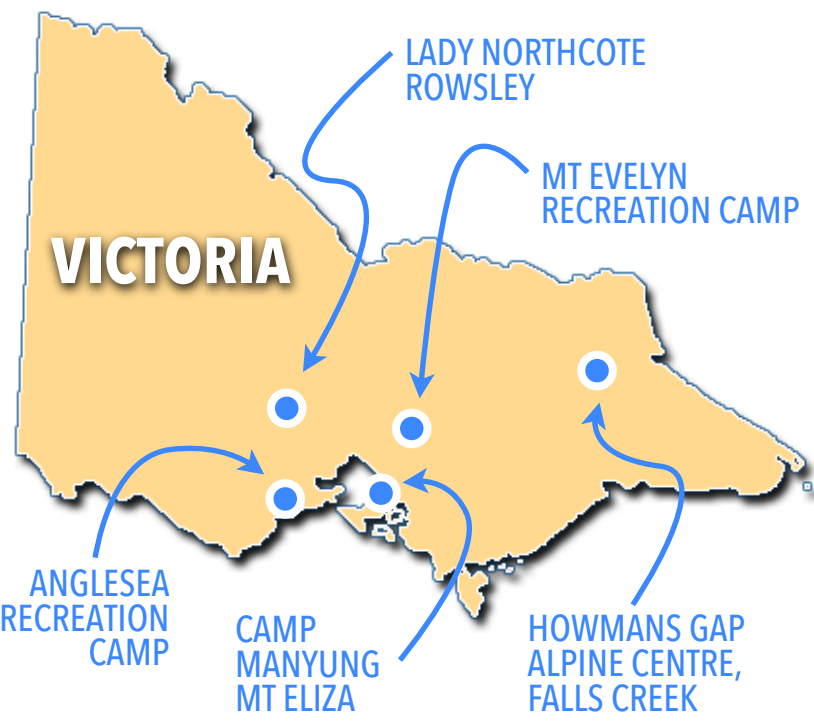


UD, CAMPS & CONSULTATION



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Introduction: The Department of Transport, Planning and Local Infrastructure of which Sport and Recreation Victoria (SRV) is a part of, owns 5 recreation camps across Victoria, these are leased to YMCA. As a part of the lease agreement the camps must increase the participation of people with disabilities, Victorian aboriginal people, the elderly and women (Sport and Recreation Camps Committee of Management Incorporated 2005). SRV have identified universal design as a strategy to achieve this.

Project aims:

Determine the *best practice methods* for consulting with *users* to implement universal design.

Develop a *consultation strategy* for SRV to use to implement universal design at their recreation camps.

Method:

A literature review was conducted to determine the best practice methods for consulting with users to achieve universal design.

- Peer-reviewed journal articles
- English language articles
- Published between 2004-2014

Selection criteria:

Articles must describe the participation of, or consultation with users during the development of a product, service or the built environment.

Articles that described the universal design of, or consultation with users in the development of, information technology including computer software, mobile phone technologies and websites were excluded.

Articles that described the application of universal design in learning and education were excluded.

Universal design provides an opportunity to design innovative solutions that incorporate the needs of the widest range of users.

(Buhler 2001; Steinfeld & Maisel 2012).

Findings:

- Total number of articles n=18
- Case studies n=18
- Built environment n=10
- Product/equipment n=7
- Service n=1
- Stated how selected sample n=5
- Consulted more than one user n=8
- Use of multiple techniques n=10
- Used a model to guide consultation and design process n=9

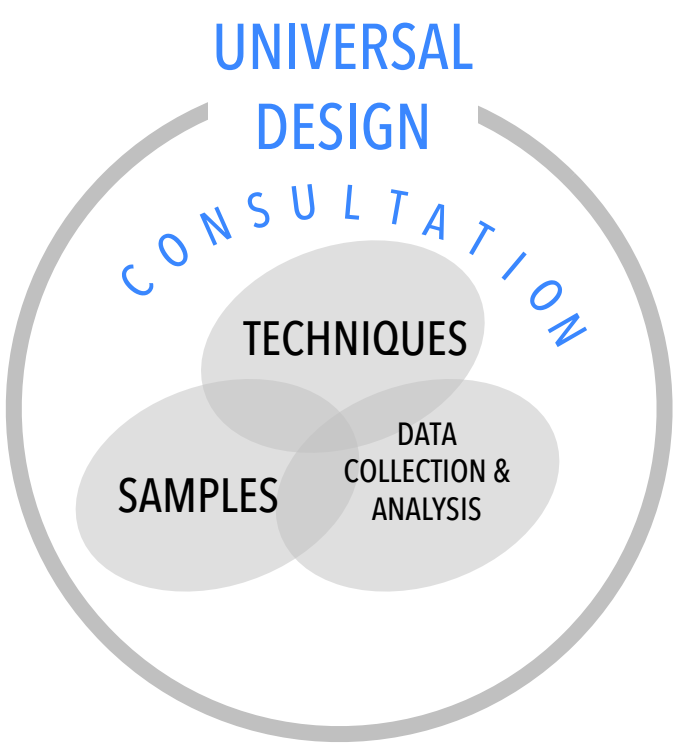


Figure 1: Universal Design an Overall Philosophy

Discussion:

Three themes began to emerge from the literature:

Selection of users must include a wide range of users and the selection method must be transparent and aim to limit potential selection bias.

The *techniques of consulting* with users must be universally designed; considering that we are all different and have different preferences for taking information in and in the way we feel comfortable expressing ourselves.

Consult with users *early* in the design process and the use of 3D virtual models, prototypes and/or pilot programs can assist users to evaluate the designs. Recording of decision-making is essential.

Consult with a wide range of users, using a wide range of consultation techniques.

Consultation strategy:

Universal design must become an overall philosophy of the camps.

Universal design should be a part of all policies, procedures, activities and programs that the camps conduct.

Three phases of consultation are suggested to begin to implement universal design across the camps:

Strategic Planning
Project Specific
Day-to-Day

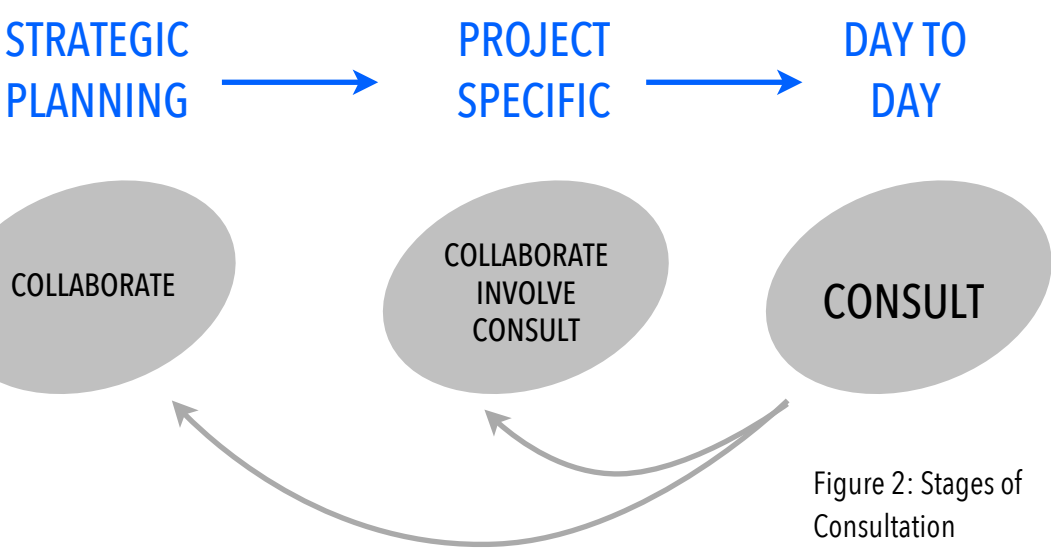
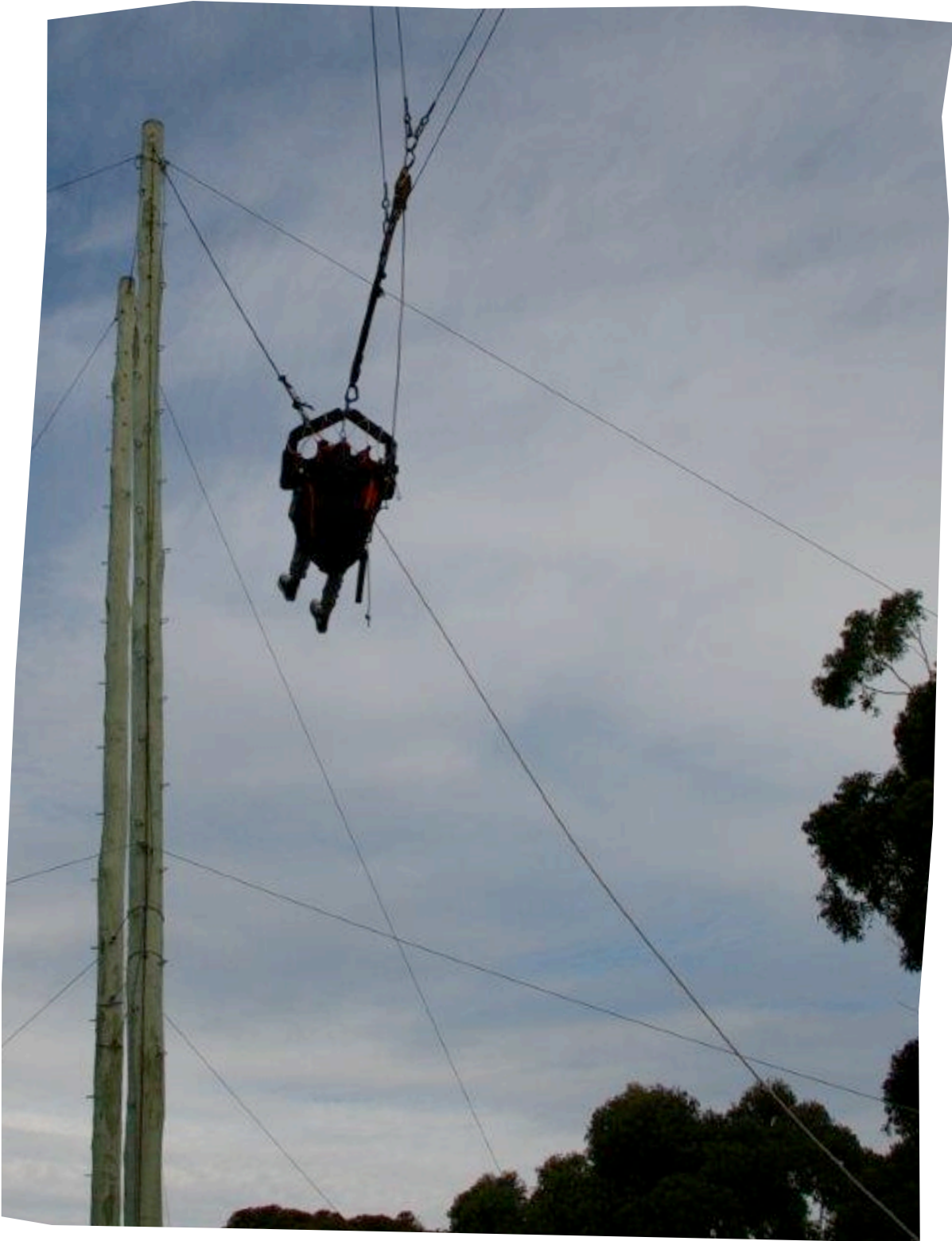


Figure 2: Stages of Consultation



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