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## Is Universal Design Measurable in the Planning Context?

ACHIEVING ACCESSIBILITY IN THE BUILT ENVIRONMENT FOR ALL






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Council planning documents have:

- “ Little reference to Universal Design in Public Buildings.
- “ No measureable outcomes in respect to Universal Design.





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# Tweed Shire Council NSW

## Access and Inclusion Plan 2014-2018

**Strategic Outcome 5**  
The Principles of Universal Access and Social Inclusion are Promoted Across the Community

**Community Awareness**  
*A person's environment has a huge impact on the experience and extent of disability. Inaccessible environments create disability by creating barriers to participation and inclusion. (World Report p4)*  
A consequence of improving access in the physical environment is the greater contact between people of all abilities. The NSW Government changes to disability funding under the Living Life My Way strategy and the National Disability Insurance Scheme will enable more people with disabilities to fulfil their hopes and goals in life. Many people with disabilities say that attitudes of people in the community are the biggest barriers to access and inclusion. As the tier of government closest to the people Council has a very important responsibility to support in words and actions the full inclusion of all people in the community.

**Information on Access and Inclusion**  
Residents and visitors in Tweed Shire need up to date information on accessible infrastructure, facilities and services in order to plan business, social and leisure activities. This information needs to be provided in accessible formats both electronic and print. The responsibility for holding and maintaining this information is a key responsibility of Council. The Tweed Shire Council website is the most likely first location for this information.

**Festivals and Events**  
Tweed Shire has many local and regional festivals and events throughout the year. The ability to participate in festivals and events in your local community in a dignified and equal manner is an important part of social inclusion and requires accessible venues and facilities. Council has a role in advising events managers about access requirements and this can be included in the approval process. Information on providing accessible festivals and events is available.

**Accessible and Inclusive Tourism**  
Tweed Shire is already a popular tourist destination. This economic development opportunity can be increased by improving access. In fact good access is good for business. Many people with disabilities, families with young children and older people holiday with family members, friends and carers. People will travel to and return to destinations that provide accessible facilities, activities and events.

**Arts and Culture**  
Tweed Shire has vibrant creative arts and cultural activities and opportunities. Enabling access and inclusion in arts and cultural activities is an important collaborative role for Tweed Shire Council through its Community and Cultural Services, Communications and Customer Services Section and Recreation Services Unit.



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# Metropolitan Redevelopment Authority Perth

## Elizabeth Quay Guidelines

**3.2.7 Universal Access**

**DESIGN INTENT**  
A principle objective of Elizabeth Quay Project is the establishment and maintenance of a sustainable community – the success of which depends largely on the diversity and robustness of this community. One of the means to achieving this is to ensure that all buildings in Elizabeth Quay are to be universally accessible. That is they are designed to be usable by people of all ages, incomes and abilities to the greatest extent possible without the need for adaptation. Designing for access will not only assist people with disabilities but also carers, older people and people with small children.

**OBJECTIVE**  
Developments provide a universally accessible environment as an integral component of each building.

**ACCEPTABLE DEVELOPMENT CRITERIA**

- A report prepared by an accredited access consultant will be required to be submitted as part of any development application to demonstrate that all development proposals comply with the access obligations of the Disability Discrimination Act and all applicable Australian Standards.
- To ensure universal access the accredited access consultant should have on-going input at all stages of the design and construction process, including project completion.
- Authority Policy: Refer to the Authority's Central Perth Development Policy, Accessible and Adaptable Housing.



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### Lake Macquarie City Council NSW

#### DCP 2014

#### " Non- discriminatory Access Guideline

**Universal Design** is a tool to provide non-discriminatory access and use, features can be viewed at: [www.anuhd.org](http://www.anuhd.org). The World Health Organisation's **Age Friendly Cities** is another tool and the features are listed in the **Lake Macquarie Ageing Population Plan**.

In addition to the Building Code of Australia, the following standards and policies are the minimum requirement for providing access for people with a disability:

- AS 1428 Design for Access and Mobility
  - Part 1 - General Requirements
  - Part 2 - Enhanced and Additional Requirement
  - Part 3 - Requirements for Children and Adolescents with a Disability
  - Part 4.1 - Tactile Ground Surface Indicators
- AS 1735 Lifts and Elevators
  - Part 7 - Stairway Lifts
  - Part 12 - Facilities for Persons with Disabilities
  - Part 14 - Low Rise Platforms for Passengers
- AS 2890.6 Off Street Parking for People with Disabilities
- AS 3769 Automatic Teller Machines

Non-discriminatory Access Guideline  
Page 4 - F2009/0002  
Adopted by Council 11 June 2013

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## Is Universal Design Measurable in the Planning Context

### Lake Macquarie City Council NSW

#### DCP 2014

#### " Example of other sections.



Part 9 - Specific Land Uses  
- Multi Dwelling Housing

#### 11 MULTI DWELLING HOUSING

This section of the DCP only provides Council's specific requirements for Multi Dwelling Housing developments. Other requirements that must be addressed are contained in the relevant general development part (Parts 2 to 7) and/or Area Plans (Parts 10 to 12) of this DCP. Where a conflict exists between this section and the general development part of LM DCP 2014, this section prevails.

Under LM LEP 2014 **multi dwelling housing** means three or more dwellings (whether attached or detached) on one lot of land, each with access at ground level, but does not include a residential flat building.

##### 11.1 SITE REQUIREMENTS

###### Objectives

- a. To ensure that Multi Dwelling Housing developments are located on sites with sufficient size and street frontage to accommodate the required building envelope, car parking, landscaping, and private open space.

###### Controls

1. The development site must have a minimum area of 750m<sup>2</sup> for development consisting of three dwellings.
2. The development site must have a minimum area of 850m<sup>2</sup> for development consisting of four or more dwellings.
3. The development site must have direct frontage to a public road.
4. The development site must have a minimum width of 18 metres at that road frontage.

##### 11.2 SITE COVERAGE

###### Objectives

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*"Universal design seeks to encourage attractive, marketable products that are more usable by everyone. It is design for the built environment and consumer products for a very broad definition of user."*

*- Ron Mace, 1985*

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So what are the principles of universal design and how can they be met in the planning context?

These are some suggestions based on projects we have worked on.

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### 1. Equitable Use

*The design is useful  
and marketable to  
people with diverse  
abilities.*



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### 2. Flexibility in Use

*The design  
accommodates a  
wide range of  
individual  
preferences and  
abilities.*

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### 3. Simple and Intuitive Use

*Use of the design is  
easy to understand.*

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### 4. Perceptible Information

*The design  
communicates  
necessary information  
effectively to the user.*

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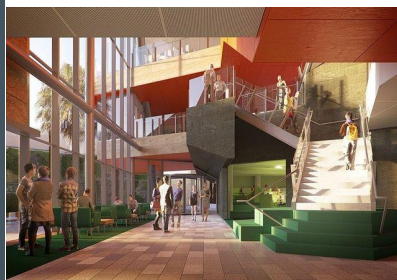


### 5. Tolerance for Error

*The design minimizes hazards and the adverse consequences of accidental or unintended actions.*

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### 6. Low Physical Effort

*The design can be used efficiently and comfortably and with a minimum of fatigue.*





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### 7. Size and Space for Approach and Use

***Appropriate size and  
space is provided for  
approach, reach,  
manipulation, and use.***



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*I'm presenting at a conference on universal design and am doing some research. I hope you can help me. When you go out for the day, what is the main thing you rely on to be able to travel through / navigate the built environment? What irritates you?*

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## Is Universal Design Measurable in the Planning Context?

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### Lindsay

*"I hate not knowing where  
I'm going. Signs / way-  
finding cues that do not  
make sense irritate me"*

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**Rob**

*"It is poor signage – as per  
the signs at Central  
Station. Misaligned  
footpaths and kerb / pram  
ramps."*



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**Michael**

*“The lack of good way  
finding signage.”*

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**Michael**

*“The lack of good way  
finding signage.”*



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### Andrew

*"For me it is definitely the visual environment... I also like a bit of visual preparation on the computer or phone when I go somewhere new"*



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### Linda

*“A quick path through...anything that doesn’t overwhelm in a sensory way – dimmed lighting, less noise, soothing aesthetic, less distractions.”*



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### Grant

*“A continuous path of accessible travel”*



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### Lee-May

*"I would say that I look for visual clues to get me by. I especially hate it when I can't find the entrance to places – where architects love to make everything uniform and have you guess where the entrance is (its better now than years before though)."*



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### **Measuring Equitable Use**

- " Where stairs and a ramp are provided, ensure they start and arrive in a similar location.
- " Provide a changing place and quiet area.
- " Provide accessible reception / service counters.



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### ***Measuring Flexibility in Use***

- “ Provide audio and visual warning systems for emergency evacuation.
- “ Provide large-print signage.
- “ Provide additional handrails at a lower height for children / people of short stature.



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### ***Measuring Simple & Intuitive Use***

- “ Signage must include the use of pictograms.
- “ Paths of travel must be identified through the use of luminance contrast.
- “ Entrance must be clearly identified.





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### ***Measuring Perceptible Information***

- “ All signage / information must be provided in written, tactile/Braille and audio formats.
- “ Provide a minimum 30% luminance contrast between operable components and the background colour.
- “ Provide a direct line of sight between the carparking and the entrance.



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### ***Measuring Tolerance for Error***

- “ Provide non-slip floor / surface finishes.
- “ Provide sensor lights for safe travel in darker areas.
- “ Building lines must be kept clear of obstructions.



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### ***Measuring Low Physical Effort***

- “ Provide accessible carparking as close to the entrance as possible.
- “ Provide resting places and seating within the building.
- “ Provide automatic doors at the entrance to the building.



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### ***Measuring Size and Space for Approach and Use***

- “ All pathways and ramps to be 1800mm wide as a minimum.
- “ Provide designated paths of travel through table / seating areas.
- “ Provide accessible fitting rooms.



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***Is universal design measurable in the  
planning context?***

Yes . with the right planning documents.

Thank-you