

# Inclusive Tourism

Making your business more accessible and inclusive



'Disability does not mean inability.' – Ian Chill at A.J. Hackett Cairns Bungy Tower, Smithfield, Cairns. (Cover image courtesy of Cairns Regional Council — photographer: Murray Anderson-Clemence)

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On the cruise deck out on the open seas (image courtesy of Carnival Cruise Line).

## Ministers' Foreword

The Palaszczuk Government is proud to deliver this inclusive tourism guide as part of its commitment to growing our tourism industry.

The success of our tourism businesses in competing across global and domestic markets is reliant upon a service culture that exemplifies the best the world has to offer. The foundation of our service must be a spirit of inclusiveness where people of all abilities and ages feel welcomed as our guests and enjoy the exceptional experiences we offer.

This guide is a resource to assist tourism operators in embracing the tremendous opportunity inclusiveness presents for business growth. At its core is the concept of universal design where our built environment and

experiences are designed to meet the needs of people of all abilities, in all aspects of our society.

Working towards inclusion is more important than ever before, as from 1 July 2016 Queensland commenced its transition to the National Disability Insurance Scheme. The scheme is delivering greater opportunity for people with disability, their families, carers and the wider community by enabling greater social and economic participation. Education, awareness and understanding are key drivers for change in this sector and inclusive tourism will play a significant role in achieving greater accessibility, inclusion and equal opportunity for people with disability.



**The Hon Coralee O'Rourke MP**  
Minister for Disability Services  
Minister for Seniors  
Minister Assisting the Premier on North Queensland



**The Hon Kate Jones MP**  
Minister for Education  
Minister for Tourism and Major Events



## Message from the Queensland Tourism Industry Council

Inclusive tourism is an important issue for our industry. Both government and industry have an opportunity and an interest to ensure that wherever possible, people with disability can actively participate in tourism with as much freedom and enjoyment as any other traveller.

Inclusive tourism is not just about abiding by legal requirements and ensuring there is some accommodation that enables people of all abilities to have a holiday. It is the aspiration of ensuring our destinations and experiences are available to everybody. With demand for inclusive tourism growing, this inclusiveness can make the difference between winning and losing visitors, for both our tourism operators and our destinations. Accessibility needs to be regarded as an integral part of the service sector and be integrated into all our visitor facilities, products and services, ideally from their very inception.

This guide features practical information about good industry practices and outlines legal and technical regulations regarding accessibility. It is our hope that, through this joint initiative, tourism operators will have new tools and resources to ensure their destinations, facilities and services deliver an exceptional experience for all of our visitors.

Tourism service providers work very hard to create positive experiences for all travellers, this guide will give them additional tools to focus on disability challenges in service and design. The Queensland Tourism Industry Council is pleased to be a partner in this guide.



**Daniel Gschwind**  
Chief Executive Officer  
Queensland Tourism Industry Council

## Message from the Anti-Discrimination Commission Queensland

This Palaszczuk Government initiative to develop an inclusive tourism guide is to be commended. For far too long, our society has been silent on the topic of what each of us can do to assist people with disability. Too often, our awareness and understanding of the needs and desires of people with disability has been limited to our own experiences.

The message is simple—people with disability have the same desires and needs as each one of us, which is respect and dignity. Our built environment needs to be safe, equitable and provide dignified access to goods and services.

Most people with disability aspire to independence and life as an equal in our society. By adopting the principles of ‘inclusiveness’ and ‘accessibility for all’, people can remove the mindsets and stereotypes of ‘special’ or ‘separate’, or seeing people with disability as ‘an object of pity’ or a ‘burden on society’.

Tourism and hospitality are service oriented and, as such, the industry must become more inclusive by providing tourism products and services such as accommodation and facilities that are accessible by a person in a wheelchair or a person with mobility impairment, such as an amputee. Many people with disability do not experience what Queensland has to offer because of a lack of suitable accessible accommodation and other inclusive activities.

The Queensland Anti-Discrimination Commission is a strong advocate for a society that is ‘inclusive, fair and equitable’ and this guide informs, supports and assists the tourism industry to effectively meet this challenge.



**Kevin Cocks AM**  
Commissioner  
Anti-Discrimination Commission Queensland

## Purpose of this guide

This guide has been developed primarily for tourism operators, to help them:

- increase their knowledge about the market for accessible tourism
- develop strategies to improve the accessibility of their operation to appeal to a wider range of visitors of all abilities and ages
- understand their legal obligations in relation to inclusive and accessible tourism.

The guide also includes information to assist people with disability in planning a holiday.

Local government can use this guide to: support and promote inclusive tourism across businesses, festivals, events and public spaces; and to incorporate inclusive and accessible design into their design codes and planning guidelines.

A number of tourism businesses are profiled within the guide as examples of how accessibility has been incorporated into their operations. The information is by no means exhaustive and should not be regarded as promotional. The 'Profiles' illustrate how tourism businesses have incorporated the Five A's<sup>1</sup> of tourism destination developments—accommodation, attractions, access, amenities and activities—into their operations.

The guide complements other accessibility initiatives being progressed at an international, national and state level, including the Convention on the Rights of Persons with Disabilities, and the National Disability Strategy 2010–2020.

This guide has been compiled to assist you with locating relevant and specific information that is designed to support and promote inclusive tourism.

It provides reference points to enable you as an operator to research current industry guidelines pertaining to design features.

## Why improve accessibility?

Accessibility is about making things easier and comfortable for your visitors. To be accessible to all means providing your product and services in a way that ensures people of all abilities feel welcomed as guests with equity and dignity.

Despite the large numbers of people with disability living independently in the community; their growing financial wealth; and their desire to travel; this group of consumers is largely untapped by the tourism industry.<sup>2</sup> There is a growing need for increased accessibility within Australia and other international destinations. Providing tourism experiences that are accessible for all presents a significant growth opportunity for the industry to reach a large and increasing market.

People with disability have the greatest need for accessible facilities and services. Good accessibility as a mainstream service however, equates to great service for all, rather than an optional extra for 'people with disability only' market. Accessibility benefits all visitors, including those with prams, temporary injuries, or heavy bags, or an older person who may find it harder to walk, see or hear.

Accessible tourism is a form of tourism involving a collaborative process among stakeholders to enable people with access requirements (including mobility, vision, hearing and cognitive dimensions of access) to function independently and with equity and dignity by delivering universally designed tourism products, services and environments.<sup>3</sup>

<sup>1</sup> Dickman, S. 1989. Tourism—an introductory text. Edward Arnold (Australia) Pty Ltd. Victoria; WA Government. Department for Planning and Infrastructure. 2006. Tourism Planning Taskforce Report prepared by the Ministerial Taskforce for the Minister for Planning and Infrastructure. Department for Planning and Infrastructure, Perth Western Australia.

<sup>2</sup> Stumbo, N J & Pegg, S 2005, 'Travelers and tourists with disabilities: a matter of priorities and loyalties', *Tourism Review International*, 8(3), 195–209; and Darcy, S 2006, Setting a research agenda for accessible tourism, Sustainable Tourism for Cooperative Research Centre, Gold Coast.

<sup>3</sup> World Tourism Organization 2013, Recommendations on accessible tourism, UNWTO, Madrid.



## Snapshot of the disability sector

- 17.7 per cent of the Queensland population, or approximately 820 000 people, identify as having disability and have difficulty accessing cafés, restaurants, activities, resorts and accommodation<sup>4</sup>
- Around 484 000 Queenslanders—roughly 10.5 per cent of the state’s population—undertake some form of care of a person with disability<sup>5</sup>
- Nearly 90 per cent of people with disability take a holiday each year<sup>6</sup>
- People with accessibility requirements want new and exciting travel and tourism options—a significant opportunity for organisations that have [built] environments
- People with disability account for 8.2 million in overnight trips [stays] and \$8 billion or 11 per cent of Australia’s overall tourism expenditure<sup>7</sup>
- Australia’s population is ageing, creating a growing market of travellers with accessibility needs.

<sup>4</sup> Australian Bureau of Statistics 2013, ABS 4430.0—Disability, Ageing and Carers, Australia: summary of findings, 2012.

<sup>5</sup> Australian Bureau of Statistics 2013, ABS 4430.0—Disability, Ageing and Carers, Australia: summary of findings, 2012. Data are estimates only. Survey population applied to all age groups, all levels of disability severity (profound, severe, moderate, mild).

<sup>6</sup> Sustainable Tourism Cooperative Research Centre (2008) Accessible tourism: Challenges and opportunities.

<sup>7</sup> Sustainable Tourism Cooperative Research Centre 2008, Accessible tourism: challenges and opportunities, CRC for Sustainable Tourism Pty Ltd, Gold Coast.



## Who benefits from improved access?

Visitors who benefit from improved access include:

- people with physical disability for example, people who use wheelchairs or mobility scooters, people who use a walking frame or crutches, or people who have difficulty with finger or hand coordination
- people with vision impairment
- people with hearing impairment or who are deaf
- people with a perceptual or cognitive disability that affects communication
- carers of people with disability
- people with prams and strollers
- overseas visitors for whom English is not their first language seeking easy to access information.

By improving access, tourism operators benefit from the opportunity to attract a wider visitor market.

Sight impairment no barrier to experience the reef (*image courtesy of Quicksilver Cruises, photographer: Indepth Video and Photography*).



## Potential barriers for visitors to access your business

There are some common barriers that could hinder people accessing your business. By removing these barriers you open up your business to new visitor markets and growth opportunities:

- physical barriers such as steps, narrow doorways or crowded spaces
- communication barriers such as limited ways or awareness of how people contact your business such as by phone or a website only
- information barriers such as small or hard to read font on publications, video footage without a voice over captions or Auslan interpreter
- service barriers such as discriminatory attitudes that make people feel unwelcome.

‘More and more [people with disability] are able to relish travel opportunities, which in turn means there is a much greater opportunity for the tourism industry to benefit from longer seasons and new incomes if they are more creative with the buildings and services they offer.

More accessible accommodation benefits society as a whole as it offers new job opportunities, more revenue and an accessible environment inclusive to people across the world with any special needs or requirements.’ Accomnews, 2015<sup>8</sup>

‘Accessibility is a central element of any responsible and sustainable tourism policy. It is both a human rights imperative, and an exceptional business opportunity. Above all, we must come to appreciate that accessible tourism does not only benefit persons with disabilities or special need; it benefits us all.’ – Taleb Rifai, United Nations World Tourism Organization Secretary-General.<sup>9</sup>

<sup>8</sup> Resort Publishing 2015, ‘Increased revenue opportunities’, Accomnews website.

<sup>9</sup> World Tourism Organization 2013, Update of the 2005 *UNWTO General Assembly Recommendations on “accessible tourism for all”*, taking into consideration the UN Convention on the Rights of Persons with Disabilities of 2007, UNWTO.



# How to create a more inclusive experience

## An inclusive approach across your business

To be ‘accessible to all’ means providing an inclusive environment in which people of all abilities and ages feel welcomed as guests, and are able to enjoy the experiences you offer. Inclusive tourism is a global movement to ensure the full participation of all people in travel. It is about more than installing ramps, widening parking bays and doorways, or building larger rest rooms—it is about everything that a business should do to be inclusive for everyone.

## Improving inclusive tourism through universal design

Inclusive tourism involves the application of seven universal design principles that encompass human diversity, including physical, perceptual and cognitive abilities, as well as different body sizes and shapes. ‘Universal design’ is based on inclusivity and ease of use.<sup>10</sup>

1. Equitable use—design for everyone and every ability
2. Flexibility in use—design should accommodate a wide range of users
3. Simple and intuitive to use
4. Perceptible information—the design should be easy to see
5. Tolerance for error—the design should minimise hazards and error
6. Low physical activity—minimising injury
7. Size and space for appropriate use, regardless of user’s body, size or ability.

The principles of universal design are not intended to constitute all criteria for good design, only universally ‘usable’ design. Certainly, other factors are important, such as aesthetics, cost, safety, gender and cultural appropriateness, and these aspects must also be taken into consideration when designing.

Inclusive design is defined by the United Kingdom government in the National Planning Policy Framework as ‘designing the built environment, including buildings and their surrounding spaces, to ensure that they can be accessed and used by everyone.’<sup>11</sup> During the 1980s and 1990s, the access needs of people with disabilities were integrated into the mainstream when the medical model of disability was redefined as a social model of disability. The medical model was not supported by people with disability or their representative organisations. Emerging from the disability movement in the 1990s were the principles of inclusive design and they are now seen as an effective way of ensuring that all of us, not just people with disability, can access and use buildings, places and spaces easily, comfortably and with dignity.

By designing for diversity, facilities and services can be created that are more functional and more user-friendly for the widest range of people and situations, without special or separate design and at little or no extra cost. It is not a ‘one size fits all’ attitude but a new creative design approach to various lifestyle design issues. Universal design can include simple things like the width of doorway openings or in-wall sliding doors to accommodate wheelchair access, the design of showering recesses for people of all abilities, or design-assisted technological devices for various lifestyle uses.

The Gold Coast 2018 Commonwealth Games (GC2018) represents the largest sporting event Australia will see this decade and the biggest sporting spectacular the Gold Coast has ever seen. From 4 to 15 April, Australia will welcome 6 600 athletes and team officials, with the XXI Commonwealth Games hosting the biggest para-sport program in Commonwealth Games history. This represents an opportunity for Queensland to showcase the accessibility and inclusivity of its experiences on offer for all of our community and guests. It also represents an opportunity for Queensland businesses to embrace the tremendous potential inclusiveness presents for business growth.

<sup>10</sup> The Center for Universal Design. 1997. The Principles of Universal Design, Version 2.0. North Carolina State University, Raleigh, North Carolina.

<sup>11</sup> Department for Communities and Local Government 2012, National planning policy framework, London.

## Parklands development targets gold level accessibility standards



Artist's impression of the Parklands Project (*image courtesy of Grocon*).

The Queensland Government and private developer Grocon have raised the bar for the development of Parklands, which will be home to the Gold Coast 2018 Commonwealth Games™ Village.

All 1 170 apartments in the Parklands redevelopment will be built to Livable Housing Design Gold Level status. Apartments will include design and access features to make them suitable for everyone, regardless of age, family needs or mobility.

Features will include doors and corridors that are slightly wider making it easier to manoeuvre wheelchairs, and general ease of movement within the home and improving access for people with mobility issues. The apartments also include step-free access throughout, in particular hobless showers reducing trip hazards in the bathroom.

This commitment around infrastructure is illustrated through the developments in infrastructure across both the new Games sporting venues and how existing venues are upgraded and refurbished. GC2018 will realise the construction or refurbishment of viable, sustainable sporting venues that will provide a lasting use for elite and community sporting clubs and groups. The designs of the new Games sporting venues comply with the (minimum) statutory requirements for disabled access and the inferred objectives of the *Disability Discrimination Act 1992*, to deliver accessible games venues and associated events.

## Urban design codes and guidelines

Although individual building architecture is an important aesthetic consideration, inclusive design goes beyond aesthetics to the connections between people and places, and the integration of new development into the natural, built and historic environments. Local government planning authorities should consider using design codes and guidelines that can assist in delivering high-quality outcomes, such as public amenity space associated with developments that incorporate standards of inclusive and accessible design.

Design policies should avoid unnecessary prescriptive or detailed requirements and concentrate more on guiding the overall scale, density, massing, height, landscape, layout, shade and shelter, materials and ease of access of new developments in relation to neighbouring buildings and the local area.<sup>12</sup>

## Provide the best possible service

The Australian Human Rights Commission developed a guide that aims to provide small businesses with information on how they can make their businesses more accessible to all their customers, particularly people with disability. This publication, *Missed business? How to attract more customers by providing better access to your business*, is available on the Australian Human Rights Commission's website.<sup>13</sup>

The attitude and behaviour of your staff are critical to the visitor experience. To deliver an inclusive experience make sure staff are familiar with your facilities and provide disability awareness training on how to best meet the needs of people with access requirements and achieve customer service excellence.

The following guidelines will assist you and staff in communicating effectively with your guests and giving practical assistance when needed.

## Some common courtesies to remember

- focus on the person, not their disability
- address your guest directly, not the other people who may be with them
- ask guests with disability if they have any specific needs or support they may need
- ask your guest if they want help first before providing assistance and accept the answer if your guest declines your help
- if you have a conversation that will last more than a few moments with a guest who uses a wheelchair, bend to eye level or pull up a chair.

For people who may have a **learning difficulty**, **intellectual disability** or **brain injury**:

- address your guest directly, listen carefully, speak clearly (but not loudly or slowly) and check for understanding
- use clear language (avoid complex words or jargon) but use your natural tone of voice
- give your guest time to ask and answer questions—avoid overloading people who have an intellectual disability with information
- reassure your guest that you are there to help if they need to check the information.

For people who have **hearing impairment** or are **deaf**:

- face your guest so they can read your lips—try to make sure there are no bright lights behind you that may limit their ability to see your lips
- use your normal tone of voice and volume— if possible, move out of the way of background noise
- address your comments directly to your guest rather than to the sign language interpreter or assistant interpreter
- have a pen and paper on hand to help you communicate with your guest.

<sup>12</sup> Fleck, J, Smalley, R & Smith, N 2014, Draft supplementary planning guide shaping neighbourhoods: accessible London: achieving an inclusive environment, Greater London Authority, London.

<sup>13</sup> Australian Human Rights Commission 2004, Missed business: how to attract more customers by providing better access to your business.



For people who have **vision impairment** or are **blind**:

- identify yourself by name—if appropriate, ask for their name so you can address them directly and so that they know you are talking to them and not to someone else
- provide assistance if a guest asks for help to go somewhere—ask which side you should be on and offer your arm so they can hold you just above your elbow
- never attempt to pat or distract a guide, hearing or assistance dog or offer it food while it is in a harness—it is a working animal under the control of its handler.

For people with **mobility impairments** (for hotels, venues, attractions and events):

- make sure doorways, corridors and aisles are wide enough—preferably 1200 mm
- ensure at least part of your customer service area counter is at a height that is suitable for people who use a wheelchair (750–800 mm from floor/ground level)
- ensure that at least one of your ticket aisles is wide enough and has a lower counter (750–800 mm), and is always open
- attempt to place goods, such as newspapers, magazines and drinks (particularly the most popular ones), within reach of someone using a wheelchair—if this is not always possible, make sure staff are trained to offer assistance
- make a chair available for someone who may be older and frail, uses crutches or has poor balance, particularly if your guest needs to wait
- ensure that electronic payment systems and EFTPOS machines are on a long cord or cordless so they can be passed over to someone using a wheelchair
- ensure the floor or ground is free from trip hazards and is non-slip.

## Find out more

The guidelines were adapted from the following sources:

*A way with words: guidelines for the portrayal of people with disability* is a useful guide to help promote inclusiveness and the fair and accurate portrayal of people with disability.

Visit [www.qld.gov.au/disability](http://www.qld.gov.au/disability)

*Missed business? How to attract more customers by providing better access to your business*

Visit [www.humanrights.gov.au](http://www.humanrights.gov.au)

## Your communication

Here are some simple principles to ensure the language used in your communications is inclusive:

Use the wording:

- ‘*accessible toilet*’ not ‘disabled toilet’
- ‘*accessible parking*’ not ‘disabled parking’
- ‘*accessible entry*’ not ‘disabled entry’.

Refer to:

- ‘*a person with disability*’ rather than a ‘disabled person’
- ‘*a person who uses a wheelchair*’ rather than ‘someone confined to a wheelchair’
- ‘*a person who is blind*’ rather than a ‘person who suffers blindness’.<sup>14</sup>

## Meaning

‘Impairment’ includes physical, psychosocial, sensory, neurological and other conditions, for example, learning difficulties, epilepsy, autism and intellectual disabilities.<sup>15</sup>

<sup>14</sup> State of Queensland, Department of Communities, Child Safety and Disability Services. 2012. *A way with words - Guidelines for the portrayal of people with a disability*.

<sup>15</sup> Disability Discrimination Act 1992 (Cth), section 4 Interpretation of disability includes ‘impairments’

# Accessible accommodation

Most travellers looking for accessible accommodation will seek out accommodation options listed as accessible, and potentially call providers to confirm rooms' and facilities' level of accessibility. The use of the term 'accessible' does not mean each guest's particular needs will be met. As such, providers should clarify and confirm with potential guests their requirements, and the suitability of the accommodation to meet their specific needs.

Accessible accommodation includes all aspects of the place and space within the holiday destination, which may include communal areas, landscaped areas, gardens, recreation facilities, onsite restaurant, entry areas, and the various rooms within the private accommodation such as the kitchen, bathroom, toilets, dining/living areas and bedrooms designed in accordance with the requirements of the Disability (Access to Premises – Buildings) Standards 2010.

## Checklist for accessible accommodation

- Friendly, welcoming staff who are willing and resourceful and are trained to assist
- Rooms that are of equal quality and comfort with the venue's other rooms. Note that 'comfort' also relates to amenity such as pleasant views
- Clear circulation space for turning a wheelchair in bedrooms, dining areas and living rooms and basic circulation space for wheelchair use elsewhere
- In-room temperature controls for different personal needs—ranging from ceiling fans to fully integrated control systems with auto-balancing
- Low-pile carpet that is non-slip and suits wheelchair traffic<sup>16</sup>
- Light switches beside the bed and all light switches and power points are at an accessible height for people at an eye level of 900 mm-1100 mm
- All doorways and hallways are wheelchair accessible, for example, in-wall sliding doors maximise internal room circulation space
- Digital televisions in bedrooms and common areas have captions (subtitles) enabled
- All remote controls, the computer area and the telephone are at table height
- Laundry facilities can be accessed and used by people who use a wheelchair
- Options – have a list of helpful local resources for

people to use freely or to hire the equipment such as shower chairs and bed hoists.

## Bathroom

- A 'roll-in' shower—a wheelchair can roll into the shower recess. This type of shower is also referred to as a 'hobless shower'
- Non-slip bathroom floor
- Hand-held shower head
- Toilets and showers with grab rails and shower seats.

## Access to the accommodation

- No stairs to the room/unit or inside the rooms of the unit or outdoor spaces
- A level surface outside the room/unit door
- Continuous accessible paths allowing uninterrupted wheelchair travel to, into and within a building that gives access to all facilities.

## Car parking

- Car parks are wide and preferably undercover
- Car parks are close to the room or unit
- Allow for high roof clearance—necessary for the wheelchair lifts
- Car parks are on level ground, not a slope.

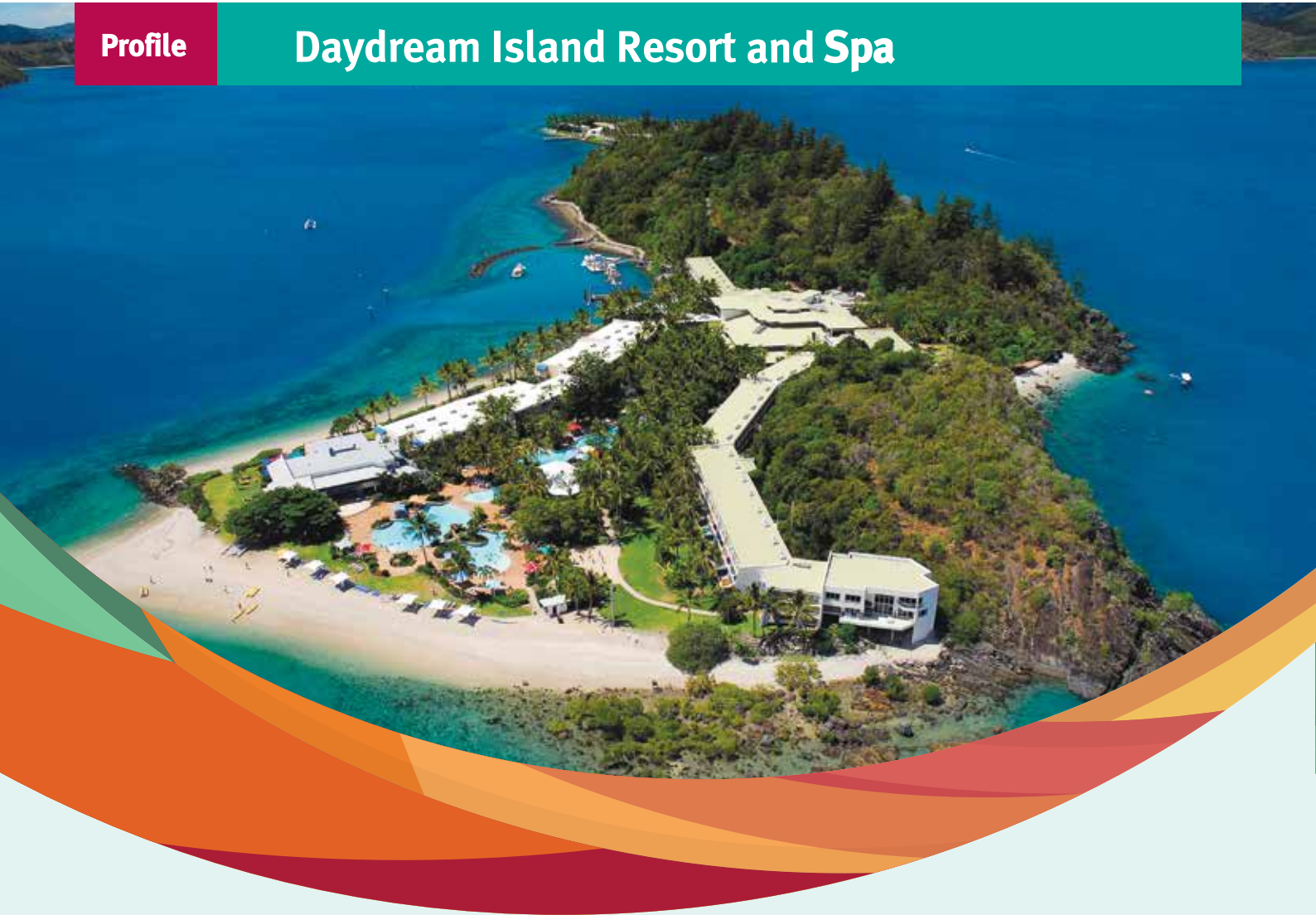
Refer to Accessible parking—AS/NZS 2890.6: 2009 which sets the minimum requirements for accessible car parking designs.

## Find out more

For more information on the accessible accommodation, facilities and services people with disability require when travelling, visit:

- Department of Communities, Child Safety and Disability Services [www.communities.qld.gov.au](http://www.communities.qld.gov.au)
- e-Bility [www.e-bility.com](http://www.e-bility.com)
- TravAbility [www.travability.com.au](http://www.travability.com.au)
- Disability Online: Australia's disability hub [www.disabilityonline.org.au](http://www.disabilityonline.org.au)
- Can Go Everywhere: Accessible travel for everyone—everywhere [www.cangoeverywhere.com.au](http://www.cangoeverywhere.com.au)
- d-ability.org [www.d-ability.org](http://www.d-ability.org)
- National Information Communication Awareness Network [www.nican.com.au](http://www.nican.com.au)

<sup>16</sup> Darcy, S. 2008. Working Paper No. 10: Accessible Tourism Accommodation Information Preferences. Working paper of the School of Leisure, Sport and Tourism - Faculty of Business - University of Technology, Sydney, Ku-ring-gai campus, Lindfield NSW 2070.



Aerial view of Daydream Island Resort and Spa, Whitsunday Islands (image courtesy of Daydream Island Resort and Spa).

Daydream Island Resort and Spa has several accessible rooms designed for wheelchair circulation, easy access to all facilities in the room and accessible bathrooms. Externally, all dining areas and the majority of the island are wheelchair accessible. Most activities are accessible for persons with disability. Of special note are spa treatments specifically adapted to accommodate guests with disability, and the resort's *Living Reef* which enables guests with disability to experience the Great Barrier Reef without having to take a boat ride or enter the water.



An accessible bathroom at Daydream Island Resort and Spa that complies with all aspects of the Premises Standard (image courtesy of Daydream Island Resort and Spa).





The living room of an 'Enclave Luxury Villa' at RACV Noosa Resort, Sunshine Coast (*image courtesy of RACV Noosa Resort*).

In 2014, RACV Noosa Resort was awarded 'Best Accommodation Provider' in Spinal Injuries Australia's Inclusive Community Champions Awards. It was also awarded 'Best Deluxe Accommodation' in the 2013, 2014, and 2015 Queensland Tourism Awards.

The resort has several inclusive tourism facilities, including:

- an apartment for guests who use a wheelchair or who are visually impaired
- villas with good wheelchair circulation space and roll-in showers
- fourteen apartments with lift access to all levels.



Alfresco dining at sunset beside the pool at RACV Noosa Resort, Sunshine Coast (*image courtesy of RACV Noosa Resort*).

## How can I help people to make an informed decision about visiting my property?

If a tourism business can provide their potential guests with information about the accessibility of their operation, it is more likely that the visiting guest with disability and their family and friends will have a memorable experience and share that with others. Some key points to consider include:

- Photographs are one of the best forms of communicating the style, quality and accessibility requirements of holiday accommodation. Provide photos of your rooms, bathrooms and toilets, paying attention to particular elements such as lever-handled taps and grab rails adjacent to toilet/shower, and communal areas such as your restaurant or grounds and gardens.
- Include informative text, measurements of critical elements, particularly relating to circulation spaces and an accommodation floorplan. Note any potential barriers such as steps or bedrooms on upper levels not accessible by lift.
- Include voice-overs and captions (subtitles) on videos as an alternative means of communicating what your accommodation offers.
- Provide an accessibility statement or policy that briefly describes what you offer. The statement can include photographs, dimensioned floorplans and other supporting diagrams. A sample statement may read: 'The accommodation is totally wheelchair accessible from the property entry, throughout the landscaped grounds and within the nominated private accommodation in accordance with the requirements of the Disability (Access to Premises – Buildings) Standards 2010'.
- Provide wayfinding maps to your location and to the accessible accommodation within your location. Consider providing the various travel options to reach your location e.g. from airport travel north 20 kms along the Bruce Highway.
- Provide a description of the surface treatments of the accommodation and general premises. A sample statement may read: 'The floor is covered with non-slip tiles throughout the kitchen, bathroom and living areas, with a low-pile woollen blend carpet in the bedrooms. The accessible carpark is covered with a continuous asphalt surface connecting with concrete pathways, pedestrian access – wheelchair compliant throughout the property'.

- Note if voice-activated controls are available for lighting and other devices.
- Note if a water hoist is available or a ramp into the pool.
- Note if facilities provided for assistance dogs are available, for example a dog run, a toilet area and water bowls.

### Find out more

For advice on accessibility law and regulations, turn to **How do I ensure my operation meets legal requirements?** on page 27 of this guide.

### Planning issues, building approvals and local-access requirements

Contact your local council planning officer, building surveyor or community worker.

### Design ideas

Consult with the following as relevant:

- council planning officer
- building surveyor
- access consultant
- architect
- planner
- landscape architect
- engineer
- person with disability.

### Access issues

Offering accessibility appraisals, audits, design, research and training while advising on accessibility codes and advice on good practice, access consultants are often professionals with dual qualifications such as architecture, building surveying or allied health. Many large projects engage an access consultant early in their design processes. Access consultants also work on smaller projects and renovations. Their design advice can yield solutions that are cost-effective or cost-neutral. Visit [www.access.asn.au](http://www.access.asn.au).





Located at Labrador on the Gold Coast, the apartments are custom designed to be fully accessible (*image courtesy of Montrose Therapy & Respite Services*).

Montrose Therapy & Respite Services, a non-profit organisation that provides disability services throughout Queensland, officially opened Our Getaway Gold Coast in April 2016. Our Getaway Gold Coast is designed to suit people of all ages with physical disabilities and mobility impairment. It is centrally located in Labrador just 600m from the beach, restaurants, cafés and accessible parks.

2, 4 or 6 bedroom options are available with or without personal care. Facilities include hi-lo electric beds, pressure care mattresses, ceiling mounted electric hoist, mobile hoists, mobile shower chairs, hobless shower, height adjustable dining tables, electronic games and media room.



Our Getaway Gold Coast offers high ceilings and lots of circulation space (*image courtesy of Montrose Therapy & Respite Services*).





Visitors at Cairns Visitor Information Centre (image courtesy of Tourism and Events Queensland – photographer: Darren Jew).

## Accessible places

### Wayfinding

Wayfinding is the ability to safely and independently orient yourself within a building or in the natural or built environment and navigate from place to place.

Travellers’ wayfinding begins when they start planning their trip using internet searches, travel guides or direct advice from friends, family or agents. Wayfinding often involves signage, asking locals for directions, maps, guide books (particularly when the street names are in a different language) and Visitor Information Centres. Queensland’s accredited Visitor Information Centres, identified by blue and yellow ‘i’ information signs, provide excellent wayfinding directional and attraction information.

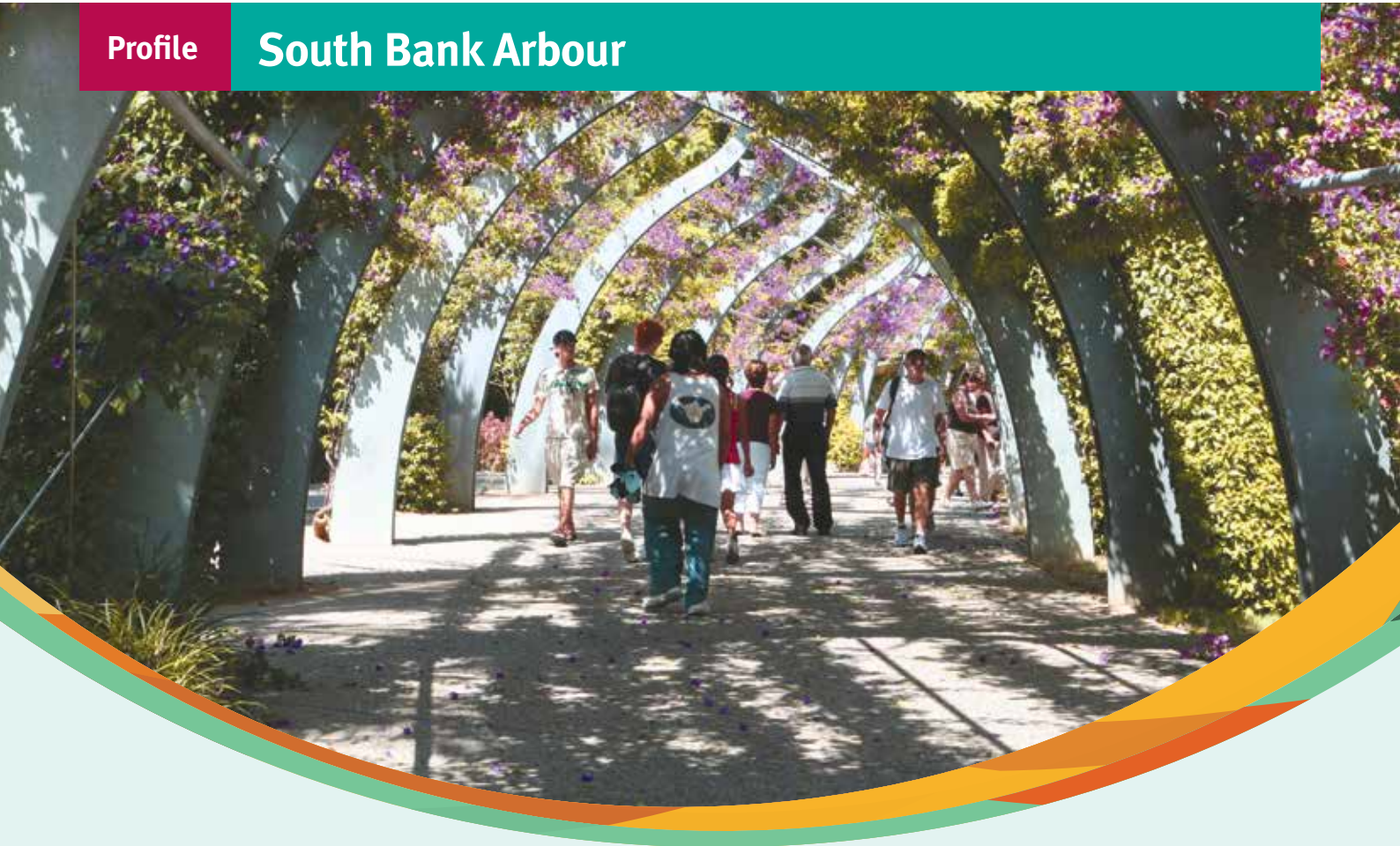
Visitors also make wayfinding decisions using environmental cues such as architecture, streetscape, landscape, audible and graphical markers.

Easy wayfinding for people with disability is particularly important because of the potential for increased stress

and sense of disorientation. Ensuring easy wayfinding starts at a project’s design and planning stage. Building plans should consider the landmarks, pathways, environmental cues and signage that will help first-time visitors navigate.



Outside the Visitor Information Centre, Bruce Highway, Bowen (image courtesy of Tourism and Events Queensland – photographer: Amber Toms).



Wayfinding by design. Bougainvillea South Bank Arbour, South Bank Parklands, Brisbane (*image courtesy of photographer: Ron Apelt*).

The Arbour in Brisbane's South Bank Parklands is an example of 'wayfinding by design' using landscape architecture.

At 1 km long, the Arbour is an important architectural and sculptural installation. Its visual impact and bright colours provide a directional landmark that can be viewed from within and outside the parklands.

The Arbour also shades a wide, smooth walkway that guides pedestrians through the parklands and links to other attractions at nodal points. Each point, or 'decision point', is easily identifiable by sight, through signage; smells, such as coffee shops, restaurants and aromatic plants; or sound, such as water fountains.



## Signs and maps

Signs and maps provide information for orientation and direction for decision-making, and help people find their way between a current and desired location.

### Mobility maps

Mobility maps are specifically designed to help people with limited mobility use and enjoy the facilities and services a town or city offers. Information on the maps can include accessible toilets and telephones, Teletypewriter (TTY)<sup>17</sup> telephones, accessible car parking spaces, accessible off-street parking, accessible pathways, public seating and street gradients.

### Find out more

An example mobility map is available on:

[www.brisbane.qld.gov.au](http://www.brisbane.qld.gov.au)

Search for 'Mt Coot-tha Botanic Gardens Mobility Map'

[www.visitbrisbane.com.au](http://www.visitbrisbane.com.au)

Search for 'South Bank Parklands Visitor Information and Accessibility'

Search for 'South Bank Parklands Visitor Information and Map'

### Accessibility

An accessible sign or map is one everybody can understand, whether by sight, touch or audible means. Elements of good sign design include:

- consistent graphic design elements of size, colour, lettering (of appropriate typeface and readable height) and pictograms, directional arrows and symbols
- key information only being presented at critical decision-making points
- unambiguous, clear and easy-to-understand information and symbols
- colours and colour contrast that are appropriate to the lighting and setting, and also enhance readability

- consideration should also be given to communicating wayfinding information in Braille
- consider raised pictures (pictograms) where appropriate. (In a variety of situations pictograms alone are not enough and should be supported by text and Braille)
- textual wayfinding information in a number of foreign languages, either on the sign or on supporting signs
- legible text and graphic information<sup>18</sup> and ease of readability at realistic viewing distances<sup>19</sup>
- All font sizes on signs must accommodate the requirements outlined in Table 2, section 17.2 of *AS1428.2—1992: Design for access and mobility—part 2: enhanced and additional requirements—buildings and facilities*.

The Australian Human Rights Commission provides the following advice for good signage:

'Good signage would include letters at least 17.5 mm high for each metre of viewing distance. Signage should use a sans serif font, upper and lower case rather than just upper case and should never use a colour combination of the 'tomato factor' i.e. the colours found in the ripening of a tomato: green, olive green, orange, yellow, pink and red.

'Signage should have a high contrast between the lettering and the surrounding background and not use colours such as silver on grey.

'Building owners would also improve access if they provided tactile and braille signage in other areas, such as tenant directories or room names and numbers.'<sup>20</sup>

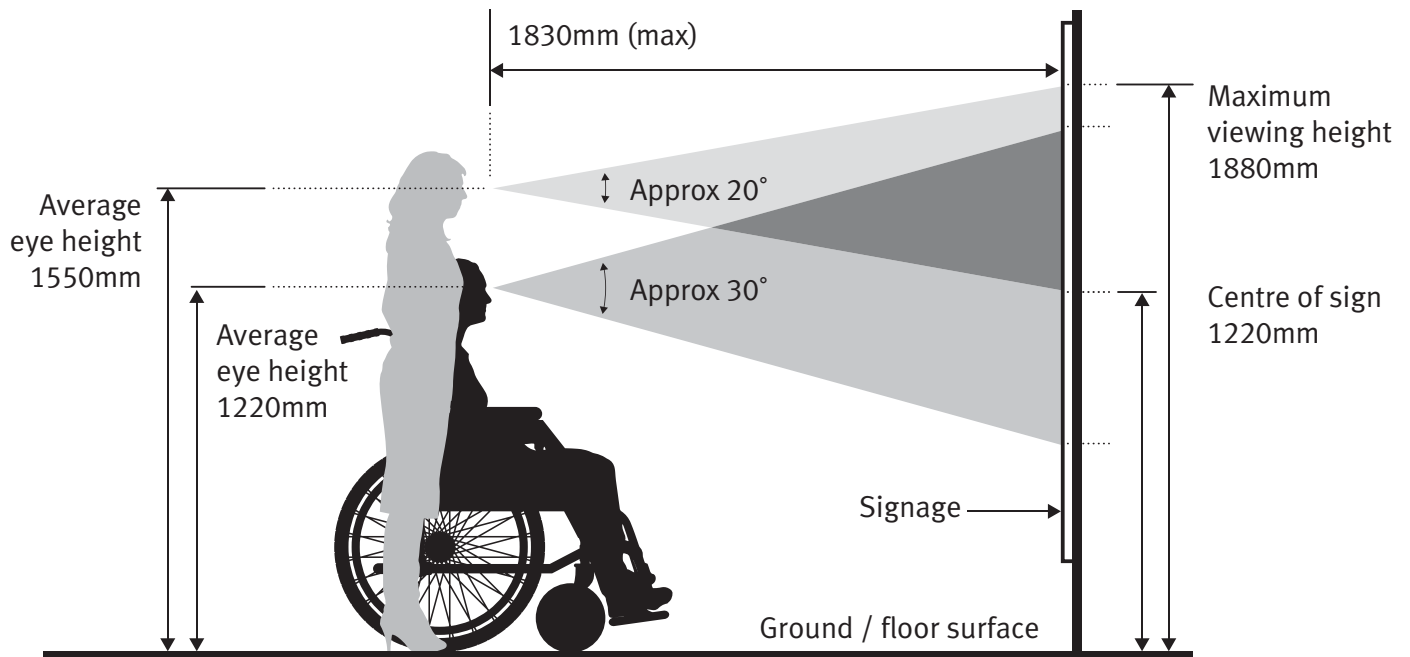
<sup>17</sup> Teletypewriter or a textphone 'TTY' is a special device that lets people who are deaf, hearing impaired, or speech-impaired use the telephone to communicate, by enabling them to type messages back and forth to one another instead of talking and listening. Usually, a 'TTY' is required at both ends of the conversation in order to communicate. However, the Australian Government offers a National Relay Service (NRS) that utilises a trained operator to assist people with disability.

<sup>18</sup> 'Legibility and readability are different concepts. 'Legibility' refers to how the design of letter forms that make up a particular font influences word recognition. Legibility contributes to 'readability', or the ease of reading, which is determined by the combined impact of certain type size, kerning, line and word spacing, and line length. Smithsonian Guidelines for Accessible Exhibition Design, Washington, D.C.

<sup>19</sup> Australian Customs and Border Protection Service 2011, *Wayfinding good practice guide for Australian international airports*, National Passenger Facilitation Committee.

<sup>20</sup> Australian Human Rights Commission 2012, Access: guidelines and information, AHRC.





Average viewing sightlines for signage placement. (Adapted from *Smithsonian Guidelines for Accessible Exhibition Design and Australian Standard AS1428.2—1992: Design for access and mobility—part 2: enhanced and additional requirements buildings and facilities*).

## Map design

A map must be designed so that it:

- organises the environment into clear spaces
- shows all the elements, such as paths, landmarks and districts, of the area—ensure that it only includes important, memorable connections so as not to overload the map with unimportant details
- identifies the user’s current position
- is orientated towards the pedestrian and/or driver in their direction of travel (called the ‘forwarded-up equivalent principle’)<sup>21</sup>
- ensures any graphic communication used is unambiguous and any lettering is proportional to the layout so the map remains uncluttered
- provides sufficient information to lead the user to the next map or directional sign.<sup>22</sup>

<sup>21</sup> Levine, M, Marchon, I & Hanley, G 1984, ‘The placement and misplacement of you-are-here maps’, *Environment and Behavior*, 1984, 16(2), pp. 139–157.

<sup>22</sup> Apelt, R, Crawford, J & Hogan, D 2007, Wayfinding design guidelines, Cooperative Research Centre for Construction Innovation. Icon.Net Pty Ltd.

## Placement

When considering sign placement, ask yourself:

- What sort of sign do I need: wayfinding, informational or warning?
- Why is this sign being placed here?
- What is the message to be communicated?
- Will the sign be noticed in its particular location?
- What is the readable height range to be considered for its placement?

Here are some guidelines for positioning signs and maps to ensure consistency in messaging and that the information relates to the immediate environment:

- Wheelchair accessible
- Safe and appropriate within the context of the setting
- In a well-lit area and at an appropriate readable height, especially for people with disability (such as wheelchairs and vision impairments) and young children. Signage placement should be located in the height range of 1200–1600 mm as per the Australian standard AS1428.2—1992: Design for access and mobility—part 2: enhanced and additional requirements—buildings and facilities. However, in crowded situations such as airport terminals, additional signage should be considered and located at a minimum height of 2000 mm.

## Braille and tactile signs

The following is a summary of best practice for Braille and tactile requirements based on the signage family used within *The University of Sydney external signage manual: issue F—25.01.2012*.<sup>23</sup> This summary is a guide only.

### Location

Signs, including symbols, numbering and lettering, must be designed and installed as follows:

- located not less than 1200 mm and not higher than 1600 mm above the floor or ground surface
- signs with single lines of characters must have the line of tactile characters not less than 1250 mm and not higher than 1350 mm above the floor or ground surface.

### Sign specification

- Tactile characters must be raised or embossed to a height of not less than 1 mm and not more than 1.5 mm
- Characters must have a height of not less than 17.5 mm for each metre of viewing distance
- Upper-case tactile characters must have a height of not less than 20 mm and not more than 55 mm
- Lower-case tactile characters must have a height of 50 per cent of the related upper-case characters
- Tactile characters, symbols and the like must have rounded edges
- The entire sign, including any frame, must have rounded edges
- The surface of the sign must be continuous for hygiene purposes
- Signs must be constructed so as to resist the removal of letters and braille dots by picking or adhesive failure
- The background, negative space or fill of signs must be of a matte or low-sheen finish
- The characters, symbols, logos and other features of signs must be of a matte or low-sheen finish

- The minimum letter spacing of tactile characters must be 2 mm
- The minimum word spacing of tactile characters must be 10 mm
- Fonts with letters of constant stroke thickness must be used
- The thickness of letter strokes must be not less than 2 mm and not more than 7 mm
- Tactile text must be left justified, but single words may be centre justified.

### Find out more

Refer to *Wayfinding good practice guide for Australian international airports* and *Wayfinding design guidelines* for guidance on typeface, heights, use and viewing distances.<sup>24</sup>

The National Construction Code and the *Disability Discrimination Act 1992* regulate to ensure the access and wayfinding needs of people with disabilities are adequately met.

For advice on accessibility law and regulations, turn to **How do I ensure my operation meets legal requirements?** on page 27 of this guide.

## Accessible websites

Online information is important in wayfinding. Accessible websites enable visitors with disability to make independent decisions and provide greater opportunity for them to travel.

To reach these visitors online, refer to the Australian Government's *Web content accessibility guidelines* visit [www.australia.gov.au/accessibility](http://www.australia.gov.au/accessibility)

Vision Australia has extensive website development, testing and training experience and offers a consultancy service for website development and digital accessibility. Visit [www.visionaustralia.org.au](http://www.visionaustralia.org.au) for more information.

<sup>23</sup> Tattersfield, M 2012, *The University of Sydney external signage manual: issue F—25.01.2012*, University of Sydney.

<sup>24</sup> Apelt, R, Crawford, J & Hogan, D 2007, *Wayfinding design guidelines*, Cooperative Research Centre for Construction Innovation. Icon.Net Pty Ltd.



The 'Steam' Spherical Sculptures at Reddacliff Place, top of the Queen Street Mall, Brisbane. Artist: Donna Marcus (image courtesy of Brisbane City Council – photographer: John MacPherson).

Brisbane's original Braille trail was established in the Queen Street Mall in 1989. The Braille trail was identified as an important means of wayfinding for people who are sight impaired or legally blind.

It is a 'tactile guidance system' made up of a series of ground surface 'tactile tile indicators' with surface ridges laid end-on-end that indicate the direction of travel along the trail. The tactile tile indicators with raised surface dots are used as 'decision points' providing warnings of potential hazards, road crossings and change of level at steps, escalators and kerbs.

The Braille trail runs down both sides of the Queen Street Mall and makes a number of important connections with cross streets and within the city's main shopping precinct—linking public open space facilities and transport hubs.

At the top end of Queen Street Mall the Braille trail crosses George Street to connect to the multi-use Reddacliff Place<sup>25</sup>, which is also the location of the Brisbane City Council Library. Reddacliff Place hosts

regular events such as the Jan Power's City Farmer Markets, and 'Suitcase Rummage'.

The Braille trail also connects with the King George Square Bus station and the main entrance of Brisbane City Hall.



Queen Street Mall Braille Trail near Edward Street, Brisbane (image courtesy of Guide Dogs Queensland and Brisbane City Council – photographer: John MacPherson).

<sup>25</sup> Reddacliff Place was named after Trevor Reddacliff (1942 – 2005) who was a prominent Brisbane architect and town planner. Reddacliff Place is public open space with Brisbane Square on one side and Brisbane's Old Treasury Building, now a casino, on the other.





Beach wheelchair at Palm Cove, North Queensland (image courtesy of Cairns Regional Council – photographer: Murray Anderson-Clemence).

## Beaches and water recreation

These guidelines are intended for access to public areas but are useful for tourism businesses that have a water recreational area, such as a pool or water playground, or provide access to beaches and other water-side areas:

- Easily identified access to well-located, signed, accessible parking as close to the facility as possible
- A continuous sealed pathway, free of obstructions and with gradients less than 1-in-14, from the accessible parking to the main entrance point of the recreation facility and then throughout the facility
- A private, unisex, accessible change room provided to enable people to change and transfer into a beach/pool wheelchair if required
- For all water access where there is sand, a loan wheelchair made available that can traverse sand or beach matting and can be immersed in water
- An accessible pathway to spectator areas, shaded seating areas and an accessible drinking fountain
- An accessible path of travel to jetties and ferry terminals
- Boardwalks can overcome problems of traversing rough, uneven and sandy terrain
- Accessible beach matting<sup>26</sup> can overcome problems of traversing sandy beach terrain
- Reeded decking of boardwalks and jetties should have slats that run perpendicular to the direction of travel
- A wayfinding strategy that incorporates easy-to-read directional signage from main transport routes and car parks to enable visitors to find local facilities and attractions easily.

<sup>26</sup> PathMat beach access matting is a flexible sand surface reinforcement for wheelchair and pedestrian beach access in temporary or permanent recreation beach access applications.



The Esplanade, Surfers Paradise Foreshore (*Remco Jansen of Remco Photography Courtesy of City of Gold Coast*).

The Gold Coast Oceanway is a unique opportunity to view sections of the coastline from the Southport Spit, at the northern end, to Point Danger, at the southern end.

The City of Gold Coast is committed to ensuring the Oceanway is accessible to people of all ages and abilities. The Oceanway features accessible sections of wide, level and connected pathways; accessible facilities such as parking, toilets and viewing platforms; accessible outdoor furniture such as picnic tables and water fountains; and enhanced lighting.

For more information, visit [www.cityofgoldcoast.com.au](http://www.cityofgoldcoast.com.au).





Chinese New Year Festival, Burnett Lane (image courtesy of Brisbane Marketing).

## Accessible attractions and activities

### Special events, festivals and music concerts

Meetings & Events Australia, in partnership with the Australian Human Rights Commission, has developed *Accessible events: a guide for meeting and event organisers*. The guide provides advice and tips to assist event organisers to plan, manage, communicate and evaluate all aspects of their event to deliver a successful outcome for all people with or without disability, whether they are presenters, sponsors or participants.

This guide covers:

- legal requirements
- planning
- transport
- venues
- catering
- promotion and ticketing
- technology
- communication.

Under the Australian Government *Disability Discrimination Act 1992*, event organisers have a legal obligation to ensure all public aspects of their events are accessible to everyone.

#### Find out more

Download the guide: Meetings and Events Industry of Australia in partnership with the Australian Human Rights Commission. 2012. [Accessible events: a guide for meeting and event organisers](#).

Download the guide: Tourism and Events Queensland [How to organise special events and festivals in Queensland](#).

For advice on accessibility law and regulations, turn to **How do I ensure my operation meets legal requirements?** on page 27 of this guide.





Marvin the Martian, Movie World, Gold Coast (image courtesy of Tourism and Events Queensland – photographer: Warner Village Theme Parks).

## Theme park and amusement park rides

Theme park operators have responsibility to ensure that all people who use their rides are safe from harm at all times. Strict safety protocols are usually identified in brochures explaining limitations, such as: height and weight restrictions; age; psychological matters; medical restrictions, such as recent medical operations, stage of pregnancy, vertigo, physical grip strength and stability tests; and safety requirements for amputee patrons. Safety requirements may also cover dress codes and other aspects of personal appearance such as clothing that may cause safety concerns, covering and securing of long hair and removal of prescription glasses and sunglasses.

Important safety information is provided at the entry of all the rides on the physical and psychological requirements to access the rides for visitor safety and enjoyment. A 'pre-ride individual safety assessment' is also conducted by a theme park ride attendant before a person can access the ride. The theme park ride attendant has the final say as to who can access the ride.

A separate 'assistance point' will benefit people with disability, enabling trained staff to advise them of the safety requirements and address any concerns.

Theme parks may offer alternative attractions that cater for persons with disability.

Theme park operators may prohibit entry to some rides for the safety and wellbeing of their patrons.



Wet and Wild, Gold Coast (image courtesy of Tourism and Events Queensland)





Brisbane's CityCat ferry service  
(image courtesy of Brisbane City Council).

## Accessible public and private transport

A key element of an inclusive tourism industry is accessible public and private transport options. Passenger vehicles should be designed to enable safe, comfortable and equitable transport of people with disability or reduced mobility. These vehicles include vehicles for hire, buses and coaches, taxis, trams, funiculars (cable cars), trains, commuter ferries and cruise ships.

The Australian Government's *Disability Standards for Accessible Public Transport 2002* states the legal requirements when providing an accessible public transport service in compliance with the *Disability Discrimination Act 1992*.

Gibbon Street Bus Stop (image courtesy of Brisbane City Council).



### Find out more

To download the *Disability Standards for Accessible Public Transport 2002*, visit [www.comlaw.gov.au](http://www.comlaw.gov.au)

For [Australian Human Rights Commission practical examples of transport accessibility](#)

For [Australian Human Rights Commission accessible bus stops guidelines](#)

The [Disability Action Plan: improving access to 2017](#) outlines the Queensland Government's plan to improve accessibility for people with disability using the passenger transport system. Visit [www.translink.com.au](http://www.translink.com.au)

# How do I ensure my operation meets legal requirements?

Over the past decade, there has been a growing interest in providing accessible accommodation for people with disability. The greatest focus has been on rooms that are wheelchair accessible and for people with mobility impairment in all forms of accommodation, including cruise ships, hotels, serviced apartments, guest houses and cabins. Due to market forces and steady demand from people with disability, various government policies and regulatory requirements encourage or impose legal obligations for services and buildings to be accessible.

## Obligations under Australian legislation

All businesses and governments must comply with the Australian Government *Disability Discrimination Act 1992* (DDA) which prohibits discrimination against people with disability or their associates, including in transport, education, employment, accommodation and premises used by the public. Disability discrimination is defined as instances when people with disability are treated less fairly than people without disability.

A service provider cannot:

- refuse to provide goods, services and facilities to a person with disability
- provide goods, services and facilities on less favourable terms and conditions
- provide goods, services and facilities in an unfair manner.

Businesses have a legal obligation to ensure all public aspects of their facilities and services are accessible to everyone. It is unlawful for public places to be inaccessible to people with disability. Under the DDA, public places include, but are not limited to:

- sporting events, stadiums and venues
- theme parks and amusement parks
- music concerts, festivals and cultural events
- conferences, conventions and exhibitions
- shopping centres, malls and department stores
- cafés, restaurants, pubs and clubs
- theatres and other places of entertainment
- parks, public swimming pools, public toilets and pedestrian malls
- public transport, including trains, buses, ferries, boats, ships and planes
- travel agents.

### Find out more

For practical examples of DDA regulations, visit [www.humanrights.gov.au](http://www.humanrights.gov.au).

Download the *Disability Discrimination Act 1992* at [www.comlaw.gov.au](http://www.comlaw.gov.au).

## Obligations under Queensland legislation

### General obligations

Many of the obligations outlined under Australian law have been adopted at a state level in Queensland. In particular, the *Queensland Anti-Discrimination Act 1991* prohibits discrimination on the basis of a person's impairment in a range of settings, including public venues, shops, restaurants and in the provision of accommodation. The use of the word impairment includes a number of human conditions which includes but is not limited to physical, psychiatric, sensory, learning difficulties, epilepsy, autism and intellectual disabilities.

Under the Queensland *Disability Services Act 2006*, a 'service provider' is defined as a person providing services for people with disability. They may provide services:

- specifically to people with disability
- generally to people in the community, including people with disability
- with the intention of making a profit.

Under the Act, tourism businesses are included as service providers to people with disability. Generally, the Act does not impose any obligations on tourism operators to significantly change their business practices in order to respond to the needs of people with disability. However, the Act does encourage service providers to consider the needs of people with disability when developing and delivering their products and services.





- part of local coordinated service systems and integrated with services generally available to members of the community
- meeting the individual needs and goals of people with disability
- responsive and flexible to the needs and goals of people with disability.

Importantly, the Act acknowledges these considerations must be applied reasonably and that the legislation only encourages operators to consider these approaches.

### Find out more

Download the *Anti-Discrimination Act 1991* and *Disability Services Act 2006* at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au).

Embrace the spirit of the legislation. It does not seek to put people out of business. It seeks to help all community members to enjoy the same services that others take for granted. Treated this way it provides an opportunity for business development ensuring that your service is accessible to a wider audience.

### Guide, hearing and assistance dogs

Guide, hearing and assistance dogs are an essential part of many people's lives. Under the *Queensland Guide, Hearing and Assistance Dogs Act 2009* (GHAAD), every person who relies on a certified guide, hearing or assistance dog has the same access rights as others to public places, public passenger vehicles and places of accommodation. Under the GHAAD, public places include cafés, restaurants, pubs, clubs, sports venues, hospitals, taxis, buses, trains, rental properties, hotels and holiday accommodation.

Both the Australian and Queensland legislation make it an offence for a person exercising control of a place of accommodation, public place or public passenger vehicle to refuse entry to the place or vehicle, or to separate a person with disability from their guide, hearing or assistance dog.

Please ensure all staff are adequately trained and aware of the requirements contained within the Australian and Queensland legislation.

Enjoying a coffee break—handler and guide dog (image courtesy of Guide Dogs Queensland).

The key service delivery principles include encouraging services to be designed and implemented to:

- focus on developing the individual and enhancing the individual's opportunity to establish a quality life
- encourage and enable people with disability to participate continually in the planning and operation of the services they receive
- promote the inclusion of people with disability in the life of the community
- ensure that the conditions of everyday life for people with disability are:
  - » the same as, or as close as possible to, the conditions of everyday life valued by the general community
  - » appropriate to their age

## Find out more

Download the *Guide, Hearing and Assistance Dogs Act 2009* at [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

For more on the legislation and access rights for guide, hearing or assistance dogs, visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

For brochure on [Access rights for guide, hearing or assistance dogs](#)

[About guide, hearing and assistance dogs legislation](#)

## National Construction Code

The *National Construction Code* (NCC) provides the minimum necessary requirements for safety, health, amenity and sustainability in the design and construction of new buildings (and new building work in existing buildings) throughout Australia. The NCC is comprised of the Building Code of Australia (BCA), Volume One and Two; and the Plumbing Code of Australia (PCA), Volume Three. Within the NCC, tourism accommodation is referred to as a Class 3 building where a proportion of accommodation is required to be accessible.

The NCC contains specific provisions relating to access to and within buildings by people with disability. Mandatory performance for new buildings include:

- provide, as far as is reasonable, people with safe, equitable and dignified access to:
  - » a building
  - » the services and facilities within a building
- ensure access is provided to enable people to:
  - » approach a building from the road boundary, associated accessible building and associated accessible car parking space
  - » get into a building and to all areas normally used by occupants, including toilets
  - » identify accessible facilities
- enable people to move safely to and within a building, paying special attention to:
  - » walking surfaces (doors)
  - » ramps (stairways)
  - » landings (handrails)
- enable people to safely evacuate the building, with due consideration of building use and the characteristics of the occupants, including their mobility

Guide dogs are permitted to travel everywhere with their handler—including taxis, buses, trams, trains, light rail, CityCats, ferries, cruise ships and aircraft (*image courtesy of Guide Dogs Queensland*).

- provide car parking spaces suitable for use by people with disability, ensuring spaces are marked and easy to find
- ensure passenger lifts are suitable for use by people with disability
- ensure sanitary facilities suitable for use by people with disability are provided at convenient locations.

The NCC also outlines a number of ‘deemed to satisfy provisions’ that describe specific ways to meet the requirements of the code.

The Disability (Access to Premises—Buildings) Standards 2010 (referred to as the Premises Standards) commenced on 1 May 2011 and, together with the NCC, contains the minimum requirements for access to and within buildings by people with disability.



## Signage

In public spaces, signage must fulfil regulatory requirements aimed at optimising the accessibility of buildings and facilities. The NCC and the Australian Standards 1428.2—1992: Design for access and mobility—part 2: enhanced and additional requirements—buildings and facilities, specify, in part, the form, design and placement of signs to ensure the signs themselves are accessible for all people, including those with vision impairment. The NCC does not cover all wayfinding/signage requirements.

### Find out more

#### NCC advisory notes

Find out more information about the National Construction Code at [www.abcb.gov.au](http://www.abcb.gov.au)

#### Resource kit

The National Construction Code (NCC) provides the minimum necessary requirements for safety, health, amenity and sustainability in the design and construction of new buildings (and new building work in existing buildings) throughout Australia. [The NCC Volume One Disability Access Resource Kit](#) provides materials to help understand the disability access Performance Requirements and DTS Provisions in NCC Volume One

#### Regulation

For a copy of the [Premises Standards](#) and related documentation

For a copy of the [Australian Human Rights Commission Guidelines on application of the Premises Standards](#)

#### Accessible buildings and accommodation

The Queensland Government provides [information on the building industry's obligations and legal requirements to ensure buildings are accessible](#)

#### Signage

For a copy of the Australian Standards 1428.2—1992: Design for access and mobility—part 2: enhanced and additional requirements—buildings and facilities. Visit [www.saiglobal.com](http://www.saiglobal.com)

## Note

The Australian Government Department of Industry, Innovation and Science has been reviewing the Disability (Access to Premises – Buildings) Standards 2010 (Premises Standards), in consultation with the Attorney-General's Department. The review has now been completed and decisions in relation to the review report and an Australian Government response are pending; at the time of writing.

This standard will continue to develop, so it is important to refer to relevant department websites for updates. Visit [www.industry.gov.au](http://www.industry.gov.au) to download the Review of the Disability (Access to Premises – Building) Standards 2010: discussion paper (April 2015).

## Local government disability action plans

Local governments with access and inclusion plans, consider:

1. pedestrian mobility and transport
2. planning, development and infrastructure
3. public buildings, venues and outdoor spaces
4. vibrant, informed and caring communities
5. customer service and governance.

Refer to your local council's web site for more information on its disability, access and inclusion plans.





## Management and maintenance practices

It is not enough to design and build for access. Management and maintenance practices are critical to ensure accessible premises remain that way. Examples of practices to reduce problems with accessibility:

- avoid using accessible toilets as storage areas or multipurpose rooms where fixtures inhibit circulation space
- ensure lighting levels are maintained
- avoid locking accessible toilets or lifts at any time when the premises are in use
- avoid locking accessible wheelchair swings in parks

- ensure shrubs or trees beside pathways do not overhang or become overgrown
- ensure surfaces are not dangerously worn or slippery
- ensure signage does not deteriorate
- do not construct temporary displays that affect continuous accessible paths of travel.

### Find out more

For practical examples of accessibility and ‘advisory notes on streetscape’ visit [www.humanrights.gov.au](http://www.humanrights.gov.au).



Lifeguards overlooking Streets Beach South Bank Parklands, Brisbane (image courtesy of Brisbane Marketing).

## Conclusion

Now more than ever governments and business are recognising the social and economic benefits of improving accessibility. Good access means people with disability and their families can travel and experience Queensland when previously their options were limited. For tourism businesses, it provides a significant opportunity to reach a largely untapped and increasing market that has the potential to reduce seasonality and increase visitor expenditure.

In summary, there are a number of ways tourism businesses can tap into this expanding market:

- Create attractive buildings and facilities that cater for the access needs of all guests
- Understand the legislative requirements for building new accommodation or upgrading existing facilities (in compliance with the National Construction Code).
- Ensure design requirements are inclusive and incorporated into the entire design concept, especially for an ‘integrated resort’ based on the principles of universal design<sup>27</sup>

- Understand your guests, recognising they are individuals with varying needs. Remember to ask for any specific requests and be clear about your ability to meet their expectations
- Provide awareness training for your staff on how to best meet the needs of people with access requirements and achieve customer service excellence
- Market your business as accessible and increase your visibility by providing accurate and easy-to-obtain promotional materials for potential customers across mainstream and disability-specific tourism data platforms.

*‘Queensland Tourism Industry Council will be a strong voice for ensuring tourist destinations, products and services are accessible to all people.’*

*Daniel Gschwind, Chief Executive Officer,  
Queensland Tourism Industry Council*

<sup>27</sup> The Center for Universal Design. 1997. The Principles of Universal Design, Version 2.0. North Carolina State University, Raleigh, North Carolina.



# Regional Councils of Queensland – Accessible information

[Brisbane City Council – Brisbane Access and Inclusion Plan 2012-2017](#)

[Bundaberg Regional Council – All abilities](#)

[Cairns Regional Council – Access for All Directory](#)

[Cairns Regional Council – Disability Services](#)

[City of Gold Coast – People with Disabilities](#)

[City of Gold Coast’s Accessible and Inclusive City Action Plan 2014-2019](#)

[Gympie Regional Council – Community Plan 2030 – Social Wellbeing](#)

[Mackay Regional Council – Good Access is Good Business](#)

[Moreton Bay Regional Council – Mobile in Moreton booklet](#)

[Rockhampton Regional Council – Access and Equity](#)

[Sunshine Coast Regional Council – Access and Inclusion Plan 2011-2016](#)

[Toowoomba Regional Council – Disability Services](#)

[Townsville City Council – Accessing Townsville Guide](#)

Gold Coast’s World Class Southport Broadwater Parklands – Child’s Play at the Rockpools – ‘Seagrass Sculpture Fountain’  
(image courtesy of Tourism and Events Queensland – photographer: Mark Toia).





# Accessible Queensland

The Department of Communities, Child Safety and Disability Services promotes the importance of [access and inclusion for people with disability across all areas](#) so they can participate in community life.

The information on this website is for people with disability to help them access parks, forests, public transport, libraries, Braille trails, cultural and arts venues and events, and find accessible toilets. The site also promotes the safe way to use mobility scooters and motorised wheelchairs.

## Facilities

Public Toilets—a [listing of public toilets throughout Australia](#), and providing a map with an accessible symbol indicating each location.

## Car parking

[Easy-access parking bays](#) are provided for people who cannot access regular parking bays and who have been issued with a disability parking permit. All overseas and interstate permits are valid for use in Queensland providing they are not expired, suspended or cancelled.

## Visitor information centres

A listing of accredited [Visitor Information Centres throughout Queensland](#).

## Getting out and about in Queensland

[Getting out and about in Queensland](#)

## Brisbane City Council's Braille Trail

[Brisbane City Council's Braille Trail](#)

Feeding the Rainbow Lorikeets at Currumbin Wildlife Sanctuary, *(image courtesy of Tourism and Events Queensland – photographer: Mark Toia)*



# Transport options

## Air transport

For information on [accessible domestic and international air travel](#)

[Brisbane Airport Corporation Disability Access Facilitation Plan](#) – Your guide to disability access Brisbane Airport

[Brisbane Airport Corporation Disability Access Information](#)

[Brisbane Airport Disability Access Fact Sheet](#)

[Airport Passenger Information](#)

## Vehicular hire

Information on accessible car hire in Queensland:

[Wheelaway](#)

[Wheelies Van Rentals](#)

## Buses and coaches

[Accessible services](#) required by individual bus and coach companies

## CityCat ferries

[CityCat features and accessibility](#)

## Taxis

Accessible taxis are available in South East Queensland and many regional centres. These are commonly ‘maxi taxis’, which can usually carry one mobility scooter or two wheelchairs.

Find out more [Accessible Taxi Pocket Guide](#).

## Travelling with a guide, hearing or assistance dog

[Civil Aviation Safety Authority Assistance dogs – General information for travellers](#)

If you rely on a guide, hearing or assistance dog, you can organise certification and a handler identity card so [your dog can travel with you on all public transport in Queensland, in most public places in Australia, and on domestic flights](#).

[Access to public places](#)

The ‘[TransLink Assistance Animal Pass](#)’ allows guide dogs and other assistance animals to ride on TransLink bus, train and ferry services in South East Queensland.

## Accessible accommodation in Queensland

[Queensland Holiday site](#) – by ticking the ‘accessible’ option (when searching the Queensland Holiday site), you will receive a list of ‘accessible accommodation’ providers. The results displayed are based on the tourism operators’ Australian Tourism Data Warehouse listings.

### Wheelchair friendly Sunshine Coast accommodation guide

[Wheelchair friendly Sunshine Coast accommodation guide](#)

### Accessible tourism information for the Gold Coast

The [official Gold Coast Travel app](#)

Visit [www.visitgoldcoast.com/where-to-stay/](http://www.visitgoldcoast.com/where-to-stay/) and search for keywords ‘wheelchair accessible’, ‘disabled-friendly’, ‘disabled access’ for a listing of accommodation, attractions and activities with accessibility for people with disability.



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## More information

For information on business requirements visit [business.qld.gov.au](https://business.qld.gov.au)

 [facebook.com/businessqldgov](https://facebook.com/businessqldgov)

 [twitter.com/Businessqldgov](https://twitter.com/Businessqldgov)

For information on the tourism industry visit [destq.com.au](https://destq.com.au)

 [facebook.com/DestinationQld](https://facebook.com/DestinationQld)

 [twitter.com/DestinationQld](https://twitter.com/DestinationQld)

 <https://www.linkedin.com/company/destinationq>