

TITLE: DISABLED PERSONS – ACCESS AND FACILITIES	
Guideline Number: GO1304	Issue Date: May 2007
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PURPOSE:

To provide guidelines on specific needs and safety considerations for disabled persons in coastal and beach environments.

SCOPE:

This Guideline applies to the following:

- All government authorities and agencies and those organisations responsible for the management and operation of coastal environments; and
- Those organisations experienced in public safety and responsible for the provision of public safety services.

For example:

- Coastal/marine park authorities and managers
- Lifesaving service providers
- Lifeguards and lifeguard supervisors

This Guideline applies to coastal environments, including ocean coastline and saltwater waterways that open to the oceans surrounding Australia.

GUIDELINE DESCRIPTION:

1.0 General risk management

Risk management should be integral to an organisation's operation.

The aim of risk management is to minimise losses and maximise opportunities that are closely aligned to improving safety; not only from the physical risk perspective, but including all risks associated with the use or operation of a particular area and activity.

Appropriate control measures for each area should be determined by the hazard rating of the area (e.g. ABSAMP Hazard Rating) and may include local environmental conditions such as weather and water, and other local conditions such as geography and population demographics.

A risk assessment should be conducted for all areas to which the public has ready access to identify not only risks, but also current control measures and their appropriateness.

- a. All beaches at which it is known that swimming and other similar aquatic recreation occurs, and access to which is readily available, should have a risk assessment.
- b. As part of the risk assessment, an analysis should be completed on whether or not a lifesaving service should be provided.
- c. Coastal managers should identify any foreseeable hazards, assess their risks and take action to eliminate or control them.

2.0 General – principles of universal design (see reference, Centre for Universal Design, NC State University, Raleigh, North Carolina, USA)

2.1 The main elements of the seven principles of universal design should be present in a design that aims to adhere to these principles.

2.2 Not all guidelines will be relevant to all designs.

2.3 These principles of design address only universally useable design and it should be noted that the practice of design involves more than consideration for useability.

3.0 Principles

3.1 **Principle One: Equitable use** – is useful and marketable to people with different abilities.

Guidelines:

- Provide the same means of use for all users: identical whenever possible, equivalent when not.
- Avoid segregating or branding anyone who uses the design product.
- Provisions for privacy, security, and safety should be equally available for all users.
- Make the design appealing to all who use it.

3.2 **Principle Two: Flexibility in use** – accommodates a wide range of individual preferences and abilities.

Guidelines:

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

3.3 **Principle Three: Simple and intuitive use** – is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Guidelines:

- Eliminate unnecessary complexity.
- Be consistent with use expectations and intuition.
- Accommodate a wider range of literacy and language skills.
- Arrange information consistent with its importance.
- Provide effective prompting for sequential actions.

3.4 **Principle Four: Perceptible information** – communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Guidelines:

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

3.5 **Principle Five: Tolerance for error** – minimises hazards and the adverse consequences of accidental or unintended actions.

Guidelines:

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

3.6 **Principle Six: Low physical effort** – can be used efficiently and comfortably and with a minimum of fatigue.

Guidelines:

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

3.7 **Principle Seven: Size and space for approach and use** – appropriate size and space is provided for approach, reach, manipulation and use regardless of user's body size, posture or mobility.

Guidelines:

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

4.0 Objectives and strategies to overcome barriers

4.1 Each coastal reserve and beach should have an access audit performed to identify any barriers or gaps to ensuring the areas have general accessibility for those with:

- Limited or restricted mobility
- Poor eyesight

4.2 Strategies should then be developed and implemented to provide, wherever possible, universal access to coastal venues and facilities. Table GO1304.1 provides an example of the functions, facilities and services broadly available on the coast, the barriers that can exist, and possible remedial strategies that can be introduced.

Table GO1304.1. Strategies to overcome barriers to access

Functions, Facilities, Services	Barriers	Strategies
Beach	No ramps	Ramp to be installed with <ul style="list-style-type: none"> • Hard surface • Hand rails
Toilet and ablution blocks	Access paths and tracks not wide enough	Rebuild paths and tracks in accordance with Australian Guidelines
	Steps at entry to facility	Remove steps and create a ramp/incline at 1:14 or less
	Water pooling	Install drainage points in floor and ensure even slopes towards the drains
Footpaths	Steps and stairs	Ramp to be installed with <ul style="list-style-type: none"> • Hard surface • Hand rails
Playgrounds	Raised lip on entry to playground	Provide access gap in raised lip

DEFINITIONS:

Nil

REFERENCES:

National Disability Services, www.nds.org.au

AS1482.1 Design for access and mobility - new building work

Association of Consultants in Access, Australia Inc., http://www.access.asn.au/aca_aust.htm

Beach Wheelchair, <http://www.achievableconcepts.com.au/Aust%20website/beach.htm>

Community Access and Inclusion Action Plan 2004 – 2007; Building Accessible And Inclusive Communities, Surf Coast Shire, Victoria, 2004.

Disability Services Plans – Resource Manual for Local Government, Western Australia Municipal Association and Disability Services Commission, WA, 114pp.

Principles of Universal Design, Centre for Universal Design, NC State University, Raleigh, North Carolina, USA.

APPENDICES:

Appendix 1. Other useful contacts for accessibility

APPENDIX 1. – Other useful contacts for accessibility

- Adaptive Environments Centre - <http://www.adaptenv.org/>
- Australian Building Codes Board - <http://www.abcb.gov.au/>
Federal building regulations and codes. Building code of Australia, development of Disability Access Guidelines. For further information on the standards:
www.standards.com.au
- Barwon Disability Resource Council - <http://www.bdrc.org.au/>
- Building Control Commission - <http://www.buildcc.com.au/>
Phone: (03) 9285 6400, State administration of the Building Act 1993, building permits.
- Centre for Applied Technology - <http://www.cast.org/>
Practical information about universal design and access principles in learning and information environments, details of 'Bobbie' program for web content and access
- City of Ballarat - http://www.ballarat.vic.gov.au/Page/Page.asp?Page_Id=293&h=1, Useful document - Etiquette of communicating with disabilities
- Commonwealth Disability Discrimination Act 1992 - <http://www.facs.gov.au/disability/cds/pubs/ic/intro2.htm>
- Companion Card - <http://www.companioncard.org.au/>
- Department of Human Services, Barwon Region
(<http://www.dhs.vic.gov.au/regional/barwon>), Regional Disability Plan
(<http://www.dhs.vic.gov.au/disability>)
Disability Services information on Victorian disability services and service providers.
- Department of Family and Community Services - <http://www.facs.gov.au/>, Disability Services Access Awards, employment assistance programs.
- Disability Online - disability.online@dhs.vic.gov.au
- Disability Guidelines on Access to Premises - <http://www.abcb.gov.au/>
- Disabled Surfers Association - <http://www.disabledsurfers.org/>
- Equal Opportunity Commission - <http://www.eoc.vic.gov.au/>, Victorian Equal Opportunity legislation, rights and responsibilities, training
- Graphic Artists Guild - <http://www.gag.org/>, Information on the use of international disability access symbols
- Human Rights and Equal Opportunity Commission - http://www.hreoc.gov.au/disability_rights/index.html, Phone: 1300 369 711 TTY: 1800 620 241
Disability rights, information on the Disability Discrimination Act, guidelines to developing disability action plans
- Leisure Networks - <http://www.leisurenetworks.org/>
- Universal Design and Access Information - http://www.design.ncsu.edu:8120/cud/univ_design/princ_overview.htm, Centre for

Universal Design Practical Information about universal design in housing and built environments.

- Victorian Legislation and Parliamentary Documents - <http://www.dms.dpc.vic.gov.au/>, Information on the Victorian Equal Opportunity Act
- Victorian State Disability Plan 2002 – 2012 - <http://www.dhs.vic.gov.au/>
- Web Accessibility Initiative - <http://www.w3.org/WAI/>, Information and technical notes to ensure website accessibility