



BRISBANE ENTERTAINMENT CENTRE

ACCESSIBILITY ACTION PLAN 2020

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WELCOME

ASM Global – Imagine The Experience!

I am delighted to share the ASM Global - Brisbane Entertainment Centre Accessibility Action Plan for 2020 and beyond. The goal of this plan is to enable all patrons with disability to have the same access to opportunities as every other member of the community.

ASM Global is dedicated to a fairer, more inclusive Queensland – where people of all ages, backgrounds and abilities can participate, are included and enjoy higher levels of social well-being.

At ASM Global we are committed to listening, to genuine consultation and making sure that people with disability have their say. Our goal is to improve our services to make your experience more enjoyable.

The Accessibility Action Plan is a commitment to embrace change and whilst we have based it on a 5 year timeline, that is only the beginning. This plan will be regularly updated as progress is made, as new initiatives are conceived and as our community engagement increases. The journey of improvement starts now and we invite you to join with us.

Here are some of the changes we will do as part of our 5 year plan:

- Increased community consultation and engagement;
- Dedicated accessibility and sensory Front of House Coordinators on site for all events;
- Increased numbers of accessibility car spaces;
- Increased numbers of accessibility seating that are pre-allocated;
- Supporting freedom, independence and mobility throughout the Centre;
- Advertising events in accessible formats so people with disability know the events that are coming and when - so you can plan ahead;
- Accessibility hotline for people with disability who want to book for events or who have questions and suggestions; and
- Improved areas for hidden disabilities.

I look forward to welcoming you to the Brisbane Entertainment Centre.

ASM Global - imagine what we can do together.

Patricia McNamara
General Manager



INTRODUCTION

The Brisbane Entertainment Centre Accessibility Action Plan (AAP) 2020 – 2024 is designed to ensure that the Arena’s facilities, services, and information are accessible for people with a disability.

1.1. Brisbane Entertainment Centre

The Brisbane Entertainment Centre was designed in 1984 and opened in February 1986. Originally owned by the Brisbane City Council, Stadium Queensland assumed responsibility for the venue on the 30 June 2002. Stadiums Queensland formed when an act of parliament, called Major Sports Facility Act 2001, was passed on 1 December 2001.

From the venue inception, it has been operated by ASM Global (Brisbane) Pty Ltd, previously known as AEG Ogden (Brisbane) Pty Ltd, and is recognised worldwide as one of the premier multipurpose facility in the 10,001 - 15,000 capacity class.

This AAP has been developed for the Brisbane Entertainment Centre as a collaboration between Stadiums Queensland and ASM Global with reference to the National Construction Code and Disability Discrimination Act (Commonwealth) to become a leading organization for supporting and promoting positive outcomes for people with disability.

1.2. Who is ASM Global?

Established in 2019, ASM Global was formed by the combination of AEG Facilities and SMG, global leaders in venue and event strategy and management, creating the world’s leading venue management and services company. The company’s elite venue network spans five continents, with a portfolio of more than 300 of the world’s most prestigious arenas, stadiums, convention and exhibition centres, and performing arts venues.

ASM Global (Asia Pacific) with its regional headquarters in Brisbane, Australia, manages venues throughout the Asia Pacific, India & Middle East. More information asmglobal.com

ASM Global Venues and our contractors are responsible for a range of activities associated with operating Venues, running events and provision of event services, including but not limited to:

- a) Event planning and logistics
- b) Event operations and customer services
- c) Catering
- d) Ticketing services
- e) Parking
- f) Public safety and security
- g) Cleaning and maintenance

COMMITMENT TO INCLUSION

The Brisbane Entertainment Centre is committed to ensuring that people with disability, their families and carers have the same opportunities to access sports and entertainment events, information and facilities at the venue. Management and staff are also committed to ensuring that people with disability can participate in shaping services and initiatives through a review and feedback process.

The Brisbane Entertainment Centre recognizes that people with disability are valued and contributing members of the community. They make a variety of contribution to local, social, economic and cultural life. The Brisbane Entertainment Centre believes that a community that recognizes its diversity and supports the participation and inclusion of all its members makes for a richer community life.

The Brisbane Entertainment Centre is committed to consulting with people with disability, their carers and families and, wherever possible, promote and develop entertainment and sporting events that are accessible to all.

2.1. Objectives

The AAP identifies areas and strategies where access and inclusion can be or has been implemented. These strategies work towards a number of access and inclusion outcomes.

There are 7 access and inclusion objectives aimed at providing a means of ensuring that people with disability:

- Have the same opportunities to attend events and access services at the Brisbane Entertainment Centre;
- Have the same opportunities to access the Brisbane Entertainment Centre and other ASM Global Asia Pacific Venues of the Group;
- Receive information in a format that will enable guests to access the information readily;
- Receive the same level and quality of services from Brisbane Entertainment Centre Staff and Contractors;
- Have the same opportunities to provide compliments or complaints to the Brisbane Entertainment Centre;
- Are provided with opportunities to participate in any public consultation; and
- Have the same opportunities to obtain and maintain employment with the Brisbane Entertainment Centre and ASM Global venues.

ACCESS AND INCLUSION IMPLEMENTATION PLAN

Access and inclusion mean different things to different people. Processes and outcomes for access and inclusion cannot be prescriptive, and must take into account the diverse needs of individuals and the nature strengths, priorities and resources of organization and the community.

ASM Global expects all its venues to be already meeting the requirements, or be implementing strategies to achieve them through their first Action Plan (for the next 5 year period).

3.1. Minimum Accessibility Requirements at Venue Level

The Disability (Access to Premises – Buildings) Standards 2010 applies to Venues constructed (or applied for construction approval) on or after 1 May 2011, including the standards for access as referenced in this document.

Regardless of the construction date of the Brisbane Entertainment Centre (1984-1986), all ASM Global operated venues are required to meet the following accessibility provision:

3.1.1 Accessibility and Sensory Features for Patrons

ASM Global Venues shall have at least one Accessibility and Sensory Coordinator available during office and event hours.

For all events with advanced knowledge of people attending with disability, the venue shall;

- a) Designate an Accessibility & Sensory meeting point to greet and brief guests: and
- b) Contact these patrons approximately 2 days prior to the event date to provide useful patron service information specifically tailored to accessibility and event day contact details.

Venue facility maps shall clearly indicate Accessibility & Sensory features at the Venue, including accessible car parks, drop-off points, lifts, restrooms, food concessions, merchandise facilities, ATM's, customer service locations, quiet rooms and electronic mobility aid charging stations.

Tactile Venue facility maps shall be available for blind or visually impaired patrons

Accessibility welcome packs shall be made available and shall include maps of the Venue with all the available accessibility services, an event schedule, and a contact number for the Accessibility and Sensory Coordinator and the Venue's main phone line. Other items that may be included are class 5 ear plugs, sanitizing wipes, identification wristband for carer information etc.

Events can be loud and have complex lighting set ups including strobe and lasers. Subject to availability each Venue may have sensory and quiet rooms. These spaces can be in any area of the arena and do not have to have a view of the performance.

Hearing augmentation systems or loops, if not available should be considered.

Dedicated, accessible restrooms will meet or exceed the legislative standard for the Venue's building approval date. They shall be maintained to a continuously high standard during events.

Accessible food concession stands and merchandise should be made available and clearly communicated to guests. If this is not possible a hawker or order service should be implemented.

Electronic mobility aid charging stations should be made available.

3.1.2. Assistance Animals

Guide, hearing and assistance animals may access the Venue provided that the animal is:

- a) Accredited under a law of a State or Territory that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of the disability;
- b) Accredited by an animal training organization prescribed by the regulations for the purposes of this paragraph;
- c) Trained to assist a person with a disability to alleviate the effect of the disability and to meet standards of hygiene and behavior that are appropriate for an animal in a public place; and
- d) Trained to meet the assistance animal requirements as outlined in the Commonwealth Disability Discrimination Act 1992 (DDA).

Assistant animals must be identified by use of any of the following;

- a) An assistance animal identification card, pass, permit;
- b) A coat, cape or vest clearly identifying them as an assistance animal; or
- c) An identification badge or medallion (displayed, for example, on its harness, collar, leash, coat, cape or vest).

Uncertified therapy/emotional support/companion animals are not included in the legislation and do not meet the legal definition of an assistance animal and do not have the same public access rights. These animals will be refused entry.

The venue should endeavor to make aisle seats available for assistance animals so they are comfortable. An Accessibility and Sensory Coordinator or team member shall be available to assist the requests for water bowls and to show the nearest route to an outdoor area when an assistance animal needs to relieve itself.

3.1.3. Car Parking/Transportation

ASM Global Venues should meet standards in place when the relevant building was designed however if facilities can be upgraded to meet current legislation (AS1428.1) this should be considered.

Accessible public transport information and maps of accessibility spaces should be made available via websites, and clearly signed throughout the Venue and access routes to the Venue.

3.1.4. Electric Mobility Aids

Electric wheelchairs or scooters must be turned off or in a neutral mode when parked in accessible seating areas.

Electric mobility aid charging stations shall be made available with a standard 240 volt/10 amp Australian 3 pinned plug. Guests with specialised equipment that does not meet this standard will need to contact the Accessibility and Sensory Coordinator.

Wheelchairs and scooter above 760mm wide x 1220mm deep x 760mm high shall be assessed on a case-by-case basis regarding the positioning and accessibility to the Venue seating locations.

3.1.5. Ticketing and Seating

If at all possible, accessible seating should be made available in all areas of the Venue including to the General Admission (GA) standing floor. Where possible a designated area with good sight lines of the performance shall be provided.

No restrictions on accessible purchases (except where event organiser has set ticket limits) should be made other than on a GA standing floor, where allowance for a maximum of four (4) wheelchairs only in this area is factored into the Venue floor capacity per event. Mobility devices such as scooters or hospital beds will not be permitted on the GA standing floor.

Access to a complimentary ticket shall also be made available to patrons who hold a government issued Companion Card when booking tickets via the accessibility hotline. The cardholder must provide valid Companion Card details online when making bookings and needs to accept the "Accessible Seating Terms & Conditions". In all cases the complimentary carer tickets will require collection on the event day upon presentation of the same valid companion card at the Venue to receive their (free) ticket. Companion Card complimentary bookings are not accepted for the GA early entry standing floor or any hospitality packages. Restrictions on locations and price points may apply for selected performances as determined by the event organizer.

Patrons with accessibility needs at the time of booking who choose to buy a standard reserved seating ticket without advising the Venue will be subject to the normal terms and conditions of sale.

3.1.6. Venue Safety

Each ASM Global Venue shall manage safety of patrons and emergency management in line with state legislative requirements and where applicable AS3745:2010. Emergency Management Plans shall incorporate accessibility requirements and the management of people with disability.

Venue safety and emergency response plans should be reviewed and where applicable, amended to reflect required management in use provisions for accessibility.

Staff training in evacuation coordination procedures should incorporate accessibility requirements as outlined in the Emergency Management Plans.

3.1.7. Venue Wheelchairs

Each ASM Global Venue should ensure sufficient numbers of standard manual wheelchairs are available for use by patrons based on event demographics and historical and anticipated demand.

All wheelchairs shall comply with current legislation and clearly state the maximum chair weight capacity.

A suitable process for use of Venue wheelchairs shall be maintained.

Adequate wheelchair storage shall be provided for patrons who wish to transfer to a seat from their wheelchair, and are able to do so without posing a safety risk for patrons or Staff.

3.1.8. Web Content and Digital Interactions

ASM Global Venues shall include requirements for accessibility in their purchasing process and decision making, particularly regarding information communication technology [ICT] products and services.

Venues should take reasonable actions to improve the accessibility of digital interactions with patrons that occur pre-event, during events and post-event in accordance with current standards and guidelines.

Tactile Venue facility maps shall be available for blind or visually impaired patrons.

3.2. Existing Venue-Specific Features or Elements

Since the Brisbane Entertainment Centre opened in February 1987, it has provided a meeting place for more than 17 million visitors who reside locally or travel nationally and internationally. To date we have provided the following facilities and services to visitors which are constantly being reviewed and updated;

Objective 1	Initial functions, facilities and services designed and implemented to meet the needs of people with disability.
<ul style="list-style-type: none">◦ Dedicated Brisbane Entertainment Centre Accessibility Hotline for booking tickets to events at this venue only.◦ Non-event day Accessibility Coordinators available via the Hotline to assist with event day queries, changing seating locations and liaising with event day staff on special requirements.◦ Companion Cards are recognised to provide a complimentary (free) ticket to a carer upon presentation of the card on event days.◦ Carer Ticket collections available from both Gate Entry Points (not just the Box Office) for customer convenience.◦ Dedicated Front of House Ushers to greet guests on arrival at the Administration foyer and to assist them to the various levels of the Venue.◦ Loan wheelchairs are available with various weight ratings from the Administration foyer to assist guests from the car park to their seats.◦ Charging stations for mobility devices in two convenient locations.◦ Power for medical equipment located near designated accessible seating locations.◦ Water bowls for Accredited Service Animals.	

Objective 2	Access to buildings and facilities
<ul style="list-style-type: none"> ◦ Wheelchair and Easy Access positions to enable a wheelchair or mobility impaired guest and their companion to sit together. ◦ Designated car park spaces close to the venue via both Gate A & B entrances. ◦ Both main entry points to the Venue are fully accessible. All levels of the building are accessible via two lifts located at Administration foyer (left of the main stairs) ◦ Dedicated restroom facilities for patrons with disabilities on Levels 2 & 3. Restroom facilities are available on Level 1 for guests ticketed on the floor, but require an escort due the areas outside the seating area on this level being restricted to the public. ◦ Height accessible counters for wheelchairs at the Box Office and various concessional food and merchandise outlets around the venue. ◦ Quiet rooms on Level 4. ◦ Service Animals (trained Assistance Dogs) are always welcome. ◦ All emergency response wardens are trained to identify and facilitate the evacuation of persons with disabilities, in line with the Emergency Management Plan. 	

Objective 3	Information about functions, facilities and services in formats to meet the communication needs of PWD.
<ul style="list-style-type: none"> ◦ Dedicated BEC Accessibly Hotline plus the venues Main Phone Line. ◦ Event specific patron services information sent 1-2 days prior to an event via email and sms to every customer. ◦ Brisbane Entertainment Centre website and social media sites. ◦ Customers booking a carer ticket with their Companion Card are mailed information on their booking and event day collection locations. 	

Objective 4	Ensure staff awareness to the needs of people with disability and maintain skills in delivering services for PWD
<ul style="list-style-type: none"> ◦ Induction tours are conducted to familiarise staff with venue facilities and services available. ◦ Emergency training for all wardens undertaken regularly with a designated section on assisting guests with accessibility needs. 	

Objective 5	Provide opportunities for people with disability to provide feedback.
<ul style="list-style-type: none"> ◦ Feedback mechanisms are provided on the Brisbane Entertainment Centre website, social media platforms, in person at the Venue and over the phone. 	

Objective 6	Provide opportunities for people with disability to participate in any public consultation.
<ul style="list-style-type: none"> ◦ Any agreed initiatives or outcomes from consultations or public forms conducted by Stadiums Queensland will be forwarded to the Brisbane Entertainment Centre operator for review and implementation where it is agreed appropriate. 	

Objective 7	Provide opportunities for people with disability to obtain and maintain employment with the Venue.
<ul style="list-style-type: none"> ◦ Job advertisements include ASM Global Asia Pacific's commitment to a diverse and inclusive culture. 	

3.3. Actions to Improve Accessibility and Inclusivity

ASM Global operated Venues are required to prepare, implement and report on venue-specific Accessibility Action Plan for a 3 to 5 year period, through consultation with key stakeholders, to ensure continual improvement of access and inclusion features and outcomes.

The below desired outcomes are categories and documented in accordance with the Brisbane Entertainment Centre's Accessibility and Inclusivity objectives:

Objective 1	Initial functions, facilities and services designed and implemented to meet the needs of people with disability (PWD)		
Strategy	Task	Status/ Time Line	Responsibility
Make arrangements for all ticketing reserves / price categories to be made available to all patrons with accessibility and sensory needs.	Where possible, consult with the promoter of each event to provide accessibility and sensory seating in all price categories including the general admission standing floor	Completed - March 2019	Ticketing Dept. Technical Dept. Events Dept.
Implementation of an Accessibility Action Plan.	Nominate a team responsible for the coordination of the Accessibility Action Plan	January 2020	BEC Management
Create a new role – "Accessibility and Sensory Coordinator" that will be available for guests with accessible needs on event days.	Nominate and train dedicated staff members to be the main point of contact for guests	Completed – January 2020	Events Dept. Ticketing Dept. HR Dept.
Allow customers to remain on hold when calling the Accessibility Hotline, so customers do not have to continue dialing to reach an operator on Hot Show on-sale days.	Discuss with the Assets Team on the current phone system and if there is scope to upgrade or improve the incoming line so customers can remain on-hold rather than dialing	Due to COVID-19 this operation has temporarily changed to an email service.	Assets Dept. Ticketing Dept.
Providing an alternate way for customers to purchase tickets to events through an allocation online.	Selecting an allocation of seats via our exclusive ticketing agent a no hassle method for customers to purchase tickets	Pending – Early 2022 Due to COVID-19 this project has been delayed	Ticketing Dept. Ticketek

Objective 2		Access to buildings and facilities		
Strategy	Task	Status/ Time Line	Responsibility	
Ensure Brisbane Entertainment Centre facilities meet and or exceed legislative standards for the venue's building approval date.	Complete an Accessibility Management Audit of the public areas of the venues facilities.	Completed - June 2019	McKenzie Group Stadiums Queensland BEC Management	
Increase the wheelchair accessible seating locations in areas that are currently accessible.	Complete an Audit of the current wheelchair spaces around the venue with a view to increase capacity.	Completed – October 2020	Biscoe Wilson BEC Management QFES	
Create a meeting point / help desk area to meet & greet all patrons with accessibility and sensory requirements	Nominate a standard location that will be communicated to all disability guests which will be the location of the Accessibility & Sensory Coordinators for all events.	Completed – April 2021	Assets Dept. Events Dept.	
Create facility maps of the grounds and public spaces for disability guests to navigate their way around the venue.	Maps to be created to ensure all accessible areas are clearly marked. Maps are to be made available on-line, or as at hand-out at the venue.	Completed – April 2021	Ticketing Dept. Events Dept.	
Include wheelchair accessible seating areas on the Ticketek seating maps	Ticketing seating plans on-line to indicate the location of the wheelchair accessible seats.	In Progress – Early 2022 Due to COVID-19 this project has been delayed	Ticketing Dept. Ticketek	

Objective 3		Information about functions, facilities and services in formats to meet the communication needs of PWD.		
Strategy	Task	Status/ Time Line	Responsibility	
Provide a more user friendly website which will provide useful guest information prior to attending an event at the Venue.	Full website update and redesign with a dedicated page and FAQs on Accessibility, including maps of the grounds and public spaces	In Progress – Delayed until Early 2022 Due to COVID-19 this project has been delayed	Events Dept. Ticketing Dept.	
Creating a dedicated Accessibility & Sensory Patron Service Drop Down on each event page for guests to plan their trip in advance.	Adding a dedicated event day accessibility guide to ensure all guests are forearmed before making their way to the venue.	In Progress – Delayed until Early 2022	Events Dept. Ticketing Dept.	

		Due to COVID-19 this project has been delayed	
Providing disabled guests with a contact number on event days to easily contact the Accessibility & Sensory Coordinator.	Arranging a dedicated mobile line for either phoning or text so guests if requiring assistance can reach out to a staff member easily and discreetly.	Pending – Early 2022 Due to COVID-19 this project has been delayed	Events Dept.
Create Welcome Packs which will be available from the Accessibility & Sensory Meeting Point to assist whilst attending an event at the Venue.	Welcome Accessibility and Sensory Packs to include (but not limited to) maps, ear plugs, Accessibility & Sensory Coordinator event day contact number, identification wristbands, sanitary wipes, feedback forms.	Pending – Early 2022 Due to COVID-19 this project has been delayed	Events Dept. Ticketing Dept.
Promote Accessible features in our standard Patron Service Information email so all visitors are aware of what services we offer.	Advise all patrons of our meeting point/help desk service, quiet rooms, maps, welcome packs, charging stations.	Completed – April 2021	Ticketing Dept. Events Dept.
Providing Tactile Maps to Blind / Vision Impaired Guests.	Arranging dedicated signs and maps for guests with no to limited vision to move around the venue unaided.	Pending – Early/Mid 2022 Due to COVID-19 this project has been delayed	Assets Dept. Events Dept.
Investigate the use of hearing devices in the Venue to assist hearing impaired guests.	Discuss with Stadiums Queensland the inclusion of a hearing augmentation system in the venue.	Pending – Mid/Late 2022	BEC Management Stadiums Queensland Venue Hirers

Objective 4	Ensure Staff awareness to the needs of people with disability and maintain skills in delivering services for PWD		
Strategy	Task	Status/ Time Line	Responsibility
All Managers who interface with guests to undertake Disability and Accessibility training to better understand the obstacles.	Awareness training to be organised for applicable managers who are responsible for event day staff.	Pending Due to COVID-19 this project has been delayed	Get Skilled Access BEC Management

Selecting staff who will make up our Accessibility & Sensory Coordinators, and providing them with the relevant training and tools to best service our accessibility guests.	Provide training by accredited Access & Inclusion Organizations to the staff who will focus on providing quality customer service to PWD.	In Progress – Late 2021 Due to COVID-19 this project has been delayed	Get Skilled Access HR Dept. Events Dept. Ticketing Dept.
Implement e-learning training for all casual staff.	Create and introduce Accessibility & Sensory training modules for all casual staff to undertake as a part of their compulsory online training	Pending Due to COVID-19 this project has been delayed	All Departments
Ensure refresher training is provided to all staff to ensure they remain compliant to any changes in the DDA.	Yearly refresher training to be conducted, via online, inductions, in-person to ensure all staff are equipped to provide a first class service to our guests.	Pending – Due to COVID-19 this project has been delayed	All Departments

Objective 5		Provide opportunities for people with disability to provide feedback.		
Strategy	Task	Status/ Time Line	Responsibility	
To continue to evolve and improve our accessibility and sensory services through acknowledging all feedback received by our customers.	Provide opportunity and avenues for our attending guests to express their positive and negative experiences. In person with our Accessibility and Sensory Coordinators, over the phone via our Accessibility Hotline, or through email via the Contact Us on our website.	Ongoing	Ticketing Dept. Events Dept.	

Objective 6		Provide opportunities for people with disability to participate in any public consultation.		
Strategy	Task	Status/ Time Line	Responsibility	
Any agreed initiatives or outcomes from consultations or public forms conducted by Stadiums Queensland will be forwarded to the Brisbane Entertainment Centre for review and implementation where it is agreed appropriate.	Work in conjunction with the building's owners and all community stakeholders to create a world class inclusive destination for all.	Ongoing	Stadiums Qld BEC Management	

Objective 7	Provide opportunities for people with disability to obtain and maintain employment with the Venue.		
Strategy	Task	Status/ Time Line	Responsibility
Job advertisements include ASM Global Asia Pacific's commitment to a diverse and inclusive culture.	Provide and create employment opportunities for people of all ages, backgrounds and abilities.	Ongoing	HR Dept.

REFERENCES

4.1. Australian Legislation

Disability Discrimination Act 1992 & regulations Disability (Access to Premises – Building) Standards 2010	Commonwealth
Disability Services Act 1986	Commonwealth
Anti-Discrimination Act	QLD 1991
Disability Services Act	QLD 2006
Disability Services Regulation	QLD 2017

4.2. Standards and Codes of Practice

<u>Disability (Access to Premises – Building) Standards 2010</u> The Guidelines on the Application on The Premises Standard
AS 1428 Design for access and mobility 1428.1 [2009] General requirements for access – New Building Work 1428.2 [1992] Enhanced and additional requirements – Buildings and facilities 1428.4.1 [2009] Means to assist the orientation of people with vision impairment – tactile ground surface indicators AS 1428.4.2 [2009] Means to assist the orientation of people with vision impairment – Wayfinding signs AS1428.5 [2010] Communication for people who are deaf or hearing impaired.
<u>AS 1735 Lifts, escalators and moving walks [SAA Life Code]</u> Part 1 [2003] Lifts, escalators and moving walks Part 2 [2001] Passenger and goods lifts – Electric Part 3 [2002] Passenger and goods lifts – Electrohydraulic Part 7 [1998] Stairway lifts
AS 2890 Part 6[2009] Parking facilities – Off Street Parking for people with disability
AS EN 301 549 [2016] Accessibility requirements suitable for public procurements of ICT products and services.
AS 3745 [2010] Planning for emergencies in facilities

4.3. Websites for Disability Resources and Statistics

<http://www.abs.gov.au/>

<https://www.and.org.au/>

<https://www.humanrights.gov.au/>

<https://www.companioncard.gov.au/index.htm>