Australian Government
Department of Finance

Creating a building accessibility guide

Create a building accessibility guide

A building accessibility guide helps visitors and staff plan how to navigate Australian Public Service (APS) office premises. It also highlights accessibility features.

While not mandatory, publishing a guide can improve the experience of people with physical and hidden disabilities or health conditions.

The information below helps officials develop a guide for APS office premises.

Getting started

The guide should be:

- branded in the corporate template
- written in clear, inclusive language
- presented in an easy-to-read format.

Make it accessible

Ensure the guide is accessible to everyone by using:

- accessible fonts and consistent layouts
- high contrast
- different formats - for example, large print, braille or audio
- alternative text for all images and graphics.

How to share

- Publish on your department's public-facing website.
- Share it before interviews, meetings or onboarding.
- Consider creating a more detailed internal version for staff, which could include:
  - workstation accessibility
  - kitchen and shared area features
  - contacts for first aid or workstation assessments.

What to include

Relevant photos and maps.

  - Use high-quality images which represent the described features.
- Interactive maps and helpful links, such as Google Maps.

Other things to consider

- Meeting legal requirements including:
  - *Disability Discrimination Act 1992*
  - *Disability (Access to Premises – Buildings) Standards 2010.*
- Balance information with security and privacy.
- Engage with relevant corporate teams and social networks such as ICT teams, HR, security and ability networks, as well as building owners.

Introduction

In this section, provide an overview of your building for visitors and staff.

Consider including:

- the entity's commitment to inclusivity and accessibility
- accessibility considerations that are part of the overall design
- a contents list that hyperlinks to relevant sections of the guide.

Getting to our office

Include the full building address.

Entrances

- Include location information and photos of all entrances.
- Describe accessibility features such as:
  - door type – e.g. automatic sliding, revolving
  - access options – e.g. security assistance buttons, slow revolving button
  - ramp or steps with handrails and anti-slip surfaces
  - tactile floor markers
  - pathways to reception – e.g. lift access if entrances and reception are on different levels.

Building signage

Describe signage location and content:

- building name, maps, floor details and directions

- type of signage used – braille, indoor wayfinding technology.

Maps and visuals

- An interactive or static map to show the building location.
- A high-quality photo of the office frontage and each entrance.

Drop-off / pickup / taxi areas

- Location and photos of drop-off and pick-up areas:
  - highlight if the location of taxi / ride share drop-off / pick-up area is different.
- Distance to entrances.
- Accessibility features – e.g. kerb ramps and covered walkways.

Car parks and accessible spaces

- On-site visitor and accessible parking locations.
- Interactive or static map and photo of the car park entrance.
- Nearby public parking options.
- Car park booking instructions – e.g. a contact number for reception or online form.

Public transport

- Location of nearby public transport stops (names and numbers).
- Link to route information.
- Distance and accessibility of paths from stops to entrances.

Accessing the reception area

- Location and access instructions – e.g. entrance, lifts.
- Operating hours and contact details (phone and text).
- ID requirements.
- Accessibility features – lowered desk section.

Public lifts

- Type of controls – e.g. buttons, braille, touchscreen.
- Indicators (visual / auditory).
- Verbal or visual floor announcements.
- Accessible features – e.g. longer door opening times, lower buttons.
- Emergency contact options.
- Mobility lift availability and usage instructions.

General accessibility information

Consider adding the following:

Assistance animals

Under the *Disability Discrimination Act 1992*, you must allow assistance animals into public facilities.

- Location and access to relief stations or the nearest dog park or green space (including directions and a map).

Hearing augmentation systems

- Availability and location of systems.
- Type of system used – e.g. closed hearing loop.
- Additional supports – e.g. captions on screens.
- Where visitors can get help using these systems.

Accessible toilets

- Location and features – e.g. an adult-sized change table.
- Access requirements.
- Photos or directions.

Security procedures

- Any restrictions – e.g. no mobile phone or Bluetooth use, noting some people rely on them for accessibility.
- Visitor ID requirements - photo ID, staff contact.

Meeting rooms

- Accessibility features:
  - door type – e.g. sliding, swipe access, large doorway
  - space for mobility aids.

Emergency information

- First aid contact officer:
  - Name and contact of the chief emergency officer.
  - Note whether reception staff provide first aid support.
- Alerts and exits:

  - Availability of visual and auditory alarms.
  - Contact for emergency assistance planning.

Contact information

- Provide clear contact information for accessibility support.
- Ensure privacy considerations are met.

Additional internal guidance (staff only)

This section can be used to detail accessible areas within the internal office.

If certain areas are not suitable for public disclosure, you can exclude them from the publicly available guide and include them in an internal version for staff use only.

Meeting rooms

- Name and location.
- Seating capacity.
- Door type and space for mobility aids.

Kitchens

- Accessible design elements of cupboards, seating, tables and appliances.
- Sink cut-outs for wheelchair users.
- Types of handrails.

Shared rooms

- Accessibility of fixed items like cupboards, alarms and switches.
- Furniture options – e.g. high-top benches, tables and sinks with cut-outs.

Workstation

- Adjustable furniture – sit/stand desks.
- Storage and lighting options.
- Under-desk clearance.

Emergency alerts and exits

- Location of safe meeting place including a photo and map showing the route.