughout the room to ensure adequate illumination without harsh contrast.
- Soft, warm lighting above feeding areas to create a calm and soothing atmosphere.
- Temperature and ventilation designed for year-round comfort using natural or mechanical systems as appropriate.

- Acoustic treatment provided to reduce echo, external noise, and crying amplification.
- Floor surfaces firm, level, slip-resistant, and suitable for wet and dry conditions.
- Finishes and furnishings incorporating smooth edges, rounded corners, and durable, easy-clean materials.
- Warm or neutral colour palette used to promote calmness and comfort for caregivers and children.
- Handwashing basin located nearby or integrated within the room, with lever, sensor, or voice-activated taps and clear knee space.
- Access to clean water and a bench or counter surface suitable for preparing bottles or baby food.
- Shelving or benchtops positioned at accessible height for placing personal items, feeding equipment, or baby supplies.
- Waste bins, including separate bins for general waste and nappies, positioned for reach and hygiene.
- Power outlets provided at accessible heights for bottle warmers, breast pumps, or other personal equipment.
- Private power-enabled stations or benches available for milk expression, with privacy screens or curtains.
- Option for a lockable private feeding or expressing cubicle designed to maintain privacy and safety.
- Emergency call button or alarm reachable from seated and floor positions to summon assistance if required.
- Baby change facility provided within or close to the baby feeding room where space allows, maintaining clear circulation.
- Mirror and coat or bag hooks installed at reachable heights for both seated and standing users.
- Storage area provided for prams and mobility devices within or adjacent to the room.
- Finishes and materials selected to be low-VOC, non-toxic, and safe for infants and caregivers.
- Natural or filtered mechanical ventilation ensuring fresh air circulation.
- Visual and audible emergency alarms provided to assist users with hearing or vision impairments.
- Lighting controls, such as dimmers or sensors, enabling softer ambience during feeding.
- Accessible power outlets available for recharging medical devices or mobility aids when required.

- Family-friendly layout allowing 2 or more caregivers to use the space comfortably and safely.
- Layout providing clear visual connection to exits for a sense of security without compromising privacy.
- Providing baby feeding rooms consistently across facilities or levels to ensure equity of access.
- Ongoing maintenance program ensuring cleanliness, hygiene, and reliable functionality.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- Australian Breastfeeding Association.

## Change and Shower Areas

#### Universal Design Considerations

- An accessible shower area provided in all buildings where showers are required for public, staff, or user access.
- Where more than one accessible shower is provided, additional showers to be of opposite hand configuration (first shower left hand, second shower right hand).
- Accessible showers located on a CAPT from key building areas, including toilets, change rooms, and main circulation routes.
- Provision of sufficient number of individual toilet cubicles and avoid the installation of urinals.
- Sufficient clear floor area provided for circulation, turning, and safe manoeuvring by a person using a wheelchair, mobility aid, or assistance animal.
- Firm, level, slip-resistant floor surface suitable for both wet and dry conditions.
- Level, self-draining shower floor without step, hob, or kerb to reduce tripping hazards and ease transfers.
- Floor drain located and graded to facilitate efficient water runoff and minimise slip risk, with linear drain preferred.
- Walls and floors finished with non-glare, waterproof, durable materials that provide effective visual contrast to support orientation.
- Clear contrast in colour or texture between vertical and horizontal surfaces, including grab rails, shower seat, and flooring, to enhance visibility.
- Consistent, even lighting directed downward to minimise glare and shadows and assist users with low vision.
- Horizontal and vertical grab rails securely fixed and contrasting in colour to adjacent surfaces for clear identification.

- Adjustable showerhead with vertical support rail and flexible hose allowing use from both seated and standing positions.
- Lever, sensor, or voice-activated taps positioned for easy operation and independent use.
- Soap holder, tap controls, and accessories located within easy reach of both the shower seat and standing area.
- Self-draining, fold-down shower seat with stable support legs and slip-resistant surface, providing safe seated use.
- Shelf or ledge provided for personal items, accessible to users in both seated and standing positions.
- Clothes-hanging devices positioned close to the shower seat and reachable from a seated or standing position.
- Weighted hem on any shower curtain to maintain position, prevent water spread, and provide privacy.
- Accessible shower designed as a separate facility or clearly designated space within change areas, ensuring dignity and safety.
- Adjacent change space provided to enable independent or assisted transfers between mobility aids and the shower area.
- Benches or seating areas within change rooms positioned at accessible height with arm supports or grab rails for stability.
- Fold-down or fixed seating designed to be slip-resistant, self-draining, and comfortable for a range of users.
- Non-slip mats or cushioned covers provided where necessary for infants, small children, or users with sensitive skin.
- Hooks, shelves, or lockers installed at accessible heights and within easy reach for personal items or clothing.
- Emergency alarm or call button located within reach of the shower seat and reachable from the floor in case of a fall.
- Alarm system connected to a monitored response when facilities are accessible after hours.
- Mirror positioned for convenient use by both seated and standing users.
- Temperature control system fitted with thermostatic mixing valves to prevent scalding and maintain safe water temperature.
- Adequate ventilation and drainage to control humidity, prevent condensation and mould, and reduce odour.
- Acoustic treatment provided to reduce echo and improve auditory comfort for users with sensory sensitivities.
- Colour and material palette selected to create a calm, non-clinical, and inclusive environment.
- Slip-resistant transition between wet and dry zones, defined through texture or tonal contrast.
- Doors or privacy screens designed to ensure dignity and safety without compromising accessibility.
- Doorways wide enough for mobility aids and fitted with easy-to-use hardware; outward-opening or sliding doors preferred.
- Touch-free controls such as sensor-activated taps, dryers, and lighting to enhance hygiene and ease of use.
- Providing safe, accessible storage of mobility aids or personal care equipment when showering.
- Accessible route provided to adjacent change areas, toilets, and drying facilities.
- Adequate number of accessible showers and change areas provided based on building use, occupancy, and expected demand.
- Facilities designed and maintained to remain clean, hygienic, and free of clutter or obstruction.
- Finishes, fittings, and materials durable, corrosion-resistant, and easy to maintain in wet environments.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.

## Male and Female Toilets

#### Universal Design Considerations

- A CAPT provided and maintained through the building to separate male and female toilet facilities.
- Toilet facilities located in convenient, visible, and safe areas with logical wayfinding from main circulation routes.
- Clear, inclusive signage identifying male and female facilities, incorporating tactile and Braille elements, mounted at an accessible height with sufficient luminance contrast.
- Directional signage provided to indicate the nearest accessible, ambulant, all gender toilet, and Changing Places facility.
- Doorways wide enough to accommodate all users, including those using prams, mobility aids, or wheelchairs accessing adjacent amenities.

- Doors designed to be light to operate, fitted with lever handles or push-plates operable by a closed fist or open palm.
- Entry design that balances privacy and safety, with door-less maze or screen-type entries preferred to avoid direct sightlines while maintaining passive surveillance.
- Slip-resistant, firm, and level flooring suitable for both wet and dry conditions.
- Circulation space at entry and within the facility designed to prevent congestion and allow smooth two-way movement.
- Adequate turning and passing areas for wheelchair users, parents with prams, and people using mobility aids.
- At least one ambulant cubicle provided within each male and female toilet bank, incorporating compliant grab rails, clear circulation space, and suitable door operation.
- At least one accessible toilet located nearby or within close proximity on the same level, connected via an accessible route.
- Cubicles of sufficient depth to allow entry and manoeuvring by users with mobility aids such as walking frames or small trolleys.
- Door latches and locks operable with one hand and without tight grasping, pinching, or twisting.
- Outward-opening or sliding cubicle doors preferred to improve accessibility and emergency access.
- Full-height privacy partitions between cubicles or urinals made of durable, low-maintenance, and easy-to-clean materials.
- Where urinals are provided, at least one low-height urinal with side privacy screens on both sides.
- Effective contrast between floors, walls, doors, and fixtures to assist orientation and identification.
- Adequate, evenly distributed lighting throughout the facility, minimising glare and shadows.
- Consistent illumination over wash basins and mirrors to enhance visibility.
- Acoustic treatment incorporated to reduce echo and improve auditory comfort.
- Ventilation designed for continuous airflow and odour control to ensure a comfortable environment.
- Finishes and materials low-glare, moisture-resistant, and easy to clean and maintain.
- Mirrors positioned to accommodate both standing and seated users.
- Wash basins installed at heights accessible to most users, providing clear knee and toe space where feasible.
- Lever, sensor, or voice-activated taps provided to assist users with limited dexterity.
- Soap dispensers, paper-towel dispensers, or hand dryers positioned within comfortable reach from the basin.
- Shelf or ledge provided near basins for placing personal items.
- Coat and bag hooks positioned at reachable height for users of varying stature.
- Sanitary disposal bins provided in all female cubicles and in accessible locations within male facilities as required.
- Separate waste and recycling bins provided for general and sanitary waste.
- Baby change tables installed in or adjacent to both male and female facilities to ensure equitable access for caregivers of all genders.
- Finishes and colour palette used to create a welcoming, non-clinical environment while maintaining adequate visual contrast.
- Consistent fixture placement across male and female facilities to support predictability for regular users.
- Design features supporting sensory comfort, such as soft lighting, low-noise hand dryers, and reduced-glare surfaces.
- Emergency alarm system installed within or adjacent to the accessible cubicle, reachable from both seated and floor positions.
- Family-friendly layouts considered where appropriate, such as connection to an adjacent parent or all gender facility.
- Doors, partitions, and fittings designed to be durable, vandal-resistant, and easy to maintain.
- Cleaning and maintenance regime ensuring the facility remains clean, functional, hygienic, and odour-free.
- Facilities located in safe, well-supervised areas with good passive surveillance and access to assistance if required.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- NCC Volume One – Building Code of Australia 2022.

## Assistance Animal Relief Areas (AARAs)

### Universal Design Considerations

- 'Assistance Animals Welcome' signage installed in clearly visible locations such as entries to sanitary facilities, food areas, and key public spaces to signal inclusion and access rights.
- A CAPT provided to and into the Assistance Animal Relief Area from key circulation routes and adjacent facilities.
- Fencing or enclosure provided to contain animals' safely, incorporating an accessible, self-closing gate with lever or latch controls operable by a person with limited dexterity.
- Space designed for access by people using wheelchairs, prams, or mobility devices handling a service animal secured on a 1.5 metre lead.
- Firm, stable, and slip-resistant surfaces used at entries and access paths to ensure safe and easy movement for handlers and animals.
- At least 2 ground surface types within the AARA: a firm, level surface immediately inside the entrance for wheelchair access, and a softer surface such as gravel, mulch, or artificial turf treated to inhibit odour and disease.
- Clear delineation between pedestrian circulation zones and animal relief areas through contrasting textures or materials.
- Tap or water outlet provided for filling animal drinking bowls, with adequate drainage to prevent pooling or contamination.
- Animal water bowl co-located with drinking fountains and taps to support shared access.
- A waste receptacle provided that can be accessed by a person who is seated or standing, co-located with animal waste bag dispensers.
- Disposable animal waste bags installed at a reachable height for both seated and standing users, located on firm, level ground.
- Clean-up bag dispensers designed for single-hand operation and easy visibility.
- Access to a handwashing basin at an accessible height with clear knee space underneath, fitted with lever, sensor, or voice-activated taps or hand sanitiser for hygiene after handling animals.
- A three-dimensional prop such as a rock or artificial hydrant positioned where it will not obstruct wheelchair access, to encourage urination by male dogs.
- Effective colour or luminance contrast provided between tether posts, gates, and adjacent surfaces for visibility by users with low vision.
- Tether posts located in key positions such as near building entries, reception areas, or public toilets, with shade provided where possible.
- Pheromone-scented surfaces or devices used to encourage animal use, avoiding disinfectants or cleaning products with strong or aversive odours.
- Surfaces and materials selected to be safe for animals, avoiding mulch or coatings that may cause irritation, injury, or overheating in outdoor environments.
- Shade and shelter provided over the AARA to protect users and animals from weather conditions.
- Signage incorporating raised text, symbols, and Braille placed at the latch side of the entry door or gate to provide information on use, maintenance contact details, and user responsibilities (for example, handlers cleaning up after animals).
- Braille and tactile signage installed at entry and within the facility where control information is provided.
- Braille and tactile map on the latch side of the entry door depicting the internal layout of the AARA, including location of fixtures and fittings.
- In higher-traffic locations, providing larger relief areas or multiple zones to accommodate several animals at once without crowding.
- Facility located conveniently near main entries, exits, and key circulation routes to ensure ease of access for users and animals.
- Door controls at the entry designed for easy identification and operation by users with limited reach or dexterity.
- Design ensuring unobstructed movement through the space, with adequate turning areas for wheelchair users managing animals.
- Facility designed and maintained for hygiene, cleanliness, and functionality, with regular waste collection and surface cleaning using animal-safe products.

### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- Airports Council International/Perth Airport case-study Service Animal Relief Area in an airport terminal setting (Australia).
- Metro Trains Melbourne – Introduction of assistance animal relief areas at railway stations, with remarks on design and location.
- Department of Social Services (Australia) – draft Assistance Animal National Principles.
- Guide Dogs NSW – Designated toilet areas for guide dogs.

# Barbecues

## Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining accessible building to all barbecue areas on site.
- Barbecue installations positioned so they do not obstruct or encroach upon the CAPT.
- Circulation spaces designed to allow comfortable turning and manoeuvring for people using wheelchairs, mobility aids, or prams.
- Maintenance of a clear accessible route when barbecues are in use, particularly where located along accessways leading to buildings or amenities.
- Barbecues located on firm, level, slip-resistant ground surfaces suitable for both wet and dry conditions.
- Benches and preparation surfaces installed at accessible heights, incorporating sufficient leg clearance beneath for seated users.
- Barbecue units positioned to allow approach and operation from both front and side, accommodating left- and right-handed users.
- Cooking surface and controls located at a height suitable for both seated and standing operation.
- Controls positioned on the front face of the unit, reachable from a seated or standing position and operable with minimal strength or dexterity.
- Controls designed for intuitive use, with raised tactile markings and large push buttons or levers instead of small knobs.
- Clear, easy-to-read operating instructions incorporating symbols and plain text, positioned within accessible reach.
- Signage incorporating tactile and Braille elements to convey essential operating information, safety warnings, and maintenance contacts.
- Coin-free or electronic activation preferred to remove barriers created by high-force or complex mechanisms.
- Sinks or handwashing facilities provided near barbecues with lever, sensor, or voice-activated taps for ease of use.
- Sinks, benches, and preparation areas providing clear knee and toe space for seated access.
- Shelving or counter space adjacent to the barbecue for safe placement of utensils, food, or personal items.
- Adequate separation between barbecue hot plates and adjacent seating, pathways, or play areas to minimise heat exposure and ensure user safety.
- Effective visual contrast between barbecue units, controls, and surrounding surfaces to support visibility for people with low vision.
- Even, consistent lighting provided over the barbecue and surrounding area to ensure safe use during evening hours.
- Lighting directed downward and designed to minimise glare or harsh reflection from metal surfaces.
- Shade or shelter provided over barbecue areas, including nearby seating and tables, for comfort and weather protection.
- Shelter structures designed to avoid glare, excessive heat reflection, or obstruction of signage.
- Seating areas located adjacent to barbecues, including at least one space with accessible knee clearance for a wheelchair or mobility device.
- Firm, stable, and slip-resistant paths connecting barbecues to picnic tables, bins, and nearby amenities.
- Drainage designed to prevent water pooling in front of or beneath barbecue units.
- Heat-resistant, non-glare materials used for benches, surrounds, and controls to reduce surface temperature hazards.
- Audible and visual indicators (such as light or tone) provided to confirm barbecue operation or heat status where feasible.
- Clearly marked and reachable emergency shut-off control operable with minimal force.
- Fire-safe, vandal-resistant, and durable materials selected for all barbecue structures, fixtures, and surfaces.
- Surrounding landscape designed to provide shade, comfort, and clear sightlines for supervision and safety.
- Bins and recycling stations located close by on firm, level ground and at heights accessible to all users.
- Regular maintenance regimes ensuring barbecues and surrounding areas remain clean, functional, and safe.
- Integration of lighting, seating, and signage consistent with other site amenities to promote cohesive wayfinding.
- TGSi installed where necessary to highlight level changes or potential hazards near barbecue areas.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Access and mobility.
- Parks and Leisure Australia – Inclusive Parks and Play Spaces Guidelines.
- Australian Government – Designing Public Spaces for All (2022).

## Continuous Accessible Paths of Travel

### Universal Design Considerations

#### All Accessways

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining accessible building to and through all areas required to be accessible within a site or building.
- Firm, level, and slip-resistant ground or floor surfaces provided throughout, suitable for use in both wet and dry conditions.
- Adequate overhead clearance maintained along the entire access route to ensure safe passage.
- Seamless transitions between surfaces to eliminate lips, steps, or tripping hazards.
- Minimal crossfall along accessways and associated infrastructure to ensure stability for wheelchair and mobility aid users.
- Effective visual contrast provided between TGSIs and adjacent surfaces.
- Hazard TGSIs installed at pedestrian–vehicle conflict points, kerb ramps, and overhead obstructions.
- Directional TGSIs used where paths of travel change direction or require orientation cues.
- Circulation spaces provided at key locations to accommodate wheelchair turning and passing.
- Turning spaces provided at dead-ends or where continuation of the path is not possible.
- Grates and drainage slots installed at right angles to the direction of travel, with narrow gaps.
- Passing spaces provided where sightlines are obstructed, with wider passing points at regular intervals.
- Curved or splayed corners preferred to right-angled turns to improve movement and sightlines.
- Consistent, evenly distributed lighting reflected downward to avoid glare or shadowing.
- Non-reflective, matte finishes used for floor and ground surfaces.

- Accessways designed to accommodate expected pedestrian volume, allowing 2 mobility aid users to pass comfortably.
- Seating and shelter provided at regular intervals along accessways for rest and weather protection.
- Use of visual contrast and colour differentiation to highlight changes in direction, key destinations, or hazards.
- Accessways kept clear of loose matting, cables, or obstacles.
- Wayfinding and signage designed to integrate with the surrounding landscape or building form for intuitive navigation and comfort.

#### External Accessways

- CAPT connecting all onsite facilities including parking bays, taxi and bus set-down points, buildings, playspaces, seating, and amenities.
- Accessways designed with alcoves or widened areas to accommodate installations such as seating, bins, or fountains without obstructing pedestrian movement.
- Handrails provided along sloping or elevated sections, contrasting clearly with background surfaces.
- Drainage designed within and beside accessways to prevent water pooling, erosion, or surface damage.
- Timber decking laid at right angles to the direction of travel, with narrow, smooth gaps to prevent wheel entrapment.
- Use of non-slip paintwork or textured finishes at pedestrian crossings and threshold areas.
- Poles, bollards, and street furniture designed in high contrast to surroundings for visibility and safety.
- Roadways incorporating direct accessible connections such as kerb ramps at taxi ranks, parking bays, and public transport stops.
- Kerb ramps and roadway medians deep and wide enough for users with mobility aids, prams, or small children to wait safely without encroaching on traffic lanes.
- Clear separation of pedestrian, vehicle, and cycle/skating paths achieved through contrasting textures, colours, or tactile delineation.
- Ground surfaces compacted, stable, and well maintained in outdoor areas such as pathways, granitic sand routes, or timber decking.
- Paths designed with gentle gradients and rest points provided at regular intervals.
- Weather protection integrated where possible through trees, shelters, or shade structures.
- Lighting designed to support night-time navigation, orientation, and safety.

- Wayfinding and edge definition reinforced through colour, texture, planting, or lighting.
- Sustainable design features integrated into accessways, such as permeable paving, shading from tree canopies, and low heat-reflective materials.
- Ground surfaces designed to avoid visual confusion or excessive patterns that may cause disorientation or glare.

### Internal Accessways

- Internal corridors designed to maintain a CAPT to all destinations within a building.
- Primary corridors designed wider than minimum standards, with any localised narrowing offset by nearby passing spaces.
- Corridors incorporating alcoves for seating, drinking fountains, bins, storage, or equipment without obstructing circulation.
- Clear visual contrast along corridor edges, skirtings, and door frames to support wayfinding.
- Curved or splayed corners preferred to sharp turns to enhance movement flow and visibility.
- Fire and egress doors operable without excessive force or fitted with automatic or hold-open mechanisms that release on alarm activation.
- Airlocks and vestibules designed with turning space and directional cues such as contrasting flooring or tactile features.
- Low-pile carpet, if provided, laid in the direction of travel, securely fixed, and slip-resistant.
- Consistent floor finishes across junctions and thresholds to prevent tripping or instability for mobility aids.
- Clear visual contrast maintained between walls, floors, and doors for identification and orientation.
- Lighting levels consistent and evenly distributed, avoiding glare, shadows, or reflections.
- Storage spaces provided for mobility aids, deliveries, or equipment to keep corridors unobstructed.
- Partial-height walls or glazed panels used strategically to support line-of-sight communication for Auslan users or those who lip-read.
- Wayfinding signage installed at decision points along corridors, incorporating tactile and Braille elements.
- Audible and visual alarms provided throughout internal circulation routes for users with hearing or vision impairments.
- Corridors incorporating colour, texture, or material changes to signal intersections or directional changes.

- Handrails provided along extended internal routes to assist users with reduced balance or stamina.
- Temperature and acoustic control measures implemented to maintain comfort within enclosed accessways.
- Floor surfaces free of patterns or high contrast finishes that could cause visual confusion or disorientation.

### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.
- AS 1428.4.1:2009 – Tactile ground surface indicators.
- AS 1428.2:1992 – Enhanced and additional requirements.

## Customer Service Areas

### Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining accessible building, leading to and through all customer service areas.
- Firm, level, slip-resistant ground and floor surfaces suitable for use in both wet and dry conditions (refer Floor and Ground Surfaces).
- Adequate overhead clearance maintained along the entire route to the counter or service area.
- Customer service counters and information points located close to main entrances for easy visibility and immediate access.
- Counters clearly identified by signage incorporating the International Symbol of Information or equivalent.
- Overhead signage, canopies, or feature lighting provided above counters to enhance visibility and assist orientation.
- Distinct floor colour, texture, or material (for example, a carpeted zone) used to create a visual and tactile cue leading to the reception or information counter.
- Service counters incorporating a lowered section with knee and toe clearance for wheelchair users and others who prefer seated interaction.

- Adjustable-height desks or tables available at customer service points to accommodate users of differing statures and assistive devices.
- Counters designed to facilitate clear and comfortable face-to-face communication, with limited depth and accessible reach to support users with hearing aids or low vision.
- Openings or acoustic gaps provided at any glazed screens to support clear hearing for people using hearing devices.
- Countertops designed to be firm, non-reflective, and free from glare or visual distraction.
- Surfaces kept clear of clutter, decorative objects, or brochures that obstruct reach, sightlines, or interaction.
- Strong visual contrast between countertops and surrounding surfaces to enhance visibility.
- Adequate circulation space in front of and behind counters to accommodate people using mobility aids, prams, or assistance animals.
- Hearing augmentation systems provided at all customer service and interaction points to support communication for people who are deaf or hard of hearing.
- Signage displaying the International Symbol for Deafness indicating the availability of hearing augmentation.
- Buzzer or call button for staff attention provided within accessible reach of both seated and standing users.
- Braille and tactile signage installed at key interaction points to identify service functions and directions.
- Audible alternatives available for visual displays such as queue screens or digital wait-time boards.
- Captioning enabled on all televisions or video displays in customer service or waiting areas.
- Lighting designed to evenly illuminate both staff and visitors' faces to support lip-reading and facial expression recognition.
- Lighting levels consistent, even, and free of glare or shadow across counters and surrounding areas.
- Acoustic treatments such as sound-absorbing wall panels, acoustic ceiling tiles, and carpeted floors provided to minimise background noise and echo.
- Queuing areas designed to allow wheelchair access, including adequate turning and passing space.
- Queuing barriers clearly defined with high visual contrast to surrounding surfaces and detectable by white cane users.
- At least one queue-free or priority-service option available for people unable to stand or wait for extended periods.
- Seating provided adjacent to customer service points, offering a mix of seat heights and designs (some with armrests, some without) to accommodate varied needs.
- Clear space provided in front of seats for comfortable legroom and safe transfer to or from a wheelchair.
- Dedicated space adjacent to seating for assistance animals, mobility aids, or prams.
- EFTPOS terminals designed for flexibility, incorporating portable, cordless, or long-cable options to allow use from seated positions.
- Signage using plain English and universal symbols ('Start Here' or 'Information') for clear guidance.
- Sans-serif fonts such as Arial or Helvetica used in sentence case for readability and legibility.
- Information and brochure stands positioned within comfortable reach for both seated and standing users without obstructing circulation.
- Key information materials available in accessible formats including large print, tactile, easy-read, and digital versions on request.
- Background behind staff areas kept simple and uncluttered to reduce visual distraction and assist focus for people with low vision or cognitive challenges.
- Floor finishes near counters non-reflective and with clear contrast to adjacent surfaces.
- Visual distinction maintained between public and staff zones while ensuring clear visibility for communication and safety.
- Consistent temperature and airflow maintained for user comfort within customer service and waiting zones.
- Adequate workspace provided behind counters for staff with mobility aids or ergonomic adjustments.
- Providing assistive technologies such as screen readers, captioned tablets, and accessible payment kiosks where appropriate.
- Emergency alarms and evacuation messages delivered in both audible and visual (flashing) formats.
- Maintenance regime ensuring all hearing augmentation, signage, lighting, and communication systems remain operational and accessible.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.
- AS 1428.4.1:2009 – Tactile ground surface indicators.
- AS 1428.2:1992 – Enhanced and additional requirements.

## Device/Scooter Recharge Points

### Universal Design Considerations

- A CAPT provided and maintained from accessible car parks, building entries, and key destinations to all recharge points.
- Recharge points located on firm, level, slip-resistant ground or floor surfaces suitable for use in both wet and dry conditions.
- Recharge locations positioned in safe, visible, and convenient areas such as near rest spaces, building entries, or seating zones.
- Recharge bays designed to accommodate the size, manoeuvring, and turning requirements of powered mobility devices, scooters, and wheelchairs.
- Adequate circulation and passing space provided around recharge points to enable multiple users to access safely at the same time.
- Recharge stations positioned clear of main pedestrian flow paths to prevent obstruction and ensure smooth movement.
- Weather protection provided through roofs, canopies, or awnings to enhance user comfort and protect electrical fittings from the elements.
- Recharge outlets and controls installed at heights accessible to both seated and standing users.
- Electrical sockets, switches, and controls designed for easy use with a closed fist or open palm, requiring minimal strength and no fine motor control.
- Easy-grip plugs, cords, and accessible adaptors provided to assist users with limited hand function.
- Clear knee and toe space provided beneath any charging shelf or bench to allow forward approach by seated users.
- Charging cords, cables, and fittings designed to be secured, retractable, or neatly stored to eliminate trip hazards.
- Power supply designed with sufficient capacity to support simultaneous charging of multiple devices without risk of overload.
- Recharge equipment compliant with relevant electrical safety standards and incorporating weatherproof, tamper-resistant fittings.
- Clearly visible signage identifying the recharge point, incorporating international accessibility symbols, tactile and Braille elements.
- Operating instructions displayed in plain English with large print, high contrast, and simple icons.
- Effective colour and luminance contrast between recharge units, cords, and surrounding surfaces to support visibility for users with low vision.
- Consistent, even lighting provided without glare, reflection, or shadowing to support safe operation at all times of day.
- Easily identifiable and accessible emergency shut off or isolation switch provided and clearly labelled.
- Recharge points located adjacent to seating areas to allow users to rest while their device is charging.
- Shelving or secure surface provided near recharge bays for personal items, bags, or accessories during charging.
- Providing USB and standard power outlets to support a range of mobility and assistive devices.
- Recharge points located within areas offering passive surveillance or visual connection to staffed locations for user security.
- Colour, texture, or tactile contrast used to distinguish boundaries between recharge areas and adjoining circulation paths.
- Accessible route maintained between recharge points and adjacent amenities such as toilets, cafés, and waiting areas.
- Directional signage provided within large sites or precincts to guide users to the nearest recharge locations.
- Integration of sustainable energy sources such as solar power where feasible, provided this does not compromise accessibility or reliability.
- Regular maintenance regime ensuring all outlets, cables, signage, and lighting remain functional, clean, and safe for use.

### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.
- AS 1428.2:1992 – Enhanced and additional requirements.
- Electric Mobility Devices Safety Standard (ACCC, 2022).

# Drinking Fountains and Bottle Refill Stations

## Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining building, ensuring drinking fountains located along the route do not impede access.
- Firm, level, slip-resistant ground or floor surface provided around each fountain, suitable for both wet and dry conditions.
- Adequate circulation and turning space provided to enable access to fountain controls and outlets from both left and right sides.
- Circulation spaces designed to accommodate wheelchair and mobility aid manoeuvring, including ease of exit or passing for multiple users.
- Drinking fountains positioned on or directly adjacent to the CAPT, maintaining a clear link and avoiding obstruction to pedestrian flow.
- Fountains located in safe, visible, and well-lit areas to enhance comfort, orientation, and passive supervision.
- Drainage provided to prevent water pooling or runoff across accessways, with gentle grading away from the pathway while maintaining stability underfoot.
- Controls positioned at accessible height and operable with one hand using a closed fist or open palm.
- Large lever-style, sensor, or voice-activated controls preferred over small buttons or twist mechanisms to assist users with limited dexterity.
- Water outlet positioned toward the front of the bowl to minimise reach and allow convenient use by both seated and standing users.
- Clear knee and toe clearance provided beneath the unit to enable direct approach by wheelchair users.
- Multiple-height fountains provided where appropriate, accommodating adults, children, and people of short stature or seated position.
- Integrated bottle-filling spout or tap included in the design to allow upright refilling without tilting or bending bottles.
- Tap and outlet designs preventing direct mouth contact to maintain hygiene and water quality.
- Lower-level drinking or refill basin provided at the rear or base of the fountain for use by assistance or companion animals.
- Surrounding approach areas designed to remain accessible even when water is spilled, using slip-resistant, easily drained surfaces.
- Materials and finishes non-reflective, smooth, corrosion-resistant, and designed for durability in outdoor or public environments.
- Edges and corners rounded or radiused to minimise risk of injury.
- Effective luminance contrast between the fountain and surrounding ground or wall surfaces to enhance visibility for users with low vision.
- Operating components visually distinct from background surfaces for clear identification.
- Consistent, even lighting maintained over the area, avoiding glare or reflection from metallic finishes.
- Fountains positioned near seating or resting areas to support comfort and accessibility for users who require breaks.
- Shelter or shade provided over or adjacent to fountains to improve comfort, reduce glare, and mitigate surface heat in outdoor environments.
- Fountain placement avoiding proximity to walls, bollards, planting, or other obstructions that restrict approach.
- Materials and finishes selected to limit heat transfer on exposed metal components for user comfort and safety.
- Fountain design ensuring hygienic operation with self-draining bowls, tamper-resistant fittings, and easy-to-clean surfaces.
- Clear signage identifying drinking fountain and bottle refill points, incorporating tactile and Braille elements where appropriate.
- Wayfinding signage provided to indicate the location of accessible fountains and refill stations within larger sites.
- Fountains positioned for clear visibility from main circulation areas to enhance wayfinding and user safety.
- Water supply systems compliant with applicable health, plumbing, and environmental standards.
- Regular maintenance program implemented to ensure functionality, cleanliness, and hygiene of all drinking fountain components.
- Integration of sustainable design measures such as solar-powered sensors, water-efficient fittings, and smart monitoring systems where appropriate.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.
- AS 1428.2:1992 – Enhanced and additional requirements.

# Emergency Egress and Evacuation

## Universal Design Considerations

- Egress doors provided in accordance with NCC/BCA performance and accessibility requirements.
- Egress doors located on a CAPT from all occupied areas to an exit or place of safe refuge.
- Doors designed to open easily with minimal force and provide sufficient width for people using wheelchairs, prams, or mobility aids.
- Fire doors on CAPT fitted with hold-open devices or closers that activate only upon alarm activation.
- Door hardware operable with one hand, without tight grasping, pinching, or twisting.
- Slip-resistant, level thresholds provided, with effective visual contrast around door frames for visibility.
- Low-level illuminated signage and contrasting door frames provided to assist visibility in low-light or smoke conditions.
- Continuous accessible paths provided to all designated assembly or evacuation areas, including ramps where level changes occur.
- Ramps designed with gentle gradients and compliant handrails to facilitate safe and independent movement.
- TGSI installed at stair landings, transitions, and evacuation decision points.
- External paths from exit doors to assembly areas firm, level, and slip resistant.
- Change in surface texture, colour, or material used to signify transition from interior to exterior spaces.
- Assembly areas designed to accommodate wheelchair users, people with prams, and assistance animals on firm, level ground.
- Adequate overhead clearance and protection provided at exit and assembly points from falling debris or weather exposure.
- Rest points or seating provided along evacuation routes for people who may experience fatigue or mobility limitations.
- Fire-isolated stairways designed to incorporate a place of safe refuge for people unable to use stairs, in accordance with the NCC.
- Safe refuge areas fitted with two-way communication systems accessible to people with hearing or speech impairments, including visual display and text-to-voice features.
- Evacuation lifts (fire-rated) provided where required, designed for use under emergency management procedures.
- Clearly identified alternative routes provided to accessible lifts in the event of lift failure.
- Emergency evacuation chairs provided in multi-level buildings, located at or near stair landings and clearly signed.
- Handrails within stairs and refuge zones continuous across landings and visually contrasted against adjacent surfaces.
- Egress signage provided throughout all occupied areas, illuminated and compliant with NCC visibility requirements.
- Signage incorporating tactile and Braille elements identifying exits, refuge areas, and assembly points.
- Directional signage with arrows, symbols, and illumination provided at decision points along evacuation routes.
- Exit signage mounted at both high and low levels to remain visible in smoke or power-loss conditions.
- Signage designed with sans-serif fonts (for example, Arial, Helvetica), sentence case, and high-contrast backgrounds for readability.
- Refuge and evacuation chair locations identified using international accessibility symbols.
- Audible and visible emergency alarms installed in all occupied spaces, including amenities, staff areas, and meeting rooms.
- Alarms incorporating both sound and visual (flashing) signals to alert people with hearing or vision impairment.
- Visual alarms located to avoid triggering sensory distress for neurodiverse users.
- Building-wide public-address systems supplemented with visual and text-based messaging boards.
- Communication systems within refuge areas and lifts incorporating audible, visual, and tactile feedback.
- Emergency management information available in accessible formats, including large print and easy-read versions.
- Video-based evacuation instructions provided with captioning and plain English voice-over.
- Hearing augmentation systems installed at emergency assembly areas to support inclusive communication.
- Exit and directional lighting provided with higher illuminance levels than surrounding areas for clear identification.
- Emergency lighting along accessible routes to assist orientation and visibility during power outages.

- Effective contrasting and reflective strips applied to corridor skirtings, stair nosings, and door frames for orientation.
- Consistent, even lighting maintained to prevent glare, reflection, or sudden changes in light levels.
- Fire extinguishers, hose reels, and emergency equipment located within common reach zones and on CAPT.
- Sprinkler system coverage extended to all occupied and accessible areas, including amenities and store rooms.
- Emergency call buttons or pull cords installed within sanitary facilities to allow users to summon assistance.
- Evacuation chairs stored in visible, signed, and easily accessible locations with staff trained in their correct use.
- Accessible ramps, exits, and circulation routes always maintained free from obstructions.
- Regular inspection and maintenance program ensuring alarms, signage, lighting, and evacuation systems remain operational.
- Personal Emergency Evacuation Plans (PEEPs) developed for all building occupants requiring assistance.
- Emergency management procedures inclusive of people with mobility, sensory, and cognitive disabilities.
- Regular evacuation drills conducted incorporating realistic scenarios involving people with disability.
- Evacuation route maps displayed in large print with tactile and Braille features where appropriate.
- Procedures established to assist visitors unfamiliar with the building layout during an emergency.
- Maintenance records kept for all accessible egress systems, signage, and emergency equipment.
- Surfaces at exit points incorporating contrasting textures or colours to assist with orientation and hazard recognition.
- Clear visual contrast maintained between vertical and horizontal surfaces at exits and stairs for improved visibility.
- Acoustic design supporting clarity of voice alarms and announcements within corridors and assembly areas.
- External exit areas protected from rain and wind, with adequate lighting and slip-resistant paving.
- Assembly areas designed to allow clear communication, supervision, and monitoring of all occupants during evacuation.

- Tactile wayfinding routes provided from exits to assembly areas for people who are blind or have low vision.
- Accessible parking or pick-up zones located adjacent to assembly areas to facilitate post-evacuation assistance.
- Emergency egress design incorporating multi-sensory cues (visual, auditory, tactile) to communicate with all users.
- Consideration given to neurodiverse users, including calm visual environments, clear sequential instructions, and reduced sensory overload.

### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.4.1:2009 – Tactile ground surface indicators.
- AS 1428.2:1992 – Enhanced and additional requirements.
- AS 3745:2010 – Planning for emergencies in facilities.
- AS 1735.12 – Lifts for persons with limited mobility (Evacuation lifts).
- Australian Building Codes Board – Fire Safety Engineering Guidelines 2021.

## Entrances

### Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining building, leading to a principal pedestrian entrance.
- At least half of all building entrances designed as accessible entrances, with accessible entry points located near any non-accessible entrances.
- Clear, easy-to-read signage at any non-accessible entrances, incorporating the International Symbol of Access, tactile and Braille elements, and directional information to the nearest accessible entrance.
- Firm, level, slip-resistant surfaces provided at all entrances, suitable for both wet and dry conditions.
- Level transition at thresholds, or a compliant step-ramp or threshold ramp where minor level change occurs.

- Doorways wide enough to accommodate users of wheelchairs, scooters, mobility aids, prams, or people carrying items.
- Adequate circulation space provided inside and outside entrance doors for turning and passing movements.
- Entrances designed to minimise opening force and provide intuitive operation.
- D-type or lever-style handles used on all manually operated doors.
- Horizontal pull bars or handrails fitted to outward-opening doors that are not self-closing.
- Push-button, touch, or sensor controls located logically near the door and operable with a closed fist or open palm.
- Controls of adequate size, non-reflective, and visually contrasted with surrounding surfaces for clear identification.
- Airlocks designed for ease of movement, consistent door operation, and adequate space for mobility aids or assistance animals.
- Visual contrast or flooring change within airlocks to delineate direction of travel and assist navigation.
- Double or multiple doors operating in a consistent manner (for example, both sliding from centre) to reduce confusion.
- Automatic doors fitted with motion and presence sensors allowing hands-free operation and safe closure timing.
- Automatic doors and security gates maintained to ensure accessibility at all times.
- Adjustable automatic door openers and closers allowing longer opening periods where required.
- Large or heavy doors supported with additional hinges or assistive mechanisms to reduce opening force.
- Glazed doors incorporating viewing panels positioned for both seated and standing sightlines.
- Effective luminance-contrast strips across fully glazed doors and sidelights, or contrasting door frames where no transom is provided.
- Leading edge of fully glazed doors marked with contrasting vertical strips to support visibility.
- Glazing at entrances allowing natural light penetration while avoiding mirror reflections.
- Non-reflective glass and finishes used to reduce glare and visual confusion.
- Toughened safety glass installed for all full height glazed doors and sidelights.
- Entrances visually distinctive through architectural features such as colour, material, or form differentiation to aid recognition.
- Building names and logos positioned for clear visibility from pedestrian and vehicular approaches.
- Landmarks such as canopies, columns, or lighting features used to reinforce entrance location and identity.
- Shade and weather protection provided at entrances to shelter users from rain, sun, and wind.
- Seating with backrests and armrests located near entrances and oriented toward waiting or set-down areas.
- Mats or recessed entry surfaces flush with adjacent flooring to prevent tripping hazards.
- Kick plates or durable lower door protection provided to resist damage from wheelchairs or trolleys.
- Lighting at entrances brighter than adjacent areas for safe identification, with even illumination and minimal glare.
- Clear, uncluttered vestibule areas allowing adjustment to lighting changes when moving between outdoor and indoor environments.
- Effective contrast between doors, frames, and adjacent wall surfaces to support visual identification.
- Wayfinding signage provided at entrances indicating key internal facilities and services using international accessibility symbols.
- Signage legible for both seated and standing users, incorporating tactile and Braille information.
- Door controls and after-hours exit buttons positioned logically near the door they operate.
- Doorbells or intercoms located at reachable heights for seated and standing users, operable without fine motor skills.
- Hardware components such as handles, locks, and push plates visually contrasted from background surfaces.
- Viewing panels or peepholes provided at dual heights to accommodate seated and standing persons.
- Entrances incorporating auditory or visual feedback to confirm door activation (for example, light or sound cue).
- Low-level feature or directional lighting along entry paths to assist navigation in low-light conditions.
- Acoustic treatment within vestibules or reception areas to reduce echo and improve speech clarity.
- Double glazing near roadways or noise sources to improve acoustic comfort in entry and reception areas.

- Clear sightlines between entrances and reception or customer-service points to support intuitive navigation.
- Distinct floor colour or texture leading from entrances to reception zones.
- Use of partial-height or glazed internal walls near entrances to facilitate visual communication for Auslan users.
- Entrances designed for emergency egress, providing wide, unobstructed openings and manoeuvring space.
- Wider openings incorporated in facilities serving older adults, families, or people using mobility aids.
- Consistent architectural detailing across all entrances within a site for intuitive wayfinding.
- Effective contrasting slip-resistant pedestrian approaches and ramps linking entrances with parking and CAPT.
- Integration of tactile wayfinding indicators and consistent materials around entrance zones.
- Landscape features such as planters, paving textures, or trees used to define entrance areas while maintaining visibility and safety.
- Accessible intercoms, keypads, or communication devices installed within reach range and operable without fine finger movement.
- Entrances designed to remain operational during power outages with manual override for automatic systems.
- Adequate overhead clearance provided, free from protruding or hanging elements.
- Regular inspection and maintenance of door operation, lighting, signage, and access controls to ensure continued safety and functionality.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.4.1:2009 – Tactile ground surface indicators.
- AS 1428.2:1992 – Enhanced and additional requirements.

## Fences, Gates, Bollards, Baffles, and Screens

### Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining accessible building, ensuring fences, gates, bollards, baffles, or screens do not obstruct movement along the path.
- Accessible gates provided at logical, visible, and frequent entry points to ensure equitable access for all users.
- Fences, gates, and associated structures designed to accommodate people using wheelchairs, mobility aids, scooters, prams, or assistance animals.
- Airlocks or dual-gate systems designed for ease of use by people using mobility devices or assistance animals, allowing sufficient space for controlled entry and exit.
- Firm, level, slip-resistant surfaces provided in both wet and dry conditions at all gates and adjacent areas.
- Level transition or compliant threshold ramp provided where minor level change occurs at gate openings.
- Sufficient circulation and turning space maintained on both sides of gates or bollard alignments to enable easy manoeuvring.
- Clear sightlines and visibility maintained through transparent or semi-transparent materials where supervision or security is required.
- Gates designed to be visually distinct from surrounding fencing by using contrast in colour, material, or texture to identify openings.
- Gates positioned along accessible routes at logical locations for safe approach and intuitive wayfinding.
- Alternative gate types (for example, sliding or concertina) considered where swing space is limited.
- Wide, light-to-operate gate openings provided, with automatic or self-opening systems where possible.
- Gates designed to minimise opening force and avoid abrupt or rapid closure.
- Adjustable gate closers provided to enable slow, controlled operation without risk of entrapment.
- Locks, snibs, and handles operable with a closed fist or open palm, without tight grasping, pinching, or twisting.
- D-type or lever-style handles provided in clear visual contrast to adjacent surfaces.

- Horizontal pull bars or handrails installed on outward-opening gates that are not self-closing, usable by both seated and standing people and positioned clear of the door face.
- Gate controls (push, swipe, buzzer, or keypad) installed at accessible heights suitable for both seated and standing users.
- Controls logically positioned on the approach side, allowing sufficient time for passage before closure.
- Controls designed for use by people with limited dexterity, incorporating tactile and Braille features.
- Remote-control or alternative activation methods provided where direct operation is difficult to reach.
- Alternative entry systems provided for restricted or childproof gates (for example, buzzer, swipe card, MLAK key).
- Automatic gates fitted with motion and presence sensors capable of detecting slow-moving pedestrians and mobility devices.
- Audible or visual indicators provided to confirm gate activation or movement (for example, tone or light signal).
- Transparent or open mesh fencing materials used where visibility or passive surveillance is required (for example, near playspaces or car parks).
- Contrasting safety strips or bands applied to fully glazed gates or adjacent glazing to prevent collision or confusion with open space.
- Construction materials smooth, free from sharp edges or splinters, and comfortable to touch in varying weather conditions.
- Shade or shelter provided over gate areas for weather protection and user comfort while waiting.
- Shade and shelter structures designed in effective contrast to surrounding surfaces for clear visual identification.
- Bollards positioned to prevent vehicle access onto pedestrian paths without restricting wheelchair, pram, or scooter movement.
- Bollards designed with rounded edges and smooth finishes to minimise risk of injury.
- Bollards large enough to be detected by cane users and visually prominent to all users, including children and people with low vision.
- Bollards installed at consistent spacing and alignment for predictable navigation and aesthetic cohesion.
- Bollard finishes contrasted with background and adjacent surfaces to improve visibility.
- Where appropriate, large-diameter or square bollards used to double as resting points or informal seating.
- Surface finishes and materials around gates and bollards incorporating changes in colour or texture to highlight entry locations.
- Lighting along fence lines, gates, and access points provided at higher levels than adjacent areas for safety and visibility.
- Lighting consistent and even, avoiding glare, deep shadow, or confusion across thresholds.
- Clear, legible signage at all gates incorporating the International Symbol of Access and other relevant pictograms, with tactile and Braille elements visible to both seated and standing users.
- Signage using plain-English text, arrows, and icons for intuitive comprehension.
- Gates clearly visible from vehicle set-down zones, car parks, and main access routes, with directional signage to key destinations.
- Drainage provided at gate areas to prevent pooling, mud accumulation, or surface deterioration.
- Fencing designed to define boundaries without creating confinement, using visually permeable designs where possible.
- Baffles or screens used in place of doors where privacy is required (for example, change rooms), maintaining ventilation and visibility of approach.
- Openings in baffles and screens wide enough to accommodate wheelchairs, prams, and other mobility aids.
- Finishes matte or low glare to improve visibility and reduce reflection.
- Materials selected for durability, weather resistance, and low maintenance requirements.
- Wayfinding integrated through consistent use of colour, texture, and TGSi leading to and through gated areas.
- Gates and bollards designed not to obstruct emergency egress routes and to open in the direction of escape.
- Locked gates accompanied by alternative accessible routes clearly identified with signage.
- Landscaping maintained to prevent overgrowth obstructing visibility, lighting, or access routes.
- Consistent design language applied to all fences, gates, bollards, baffles, and screens for visual harmony and predictability across the site.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.4.1:2009 – Tactile ground surface indicators.
- AS 1428.2:1992 – Enhanced and additional requirements.

## Fire Extinguishers and Alarms

### Universal Design Considerations

- A CAPT provided and maintained to all fire safety equipment including extinguishers, hose reels, alarms, and call-points.
- Fire extinguishers and hose reels located within the common zone of reach, accessible to both seated and standing users.
- Fire equipment positioned clear of circulation paths to avoid protrusion or obstruction of required travel width.
- Handles and operating levers of extinguishers mounted for easy grasping without excessive force or high reach.
- Consistent placement of fire extinguishers throughout buildings (for example, near exits and corridors) to support predictability.
- Clear floor space maintained in front of extinguishers, alarms, and call-points for unimpeded wheelchair and mobility aid access.
- Signage for fire equipment incorporating the international fire symbol in red and white with high visual contrast to background surfaces.
- Tactile and Braille signage identifying equipment type and function (for example, CO<sub>2</sub>, water, dry chemical, alarm).
- Colour-coded handles and levers used to differentiate extinguisher types for intuitive identification.
- Effective visual contrast between fire equipment, mounting brackets, and surrounding surfaces to aid quick recognition.
- Lighting levels maintained at extinguishers, hose reels, and alarms for clear visibility in normal and emergency conditions.
- Reflective markers or luminous strips provided to assist with equipment identification during low visibility or power loss.
- Audible fire alarms supplemented with visual flashing indicators to alert people who are deaf or hard of hearing.
- Visual alarms installed in all occupied areas including toilets, meeting rooms, dining areas, and change facilities.
- Visual alarms positioned to provide coverage from all directions without glare or disorienting flicker.
- Alarm sound levels designed to be distinct from ambient background noise while avoiding excessive loudness.
- Voice evacuation systems used where practicable, providing clear, intelligible spoken instructions.
- Alarm and call-point surfaces non-reflective to minimise glare for users with vision sensitivity.
- Fire alarm controls and manual call-points positioned within reach of both seated and standing users.
- Manual call-points operable with an open palm or closed fist without tight grasping, pinching, or twisting.
- Call-points installed adjacent to accessible egress routes and doors, identified by contrasting colour and clear signage.
- Alarm activation devices positioned away from corners or obstructions for clear approach and visibility.
- Multi-sensory alarm feedback provided where appropriate – combining audible, visual, and tactile (vibratory or text-based) signals.
- Alarm systems integrated with building management and evacuation systems to trigger visual text or captioned alerts.
- Emergency call buttons installed in accessible sanitary facilities to enable users to summon help.
- Clear signage and diagrams displayed along accessible routes showing the location of all fire equipment and alarms.
- Tactile floor or wall markers provided at extinguisher and alarm locations to assist people with low vision.
- Equipment and signage designed for consistent recognition across all areas of a facility.
- Building emergency lighting designed to illuminate extinguishers, hose reels, and alarm points during mains failure.
- Accessible digital or printed building guides available in large print, easy-read, or tactile formats identifying equipment locations.
- Equipment and alarm installations positioned away from sharp corners or tight recesses that could create hazards during emergency use.
- Fire equipment surfaces and controls durable, corrosion-resistant, and maintained free from obstruction or visual degradation.
- Regular inspection and maintenance ensuring all alarms, signage, and extinguishers remain operational, visible, and compliant with universal design principles.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility (controls and reach range).
- AS 1428.4.1:2009 – Tactile ground surface indicators.
- AS 1428.2:1992 – Enhanced and additional requirements.
- AS 3745:2010 – Planning for emergencies in facilities.
- AS 2444:2001 – Portable fire extinguishers and blankets.
- AS 1670.1:2018 – Fire detection, warning, control and intercom systems.

## First Aid Areas

### Universal Design Considerations

- A CAPT provided and maintained from main entrances, circulation routes, and accessible car parks to any first aid area.
- First aid rooms located on an accessible level near primary staff and public areas, with direct connection to evacuation routes.
- Doorways wide enough to accommodate stretchers, wheelchairs, mobility aids, or multiple personnel during emergency response.
- Level threshold or compliant step-ramp at entry to provide smooth and safe access.
- Internal circulation space allowing for turning and transfer by people using mobility aids or stretchers.
- Firm, level, slip-resistant flooring suitable for both wet and dry conditions.
- Height-adjustable examination or treatment bed with clear transfer space on at least one side.
- Benches, counters, and work surfaces positioned within reach of both seated and standing users.
- Sink or basin installed at accessible height with clear knee and toe space beneath, fitted with lever, sensor, or voice-activated taps.
- Storage cupboards, first aid kits, and frequently used supplies mounted within accessible reach range.
- Emergency call button or alarm located within reach of the treatment bed and accessible from seated and floor positions.
- Audible and visual (flashing) alarms linked to the building's emergency communication system.
- Lighting levels evenly distributed over work surfaces, free of glare or harsh reflections.
- Effective visual contrast between floors, walls, doors, and fixtures to assist orientation and visibility.
- Temperature control, ventilation, and acoustic treatment ensuring comfort, air quality, and privacy during treatment.
- Signage incorporating the international first aid symbol, tactile and Braille elements, positioned for visibility from both seated and standing heights.
- Signage using plain English, sans-serif fonts, and sentence case (for example, 'First Aid – Assistance Available Here').
- Visual indicators or LED signage used in noisy environments to alert staff when assistance is required.
- Seating provided for waiting users, with a mix of seat types (with and without armrests) for varying needs.
- Clear floor space beside seating for wheelchairs, prams, or assistance animals.
- Accessible storage space provided for mobility aids and personal equipment during treatment.
- Grab rails or handrails installed near beds or seating for stability and assisted transfer.
- Mirror positioned at dual heights for use by seated or standing persons.
- Power outlets positioned within accessible reach for operation of medical equipment or recharging mobility devices.
- Finishes smooth, matte, non-reflective, and easy to clean to support infection control and visual comfort.
- Clear signage and wayfinding cues from main circulation routes to the first aid area using colour contrast or floor markings.
- Emergency lighting and backup power provided to ensure continued operation during power loss.
- Accessible communication systems such as intercoms, phones, or text-based alerts linking the first aid room to reception or security.
- Accessible evacuation route provided from the first aid room to exits or safe refuges, free of obstacles and with adequate circulation space.
- Privacy achieved through partial-height walls, screens, or curtains while maintaining visibility for safety and supervision.
- TGSi installed from corridors to the first aid entry for people with vision impairment.
- Emergency equipment, alarms, and communication systems regularly inspected to ensure functionality and accessibility.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility (controls and reach range).
- AS 1428.2:1992 – Enhanced and additional requirements.
- Safe Work Australia – First Aid in the Workplace Code of Practice (2020).

## Hearing Augmentation and Acoustic Access

### Universal Design Considerations

- Hearing augmentation provided wherever amplification or public-address systems are installed, including auditoria, halls, meeting rooms, function spaces, and conference venues.
- Hearing augmentation installed at all ticket offices, reception desks, enquiry counters, and customer service points where staff are screened from the public or amplification systems are used.
- Systems designed to supplement any visual communication or display (for example, screens, scoreboards, or public-address systems).
- Hearing augmentation coverage distributed across a representative range of seating locations (front, middle, rear, left, and right) to allow user choice and flexibility.
- In-built hearing loop systems preferred over FM or infrared systems to provide automatic, unobtrusive access without requiring users to identify hearing loss or request equipment.
- Hearing augmentation provided at all customer interaction points, meeting spaces, and community venues to ensure consistent availability.
- Receivers or headsets provided in sufficient quantity, kept fully charged, hygienic, and ready for immediate use.
- Signage incorporating the International Symbol for Deafness used to identify all areas fitted with hearing augmentation.
- Signage clearly indicating the system type (for example, induction loop, infrared, FM, Bluetooth) and location of receiver-collection or service points.
- Tactile and Braille signage provided at an accessible height and within view of both seated and standing users.
- Clear, concise instruction signage provided near equipment or counter areas explaining activation and use of the system.
- Consistent, evenly distributed lighting provided to enhance facial visibility, enabling effective lip-reading and visual communication.
- Seating arranged to provide clear sightlines to presenters, interpreters, and visual displays, with space allocated for Auslan interpreters at the front or side of rooms.
- Accessways wide enough to allow side-by-side walking for people communicating in Auslan.
- Microphones positioned close to speakers, ensuring unobstructed visibility of facial expressions and gestures.
- Multiple microphones or ceiling-mounted systems installed in larger rooms to ensure clear pickup of all speakers, including those participating remotely.
- Captioning or real-time transcription provided on all screens displaying video, announcements, or presentations.
- Visual or text-based equivalents provided for all audible announcements on scoreboards, signage, and electronic displays.
- Visible emergency alarms installed in addition to audible alarms in all occupied spaces, including toilets, change rooms, and public areas.
- Visible indicators provided at security checkpoints, entry screens, or reception areas to alert deaf or hard-of-hearing users of updates or emergency information.
- Acoustic design integrated throughout spaces to minimise background noise and reverberation using:
  - acoustic ceiling and wall treatments
  - soft floor finishes or low-pile carpet
  - rubber or cushioned furniture tips
  - heavy curtains or wall hangings
  - double glazing on windows
  - quiet door closers and soft-closing hardware
  - sound-absorbing landscaping or fencing.
- Limitation of hard, reflective surfaces such as concrete, metal, or glass that cause echo and reverberation.
- Use of acoustic baffles, panels, and absorptive materials in large open areas to manage sound levels in public spaces.
- Glazed panels in internal doors and partitions provided to support visibility of approaching people and Auslan users.
- Furniture and seating layouts designed to promote face-to-face communication and visual connection.

- Noise from specific activities (for example, fitness classes, events, or music performances) contained through zoning and sound-isolated construction.
- Providing quiet or 'low noise' spaces for private conversation and rest.
- Sound-isolating partitions or double glazing used to separate noisy and quiet areas within facilities.
- Equipment and control panels positioned within accessible reach for seated and standing users, with tactile and visual labelling for intuitive operation.
- Systems regularly tested for clarity, consistency, and electromagnetic compatibility.
- Scheduled maintenance ensuring loops, transmitters, and receivers remain functional, and signage remains visible and legible.
- Hearing augmentation integrated with overall emergency communication systems, enabling visual alerts, captioned notifications, or text-based evacuation messages.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.
- AS 1428.5 – Communication for people who are Deaf or hard of hearing.

## Kitchens/Dining/Laundries

#### Universal Design Considerations

- A CAPT provided and maintained from accessible car parks, entrances, or corridors to all kitchen, dining, and laundry areas.
- Firm, level, slip-resistant flooring suitable for both wet and dry conditions, with matte, non-glare finishes to reduce reflection and visual confusion.
- Clear circulation space provided in each area to enable access and manoeuvring by wheelchair and mobility aid users.
- Accessible approach zones provided in front of benches, sinks, appliances, and dining tables to allow frontal or side access.
- Work areas grouped logically to minimise excessive movement between key zones (for example, fridge, sink, and cooktop).
- Rounded benchtop and cabinetry edges provided to reduce injury risk.
- Effective visual contrast provided between benchtops, floors, walls, and cabinetry to improve visibility and depth perception.
- Benches installed at variable or adjustable heights to accommodate seated and standing users.
- Clear knee and toe space provided under at least part of the benchtop, sink, or laundry tub.
- Pull-out or height-adjustable shelving provided in cupboards for ease of reach.
- Drawers used in place of deep cupboards to enhance visibility and access to stored items.
- Appliances positioned for use by both seated and standing users, with front or side access and easy reach to controls.
- Wall ovens installed at accessible height with side-hinged doors for safe and convenient operation.
- Cooktops with front or side-mounted controls, operable with a closed fist or open palm, and fitted with clear visual on/off indicators.
- Rangehoods installed with accessible controls and sufficient clearance to maintain sightlines to cooking surfaces.
- Sinks and basins equipped with lever, sensor, or voice-activated taps, and designed with insulated or recessed plumbing for safety.
- Power outlets and switches positioned within reach range for seated and standing users and contrasted visually from adjacent surfaces.
- Accessible emergency shut-off controls for gas and electrical appliances clearly labelled and easy to operate.
- Task lighting installed above sinks, cooktops, and work areas with even, shadow-free coverage.
- Consistent, even lighting throughout kitchens, laundries, and dining areas, reflected downward without glare.
- Windows and ventilation controls located within reach range and operable with minimal force.
- Adequate ventilation provided to minimise heat, steam, and odours in kitchens and laundries.
- Dishwashers, washing machines, and dryers positioned for front access, operable from a seated position, and installed with space for transfer.
- Front-loading washers and dryers positioned side by side or stacked at accessible height, with clear side approach space.
- Laundry tubs provided with lever, sensor, or voice-activated taps, and clear space beneath for seated access.
- Ironing facilities and folding benches installed at accessible height for use by seated or standing persons.

- Drying racks or clotheslines positioned at reachable height, allowing operation by seated or standing users.
- Dining areas directly connected to kitchens by an accessible route for ease of service and interaction.
- Dining tables designed with sufficient under-table clearance to accommodate wheelchair and mobility aid users.
- Seating in dining areas offered in a variety of heights and styles, with and without armrests, for comfort and flexibility.
- Lighting levels in dining areas adequate for facial visibility to support lip-reading and visual communication.
- Sound-absorbing materials such as acoustic ceilings, curtains, or soft furnishings used to reduce background noise and reverberation.
- Accessible power points or USB outlets provided near dining and work areas for device recharging.
- Waste bins located within easy reach, preferably in pull-out drawers or recessed spaces that do not obstruct circulation.
- Pantry and storage designed for safe reach ranges, avoiding overhead-only or deep under-bench access.
- Pantry shelving adjustable in height, with pull-out trays or contrasting shelf edges to assist visibility.
- Slip-resistant mats or runners in wet zones secured or recessed to avoid tripping hazards.
- Fire blankets and extinguishers located near kitchen exits at accessible height, unobstructed and clearly identified.
- Wayfinding signage incorporating tactile and Braille elements used to identify kitchen, dining, and laundry spaces.
- Visual or textural change in flooring at entry points to assist orientation and identify functional zones.
- Finishes on benches, splashbacks, and cabinetry non-reflective and easy to clean for visual comfort and hygiene.
- Natural light maximised through accessible windows or skylights without glare or heat gain.
- Storage hooks or shelves for personal items positioned within reach for seated or standing users.
- Assistance-animal rest points and accessible water bowls provided in communal kitchens or outdoor dining areas.
- Shade or shelter structures installed in outdoor dining spaces for comfort and weather protection while maintaining natural ventilation.

- Energy-efficient appliances, water-saving fixtures, and low-VOC finishes used to promote sustainability and indoor air quality.
- Maintenance regime established to ensure lighting, appliances, ventilation systems, and fittings remain functional and safe.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.
- Livable Housing Design Standard 2024.
- Livable Housing Design Guidelines 2017.
- NDIS Specialist Disability Accommodation Design Standard 2019.

## Landscaping (Along Pathways)

#### Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining accessible building, ensuring landscaping, fencing, or other features do not impede movement at any time.
- Pathways maintained with adequate overhead and side clearance, free of encroaching trees, shrubs, public art, or installations.
- Surfaces along pathways and adjoining landscaped areas firm, stable, and slip-resistant, suitable for both wet and dry conditions.
- Clear sightlines maintained along all routes to support visibility for people with low vision or those using mobility aids, preserving orientation toward entries, crossings, and destination points.
- Landscape elements positioned outside the direct pedestrian route, with effective colour and texture contrast from adjacent surfaces for detectability.
- Changes in ground surface colour, texture, or material used to identify functional elements such as seating, shelters, or gathering spaces.
- Contrasting edges or low kerbs used to define transitions between paths, garden beds, and adjoining surfaces, supporting navigation for cane users and people with low vision.
- Raised garden beds and planter boxes provided at accessible heights with clear knee and toe space to enable participation by seated and standing users.

- Garden edges and planter structures designed with rounded corners and visual contrast from surrounding paving.
- Plant species selected to avoid hazards such as prickles, thorns, toxic sap, or excessive attraction of bees or insects.
- Vegetation types chosen to minimise leaf litter, bark, fruit, or seed drop that could cause slip or trip hazards.
- Root systems selected and managed to prevent lifting, cracking, or displacement of pavements, ramps, or paths.
- Landscaping designed to assist wayfinding through consistent use of materials, colour contrast, vegetation type, and sensory cues (visual, tactile, olfactory, auditory).
- Fragrant and textured plants (for example, lavender, rosemary, soft grasses) incorporated to provide sensory landmarks for people with low vision.
- TGSi or contrasting surface textures used to identify intersections, rest points, or changes in route direction.
- Lighting provided along all paths to highlight edges, obstacles, and key features without glare, shadow, or reflection, maintaining consistent illumination levels.
- Shade trees or built shade structures provided at rest points, seating areas, and gathering spaces for comfort and protection from sun and heat.
- Landscaping used strategically to buffer wind, glare, and noise while maintaining clear sightlines and access.
- Seating, drinking fountains, bins, and wayfinding signage integrated into landscaped areas without obstructing circulation or reducing path width.
- Landscape furniture and amenities installed in predictable locations with visual contrast from surrounding surfaces for easy identification.
- Drainage designed to prevent ponding or surface deterioration along accessible routes, with stable adjoining surfaces.
- TGSi or contrasting textures provided where landscaped areas meet vehicle zones or crossings to alert pedestrians to changes in environment.
- Signage identifying landscaped features such as gardens, sculptures, or viewpoints provided in plain English, incorporating tactile and Braille elements, pictograms, and recognised symbols.
- Lighting and signage kept visible and unobstructed by plant growth or structures through regular maintenance.

- Assistance and companion-animal rest and water points integrated in designated landscaped zones near pathways or seating areas.
- Landscaping incorporating sustainable design principles, including drought-tolerant and native species, water-sensitive urban design, and use of recycled materials.
- Irrigation systems designed to prevent overspray onto CAPT and avoid creating slippery conditions.
- Regular maintenance program implemented for pruning, cleaning, and debris removal to ensure paths remain safe, clear, and fully accessible.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.
- Parks and Leisure Australia – Inclusive Open Space Guidelines.

## Lifts

#### Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining building leading directly to all lifts.
- At least one passenger lift provided in all multi-storey buildings as part of the accessible route.
- Lift locations clearly visible and directly connected to principal entrances and main circulation paths.
- Lift lobbies located on accessible routes, sized to accommodate users waiting, turning, or manoeuvring without obstructing circulation.
- Lift lobbies positioned close to stairs or escalators to provide equitable travel options.
- Surfaces within lobbies firm, level, slip-resistant, and suitable for wet and dry conditions.
- Lifts designed to accommodate a generous internal circulation space, allowing for wheelchairs, prams, trolleys, and mobility devices.
- Through-car (dual-door) lifts preferred in larger buildings to remove the need for turning on exit.
- Lift cars designed with sufficient headroom and turning space for all users.
- Lift floors finished in non-slip materials that contrast effectively with surrounding walls and thresholds.

- Lift doors wider than minimum requirements, fitted with sensitive edge and presence sensors to prevent closure on users.
- Door opening and closing times adjustable to allow comfortable entry and exit for users of mobility aids or prams.
- Lift car thresholds aligned accurately with floor surfaces at each landing to eliminate steps or gaps.
- Handrails provided on side and rear walls, of appropriate profile, height, and clearance, suitable for use by standing or seated persons.
- Handrails finished in non-reflective materials that contrast with surrounding walls.
- Mirrors provided on rear walls of smaller lifts to assist reversing and orientation for wheelchair users.
- Internal finishes matte or low gloss to minimise glare and reflection.
- Consistent and even lighting provided within the lift car and lobby, reflected downward and free from glare or shadowing.
- Effective contrast provided between door frames, walls, and control panels to assist people with low vision.
- Lift controls and call buttons located consistently on all floors for intuitive use.
- Controls designed for operation with a closed fist or open palm, without tight grasping or twisting.
- Buttons and switches positioned within accessible reach ranges for both seated and standing users.
- Tactile and Braille indicators positioned adjacent to buttons, not on button faces, for legibility and durability.
- Buttons of adequate size and spacing to accommodate limited dexterity or use of assistive devices.
- Control panels provided on both side walls in larger cars to allow front or side approach.
- Audible announcements and tone signals identifying arrival and direction of travel provided for lifts serving more than 2 floors.
- Visual indicators provided for floor numbers and travel direction to complement audible signals.
- Lift position and direction indicators visible from both seated and standing heights within the car and lobby.
- Braille and tactile signage provided on each landing door frame identifying floor level.
- Clear signage at entrances and lobbies indicating lift locations and accessible routes.
- Signage displaying the International Symbol of Access where lifts form part of the CAPT.
- Emergency instructions provided in visual, tactile, and plain-English formats within the car, positioned for both seated and standing users.
- Emergency communication buttons positioned within reach of all users and providing both visual and audible confirmation when activated.
- Two-way communication systems compatible with hearing assistive technologies such as induction loops, text, or visual displays.
- Audible and visible alarms installed in all lift cars to alert users during emergency conditions.
- Backup power or emergency return systems provided to move lifts to a safe level during power failure.
- Clearly signed and accessible alternative routes provided in case of lift outage or maintenance.
- Acoustic design of lift lobbies incorporating sound-absorptive materials to reduce echo and background noise.
- Lighting levels sufficient at lift entries and landings to enable safe approach and clear visibility for people with low vision.
- TGSi installed at lift landings to define the approach and waiting zone.
- Visual contrast provided between lift thresholds and adjacent flooring to assist orientation and spatial awareness.
- Lift finishes durable, easy to clean, and designed for low maintenance.
- Emergency lighting installed to maintain visibility during power loss.
- Lifts suitable for stretcher or bed access in hospitals, aged care, and large public facilities.
- Environmental considerations incorporated, including energy-efficient motors, low-VOC finishes, and quiet operation.
- Maintenance programs implemented to ensure reliable door operation, clear signage, lighting performance, and functional safety systems.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1735.12:2020 – Lifts for persons with disability.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.

## Lighting and Visibility

### Universal Design Considerations

- A CAPT provided and maintained to, from, and around all lighting installations and illuminated areas.
- Lighting designed and positioned to enhance safety, visibility, and wayfinding for all users, including those with low vision.
- Lighting provided consistently along accessways, entries, paths, car parks, set-down zones, and pedestrian–vehicle conflict areas.
- Even, downward-reflected illumination used to avoid glare, shadowing, or pooling of light.
- Adequate brightness levels provided relative to the task or function of each area (for example, higher for reading, signage, and detailed activities).
- Entrances and transition points illuminated sufficiently for visibility of steps, thresholds, and door controls.
- Lighting designed to clearly illuminate faces, signage, and circulation paths to enhance communication and personal security.
- Adequate lighting provided at stairs, ramps, crossings, and wet areas to reduce trip or slip risks.
- Emergency lighting provided to and along CAPT, exit doors, and assembly points.
- Light switches and controls located consistently in accessible, logical positions, within reach for both seated and standing users.
- Controls operable with a closed fist or open palm, incorporating tactile and Braille identifiers where applicable.
- Lighting controls and outlets positioned on firm, level, slip-resistant surfaces with sufficient approach and turning space.
- Dimmers, sensors, and timers designed for intuitive use and installed at accessible reach height.
- External lighting controls and poles protected by shade or shelter where weather exposure may affect usability or safety.
- Portable or adjustable task lighting provided on request in areas such as study rooms, reading zones, or workstations.
- Lighting extended across customer–service counters to ensure clear facial visibility for lip-reading and expression recognition.
- Task lighting positioned directly above work areas and benches for shadow-free coverage.
- Accent lighting used to highlight displays, artwork, or signage without producing glare or reflection.
- Natural light maximised through windows, skylights, or translucent panels, balanced with artificial lighting as required.
- Shading devices (for example, blinds, louvres, or tinting) used to diffuse natural light, reduce glare, and limit heat gain.
- Lighting contrast used strategically to define stairs, doors, signage, and key orientation features.
- Step edges, ramps, and thresholds clearly identifiable through focused or contrast lighting.
- Braille and tactile signs illuminated to maintain required luminance contrast for readability.
- Lighting positioned to avoid direct reflection from polished floors, glass doors, or mirrors.
- Use of LED or soft-spectrum lighting preferred for energy efficiency, reduced glare, and accurate colour rendering.
- Colour temperature selected to enhance comfort and suit the environment’s function (for example, warm light for rest zones, cool light for task areas).
- Fluorescent and high-frequency lighting minimised to prevent flicker, noise, and interference with hearing aids or sensory sensitivities.
- External lighting designed to provide consistent illumination across paths, stairs, and car parks while avoiding light spill or sky glow.
- Lighting poles, bollards, and fixtures contrasted visually from surrounding surfaces for detectability, with tactile identification at base if needed.
- Directional and wayfinding lighting provided along main circulation routes to assist safe navigation.
- Landscape lighting positioned to highlight edges and level changes while avoiding glare or shadowing on paths.
- Exit and emergency signage illuminated, legible, and positioned within direct sight lines, incorporating tactile and Braille information where required.
- Energy-efficient lighting systems such as LEDs, motion sensors, and daylight sensors incorporated to reduce environmental impact.
- Lighting systems designed to minimise heat output and interaction with acoustic or thermal comfort systems.
- Maintenance program established to ensure lamps, fittings, and controls remain clean, operational, and consistent in brightness across all spaces.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.
- AS/NZS 1680.0:2022 – Interior and workplace lighting.
- AS/NZS 1158 – Lighting for roads and public spaces.

## Litter Bins (Recycling and Waste)

### Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining building, ensuring bin installations do not obstruct or narrow the accessway.
- Bins installed on firm, level, slip-resistant ground surfaces suitable for both wet and dry conditions, with clear circulation space for approach and manoeuvring by people using mobility aids.
- Bins positioned adjacent to, but set back from, the main pathway to allow front or side approach without impeding pedestrian flow.
- Consistent distribution of bins throughout large open spaces to minimise travel distance for waste disposal.
- Bins located in visible, well-lit areas that feel safe and are easy to identify, including near entries, exits, rest points, and high-use zones.
- Bins co-located with other amenities such as seating, barbecues, and shelters to encourage convenient use.
- Bin openings positioned on the front face, within comfortable reach for both seated and standing users.
- Openings large enough for common waste items and designed to avoid the need for fine motor control or precision.
- Lids or covers designed for ease of operation using light-touch mechanisms such as swing panels, push flaps, or foot pedals – avoiding heavy or spring-loaded actions.
- Handles or contact points designed for use with a closed fist or open palm, supporting users with limited dexterity.
- Clear separation between waste, recycling, and organics bins, located together for convenience and environmental responsibility.
- Consistent colour coding across sites (for example, red for general waste, yellow for recycling, green for organics) for intuitive recognition.
- Bin lids, openings, and labels incorporating effective contrast from the bin body and surrounding background for visibility.
- Labels and signage incorporating large print, plain English, and internationally recognised waste and recycling symbols.
- Raised tactile and Braille symbols provided on bin labels to assist users with low vision in identifying bin type.
- Animal-waste bins provided in parks, pathways, and open spaces, identified by clear symbol and colour, with bag dispensers mounted at accessible height.
- Placement designed to maintain unobstructed sightlines and avoid blind corners or encroachment into pedestrian routes.
- Fixed bins securely anchored with slip-resistant, stable bases; portable bins weighted or stabilised to prevent tipping.
- Wall-mounted bins installed so that openings remain accessible for both seated and standing users.
- Lighting positioned above bins to support safe use during low-light conditions and enhance personal security.
- Weather protection or shading provided for bins located outdoors or in exposed environments.
- Bins designed with rounded edges and smooth finishes to prevent injury and ensure comfort in all weather conditions.
- Materials selected for durability, corrosion resistance, and ease of cleaning, suitable for outdoor and marine environments.
- Bins designed to limit odour and pest access through sealed liners or self-closing lids.
- Fire-resistant construction provided in public, high-use, or high-risk areas.
- Drainage incorporated beneath or around bins to prevent water pooling or surface damage.
- Placement ensuring no obstruction to kerb ramps, tactile indicators, handrails, or entrances.
- Accessible approach free from trip hazards such as uneven paving, low kerbs, or tree roots.
- Consistent alignment of bins along one side of paths or near amenities to support predictability and wayfinding.
- Signage provided above or adjacent to bins encouraging recycling and correct waste separation, using clear text and symbols.

- Integration of sustainable waste-management initiatives such as solar-compacting bins, use of recycled materials, and energy-efficient collection systems.
- Education signage near bin clusters promoting responsible disposal and environmental awareness.
- Maintenance and cleaning program ensuring bins remain upright, clean, functional, and always clearly labelled.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.
- City of Melbourne – Design Standard ‘City litter bin’ (Document 702.01) for placement, usage, design in a high pedestrian-traffic urban context.
- Australian Environment Protection Council – Guidelines for management of plastic bag litter in public places.

## Multi-Faith Prayer Rooms

#### Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining building, taking users directly to and through the multi-faith prayer room.
- Entry doors wide, easy to operate, and fitted with D or lever-style handles suitable for one-handed use.
- Automatic or power-assisted doors preferred at main entries to support independent access.
- Level threshold or compliant step-ramp provided where a level entry cannot be achieved.
- Firm, slip-resistant, non-reflective flooring suitable for barefoot or socked use, free from trip hazards.
- Clear circulation space within the room allowing turning and manoeuvring for wheelchairs, prams, and mobility aids.
- Seating with backs and armrests provided near entrances and within the space for those unable to sit on the floor.
- Fold-down, stackable, or movable seating options provided for flexibility across different faith practices or gatherings.
- Designated footwear-removal area provided with seating, shoe racks, and clear accessible floor space.
- Storage space for mobility aids, prams, or footwear located off the main circulation path.
- Prayer mats or rugs available in a range of textures and contrasting tones, with non-slip backing for safety.
- Wash or ablution facilities located within or adjacent to the prayer room, connected by a CAPT.
- Ablution areas fitted with slip-resistant flooring, lever, sensor, or voice-activated taps, and handrails where appropriate.
- Privacy partitions or screens separating gender-specific or personal prayer zones while maintaining overall safety and visibility.
- Unisex accessible toilet and change facility located in close proximity to the prayer room.
- Layout and amenity design considerate of cultural and religious practices, ensuring dignity and privacy for all users.
- Acoustic treatment provided to walls, ceilings, and floors to minimise noise transfer and maintain a calm, quiet environment.
- Sound-absorbing materials used to limit echo and enhance concentration.
- Entry vestibule or buffer zone used to reduce external noise and create a peaceful internal atmosphere.
- Temperature and ventilation systems providing thermal comfort suitable for reflection and meditation.
- Natural light incorporated where possible, supplemented by soft, evenly distributed artificial lighting.
- Dimmable lighting provided to allow individual adjustment for reflection or group prayer.
- Lighting controls positioned within reach of both seated and standing users and operable with a closed fist or open palm.
- Consistent, glare-free illumination maintained along circulation paths and entry areas for people with low vision.
- Effective visual contrast between floors, walls, and doors to support orientation and movement.
- Non-reflective surfaces used on walls, floors, and furnishings to prevent glare and distraction.
- Wayfinding signage incorporating plain English, pictograms, and tactile and Braille elements identifying the prayer room, adjacent toilets, and ablution facilities.
- Signage installed at accessible height and visible from the approach path.
- Multilingual or symbolic signage included to reflect diverse cultural and faith backgrounds.
- Neutral décor and finishes provided to avoid display of religious imagery, ensuring inclusivity for all users.

- Adjustable lighting and acoustic zoning supporting both individual reflection and group activities.
- Lockable storage provided for sacred texts, personal items, or mobility devices, positioned within reach range.
- Audible and visible emergency alarm systems (for example, flashing lights) provided for users who are deaf or hard of hearing.
- Fire detection systems designed to safely accommodate limited candle use, in accordance with fire-safety regulations.
- Emergency evacuation information displayed in large print, plain English, and tactile or Braille formats.
- Accessible power outlets provided for low-wattage lamps, mobility devices, or personal equipment.
- Providing assistance animals, including resting space and a nearby water bowl.
- Layout designed to provide equitable access through non-gendered or clearly signed gender-specific sections.
- A safe, private, and welcoming environment that accommodates people of all faiths and those seeking quiet reflection.
- Maintenance program ensuring flooring, lighting, ventilation, and signage remain functional, clean, and odour-free.
- Sustainable design elements incorporated, including natural ventilation, energy-efficient lighting, and low Volatile Organic Compound (VOC) finishes.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.
- Wudumate.com – Diversity matters – A Guide to Best Practice Multi-Faith Room Design (UK).

## Multi-Purpose Rooms

### Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining building, taking users directly to and through all multi-purpose rooms.
- Level or ramped access provided at all entries, with compliant threshold, step-ramp, or transition plate where required.
- Wide doorways with D or lever-style handles operable with minimal force.
- Automatic or power-assisted doors preferred in high-use or public facilities.
- Clear circulation and turning space maintained for users of wheelchairs, prams, or mobility aids.
- Firm, slip-resistant, non-reflective flooring suitable for varied uses such as meetings, community events, or performances.
- Low-pile carpet or smooth resilient flooring used to support mobility and acoustic comfort.
- Acoustic treatment provided to walls, ceilings, and floors to minimise reverberation and improve speech clarity for hearing-aid users.
- Sound-absorbing finishes or operable acoustic panels installed to allow flexibility for different activities.
- Even, glare-free lighting provided throughout the space, reflected downward to prevent shadowing.
- Dimmable or multi-level lighting controls allowing brightness adjustment for presentations or quiet activities.
- Lighting controls positioned at an accessible height, operable with a closed fist or open palm, and labelled with tactile or Braille indicators.
- Natural light maximised where possible, with blinds or shading to prevent glare.
- Temperature control systems quiet in operation and fitted with accessible, easy-to-use thermostats.
- Effective contrast provided between floors, walls, and doors to assist orientation and visibility.
- Furniture lightweight, movable, and adjustable to suit a range of activities and user groups.
- Seating variety provided, including chairs with and without armrests, and at multiple heights for user comfort.
- Flexible furniture layouts maintaining accessible routes and turning spaces when rearranged.
- Accessible power outlets and data points evenly distributed around the room perimeter for convenience.
- Assistive listening systems or hearing augmentation installed wherever amplification or public-address systems are used.

- Visual display technology positioned for clear viewing from both seated and standing positions, with captioning capability for all audiovisual content.
- Control panels and AV equipment located within accessible reach and designed with tactile, high-contrast controls.
- Portable assistive devices such as microphones, captioning screens, or portable hearing loops available for flexible use.
- Accessible storage for folding tables, chairs, or equipment located on the same level or accessible via lift.
- Clear, legible signage identifying the multi-purpose room, incorporating tactile and Braille elements, plain English, and the International Symbol of Access.
- Directional signage provided at building entries and corridors leading to the multi-purpose room.
- Emergency exits designed for accessible egress, fitted with visual and audible alarms.
- Emergency evacuation information displayed in large-print, tactile, and Braille formats.
- Adequate manoeuvring space provided near exits and around fixed features such as stages, lecterns, or partitions.
- Temporary partitions or screens designed with visual contrast and positioned to avoid obstructing circulation.
- Slip-resistant transitions used where temporary stages, mats, or floor coverings are installed.
- Wall and ceiling finishes selected to minimise glare and assist with visual orientation.
- Controls for blinds, lighting, and temperature clearly labelled, within reach, and operable without tight grasping or twisting.
- Consistent acoustic and lighting quality maintained across the space to avoid glare zones or acoustic 'dead spots'.
- Accessible kitchenette or refreshment area (where provided) designed with knee and toe clearance and lever, sensor, or voice-activated taps.
- Accessible toilets located nearby on the same level, clearly signed and connected by a CAPT.
- Companion seating or viewing zones provided in audience or presentation layouts.
- Safe storage for mobility aids located near entries without obstructing circulation routes.
- Stage or platform edges and nosings finished with effective visual contrast and slip-resistant surfaces.
- Visual communication boards or digital displays used for announcements or event scheduling.

- Quiet breakout or retreat areas located nearby for rest, reflection, or sensory regulation.
- Environmentally sustainable features incorporated, including LED lighting, natural ventilation, low-VOC finishes, and water-efficient fittings.
- Maintenance program in place to ensure fittings, controls, and circulation paths remain clean, functional, and unobstructed.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.

## Playspaces

#### Universal Design Considerations

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining building, leading to and throughout all playspaces.
- CAPT to enable independent access for people using mobility aids, prams, or wheelchairs.
- Smooth transitions between pathway materials, surfaces, and play zones with no lips or steps.
- Entry points fitted with child-safe gates that include accessible alternatives to standard locks.
- Accessible toilets provided nearby, including unisex accessible, ambulant, all-gender toilets, baby-change facilities, Accessible Adult Change Facilities, and Assistance Animal Relief Areas.
- Clear, easy-to-read signage at entries and throughout the playspace incorporating international symbols, tactile and Braille elements, and plain-English large-print text visible to people when standing or seated.
- Signage including directional cues such as arrows, colours, or icons guiding users to play zones, toilets, seating, and exits.
- Appropriate lighting levels provided at entries, circulation routes, and seating areas to enhance safety and visibility without glare.
- Seating provided throughout the playspace, with a mix of seat heights, backs, and armrests, located to allow clear sightlines to play equipment and gathering areas.
- Shade and shelter provided over play zones, seating, and waiting areas using a mix of trees and built structures.

- Drinking fountains accessible to both children and adults, operable with an open palm or closed fist, usable from seated or standing positions, and accessible to left and right-hand operation.
- Quiet corners or retreat zones provided for children or caregivers needing to rest, self-regulate, or retreat from noise and activity.
- Inclusive play elements ensuring representation of all major play types (for example, swinging, sliding, climbing, spinning, sand and water play, musical play).
- Play elements designed to support diverse developmental domains:
  - physical play through climbing, swinging, spinning, balancing, or crawling opportunities
  - cognitive play through puzzles, tactile panels, and imaginative or sensory activities
  - social play through cooperative structures and shared interactive spaces.
- Surface materials supporting stability and mobility (for example, rubberised soft-fall, bonded mulch, or compacted paths) enabling access to and around all play components.
- Tactile, auditory, and olfactory sensory play features integrated into the design (for example, textured panels, sound tubes, scented plantings).
- Effective visual contrast between play zones, pathway edges, and adjoining surfaces to support orientation and safety.
- Soft-fall materials selected for both safety and ease of mobility, minimising rolling resistance for wheelchairs and prams.
- A variety of play elements included to stimulate multiple senses and abilities, such as balance beams, bells or chimes, sand diggers, cubbies, textured panels, and sculptural forms for proprioceptive play.
- Inclusive play opportunities provided to support different modes of engagement, including solitary, parallel, associative, cooperative, and messy play.
- Ground-level accessible play components incorporated for children or adults who cannot climb or use elevated structures.
- Ramped or transfer access provided to selected elevated play elements to ensure participation for wheelchair users.
- Clear manoeuvring and resting spaces maintained around key play components and within transition areas.
- Operable parts on play equipment designed for use without tight grasping, pinching, or twisting, and usable with a closed fist or open palm.
- Handrails and supports provided where needed for balance and participation.
- Visual contrast provided on steps, edges, and platform surfaces to assist users with low vision.
- Edge protection or barriers designed to prevent falls while maintaining visibility for carers and supervisors.
- Sensory gardens incorporated with plants of varying textures, colours, and fragrances to promote engagement and orientation.
- Accessible picnic, barbecue, and rest areas co-located with playspaces on a CAPT.
- Bins, drinking fountains, and service points positioned outside main circulation routes but within easy reach of play areas.
- Wayfinding and orientation cues such as coloured paths, tactile pavers, or themed entry markers used to assist navigation.
- Safe buffer zones separating play areas from car parks, roads, or water bodies using fencing or natural barriers.
- Emergency contact signage or call points installed at accessible height with visual and tactile indicators.
- Consistent, even lighting and passive surveillance provided to enhance safety during extended hours of use.
- Maintenance regimes ensuring all surfaces, equipment, and structures remain clean, safe, and functional.
- Environmental sustainability principles applied, including use of recycled materials, water-sensitive planting, non-toxic finishes, and energy-efficient lighting.
- Integration of *Everyone Can Play* principles:
  - Can I get there? – Accessible routes, signage, surfaces, and smooth transitions.
  - Can I play? – Varied, sensory, and cooperative play opportunities for children and adults of all abilities.
  - Can I stay? – Comfort, shade, seating, amenities, and inclusive social settings encouraging participation and belonging.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.
- Victorian Government – The Good Play Space Guide – Can Play Too.
- South Australian Government-Inclusive Play-Guidelines for accessible playspaces.
- NSW Government – Everyone Can Play: Guidelines for Inclusive Playspaces.
- The Commonwealth Accessible Australia Initiative – Inclusive Play Spaces Fact Sheet – Inclusive play spaces for people of all ages and abilities.

## Ramps

### Universal Design Considerations

#### General Ramps

- A CAPT provided and maintained from any accessible car park, property boundary, or adjoining building to and along all ramps.
- Firm, level, slip-resistant surface provided for safe use in both wet and dry conditions.
- Landings designed to allow rest, turning, and directional change without obstruction.
- Adequate overhead clearance maintained along the full ramp length.
- Consistent, even lighting reflected downward without glare, pooling, or strong shadowing.
- Higher lux levels maintained across ramp and landing surfaces to enhance visibility and safety.
- Handrails and walking surfaces evenly illuminated to assist users with low vision.
- Gradients designed flatter where practicable to improve usability and accommodate construction tolerances.
- Shade or shelter provided along outdoor ramps for weather protection and comfort.
- Effective contrast provided between ramp surfaces, edges, and adjacent areas for visual clarity.
- Slip-resistant finishes selected to suit the expected pedestrian volume and environment.
- Drainage design preventing ponding or surface water accumulation.
- TGSIs installed at the top and bottom of all ramps (except fire-isolated ramps).
- TGSIs provided in effective luminance contrast to adjoining surfaces.
- Kerbs or kerb rails provided on both sides where no wall or balustrade is present.
- Rest areas or alcoves set back from but connected to the main path of travel, with seating, drinking fountains, or bins where appropriate.
- Handrails designed to minimise heat, cold, and glare, and comfortable to grip.
- Handrails installed on both sides with continuous grip surfaces and adequate wall clearance.
- Lower handrails provided for children or people of short stature.
- Handrail extensions returned horizontally beyond top and bottom landings for safety and wayfinding.
- Landings provided at regular intervals on long ramps and sized to accommodate resting or passing.
- Edges and handrails designed with effective contrast from adjacent surfaces.
- Non-reflective wall and floor finishes along ramp corridors to minimise glare.
- Wayfinding signage with tactile and Braille elements indicating destinations and distances.
- Alternative vertical circulation (stairs or lift) available nearby, with clear signage directing users to these routes.
- Outdoor ramps constructed using durable, non-corrosive materials suited to local conditions.
- Safety barriers or balustrades provided on any exposed ramp edges.
- Resting or seating areas located clear of the main travel path.
- Ramp surfaces designed with consistent texture and minimal crossfall to support safe use by mobility devices.
- Visual and tactile edge definition provided on all landings for orientation.
- Identification signage (colour coding or numbering) provided to assist spatial orientation.
- Maintenance regime ensuring ramps remain clean, slip-resistant, and free of obstruction.

## Kerb Ramps

- Smooth, level transition provided between footpath and roadway for safe crossing.
- Landings provided at the top and bottom of kerb ramps, with sufficient space for turning and waiting.
- Centreline alignment maintained between opposing kerb ramps across pedestrian crossings.
- TGSi installed in effective luminance contrast and aligned with the direction of travel.
- Sloped sides designed to prevent wheel or foot entrapment.
- Grabrails or handrails provided where kerb ramps are steep or exposed.
- Kerb ramps extending full width of pedestrian crossings to align with tactile paths.
- Median refuges sized to accommodate wheelchairs, prams, or mobility devices without encroaching onto the roadway.
- Effective contrast provided along ramp edges and transitions between road and footpath.
- Drainage design ensuring water does not pool or obstruct ramp bases.
- Lighting focused on crossing points to highlight ramp edges and tactile areas during night use.
- Signage or pavement markings used where required to indicate pedestrian priority zones.

## Step Ramps

- Gradient designed within allowable limits to ensure safe and comfortable movement.
- Sufficient width and level landing space provided at the top and bottom for manoeuvring.
- Effective visual contrast applied to ramp edges, surfaces, and adjacent finishes.
- TGSi installed at the top and bottom where no other environmental cue exists.
- Handrails or kerb rails provided on both sides for stability and guidance.
- Splayed ends, walls, or barriers incorporated where pedestrian cross-traffic may occur.
- Step ramps at doorways positioned to avoid impeding door circulation space or swing.
- Level landings provided at each end of the ramp.

- Slip-resistant surfaces used consistently with adjacent floor finishes to avoid abrupt transitions.
- Contrasting nosing strips applied on any threshold edges for improved visibility.
- Surfaces designed to prevent glare, with non-reflective finishes and even lighting.
- Adequate drainage provided at exterior step ramps to prevent surface water accumulation.

## Threshold Ramps

- Smooth, shallow transition provided between adjoining surfaces where level entry is not achievable.
- Effective contrast applied between ramp surface and surrounding flooring for visibility.
- Tapered or splayed edges provided where the ramp does not abut a wall or kerb.
- Slip-resistant surface finish consistent with adjoining materials.
- Threshold ramp positioned close to the doorway it serves, avoiding trip or obstruction hazards.
- Adequate clearance provided for door operation and circulation space on both sides.
- Drainage detailing preventing water from tracking under the door.
- Non-reflective, glare-free finish provided to assist visibility for people with low vision.
- Gradients designed as shallow as practicable to support independent wheelchair and walker access.
- Durable materials used to withstand frequent movement, moisture, and cleaning.
- Maintenance practices ensuring edges, fixings, and surfaces remain safe and free from wear.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.

## Retail Areas

### Universal Design Considerations

- A CAPT provided and maintained from accessible car parks, property boundaries, and adjoining buildings to and throughout all public areas of retail premises.
- Step-free, level, slip-resistant entry surfaces enabling access for people using mobility aids, prams, or trolleys.
- Automatic or power-assisted entrance doors with adequate clear opening width and extended opening time to allow safe and independent use.
- Clear circulation space provided at entry areas for wheelchair users, people with prams, and customers using mobility scooters or trolleys.
- Aisle layouts designed to allow two-way movement and passing, with turning spaces at intersections, counters, and key display points.
- Accessible route from entries to all key destinations (service counters, change rooms, amenities) without requiring passage through security gates or merchandise displays that obstruct movement.
- Firm, stable, non-reflective floor surfaces suitable for wheeled and ambulant users.
- Effective contrast provided between floors, walls, and counters to assist with spatial orientation and depth perception.
- Consistent, even lighting throughout all retail areas, with directional lighting highlighting counters, signage, and exits.
- Lighting design avoiding glare, reflection, or flicker that may affect people with low vision or sensory sensitivities.
- Acoustic treatments such as panels, soft furnishings, or ceiling baffles installed to reduce reverberation and background noise.
- Clear sightlines maintained between aisles, exits, and key service areas to aid orientation and safety.
- Counters and service points incorporating an accessible section with clear knee and toe space, and unobstructed floor area in front.
- EFTPOS and payment terminals mounted at accessible height, on swivel or flexible mounts, and operable with one hand.
- Hearing augmentation systems provided at screened or noisy service counters.
- Signage designed in large print, plain English, tactile and Braille, and incorporating recognised symbols such as the International Symbol of Access and hearing loop.
- Wayfinding signage directing customers to accessible facilities including toilets, parent rooms, and change rooms.
- Accessible change rooms incorporating wide doorways, large circulation areas, seating with backrests and armrests, shelves and hooks at varying heights, and mirrors visible from seated and standing positions.
- Unisex accessible and ambulant toilets available within or adjacent to the retail precinct, on a CAPT.
- Seating provided in large retail areas or shopping malls for rest, located clear of main circulation routes, with options including armrests and backrests.
- Accessible customer amenities (toilets, parent rooms, recharge points, quiet rooms) located on the same level and connected by a CAPT.
- Quiet shopping periods or low-sensory zones scheduled to accommodate customers with sensory sensitivities.
- Product displays positioned within accessible reach ranges, providing clear side and front approach.
- Merchandise layouts maintaining unobstructed circulation routes and avoiding clutter or temporary obstructions.
- Accessible trolleys or baskets provided for people of varying heights and mobility levels, including wheelchair-compatible trolleys.
- Clear visual and tactile contrast applied to steps, ramps, or level changes.
- TGSi installed at key transition points such as escalators, lifts, and travelators.
- Lift access provided between levels, located adjacent to stairs or escalators and clearly signed.
- Escalators and travelators equipped with visual and tactile cues at entry and exit points to enhance awareness and safety.
- Accessible parking bays located close to main retail entries and linked by a CAPT.
- Automatic teller machines (ATMs) and ticketing kiosks positioned at accessible height, operable by people when seated or standing, incorporating tactile/Braille and audio functions.
- Emergency evacuation plans and systems incorporating accessible routes, visual and audible alarms, and refuge areas where required.
- Queuing systems designed with clear visual cues, low noise, and sufficient turning space for mobility devices.
- Consistent lighting, clear sightlines, and passive surveillance in car parks and entry areas to enhance safety and accessibility.

- Environmental sustainability measures applied, including energy-efficient lighting, low-VOC finishes, and climate-controlled comfort benefiting all users.
- Maintenance and operations regimes ensuring aisles, entries, and circulation spaces remain unobstructed, slip-resistant, and always clearly defined.

### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.

## Seating and Tables (Indoor and Outdoor)

### Universal Design Considerations

- A CAPT provided and maintained from accessible car parks, property boundaries, and adjoining buildings to and along all seating and table areas.
- Seating and tables positioned clear of main circulation routes, ensuring they do not obstruct accessible travel paths or manoeuvring spaces.
- Circulation areas designed to accommodate turning movements for wheelchairs, scooters, prams, or other mobility aids.
- Firm, level, slip-resistant surfaces provided beneath and around all seating and tables, suitable for both wet and dry conditions.
- Changes in texture, colour, or material used to differentiate seating and table zones from adjoining walkways.
- Fixed or inbuilt seating connected to the CAPT while maintaining adequate space for approach and use.
- Accessible seating provided at regular intervals along internal corridors, external walkways, and open spaces.
- A variety of seating options available to accommodate user diversity, including:
  - seats with and without armrests
  - single-arm, dual-arm, and central-arm configurations
  - backrests for postural support
  - seats of varying heights suitable for adults and children.
- Accessible tables designed with open sides or extended ends providing clear knee and toe clearance for wheelchair users.
- Tables provided in various formats (four-leg, pedestal, adjustable-height, bar-height, or built-in) to accommodate different contexts such as cafés, meeting rooms, and outdoor recreation areas.
- Seating and table edges rounded with smooth finishes to prevent injury.
- Materials selected for durability, comfort, and safety – non-reflective, non-toxic, and minimising heat or cold transfer in outdoor conditions.
- Seating surfaces located on firm, stable, and even ground, allowing adjacent space for wheelchairs, prams, or assistance animals.
- Accessible seating integrated within general seating areas to ensure inclusive participation and avoid segregation.
- Companion seating provided beside accessible seating in auditoria, pavilions, and spectator venues.
- Informal seating incorporated into landscape features such as low retaining walls, planters, or bollards where appropriate.
- Recharge points for mobility devices or scooters located adjacent to selected seating areas, sheltered where possible and accessible from a seated position.
- Amenities such as bins, drinking fountains, or bike racks positioned near seating without obstructing circulation.
- Effective visual contrast provided between furniture and surrounding ground or wall surfaces to enhance visibility.
- Shade or shelter provided over selected seating and table areas using canopies, pergolas, or trees for thermal comfort and protection from weather.
- Seating positioned near key destinations such as entries, transport stops, playspaces, or amenities to support rest and convenience.
- Seating placed clear of internal wayfinding lines or tactile paths to prevent obstruction for people with low vision.
- Accessible seating located near amenities such as accessible toilets, parent rooms, and customer service areas.
- Adequate, consistent lighting provided to ensure visibility and safety without glare or harsh shadowing.
- Lighting reflected downward across seating and table areas to enhance comfort and security.
- Seating arrangements varied (individual, group, linear, circular) to support social interaction, privacy, and cultural preferences.

- Café, picnic, and dining furniture designed for stability during transfer and use, allowing clear approach for wheelchair or scooter users.
- Armrest and backrest design supporting ease of transfer, sitting, and standing, particularly for older adults.
- Flat or gently sloped adjacent surfaces available for placement of personal items, such as shelves, low tables, or ledges near seating.
- Signage identifying accessible, companion, or priority seating areas incorporating tactile and Braille elements and international symbols.
- Maintenance regime ensuring all seating, tables, and surrounding surfaces remain clean, stable, and free of damage, splinters, or obstructions.
- Use of colour, texture, and planting to support orientation, comfort, and wayfinding within large seating areas.
- Environmentally sustainable design principles integrated, including recycled or low-maintenance materials, adequate drainage beneath furniture, and surfaces that do not retain excessive heat or cold.
- Apply acoustic treatments such as sound-absorbing panels, curtains, or soft furnishings to reduce external noise and reverberation.
- Provide adjustable, dimmable lighting to support individual sensory regulation and create calming environments.
- Avoid flickering, fluorescent, or high-frequency lighting that can trigger sensory distress; ensure lighting zones are independently controlled.
- Use soft, muted colour palettes and low-contrast patterns to reduce visual overstimulation while maintaining perceptible contrast for orientation.
- Provide comfortable and varied furniture options including supportive chairs, lounges, beanbags, or sensory seating located away from main circulation paths.
- Incorporate tactile and sensory features such as textured wall panels, soft furnishings, or safe interactive installations that are durable and easy to clean.
- Provide user-friendly controls for lighting, sound, and sensory features within accessible reach for seated and standing users, operable with an open palm or closed fist.

### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.2:1992 – Enhanced and additional requirements.
- Street Furniture Australia – How to Apply DDA to Street Furniture: Seats and Tables 2019.
- Label controls clearly with tactile and visual indicators to support intuitive use.
- Ensure effective contrast between walls, floors, furniture, and fittings to assist with spatial orientation and use by people with low vision.

## Sensory and Quiet Rooms

### Universal Design Considerations

- Provide a CAPT from accessible car parks, property boundaries, or adjoining buildings to the room, using firm, stable, slip-resistant surfaces free from lips or steps.
- Locate rooms in quiet, low-traffic areas close to amenities such as accessible toilets and parent rooms.
- Ensure clear signage and wayfinding using plain English text, symbols or images, and tactile and Braille elements; avoid flashing or strobing signs.
- Provide wide, easy-to-operate doors with lever handles or automatic operation for independent access.
- Ensure sufficient internal circulation space for people using wheelchairs, mobility aids, prams, or assistance animals.
- Maintain clear manoeuvring space even when furniture or equipment is in use, with designated storage for mobility aids, prams, or sensory tools.
- Use firm, stable, non-reflective flooring such as low-pile carpet or smooth resilient finishes to reduce glare and tripping risk.
- Design for supervision and safety while maintaining privacy – using frosted glazing or partial glass panels in doors.
- Provide emergency assistance systems that are both audible and visible, reachable from a seated or lying position.
- Integrate power outlets, device charging points, and assistive technology connections accessible to both seated and standing users.
- Provide optional sensory tools such as weighted blankets, fidget items, noise-cancelling headphones, or eye masks stored in an organised, accessible location.
- Allow space and amenities for assistance animals, including resting areas or water bowls near seating.
- Ensure environmental comfort through quiet, low-vibration systems, consistent temperature control, and gentle, draft-free airflow.
- Apply safety measures such as non-slip flooring, covered electrical cords, stable furniture, and unobstructed egress routes.
- Display clear information and guidance on room use, including capacity limits, quiet-use expectations, and contact details for staff assistance.

- Use visual design and branding that convey calmness and inclusion, avoiding overstimulation or clutter.
- Implement a maintenance and operations regime ensuring cleanliness, functional controls, and regular monitoring of user feedback.
- Select sustainable, low-emission materials and finishes (for example, low-VOC paints, energy-efficient lighting, durable surfaces) that promote health, wellbeing, and environmental responsibility.

### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.
- AMAZE (Australia)- Reset Room (Sensory Rooms and Chill Out Zones) Design Guide 2025.
- Sensory Friendly Solutions (Canada) – The Ultimate Guide to Creating an Adult Sensory Room 2025.

## Shade and Shelter

### Universal Design Considerations

- A CAPT provided and maintained from accessible car parks, property boundaries, and adjoining buildings to and beneath all shade and shelter structures.
- Uprights, posts, and poles positioned clear of the CAPT of travel to prevent hazards or obstructions.
- Effective visual contrast applied to all structural elements, poles, and posts to assist users with low vision and minimise collision risk.
- Adequate circulation and manoeuvring space provided beneath and around shade structures to accommodate wheelchair users, prams, and assistance animals.
- Shade and shelter designed to comfortably accommodate the size, movement, and spatial requirements of all users, including people using mobility aids, wheelchairs, scooters, or assistance animals.
- Firm, level, slip-resistant ground surfaces provided beneath all shaded and sheltered areas, suitable for both wet and dry conditions.
- Shade and shelter elements integrated along accessible routes linking key destinations such as car parks, building entries, play spaces, and waiting areas.
- Shade provided at building entrances and exits to support safe and comfortable waiting during door operation or inclement weather.
- Entrances and sheltered waiting zones designed in effective visual contrast to surrounding walls or surfaces for ease of identification.
- Shade and shelter provided over accessible parking bays, set-down zones, and taxi waiting areas, ensuring clear overhead space and visibility of signage.
- Canopies or overhead structures installed along ramps, pathways, and circulation areas to maintain user comfort and protect surfaces from heat, rain, and glare.
- Weather-protective shelters located at public transport stops, outdoor seating, or ticketing areas to provide cover from rain, sun, and wind.
- Planting of shade trees and vegetation selected to create multi-sensory environments with differing textures, aromas, and sounds that enhance ambience and wayfinding.
- Tree placement and species selection ensuring adequate clearance, non-invasive roots, and canopy coverage that does not obstruct lighting, sightlines, or signage.
- A combination of natural and built shade elements (trees, pergolas, sails, verandas, canopies) used to balance seasonal light, ventilation, and protection.
- Materials used for roofs, fabrics, or canopies designed to be UV-resistant, non-reflective, durable, and low maintenance.
- Roofing and structure design providing effective drainage to prevent water pooling, drips, or glare from transparent or semi-transparent materials.
- Colours and finishes chosen to minimise heat absorption or reflection, maintaining comfortable surface and air temperatures.
- Shade structures oriented and located using solar-path analysis to optimise shade coverage during peak sun periods while allowing winter sun access.
- Lighting provided under shelters and covered walkways where night use is expected, ensuring consistent illumination without glare or harsh shadowing.
- Seating and tables integrated beneath shade structures to promote inclusive social interaction and comfort for all users.
- Shelters and canopies designed for wind stability and compliance with relevant outdoor structural standards.
- Drainage and surface gradients designed to prevent water accumulation beneath shaded areas and maintain safe footing.
- Finishes and materials selected for durability, corrosion resistance, and easy cleaning to support long-term maintenance.
- Signage or identifiers incorporated into shelter designs (for example, coloured edges, contrasting canopies, distinct forms) to assist orientation within large open areas such as parks or precincts.

- Partial transparency or open panels incorporated into shelter design to maintain natural light, visibility, and passive surveillance for safety.
- Sustainable design principles applied, including use of recycled or renewable materials, energy-efficient lighting, and integration with surrounding natural shade.

### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.
- Municipal Association of Victoria – *Shade Design for Public Places*.
- Cancer Council NSW – *Guidelines to Shade: A practical guide to shade planning in NSW*.
- SunSmart – *Shade Guidelines* (for local governments, public facilities, and open spaces).
- Queensland Health – *Creating Shade at Public Facilities: Policy and Technical Guidelines for Local Government* (includes parks).

## Signage and Wayfinding

### Universal Design Considerations

#### General Signage

- Signage provided and maintained along a CAPT linking all key destinations including entries, amenities, and accessible facilities.
- Easily visible signage at accessible parking bays incorporating ground surface markings such as the International Symbol of Access and clear bay delineation.
- Signage at inaccessible building entrances directing users to the nearest accessible entrance, incorporating tactile, Braille, and the International Symbol of Access.
- Accessible toilet signage clearly identifying configuration (for example, left-hand or right-hand layout) with tactile and Braille elements.
- Signage at non-accessible or ambulant toilets directing users to the nearest accessible facility.
- Hearing augmentation signage incorporating the International Symbol for Deafness, clearly identifying system type and receiver collection points.
- Signage consistently located at key decision points, entries, and intersections along circulation routes without obstructing travel paths.
- Signs designed with appropriate viewing distance and installed within the common viewing zone for both standing and seated users.
- Use of mixed upper- and lower-case lettering (Title Case) to enhance readability.
- Sans serif fonts such as Arial or Helvetica used for clarity and legibility.
- Effective luminance contrast between text, symbols, and background surfaces maintained under both natural and artificial light.
- Lighting provided where night-time or low-light conditions occur to ensure signs remain legible.
- Consistent hierarchy of signage across the environment supporting wayfinding through:
  - identification (for example, building name or number)
  - information (for example, facilities, hours)
  - direction (for example, arrows, routes, destinations)
  - emergency and safety signage.
- Integration of the 4 key graphic elements of wayfinding: identification, reinforcement, orientation, and destination.
- Consistent terminology used across maps, directories, and signs to avoid confusion.
- Consistent graphic style, colour scheme, and layout applied across all signage within a site or precinct.
- Colour coding used systematically to assist orientation (for example, distinct colours for zones, floors, or facility types).
- Directional arrows, icons, and text in effective contrast to backgrounds and adjacent surfaces.
- Use of plain, familiar terms in preference to technical or institutional language (for example, 'Information' instead of 'Enquiries').
- Inclusion of internationally recognised symbols to support non-English speakers and universal understanding.
- Orientation maps positioned and aligned with the viewer's direction of approach and including 'You Are Here' indicators.
- Design consideration given to colour vision deficiencies when selecting hues and contrast levels.
- Vehicular-entry signage designed for readability at speed and from distance, with minimal visual clutter.
- Alternatives to visual signage provided where appropriate, such as audio announcements, tactile elements, Braille, or electronic displays.
- Signage maintained in good condition – clean, unobstructed, and free of graffiti or overgrown vegetation.
- Placement of signage clear of pedestrian movement paths and accessible circulation routes, ensuring it does not protrude or create hazards.

## Braille and Tactile Signage

- Braille and tactile signage positioned in illuminated or well-lit areas to maintain luminance contrast at all times of use.
- Tactile characters (raised letters and Braille) located adjacent to, but not on, operable controls or doors to prevent wear from contact.
- Raised tactile characters and symbols constructed from durable, non-glare materials; clear acrylic overlays avoided to preserve visibility.
- Braille text to accompany raised tactile lettering and use contracted grade 2 Braille (Australian standard).
- Effective contrast maintained between tactile elements and background surfaces to support visibility for low-vision users.
- Use of international accessibility symbols (for example, wheelchair access, hearing loop) included alongside tactile and Braille elements where applicable.
- Consistent mounting height and location across all levels and facilities to support predictable wayfinding.
- Signs securely fixed with durable finishes to prevent deterioration, peeling, or contrast loss over time.
- Tactile markers provided near sign locations where necessary to assist users in locating signage.
- Avoid installation of tactile/Braille signage in reflective, glossy, or mirrored surroundings where legibility may be compromised.
- Signs integrated within the overall wayfinding system, following consistent typography, colour coding, and layout.
- Supplementary audio or digital signage (for example, kiosks, touch screens) provided to complement tactile and Braille information.
- Regular cleaning and maintenance undertaken to ensure Braille dots remain legible and surfaces free from gloss or dirt.
- Additional tactile cues such as wall or floor texture changes used to assist in locating signage in large spaces.
- Avoid positioning signage behind doors, above comfortable reach ranges, or within recessed areas with poor lighting.
- Directional and facility signage incorporating tactile and Braille elements to include relevant distance and direction information (for example, 'Accessible Toilet 30 m →').
- Use of consistent tactile cues and placement standards across precincts to support intuitive navigation by people with vision impairment.

## Wayfinding Along Access Ways

- Clear definition between roadway, pathway, and shared zones achieved through colour, texture, or tactile differentiation to support safe navigation for all users.
- Consistent use of materials, symbols, colours, and signage across a site or precinct to create a recognisable and intuitive wayfinding language.
- Wayfinding signage designed to be clear, concise, and easy to read, incorporating the International Symbol of Access to identify key features and facilities.
- Signage incorporating tactile and Braille elements indicating direction, destination, and distance (for example, 'Toilets – 50 metres →').
- Clear signage provided at shared zones identifying the presence of vehicles, cyclists, and pedestrians, with defined boundaries for each mode of movement.
- Pedestrian crossings defined by contrasting surface materials, colours, or tactile cues to distinguish them from adjacent pavements and traffic-calming areas.
- Crossings clearly marked and signed with universally recognisable 'Pedestrian Right of Way' or equivalent symbols to minimise ambiguity.
- Directional tactile indicators installed at key decision points such as pathway intersections, crossing points, seating zones, public transport stops, and customer service counters.
- Pedestrian, bicycle, and vehicle routes separated where possible, with clear markings, surface differentiation, and visual contrast to indicate boundaries.
- Logical sequencing of directional and reassurance signage to confirm progress along a route and assist with spatial orientation.
- Signage provided consistently along the path of travel to highlight changes in direction, destinations, or upcoming features such as ramps or building entries.
- Text on all signs presented in sentence case to enhance readability and comprehension.
- Sans serif fonts such as Arial or Helvetica used for clarity, with character sizes proportionate to viewing distance for readability at approach.
- Pictograms used in conjunction with text to support universal understanding and cross-language communication.
- Effective visual contrast maintained between pictograms or symbols and their background, ensuring visibility for people with low vision.
- Lighting positioned to evenly illuminate signage and ground surfaces without glare, reflection, or shadow.

- Signage installed consistently at a predictable height within the common viewing zone of both standing and seated users.
- Directional arrows and symbols oriented in the actual direction of travel to reinforce intuitive movement.
- Maps and directional panels aligned to the user's viewpoint, incorporating 'You Are Here' indicators and tactile or audio equivalents where possible.
- Colour coding used systematically across access routes to identify zones, floors, or amenities and support intuitive navigation.
- Tactile cues, contrasting edges, and landmark features (for example, artwork, vegetation, lighting) integrated along paths to provide orientation assistance for people with low vision.
- Wayfinding systems coordinated across all environments (indoor, outdoor, and transitional spaces) for consistency and continuity of navigation.
- Maintenance regime ensuring all signage, tactile indicators, and contrast surfaces remain visible, clean, and free from damage, obstruction, or fading.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.
- AS 1428.4.1:2009 – Tactile indicators.
- AS/NZS 1428.4.2 – Wayfinding systems.
- Australian Network on Disability – Design for Dignity – Wayfinding principles and guidance.

## Spectator Facilities (Indoors and Outdoors)

#### Universal Design Considerations

- A CAPT provided to, through, and within all spectator areas, including seating zones, concourses, amenities, viewing platforms, and scoreboards.
- Firm, level, slip-resistant surfaces provided in both wet and dry conditions along all accessways, circulation zones, and seating platforms.
- Adequate overhead and side clearances maintained along circulation routes to avoid obstructions and ensure safety.

- Accessible routes provided to all designated wheelchair and companion seating areas, including to elevated or tiered stands via compliant ramps or lifts.
- Accessible routes connecting spectator areas to scoreboards, control rooms, officials' benches, and amenities such as toilets, first aid, and food outlets.
- Circulation routes between viewing areas and amenities designed to avoid steep gradients, tight turns, or narrow passageways.
- Accessible seating distributed across a range of viewing locations to offer choice of perspective (for example, front row, midfield, upper tier) and ensure inclusion rather than segregation.
- Companion seating located immediately adjacent to wheelchair spaces, without barriers or separation.
- Accessible seating positioned on firm, level surfaces with sufficient manoeuvring and transfer space.
- Step-free access to seating rows and platforms, including accessible aisles with handrails and visual contrast on stair edges.
- Resting points or benches provided at regular intervals along extended access routes for users who require breaks.
- Adequate space provided for assistance animals beside or in front of accessible seating, with nearby access to relief areas.
- Variety of seating configurations offered, including seats with backrests and armrests to support people with limited balance or strength.
- Seating materials selected to avoid excessive heat or cold retention and to provide comfort in outdoor environments.
- Circulation aisles wide enough to accommodate safe two-way passing of mobility devices and to facilitate emergency evacuation.
- Consistent, even lighting throughout circulation areas, stairs, and ramps, directed downward to minimise glare or shadowing.
- TGSi provided at stair landings, ramp transitions, and the interface between spectator zones and concourses.
- Effective visual contrast applied to stair nosings, aisle edges, handrails, and seating transitions to aid visibility for people with low vision.
- Clear wayfinding and signage using colour coding, pictograms, and tactile or Braille elements to identify accessible seating, exits, and amenities.
- Directional signage placed within both seated and standing sightlines, illuminated evenly and free of glare.

- Hearing augmentation systems (for example, induction loops, FM, or infrared) provided wherever public address or commentary systems are used.
- Acoustic design treatments applied to minimise echo, background noise, and reverberation to improve clarity of announcements.
- Visual communication systems, such as captioning screens or text displays, provided to supplement audible information.
- Scoreboards designed with high-contrast alphanumeric displays that are legible from long distances and clearly visible from all accessible seating areas.
- Scoreboards incorporating simultaneous audible and visual indicators (for example, buzzers and flashing lights) to assist users with hearing or vision impairments.
- Symbols, icons, and plain-language text used on scoreboards and displays for universal understanding.
- Controls for scoreboards and audiovisual systems located within accessible reach for both seated and standing operators and designed for operation by open palm or closed fist.
- Accessible locations provided for officials, coaches, and scoring benches with sufficient circulation space and clear sightlines.
- Clear, unobstructed lines of sight maintained from all accessible seating areas to playing fields, performance areas, and displays without interference from railings, barriers, or standing spectators.
- Guardrails and balustrades installed at elevated seating areas, with upper rails in effective visual contrast to background surfaces.
- Accessible amenities such as toilets, Changing Places facilities, parent rooms, and first aid located near accessible seating and concourse areas.
- Food and beverage outlets with counters at accessible heights and sufficient circulation space for wheelchair users and mobility aids.
- Weather protection (shade, canopy, or shelter) provided over sections of accessible seating and adjacent access routes in outdoor venues.
- Non-slip, durable materials used for external ramps, terraces, and pathways to maintain safety in wet or coastal conditions.
- Accessible viewing platforms provided where field-level or elevated positions offer equitable viewing experiences for all spectators.
- Emergency evacuation plans including accessible routes, refuge points, evacuation chairs, and clearly visible and audible alarm systems.
- Lighting in seating and egress areas maintained at safe levels during events and evacuations to assist with movement and orientation.
- Wayfinding systems reinforced with tactile cues, consistent colour contrast, and logical signage placement across all spectator zones.
- Maintenance regime ensuring seating, circulation paths, lifts, lighting, and accessible amenities remain functional, clean, and free of obstruction.
- Sustainability and durability embedded in material selection, using low-VOC finishes, weather-resistant coatings, and energy-efficient lighting systems.

### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility.
- AS 1428.2:1992 – Enhanced and additional requirements.

## Stairs

### Universal Design Considerations

- A CAPT provided from accessible car parks, property boundaries, and adjoining buildings to and along all stairs associated with a building.
- An accessible alternative such as a ramp or lift provided wherever stairs are present, clearly signed and easy to locate
- Stairs positioned to avoid encroachment into circulation paths or accessways, maintaining clear pedestrian flow.
- Adequate circulation and manoeuvring space provided at the top and bottom of each stair flight for users of mobility aids, prams, or assistance animals.
- Hazard TGSi installed at the top and bottom of all stairs (except fire-isolated stairs) and at intermediate landings where required.
- Stair treads with firm, slip-resistant surfaces suitable for wet and dry conditions, covering the full width of the step.
- Enclosed risers provided to avoid visual confusion and improve safety for people with low vision.
- Uniform tread height and depth maintained throughout each flight to support predictable, comfortable movement and reduce trip hazards.
- Tread profiles designed to promote a comfortable gait for users of all ages and abilities.

- Stair flights designed with consistent numbers of risers between landings to enhance rhythm and orientation.
- Nosings designed with appropriate profile and effective colour contrast to the tread surface, inset or rebated to avoid peeling edges.
- Any carpet used on stairs to be low-pile, securely fixed, and with a clearly defined, contrasting nosing line.
- Consistent, evenly distributed lighting provided along stairs, landings, and handrails, reflected downward to minimise glare and shadowing.
- Lighting levels sufficient to highlight treads, risers, and nosings, always maintaining visual contrast.
- Handrails provided on both sides of stairs, continuous across landings where practicable, and uninterrupted by fittings or projections.
- Dual-height handrails installed where appropriate, such as in public facilities used by children, older adults, or people of short stature.
- Handrails installed at consistent heights and with continuous clearances from adjacent walls.
- Handrail ends extended horizontally beyond the top and bottom risers, returned to a wall or post to avoid catching clothing or assistive devices.
- Handrail surfaces designed to be non-reflective, slip-resistant, and thermally comfortable to touch in both indoor and outdoor environments.
- Raised tactile markers (for example, domes or buttons) provided at handrail ends to signal the beginning and end of a stair flight.
- Handrails finished in a contrasting tone to adjacent wall or balustrade surfaces for ease of identification by people with low vision.
- Adequate width provided to accommodate anticipated user volumes and safe two-way pedestrian movement, particularly in large public facilities.
- Rest landings incorporated at regular intervals in long stairways, with sufficient space for users to pause or rest.
- Weather protection such as shade or canopies provided over outdoor stairs to reduce glare, surface heat, and slipperiness.
- Outdoor stairs designed with appropriate drainage to prevent water pooling, moss growth, or surface deterioration.
- Clear visual identification of stair flights, levels, and destinations through colour contrast, numbering, or directional signage.
- Tactile and Braille signage provided at stair entry points identifying the level number and nearest accessible alternative route.
- Signage near stairs clearly directing users to lifts or ramps as accessible alternatives.
- Lighting integrated along handrails, wall bases, or adjacent surfaces to provide consistent illumination without glare.
- Stair environments kept free from visual distractions such as flashing lights, patterned risers, or advertisements that could interfere with depth perception.
- Materials used for treads, risers, and handrails selected for durability, low maintenance, and non-toxicity; corrosion-resistant finishes provided for outdoor settings.
- Colour palettes chosen to support clear visual contrast between stairs, walls, and adjacent finishes, avoiding highly patterned or reflective materials.
- Adequate vertical and horizontal clearance maintained along all stairways to avoid overhead or side obstructions.
- Open-air stairs designed for climatic suitability with slip-resistant, weather-tolerant materials appropriate for rain, frost, or humidity.
- Seating or resting alcoves located near long stairways or multi-level access routes for users requiring recovery time.
- Emergency lighting and handrail markings visible in low-light conditions and during power outages.
- Acoustic treatment applied in enclosed stairwells to minimise echo and improve sound clarity for users with hearing aids or sensory sensitivities.
- Maintenance programs ensuring stair treads, nosings, tactile indicators, handrails, and lighting remain functional, clean, and in high visual contrast.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.
- AS 1428.2:1992 – Enhanced and additional requirements.
- AS 1428.4.1:2009 – Tactile ground surface indicators.

## Umpire and Referee Rooms

### Universal Design Considerations

- A CAPT provided from accessible car parks, pathways, and adjoining facilities to and through all umpires' and referees' rooms.
- Entry doors designed for accessibility, with wide clear openings, level thresholds, and lever or D-style handles operable with minimal force.
- Firm, stable, slip-resistant floor surfaces provided in both wet and dry conditions throughout all circulation, change, and shower areas.
- Adequate circulation and manoeuvring space provided both inside and outside entry doors to accommodate wheelchairs, mobility aids, and equipment.
- Even, glare-free lighting provided across change rooms, showers, toilets, and briefing areas, reflected downward for comfort and visibility.
- Acoustic treatment, including sound-absorbing wall or ceiling finishes and quiet ventilation systems, used to support concentration and clear communication.
- Effective visual contrast between floors, walls, doors, and fixtures to support orientation, spatial awareness, and visibility for people with low vision.
- Accessible seating options provided with backrests and armrests, positioned to allow clear space beside for a wheelchair or mobility aid.
- Hooks, shelves, and storage compartments installed within accessible reach ranges, with at least one accessible option in each storage zone.
- Lockers designed with accessible features such as lower placement, wider compartments, and lever-operated locks.
- Benches installed with rounded edges, sturdy support, contrasting colour to flooring, and suitable height for seated or standing use.
- Accessible shower cubicle provided with fold-down seat, horizontal and vertical grabrails, handheld adjustable shower, and slip-resistant flooring.
- Non-slip transition surfaces and adequate drainage provided between wet and dry zones to prevent ponding or tripping.
- Accessible toilet located within or immediately adjacent to the change area, linked by a CAPT.
- Handbasins designed with knee and toe clearance, fitted with lever, sensor, or voice-activated tapware operable with a closed fist or open palm.
- Mirrors installed to provide visibility for both seated and standing users.
- Power outlets, switches, and controls mounted within accessible reach, positioned near benches or workstations for convenience.
- Accessible desk or bench space provided for administrative or match documentation tasks, with clear circulation around the area.
- Hearing augmentation systems installed in briefing or meeting areas where public address, communication, or instruction occurs.
- Good ventilation and temperature control provided to maintain comfort before and after physical activity, with quiet operation to reduce sensory distraction.
- Signage provided in tactile and Braille formats, incorporating the International Symbol of Access, identifying rooms and adjacent accessible amenities.
- Privacy features such as full-height cubicle partitions and single-user showers provided to support gender inclusivity and dignity.
- Visual contrast applied to doorframes, handles, and controls to assist users with low vision.
- Accessible drinking fountains or bottle-filling stations located nearby, reachable from both seated and standing positions.
- Secure and accessible storage areas provided for mobility devices, sports equipment, and assistive technology, clear of circulation paths.
- Emergency alarm systems provided with both audible and visual indicators throughout all spaces.
- Emergency evacuation instructions displayed in large print, tactile, and Braille formats, positioned within common viewing height ranges.
- Shade and weather protection provided over external entries and waiting zones for comfort and safety.
- Materials selected for durability, hygiene, and low maintenance, resistant to moisture, corrosion, and regular cleaning agents.
- Maintenance regime implemented to ensure accessibility features such as lighting, drainage, and hardware remain functional, safe, and free of obstruction.

### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- *Disability (Access to Premises – Buildings) Standards 2010*.
- NCC Volume One – Building Code of Australia 2022.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.
- AS 1428.2:1992 – Enhanced and additional requirements.

## Vehicles – Electric Vehicle Charging Bays

### Universal Design Considerations

- A CAPT provided from any accessible car park, property boundary, or adjoining accessible building to and through all EV charging bays.
- Charging bays configured to enable users of wheelchairs, mobility aids, or scooters to approach, exit, and move around the vehicle freely and safely.
- Slip-resistant and firm ground or parking surfaces provided in both wet and dry conditions to minimise risk of slips and falls.
- Bay layout designed to accommodate various EV types, including vehicles with side or rear charging ports, ensuring sufficient space for transfer and cable reach.
- Charging equipment (EVSE) controls, screens, cables, and connectors located within comfortable reach for both seated and standing users.
- Cables, connectors, and reels managed to prevent obstruction of the access aisle or pedestrian paths, with protective bollards positioned to maintain clear space while preventing vehicle impact.
- Consistent surface markings and signage provided to identify accessible charging bays, using slip-resistant paint and high-contrast colours for visibility.
- Pavement delineation and bay layout designed in alignment with AS/NZS 2890.6 principles for accessible parking and movement space.
- Wayfinding signage provided from site entrances and key routes to accessible EV charging bays, incorporating tactile and high-contrast elements for people with low vision.
- Accessible signage at charging points identifying instructions, operating procedures, and emergency contacts in plain English, using large-print, high-contrast, and pictographic formats.
- Payment and control interfaces designed for accessibility, including tactile buttons, large text, clear instructions, and compatibility with screen readers or audio cues for people with vision impairment.
- Audio and visual feedback (for example, confirmation tones and screen prompts) provided on user interfaces for people with hearing or vision impairments.
- Charging interface screens compliant with digital accessibility standards (for example, WCAG 2.2), ensuring legibility, logical layout, and minimal fine motor manipulation.
- Clear visual contrast (minimum 30% luminance difference) maintained between chargers, bollards, ground surfaces, and adjacent backgrounds to assist users with low vision.
- Adequate lighting provided at and around charging bays, ensuring consistent, uniform illumination without glare or shadowing for safety at night or in poor weather.
- Shade or shelter structures provided where possible to protect users and equipment from rain, heat, and glare while allowing sufficient clearance for vehicles.
- Accessible routes linking charging bays to nearby amenities such as toilets, seating areas, and refreshment points, free from steps or surface changes.
- Accessible bottle-filling or water facilities located nearby for users waiting during charging periods.
- Charging bays positioned near accessible toilets and rest areas where practicable, reducing travel distance for users with mobility limitations.
- 'Use Last' or 'Priority Accessible Bay' management policies implemented to maximise use while maintaining equitable access.
- Pedestrian circulation routes designed to remain clear of obstacles, ensuring aisles and pathways are free of parked vehicles, cables, or trip hazards.
- Emergency help points or assistance buttons provided within easy reach of both seated and standing users, offering both visual and audible activation and confirmation signals.
- Visual and tactile emergency signage displayed clearly near help points, with instructions in plain English and high contrast.
- Shade structures, lighting poles, and chargers positioned to maintain unobstructed CAPT.
- Drainage and gradient design preventing water pooling beneath charging bays or access aisles.
- Durable, weather-resistant, and low-maintenance materials selected for charger mounting, markings, and surfaces to ensure longevity of accessibility features.
- Sustainable design elements incorporated, including low-energy lighting, solar charging infrastructure, and recycled materials where possible.
- Maintenance regime established to ensure all accessibility features – including lighting, surface markings, tactile signage, and charging equipment – remain functional, legible, and safe.

## Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.2:1992 – Enhanced and additional requirements.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.
- AS 1428.4.1:2009 – Tactile ground surface indicators.
- Austroads – Accessible EV Charging Infrastructure Guidelines 2023.
- Royal Automobile Association of South Australia – Design Guidelines for Accessible EV Charging Stations 2023.

## Vehicle Parking/Vehicle Drop-off Zones/Cycle/Scooter/Mobility Aid Storage

### Universal Design Considerations

#### Vehicle Parking

- A CAPT provided from accessible car parks, property boundaries, and adjoining buildings to and through all accessible parking bays.
- Accessible bays designed with sufficient width, depth, and clear connection to the accessway to allow safe vehicle entry and exit by people using mobility aids or wheelchairs.
- Shared areas provided beside angled or perpendicular bays, clearly delineated with slip-resistant markings and maintained free from obstacles.
- Firm, level, slip-resistant ground surface maintained in both wet and dry conditions, free from loose gravel or uneven joints.
- Minimal crossfall within parking bays, shared areas, and accessways to prevent wheelchair roll or tipping.
- Bollards installed in shared zones to prevent vehicle encroachment while maintaining adequate manoeuvring space.
- Adequate overhead clearance provided to accommodate vehicles fitted with roof-mounted equipment, hoists, or mobility devices.
- Kerb ramps positioned at the front or rear of parallel bays, connected via level landings and compliant gradients.
- Hazard TGSi provided at key transition points where required by regulatory authority.
- Vertical signage and ground surface markings incorporating the International Symbol of Access, clearly visible and non-reflective.
- Lighting evenly distributed across parking areas, reflected downward to reduce glare and shadowing.
- Accessible bays located close to principal, staff, and amenity entry points, distributed across large sites to ensure equitable access.
- Additional accessible bays provided beyond minimum standards to meet demand during peak periods and community events.
- Colour-coded zones or numbered signage within large parking areas to assist wayfinding and recall of parked vehicles.
- Site entry signage identifying the direction and total number of accessible bays.
- Pedestrian pathways and crossings clearly defined and physically separated from vehicle movement areas.
- Accessible taxi and rideshare bays located at the first and last positions in designated taxi or pickup ranks.
- Kerb ramps provided at seniors', ambulant, and parent-with-pram bays to promote inclusive access.
- Directional surface graphics such as arrows, pictograms, or colour bands used to guide users safely to building entrances.
- Bollards and wheel stops designed and installed to prevent vehicle overhang into pedestrian paths, with effective visual contrast.
- Wayfinding signage directing users from parking bays to accessible building entries, lifts, and exits.
- Seating with armrests and backrests provided near parking areas and entry points for waiting or resting.
- Lighting levels maintained for visibility and safety during night use.
- Non-reflective and colour-contrasted markings provided to support users with low vision.
- Traffic flow designed with separate vehicle entry and exit points, clear sightlines, and strategically located speed-reduction devices.
- Large-vehicle bays provided for buses, trailers, and long-wheelbase vehicles, designed for safe turning and manoeuvrability.
- Set-down and waiting zones located near building entries but separated from through-traffic routes to enhance safety.
- Seniors' and parent bays co-located with accessible bays for convenience and inclusivity.
- Shade and shelter provided over accessible, seniors', and parent bays for weather protection and comfort.
- Tactile and Braille signage included on vertical signs identifying accessible parking locations.
- Maintenance regime ensuring pavement markings, lighting, and signage remain visible, slip-resistant, and unobstructed always.

## Vehicle Drop-Off Zones

- A CAPT provided between drop-off zones, accessible entries, and adjacent pedestrian routes.
- Drop-off areas located close to principal building entries and clearly identified with high-contrast signage and markings.
- Level or ramped connection from drop-off point to entry doors, free from kerbs or trip hazards.
- Firm, slip-resistant surfacing suitable for wet and dry conditions.
- Sufficient space beside and behind vehicles for wheelchair, mobility-aid, or pram access.
- Bollards and kerbs positioned to prevent vehicle encroachment into pedestrian areas while maintaining turning and opening space.
- Sheltered waiting areas provided adjacent to drop-off zones, with weather protection and seating including armrests and backrests.
- Lighting provided for visibility during evening or poor-weather conditions, ensuring consistent, non-glare illumination.
- Signage in plain English and international symbols identifying accessible drop-off and pick-up points.
- Traffic flow separated from pedestrian paths to reduce conflict and improve safety.
- TGSI provided at the edge of the drop-off area to alert pedestrians to vehicle movement zones.
- Visual contrast between kerbs, ramps, and vehicle lanes to aid visibility for people with low vision.
- Wayfinding signage directing users from the drop-off zone to main entries, accessible routes, and amenities.
- Accessible call points, intercoms, or emergency assistance buttons provided within reach for seated and standing users.
- Shade and shelter integrated to allow comfortable waiting and safe entry or exit during rain or heat.
- Maintenance practices ensuring surfaces remain clean, drainage effective, and lighting functional.

## Cycle, Scooter and Mobility-Aid Storage

- A CAPT provided from adjacent pathways, car parks, or roadways to all cycle, scooter, and mobility-aid storage or parking facilities.
- Secure, covered, and well-lit storage areas designed for user safety, passive surveillance, and protection from weather.

- Storage spaces accommodating a variety of cycles including standard bicycles, tricycles, tandems, hand-cycles, e-bikes, cargo bikes, and trailer bikes.
- Accessible-height racks, rails, and locking mechanisms operable with one hand, without tight grasping, pinching, or twisting of the wrist.
- Sufficient space provided between and around racks to allow easy use by people with limited dexterity, mobility devices, or adaptive bicycles.
- Bicycle parking located close to main entries, amenities, or destinations, connected by clear, safe pathways separated from vehicle movement zones.
- Firm, stable, slip-resistant ground surfaces provided under and around all storage areas, suitable for wet and dry conditions.
- Charging points for e-bikes and mobility devices positioned at accessible heights, protected from weather, and fitted with accessible general-purpose outlets (GPOs).
- Scooter recharge points located near storage areas with adequate circulation space and clear cable management to prevent tripping hazards.
- Large, easy-to-use power switches and controls designed for users with limited dexterity or fine-motor control.
- Charging areas designed for safety and ventilation, preventing overheating or cable obstruction.
- Adequate space provided for secure storage of mobility aids such as wheelchairs, prams, walkers, and power-assist devices within or adjacent to accessible building entries.
- Storage rooms accessed directly from main corridors or shared spaces, avoiding routes through single-purpose or restricted-use areas such as toilets or service rooms.
- Lighting evenly distributed across all storage, parking, and circulation areas to enhance visibility and safety at all times of day.
- Shade or shelter provided to protect users, bicycles, and mobility devices from weather exposure, integrated with natural ventilation.
- Clear signage using international symbols, plain English text, tactile and high-contrast elements to identify cycle, scooter, and mobility-aid storage areas.
- Pathways leading to parking and storage designed to avoid crossing vehicular traffic, steep gradients, or abrupt surface changes.
- Accessible drinking fountains, repair stations, or seating located nearby for user convenience and comfort.

- Bicycle repair and maintenance stations provided at accessible height, with clear operating instructions and consistent, even lighting.
- Visual contrast maintained between racks, ground surfaces, and surrounding walls or fences to assist users with low vision.
- Co-located amenities such as seating, bins, signage, and lighting supporting user comfort, safety, and navigation.
- Security features such as CCTV coverage, passive surveillance, or adequate lighting designed to promote user safety and deter theft.
- Passive surveillance supported through open sightlines and placement in active public areas where possible.
- Durable, corrosion-resistant, and low-maintenance materials selected for racks, rails, flooring, and structural components.
- Drainage and surface design preventing water pooling beneath racks or charging areas.
- Sustainable design principles applied, including energy-efficient lighting, renewable-energy charging infrastructure, and recycled or locally sourced materials.
- Maintenance regime ensuring racks, chargers, signage, lighting, paving, and ancillary elements remain functional, secure, clean, and unobstructed.

#### Relevant References

- [Appendix 2](#) – Key Access Dimensions.
- AS 1428.1:2021 – Design for access and mobility – General requirements for access – New building work.
- AS 1428.2:1992 – Enhanced and additional requirements.
- AS 1428.4.1:2009 – Tactile ground surface indicators.
- AS/NZS 2890.6:2022 – Off-street parking for people with disabilities.

# Appendix 01



Image credit: Port Fairy Skate and Play, Port Fairy, Moyné Shire Council

## Australian Standards Relevant to Access and Universal Design

### Core Access and Mobility Standards (Buildings and Facilities)

These form the foundation of accessible design under the *Disability (Access to Premises – Buildings) Standards 2010 (DAPS)* and the *National Construction Code (NCC)*.

- **AS 1428.1:2021** – *Design for access and mobility – General requirements for access – New building work* (Primary standard referenced in NCC and DAPS for new buildings).
- **AS 1428.2:1992** – *Design for access and mobility – Enhanced and additional requirements – Buildings and facilities* (Provides best-practice guidance beyond minimum compliance, including detailed reach ranges, signage, furniture, and fittings).
- **AS 1428.3:1992** – *Design for access and mobility – Requirements for children and adolescents with physical disabilities* (Focuses on design considerations for younger users in education and active recreation settings).
- **AS 1428.4.1:2009** – *Design for access and mobility – Means to assist the orientation of people with vision impairment – Tactile ground surface indicators* (Specifies requirements for layout, colour, and placement of tactile ground surface indicators systems).
- **AS 1428.4.2:2021** – *Design for access and mobility – Means to assist the orientation of people with vision impairment – Wayfinding signs* (Specifies tactile, Braille, luminance contrast and layout requirements for accessible signage).
- **AS 1428.5** – *Communication for people who are Deaf or hard of hearing* (Guides hearing augmentation and visual communication systems).

- **AS 1735.12:1999** – *Lifts, escalators and moving walks – Facilities for persons with disabilities* (Accessibility requirements for lift design, operation and control layouts).
- **AS 1735.17:1995** – *Lifts, escalators and moving walks – Lifts for persons with limited mobility – Restricted use lifts* (Used for low-rise buildings where full passenger lifts are not practicable).
- **AS 1735.18:2002** – *Lifts, escalators and moving walks – Passenger lifts for residential buildings* (Supports design for smaller, multi-unit dwellings).
- **AS/NZS 2899.1:1986** – *Public information symbol signs – General information signs* (Defines symbol design and use for wayfinding and accessibility).

### Sanitary Facilities and Change Rooms

- **AS 1428.1:2021, Clause 15** – Accessible sanitary facilities (core NCC reference).
- **AS 1428.2:1992** – Enhanced layouts and fixtures, including fittings, controls and grabrail configurations.
- **Changing Places Design Specifications (2020)** – *Adult accessible change facilities* (Referenced by DAPS and state-based accessibility codes).

## Parking, Paths, and External Access

- **AS/NZS 2890.6:2023** – *Parking facilities – Off-street parking for people with disabilities* (Defines dimensions, gradients, signage, and accessway requirements for accessible parking bays).
- **AS/NZS 2890.1:2022** – *Parking facilities – Off-street car parking* (Provides context for circulation and ramp requirements complementing AS 2890.6).
- **AS 1428.1:2021** – *Accessway gradients, kerb ramps, thresholds, and circulation spaces*.

## Outdoor Environments and Open Space

- **AS 1428.1:2021** – *Accessway design principles* (applies to external paths of travel).
- **AS 1428.2:1992** – *External elements – seating, bins, shelters, lighting*.
- **AS 2156.1:2001** – *Walking tracks – Classification and signage* (Defines standards for track gradients, surfaces, and accessibility classifications).
- **AS 2156.2:2001** – *Walking tracks – Infrastructure design* (Design of boardwalks, handrails, bridges, and lookout structures).
- **AS/NZS 1158.3.1:2020** – *Lighting for roads and public spaces – Pedestrian area (Category P) lighting* (Illumination levels and uniformity to support safe, accessible movement).
- **AS 2156.3 (Proposed)** – *Accessible Trails and Paths in Natural Areas* (Emerging guidance under development for equitable access to bushland and active recreation areas).

## Communication, Signage, and Wayfinding

- **AS 1428.4.2:2021** – *Tactile and Braille signage for accessibility*.
- **AS/NZS 2361:1999** – *Audio frequency induction loop systems for hearing aid purposes*.
- **AS 60118.4:2015** – *Hearing aids – Induction-loop systems for hearing aid purposes – Magnetic field strength requirements*.
- **AS/NZS ISO 23599:2019** – *Assistive products for blind and vision-impaired persons – Tactile walking surface indicators*.
- **AS/NZS ISO 21542:2011** – *Building construction – Accessibility and usability of the built environment* (International benchmark equivalent; used to inform revisions of AS 1428 series).

## Safety, Emergency and Building Operations

- **AS 3745:2010 (Incorporating Amendment 2:2018)** – *Planning for emergencies in facilities* (Includes evacuation procedures for people with disability and requirements for refuge areas).
- **AS/NZS 2293.1:2018** – *Emergency escape lighting and exit signs for buildings – System design, installation and operation* (Specifies lighting for evacuation routes and accessibility compliance).
- **AS 2444:2021** – *Portable fire extinguishers and fire blankets – Selection and location* (Considers reach range and visibility requirements).

## Sports, Recreation, and Aquatic Facilities

- **AS 1428.2:1992** – *Enhanced requirements for sports and active recreation facilities*.
- **AS 1735.12:1999** – *Lifts in stadiums and sports buildings*.
- **Guidelines for Aquatic Leisure Facilities (Royal Life Saving Society Australia, 2023)** – *Includes inclusive and accessible aquatic environments*.
- **AS 2560.2.2:2021** – *Sports lighting – Outdoor sports lighting* (Lighting requirements supporting equitable visibility for players and spectators).

## Emerging and Supporting Universal Design Frameworks

- **ISO 21542:2021** – *Building construction – Accessibility and usability of the built environment* (Global model influencing future AS/NZS updates).
- **ISO 17069:2019** – *Accessible design – Considerations for older persons and persons with disabilities*.

# Appendix 02



Image credit: Waverley Women's Sports Centre, Wheelers Hill, City of Monash

## Key Access Dimensions

The following list incorporates Key Access Dimensions for a variety of built environment elements, aligned with relevant Australian Standards, Disability (Access to Premises – Buildings) Standards 2010, the NCC and Universal Design Considerations (*preferred*).

Further reference to relevant Australian Standards and the *Disability (Access to Premises – Buildings) Standards 2010* and the NCC is required in relation to identification of all mandated minimum (deemed-to-satisfy) technical access requirements relating to buildings and facilities.

### Car Parking

- Accessible bay length:
  - 5400 mm angled
  - 7800 mm parallel.
- Accessible bay width (angled 45° – 90°):
  - 2400 mm dedicated space
  - 2400 mm shared area beside (at grade)
  - 2400 mm × 2400 mm shared area at front or rear.
- Parallel bay width:
  - 3200 mm dedicated space plus 1600 mm shared area
  - Preferred 3600 mm.
- Overhead clearance:
  - Parking spaces 2500 mm
  - Vehicle paths 2200 mm (preferred 2500 mm).
- Ticket machine/control button height: 700 – 1200 mm.

### Customer Service Areas

- Call buttons at entrances: 900 – 1200 mm.
- Counter height: 830 – 870 mm.
- Counter leg clearance: 800 – 840 mm high, minimum 900 mm wide.
- Display and information stand height: 380 – 1120 mm.
- Seating height (adult): 450 – 520 mm.
- Tables:
  - Single table 830 – 870 mm
  - Multiple tables:
    - › First unit 730 – 770 mm
    - › Second unit 830 – 870 mm
  - Adjustable preferred.

### Installations and Fixtures

- Baby change table:
  - Height 820 mm
  - Leg clearance 720 mm.
- Barbecue hotplate:
  - Height 830 – 870 mm
  - Leg clearance 800 – 840 mm, minimum 900 mm wide.
- Payment machine controls: 700 – 1200 mm.
- Coin feed or card slot: 800 – 900 mm.
- Luminance contrast: minimum 30 percent.

- Drinking fountain:
  - Bottom of bowl 640 – 650 mm
  - Top of bowl 695 – 700 mm
  - Depth under bowl 490 – 500 mm.
- Fire extinguisher height: 700 – 1200 mm.
- Power points: 600 – 1100 mm and minimum 500 mm from internal corners.
- Switches and controls height: 900 – 1100 mm.
- Installations on pathways setback: minimum 500 mm.
- Keypad height: 900 – 1200 mm.
- Litter bin opening height: 700 – 1200 mm.
- Operating force of controls: max 20 N.
- Padlock height: 900 – 1100 mm.
- Seating along pathways: minimum every 60 m.
- Seating dimensions:
  - Adult seat height 450 – 520 mm
  - Children seat height 250 – 350 mm and 335 – 460 mm
  - Armrest height above seat 220 – 300 mm.
- Vending machine operative components: 500 – 1200 mm.

### Kitchens

- Food counter height: 830 – 870 mm.
- Food counter leg clearance: 800 – 840 mm high, minimum 900 mm wide.
- Sink height: 770 – 800 mm.
- Sink leg clearance: 640 – 650 mm.

### Landings (Other than Doorways)

- Kerb ramp landing, single direction change: 1500 mm × 1500 mm.
- Kerb ramp landing, T-junction: 1500 mm × 2000 mm.
- Ramp landing, no direction change:
  - Minimum 1000 mm × 1200 mm
  - Preferred 1800 mm × 1500 mm.
- Ramp landing, 90° – 180° change: 1540 mm × 2070 mm.
- Maximum distance between landings:
  - 9 m (preferred 6 m).

### Passenger Lifts

- Door opening width: 900 mm.
- Internal car sizes:
  - Pre-1 May 2011: 1100 mm × 1400 mm or 1400 mm × 1700 mm
  - Post-1 May 2011: 1400 mm × 1600 mm (preferred 1700 mm × 1900 mm).
- Internal handrail: 600 mm long at 850 – 950 mm height.
- Keypad and tactile button height: 900 – 1200 mm.

### Pedestrian Accessways and Doors

- Continuous accessible path of travel:
  - Minimum 1000 mm wide × 2000 mm high
  - Preferred 1800 mm wide.
- Internal walkway width:
  - Minimum 1000 mm
  - Preferred 1800 mm.
- Passing spaces (max 20 m apart): 1800 mm × 2000 mm.
- Turning space (>90° – 180°): 1540 mm × 2070 mm.
- Doorway clear opening width: 850 mm (preferred 900 mm).
- Door opening force (non-fire doors): max 20 N.
- Door controls height:
  - Grasp, turn, push or pull 900 – 1100 mm
  - Touch only 900 – 1250 mm.
- Distance between successive doors (airlocks): 1450 mm plus door swing.
- Overhead clearance:
  - Doorways 1980 mm
  - Pathways 2000 mm.
- Glass door contrast strip:
  - 75 mm wide at 900 – 1000 mm above floor.
- Grate openings: max 13 mm (slots perpendicular to direction of travel).

### Ramps

- Gradient:
  - Maximum 1:14
  - Preferred 1:20.
- Width:
  - Straight ramps 1000 mm (preferred 1800 mm)
  - Curved ramps 1500 mm.

- Distance between handrails:
  - Minimum 1000 mm
  - Preferred 1800 mm.
- Handrail height: 865 – 1000 mm (preferred 900 mm).
- Handrail diameter: 30 – 52 mm.
- Handrail extensions: 300 mm past top and bottom.
- Overhead clearance: 2000 mm.

#### Step Ramps

- Maximum gradient: 1:10.
- Maximum length: 1900 mm.
- Maximum rise: 190 mm.
- Width:
  - Minimum 1000 mm
  - Preferred 1500 mm.

#### Threshold Ramps

- Maximum gradient: 1:8.
- Maximum length: 280 mm.
- Maximum rise at doorway: 35 mm.
- Width: door frame to door frame, unobstructed.

#### Kerb Ramps

- Maximum gradient: 1:8.
- Maximum height: 190 mm.
- Maximum length: 1520 mm.
- Transition lip: max 5 mm.
- Width:
  - Minimum 1000 mm
  - Preferred 1500 mm.

#### Steps and Stairs

- Distance between handrails:
  - Minimum 1000 mm
  - Preferred 1200 mm.
- Handrail height: 865 – 1000 mm (preferred 900 mm).
- Handrail diameter: 30 – 52 mm.
- Handrail extensions:
  - Top 300 mm
  - Bottom 300 mm plus one tread width.
- Stair nosing strip:
  - Single strip only
  - Width 50 – 75 mm.

## Showers and Change Facilities

- Horizontal grab rail height: 800 – 820 mm.
- Clothes hanging devices:
  - Distances from folding seat 390 – 410 mm and 590 – 610 mm
  - Height 1200 – 1350 mm.
- Circulation space:
  - Two-walled 1600 mm × 2350 mm
  - Three-walled 1600 mm × 2500 mm.
- Wet area: 1160 mm × 1100 mm.
- Doorway opening width: 850 mm (preferred 900 mm).
- Shower seat:
  - Length 960 – 1000 mm
  - Depth 390 – 400 mm
  - Seat height 460 – 480 mm.
- Showerhead grab rail diameter: 30 – 40 mm.
- Vertical grab rail:
  - Bottom 1000 – 1100 mm
  - Top 1880 – 1900 mm.
- Floor slope: 1:60 to 1:80.
- Controls: 30 mm × 30 mm, proud of surface.

#### Signage and Tactile Information

- Braille and tactile signage height: 1200 – 1600 mm.
- Single-line tactile characters: 1250 – 1350 mm.
- International access and deafness symbols: white on blue (B21 Ultramarine or similar).

#### Tactile Ground Surface Indicators

- Required at ramps, stairs, pathways and hazards.
- To comply with AS NZS 1428.4.1.

## Toilets

#### Ambulant Toilets

- Door opening width: 700 mm.
- Toilet pan projection from rear wall: 610 – 660 mm.
- Horizontal grab rails both sides: 30 – 40 mm diameter.
- Clothes hook height: 1350 – 1500 mm.

### All Gender Toilets

- Door opening width: 700 mm.
- Toilet pan projection from rear wall: 610 – 660 mm.
- Horizontal grab rails both sides: 30 – 40 mm diameter.
- Clothes hook height: 1350 – 1500 mm.

### Changing Places Facilities

#### General

- Minimum room size: 12 m<sup>2</sup> (typically 3000 mm × 4000 mm).
- Minimum ceiling height: 2400 mm.
- Door opening width: minimum 950 mm.
- Door operation: outward opening or sliding.
- Door operating force: max 20 N.

#### Ceiling Hoist

- Full room coverage tracking.
- Safe working load: minimum 200 kg.
- Controls mounted within 900 – 1100 mm.

#### Adult Change Table

- Minimum size: 1800 mm × 800 mm.
- Height adjustable: approx. 450 – 900 mm.
- Safe working load: minimum 180 kg.
- Minimum 1100 mm clearance on transfer side.

#### Toilet

- Peninsula layout.
- Clear space both sides of pan: minimum 1000 mm.
- Space in front of pan: minimum 1200 mm.
- Seat height: 460 – 480 mm.
- Backrest provided.
- Grab rails both sides at approx. 800 – 810 mm.

#### Basin

- Height 800 – 840 mm.
- Knee clearance minimum 720 mm.
- Lever or sensor taps.

#### Signage

- Changing Places symbol, white on blue.
- Braille and tactile signage at 1200 – 1600 mm.

### Unisex Accessible Toilets

- Circulation space:
  - Pre-1 May 2011: 1600 mm × 2000 mm
  - Post-1 May 2011: 1900 mm × 2300 mm.
- Door opening width: 850 mm (preferred 900 mm).
- Toilet seat height: 460 – 480 mm.
- Grab rail diameter: 30 – 40 mm.
- Grab rail height: 800 – 810 mm.
- Space beside pan:
  - Pre-2011 950 mm
  - Post-2011 1240 – 1250 mm.
- Space in front of pan:
  - Pre-2011 1200 mm
  - Post-2011 1400 mm (no overlap permitted).
- Basin height:
  - Wall mounted 800 – 830 mm
  - Semi recessed 800 – 840 mm.
- Basin knee clearance: minimum 720 mm.
- Mirror: located between 900 – 1850 mm.
- Shelf height:
  - Adjacent to basin 800 – 830 mm
  - Separate fixture 900 – 1000 mm.
- Toilet roll holder height: max 700 mm.
- Braille and tactile sign height: 1200 – 1600 mm.

### Wheelchair Seating Spaces

- Front approach:
  - 800 mm × 2450 mm (end of aisle)
  - 850 mm × 2450 mm (within aisle).
- Rear approach:
  - 800 mm × 1250 mm (end of aisle)
  - 850 mm × 1250 mm (within aisle).
- Wheelchair circulation space: 1540 mm × 2070 mm.
- Typical wheelchair footprint: 800 mm × 1300 mm.

# Appendix

# 03



Image credit: Port Fairy Skate and Play, Port Fairy, Moyne Shire Council

## Glossary of Key Terms

- **Access** – The ability for all people to approach, enter, use, and exit a building, facility, service, or environment independently, safely, and with dignity.
- **Access audit** – A systematic evaluation of buildings, facilities, or services to identify barriers and opportunities for improved accessibility and universal design.
- **Accessible adult change facility (Changing Places)** – A specialised facility that provides an adult-sized change table, hoist, toilet, and circulation space for people with high physical support needs.
- **Accessible car parking bay** – A designated parking space designed with extra width, a shared area, and a direct connection to a CAPT.
- **Accessible design** – The process of designing environments, products, and services that comply with access standards and can be used by all people, including those with disabilities.
- **Accessible toilet** – A toilet designed for independent use by people using mobility aids, providing required circulation, grabrails, and fittings in accordance with AS 1428.1.
- **Acoustic design** – The planning and treatment of spaces to control noise, reverberation, and sound clarity to support communication and sensory comfort.
- **Ambulant toilet** – A toilet facility designed for people with ambulant disabilities who require support from grabrails but do not use wheelchairs.
- **Amenity** – A feature, facility, or service that contributes to comfort, convenience, or accessibility for users.
- **Approach space** – The clear space provided in front of or beside an element to allow access by a person using a wheelchair or mobility aid.
- **Assistive technology** – Any device, equipment, or system that enhances the functional independence of a person with disability (for example, hearing aids, screen readers, mobility devices).
- **Assistance animal** – A specially trained animal (usually a dog) that provides support to a person with disability, such as a guide, hearing, or psychiatric assistance dog.
- **Audible and visual alarms** – Alert systems that emit sound and light to warn all users, including those with hearing or vision impairments, of an emergency.
- **Braille and tactile signage** – Signage incorporating raised tactile letters and Braille characters to provide information for people who are blind or have low vision.
- **Building Code of Australia (BCA)** – The regulatory document forming part of the *National Construction Code* that sets minimum requirements for building performance, including access.
- **Circulation space** – The area required for movement within and around elements, furniture, or equipment, allowing safe passage and manoeuvre.
- **Clear floor area** – The unobstructed space that allows a wheelchair or mobility aid to approach, transfer, or turn.
- **Clear opening width** – The unobstructed dimension between the door leaf and the opposite jamb when the door is open, ensuring wheelchair passage.
- **Clearance** – The amount of free space provided around an object or element to ensure safe and convenient use.

- **Colour contrast** – Refers to the perceived difference between 2 colours, based on their hue, saturation, and brightness, so that text, graphics, symbols, or built-environment features can be easily distinguished from their background.
- While *luminance contrast* relates specifically to differences in light reflectance value (LRV), colour contrast refers to the broader visual distinction created by differences in colour attributes.
- **Common zone of viewing** – The typical vertical and horizontal area within which visual information such as signage, controls, or displays can be comfortably seen and read by most people, whether standing or seated. It represents the shared eye-level viewing range (approximately 1100 mm–1600 mm above floor level) used to ensure information is visible to all users, including those using wheelchairs or mobility aids.
- **Continuous accessible path of travel (CAPT)** – A continuous, unobstructed path of travel from any point to another, which provides access for people with disabilities, including those using wheelchairs, mobility aids or prams. It must not include steps, revolving doors, turnstiles, escalators, or any other impediments, and must be designed so that it can be easily negotiated by all users.
- **Control height** – The vertical position of switches, buttons, levers, or controls within a comfortable and accessible reach range.
- **Direct access** – A route from one area to another that is short, logical, and without barriers.
- **Disability** – As defined under the *Disability Discrimination Act 1992*, including physical, sensory, cognitive, psychiatric, and intellectual conditions that may be temporary or permanent.
- **Disability (Access to Premises – Buildings) Standards 2010** – Legally enforceable standards under the *DDA* that prescribe minimum access requirements for new and upgraded buildings.
- **Disability Discrimination Act 1992 (DDA)** – Federal legislation that makes it unlawful to discriminate against people with disability in access to premises, services, and facilities.
- **Effective contrast** – The visual difference in luminance between 2 adjacent surfaces or materials that enhances visibility and legibility.
- **Egress** – The means of safe and independent exit from a building or space, including emergency evacuation routes.
- **Equitable access** – Access that provides the same opportunities, dignity, and convenience to all users, regardless of ability.
- **Evacuation lift** – A lift specifically designed and equipped for the safe evacuation of people with disability during an emergency.
- **Firm and slip-resistant surface** – A stable, even surface texture that provides good traction under both wet and dry conditions.
- **Glare control** – Design measures that reduce discomfort and visibility loss caused by excessive brightness or reflection.
- **Gradient (slope)** – The vertical rise over horizontal run, expressed as a ratio, determining the steepness of a ramp or surface.
- **Grabrail** – A securely fixed rail that provides support and stability for people transferring or maintaining balance.
- **Handrail** – A rail installed along stairs or ramps to assist users in ascending, descending, or maintaining balance.
- **Hearing augmentation system** – A system that transmits sound directly to hearing aids or receivers to improve speech intelligibility (for example, induction loop, infrared, FM).
- **Hearing loop (induction loop)** – A type of hearing augmentation system that uses magnetic fields to transmit sound directly to compatible hearing aids.
- **Height reach range** – The vertical span within which a person can comfortably reach and operate controls or access objects.
- **Illuminance** – The level of light measured on a surface, expressed in lux, influencing visibility and safety.
- **Inclusive play** – The design of play spaces that enable children and caregivers of all abilities to play, interact, and participate together.
- **Kerb ramp** – A ramped section of kerb designed to provide a smooth transition between a footpath and the road or car park surface.
- **Knee and toe clearance** – The clear space beneath a surface such as a table, basin, or counter that allows for seated access.
- **Landmark (wayfinding)** – A distinctive feature that assists users in orienting and navigating within a space or site.
- **Luminance contrast** – Refers to the difference in the light reflected from one surface compared with another. It is expressed as a percentage and is used to ensure that important elements – such as door frames, stair nosings, tactile indicators, and signage – are visually distinguishable for people with low vision.
- While *luminance contrast* relates specifically to differences in light reflectance value (LRV), colour contrast refers to the broader visual distinction created by differences in colour attributes.

- **Manoeuvring space** – The clear area required for a wheelchair or mobility device to turn, reverse, or change direction.
- **Mobility aid** – Any device that assists movement, including wheelchairs, scooters, walking frames, and crutches.
- **Multi-sensory environment** – A space designed to stimulate or calm the senses through controlled use of light, sound, texture, and scent.
- **Operable control** – Any mechanism that can be operated by touch, push, or pull, such as a door handle, switch, or button.
- **Orientation** – The ability to determine one's position in relation to the surrounding environment through visual, tactile, or auditory cues.
- **Pictogram** – A simple image or symbol that conveys information or direction without the use of text.
- **Public domain** – Outdoor public areas such as streets, plazas, and parks that are accessible and usable by all members of the community.
- **Reach range** – The distance within which a person can comfortably reach to operate a control or access an element from either a seated or standing position.
- **Refuge area** – A safe temporary waiting space within a building for people who cannot use stairs during an emergency evacuation.
- **Riser and tread** – The vertical and horizontal parts of a step that determine stair geometry.
- **Sanitary facility** – A toilet, bathroom, or change area provided for hygiene purposes, designed for accessible use.
- **Shared zone** – An area where pedestrians, cyclists, and vehicles share the same space under low-speed, controlled conditions.
- **Signage hierarchy** – The structured system of directional, informational, and identification signage used to support wayfinding.
- **Slip resistance** – The ability of a floor or ground surface to resist slipping under wet or dry conditions.
- **Step-free access** – A continuous route free from steps or abrupt level changes, enabling movement for wheelchair users and prams.
- **Tactile ground surface indicator (TGSi)** – A textured ground surface feature used to warn or guide people who are blind or have low vision.
- **Tactile signage** – Raised lettering and Braille information provided on signs for people with vision impairment.
- **Threshold** – The level transition at a doorway, which must be designed to be step-free or have a compliant ramp or bevel.
- **Toilet backrest** – A padded support mounted behind the toilet pan to assist users with stability and comfort.
- **Transfer space** – The clear space beside a toilet, bed, or seat that enables lateral transfer from a wheelchair.
- **Turning circle** – The minimum circular space required for a wheelchair or scooter to turn through 180 degrees.
- **Universal Design (UD)** – The design of environments, products, and systems to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.
- **Universal Design Principles (7 Principles of UD)** – Foundational guidelines defining equitable, flexible, simple, perceptible, tolerant, low-effort, and size-appropriate use.
- **Universal Design Goals (8 Goals of UD)** – Contemporary objectives including body fit, comfort, awareness, understanding, wellness, social integration, personalisation, and cultural appropriateness.
- **Unisex accessible toilet** – A toilet designed for independent use by a person with disability, accessible to all genders.
- **Vertical circulation** – Movement between building levels using stairs, ramps, lifts, or platforms.
- **Visual contrast** – The perceptible difference in colour or brightness between adjacent surfaces to improve visibility.
- **Wayfinding system** – The integrated design of signs, maps, symbols, and environmental cues that assist users to navigate a site.
- **Wheelchair footprint** – The space required to accommodate a stationary wheelchair, typically 800 mm × 1300 mm.

# Appendix

# 04



Image credit: Waurn Ponds Skate Park, Waurn Ponds, City of Greater Geelong

## Acronyms

- **AACF** – Accessible Adult Change Facilities.
- **AIA** – Australian Institute of Architects.
- **AIC** – Access and Inclusion Committee (*implied contextually, not expanded in text*).
- **AS** – Australian Standard.
- **AS1428.1** – Design for Access and Mobility – General Requirements for Access – New Building Work.
- **AS1428.2** – Design for Access and Mobility – Enhanced and Additional Requirements – Buildings and Facilities.
- **AS1428.4.1** – Design for Access and Mobility – Tactile Ground Surface Indicators for Orientation of People with Vision Impairment.
- **AS1428.5** – Design for Access and Mobility – Communication for People Who Are Deaf or Hearing Impaired.
- **ABCB** – Australian Building Codes Board.
- **ACA** – Access Consultants Association.
- **AAC** – Augmentative and Alternative Communication.
- **ADHD** – Attention Deficit Hyperactivity Disorder.
- **AIA** – Australian Institute of Architects.
- **AND** – Australian Network on Disability.
- **AV** – Audio-Visual.
- **CAPT** – Continuous Accessible Path of Travel.
- **COTA** – Council on the Ageing.
- **CPD** – Continuing Professional Development.
- **CPTED** – Crime Prevention Through Environmental Design.
- **CYDA** – Children and Young People with Disability Australia.
- **DAIP** – Disability Access and Inclusion Plan.
- **DAPS** – *Disability (Access to Premises – Buildings) Standards 2010*.
- **DDA** – *Disability Discrimination Act 1992*.
- **DSS** – Department of Social Services (Australian Government).
- **EV** – Electric Vehicle.
- **FM** – Frequency Modulation (hearing augmentation system).
- **GBCA** – Green Building Council of Australia.
- **IDG** – Inclusive Design Guidance.
- **LHA** – Livable Housing Australia.
- **LHDS** – Livable Housing Design Standard.
- **LHDG** – Livable Housing Design Guidelines.
- **MLAK** – Master Locksmiths Access Key.
- **MODA** – Home Modifications Australia (University of New South Wales).
- **NCC** – *National Construction Code*.
- **NDIS** – National Disability Insurance Scheme.
- **PA** – Public Address (as in PA systems).
- **PIA** – Planning Institute of Australia.
- **PWDA** – People with Disability Australia.
- **QR** – Quick Response (as in QR codes).
- **SDA** – Specialist Disability Accommodation.
- **TGSI** – Tactile Ground Surface Indicators.
- **UD** – Universal Design.
- **UNSW** – University of New South Wales.
- **USA** – United States of America.
- **VOC** – Volatile Organic Compound.
- **WHS** – Work Health and Safety.
- **WSUD** – Water-Sensitive Urban Design.
- **WCAG** – Web Content Accessibility Guidelines.

# Appendix 05



Image credit: Victoria Park Inclusive Sensory Play Space, Newington, City of Ballarat

## Case studies

### Toilets

The following case study of a toilet is provided to highlight how the range of key functional abilities of a person needs to be considered in design by identifying how these can impact on a person using a toilet. **Note**, this is an example only.

Table 1: Design of a toilet addressing functional ability of a person

Functional ability	Example of impact on use of a toilet
Balance	Sitting on the toilet seat
Bending and kneeling	Opening the toilet seat lid
Coordination	Using the toilet paper holder/hand dryer
Extremes of size and weight	Moving easily within the allocated space
Hearing	Hearing an emergency alarm in the building
Height	Using the mirror
Interpreting information	Identifying the correct facility, male, female or unisex
Left or right-hand preference	Accessing the grab rails next to the toilet pan
Mobility	Moving a mobility aid within the space
Moving limbs or head	Transferring on to the toilet
Reach and leaning	Reaching the flushing control, grabrails and other fittings
Stamina	Location and distance to travel to toilet
Strength	Opening the door
Using hands and fingers	Operating the door handle, occupied indicator, taps or other controls
Vision	Locating the seat and flushing control, using signage

## Ramps

The following case study of a ramp is provided to highlight how the range of key functional abilities of a person needs to be considered in design by identifying how these can impact on a person using a ramp. **Note**, this is an example only.

**Table 2: Design of a ramp addressing functional ability of a person**

Functional ability	Example of impact on use of a ramp
Balance	Moving along a sloped surface
Coordination	Moving along the ramp within the defined kerbs and handrails particularly at any curve in the ramp
Extremes of size and weight	Moving easily within the allocated ramp width and overhead clearance
Hearing	Hearing an emergency alarm in the building
Height	Avoiding any overhead obstructions
Interpreting information	Identifying the entry to the ramp
Left or right-hand preference	Accessing the handrails on either side of the ramp
Mobility	Moving a mobility aid within the space
Moving limbs or head	Ensuring side clearance to allow use of the handrails without contact with any adjoining walls
Reach and leaning	Reaching the handrails
Stamina	Landings at appropriate locations along the ramp for resting Appropriate gradient of the ramp
Strength	Moving a mobility aid along the ramp
Using hands and fingers	Using the handrails
Vision	Locating the ramp edges/kerbs and signage

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