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| Access Review – Template |



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**People with Disability Australia (PWDA) (2018), ‘Creating Access - Access Review Template’, PWDA: 2019.**

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# Overview

This more comprehensive resource has been created to help you identify specific gaps in your organisations accessibility. It is beneficial for any organisations who wish to conduct a more thorough self-assessment of their services accessibility.

The resource is split up into different domains of accessibility to ensure you are taking a holistic approach to implementing changes.

The below tables have questions and prompts that relate to the following areas of accessibility:

* **Physical accessibility** of the service (inside and outside of the service)
* **Informational accessibility** of materials (print and electronic resources)
* **Procedural accessibility** of the service (including policies and processes)
* **Attitudinal accessibility** of the service (including staff attitudes, language and culture)

# How to use this document

It is important to have a cross section of people from across your organisation and different departments be a part of this review process. Use the questions below as prompts to begin having conversations about what current practice looks like within your services.

Remember that consultation is vitally important. Ensure that young people with disability are also involved in the review process, as their personal experience may enable you to notice barriers that you might not have even considered.

Use this resource in conjunction with the **‘Accessibility Action Plan Template’** that’s located on the Creating Access website to help your organisation identify actions and plan how you will implement these to increase the accessibility of your service.

These additional resources mentioned above can be found on the Creating Access website at: <http://www.creatingaccess.org.au/>.

Should you wish to have an external review of your organisation conducted by People With Disability Australia with specific recommendations provided to your organisation, contact us on (02) 9370 3100 for a quote.

# Review of the service

## Physical Accessibility Guidelines

Physical access is often seen to relate only to wheelchair access. This is problematic, as physical access must address the needs of young people with a whole range of impairments, including physical, visual, hearing, cognitive and/or mental illness.

The following questions are a good starting point to help you consider what changes your service may need to make to ensure physical accessibility.

| **1. Physical Accessibility Outside The Service** | **Yes** | **No** | **Comment** |
| --- | --- | --- | --- |
| 1.1 Is there a wide, clear path towards the building? |  |  |  |
| 1.2 Are there accessible parking spots for people with disability with access to the main entrance of the building? If yes, is it adequately sign posted? |  |  |  |
| 1.3 Do pamphlets and informational materials map out the closest, safest and most accessible form of public transport to your service? |  |  |  |
| 1.4 Is there a grassed area outside for toileting service dogs? |  |  |  |
| 1.5 If your service has a vehicle, is it wheelchair accessible? |  |  |  |

| **2. Physical Accessibility Inside The Service** | **Yes** | **No** | **Comment** |
| --- | --- | --- | --- |
| 2.1 Are floor surfaces smooth, flat and non-slip? |  |  |  |
| 2.2 Are corridors wide, clear, free from clutter and obstacles? |  |  |  |
| 2.3 If there are obstacles, such as poles, are they easily located by the use of a cane, using contrasting colours or by using warning or directional Tactile Ground Surface Indicators (TGSI) to identify potential hazards? |  |  |  |
| 2.4 Is furniture placed in sensible and consistent positions and located well out of the way of walkways? |  |  |  |
| 2.5 Are pathways and doorways wide enough for a wheelchair  user to navigate? Please note: The ADA accessibility standard says doors must have a clear width of **32 inches** |  |  |  |
| 2.6 Is there sufﬁcient room for a wheelchair to turn around in every area of the service? |  |  |  |
| 2.7 Where there are handrails, are they painted a different colour from the wall on which they are located? |  |  |  |
| 2.8 Are light switches, elevator buttons, doorknobs, power points and telephones located at appropriate heights? |  |  |  |
| This document is a limited preview of the 18-page Access Review Template. Contact PWDA on (02) 9370 3100 or pwd@pwd.org.au for more information about purchasing the Access Review Template or the Disability Awareness training package. All Youth Action members will receive a 10% discount on all Creating Access paid resources and training. | | | |

# Acknowledgements

We would like to acknowledge Carolyn Frohmader for all her previous work in this area which has substantially informed our work here. See also Frohmader, C. 2007. ‘*More than just a ramp: a guide for women’s refuges to develop disability discrimination act action plans’*, Women With Disabilities Australia, <http://wwda.org.au/wp-content/uploads/2013/12/More_Than_Just_A_Ramp.pdf>.

The questions used in this document have been adapted from:

Frohmader, 2007; Hague et.al., 2007; Hoog, 2004; Vision Australia, 2014; WCHM et.al., 2009.

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