Access and Inclusion Information Links for Businesses

Everyone should be able to participate in their local community, yet for those Western Australians with a disability, easy and appropriate access to services and facilities are not always available. This resource list is targeted at business wanting to check their accessibility and looking for direction in how to provide reasonable access for all.

What the Law Says

Under the *Disability Discrimination Act* 1992 (Commonwealth) and the *Equal Opportunity Act* 1984 people with a disability have the right to use facilities or obtain goods and services in the same way as other people. Not providing access may be against the law. Additionally, the *Disability Services Act* 1993 (amended 2004) requires all local and state government agencies to develop a Disability Access and Inclusion Plan (DAIP) to ensure those with a disability have access to all services, facilities, information and functions provided by the agencies.[1]

Non-Government businesses, services and facilities.

In existing buildings owners are required to remove unreasonable and unnecessary barriers, if doing so can be accomplished without causing undue hardship. New buildings must meet the Disability (Access to Premises-Building) Standards 2010. Renovations to existing buildings may be required to meet these standards, and in some cases an existing building that is not being renovated could still be subject to the complaint processes of the law[2].

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[1]
https://www.planning.wa.gov.au/dop_pub_pdf/Disability_Access_and_Inclusion_Plans_DAIPs_Resource_Manual_for_State_Government.pdf

[2] https://www.disabilityaccessconsultants.com.au/disability-access-to-premises-building-standards/

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Reasons for supporting customer diversity

https://www.humanrights.gov.au/our-work/rights-and-freedoms/publications/missing-out-business-case-customer-diversity-2017

For information on business and venue accessibility

Building codes and legislation

Disability (Access to Premises – Buildings) Standards 2010 (Premises Standards)
https://www.legislation.gov.au/Details/F2010L00668/Download

The Equal Opportunity Commission in Victoria has developed a website about creating an accessible business

https://www.humanrights.gov.au/sites/default/files/document/publication/AHRC_2016_GPGB_access_for_all.pdf

It includes a self-assessment checklist to see how accessible your business is.

https://www.accessiblebusiness.com.au/tool.html

The City of Melbourne has developed a "Good Access Is Good Business "self-assessment checklist for businesses that also has points to consider when planning upgrades to your business or premises

https://www.melbourne.vic.gov.au/SiteCollectionDocuments/access-checklist-tourism.pdf

Disability Services Commission and local government have worked together to develop the You're Welcome Access WA website. It has downloadable fact sheets.

http://www.accesswa.com.au/Pages/ImproveAccess.aspx

The Human Rights Commission has a page on the laws on access and tips for businesses

https://www.humanrights.gov.au/dda-guide-ins-and-outs-access

https://www.humanrights.gov.au/our-work/disability-rights/publications/access-all-improving-accessibility-consumers-disability-2016

For information on disability awareness training for staff

WA Department of Communities (Disability) has a DVD on access and inclusion for the hospitality, tourism and retail area.

http://www.disability.wa.gov.au/understanding-disability1/understanding-disability/accessibility/access_training/

William Angliss Institute has an online course on disability awareness (has an associated cost)

https://shortcourses.angliss.edu.au/courses/1001298-disability-awareness-training?modal=select

Making your website more accessible

WA Department of Communities (Disability) has advice on website accessibility

http://www.disability.wa.gov.au/Global/Publications/Understanding%20disability/Built%20environment/Accessible%20websites%20checklist.pdf

World Wide Web Consortium has developed guidelines on website accessibility

https://www.w3.org/WAI/intro/accessibility.php

Providing information in alternative formats

Round Table on Information Access for People with Print Disabilities Inc.

http://printdisability.org/guidelines/

Government of Western Australia Department of Communities (Disability) has links to services that can provide information on alternative formats

http://www.disability.wa.gov.au/understanding-disability1/understanding-disability/accessibility/accessible_information/

Accessibility Consultants (lists contacts in each state)

https://www.access.asn.au/

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