

# Access and Inclusion Information Links for Businesses

Everyone should be able to participate in their local community, yet easy and appropriate access to services and facilities is not always available for Western Australians with disabilities. This resource list is for businesses wanting to check their accessibility and seek direction on providing reasonable access for all.

## What the Law Says

Under the *Disability Discrimination Act 1992* (Commonwealth) and the *Equal Opportunity Act 1984* people with a disability have the right to use facilities or obtain goods and services in the same way as other people. Not providing access may be against the law. Additionally, the *Disability Services Act 1993* (amended 2004) requires all local and state government agencies to develop a Disability Access and Inclusion Plan (DAIP) to ensure those with a disability have access to all services, facilities, information and functions provided by the agencies.<sup>1</sup>

## Non-Government businesses, services and facilities.

Owners of existing buildings are required to remove unreasonable and unnecessary barriers if doing so can be accomplished without causing undue hardship. New buildings must meet the Disability (Access to Premises-Building) Standards 2010. Renovations to existing buildings may be required to meet these standards, and in some cases, an existing building that is not being renovated could still be subject to the law's complaint processes<sup>2</sup>.

The Department of Energy, Mines, Industry Regulation and Safety has a page with information and resources on [Consumer rights for people with disability](#).

---

<sup>1</sup>

[https://www.planning.wa.gov.au/dop\\_pub\\_pdf/Disability\\_Access\\_and\\_Inclusion\\_Plans\\_DAIPs\\_Resource\\_Manual\\_for\\_State\\_Government.pdf](https://www.planning.wa.gov.au/dop_pub_pdf/Disability_Access_and_Inclusion_Plans_DAIPs_Resource_Manual_for_State_Government.pdf)

<sup>2</sup> <https://www.disabilityaccessconsultants.com.au/disability-access-to-premises-building-standards/>

## Reasons for supporting customer diversity

- The Australian Human Rights Commission has released its research highlighting the [benefits of treating customer diversity and inclusion](#) as a strategic priority.

## For information on business and venue accessibility

- The Australian Competition and Consumer Commission have produced [a guide for businesses selling to and supplying consumers with disability](#).
- The Federal Government has information on building codes and legislation in their [Disability \(Access to Premises – Buildings\) Standards 2010](#) (Premises Standards).
- The Equal Opportunity Commission in Victoria has developed a website about [creating an accessible business](#).
- The City of Melbourne has developed a “[Good Access Is Good Business](#)” self-assessment checklist for businesses that also has points to consider when planning upgrades to your business or premises
- The Human Rights Commission has a page on the [laws on access](#) and [tips for businesses](#).

## For disability awareness training for staff

- SBS has a diversity and [inclusion online training program](#) (has an associated cost).
- Diversity Australia has [Disability Awareness Programs](#) (has an associated cost).
- Evolve Events run [Disability Awareness Access and Inclusion courses](#) (has an associated cost).
- William Angliss Institute has an [online course on disability awareness](#) (has an associated cost).
- Visibility WA provides workshops on [accessible information](#).

## Making your website more accessible

- The [Australian Centre for Accessibility](#) has resources on understanding accessibility and can offer training and consulting (has an associated cost).
- The World Wide Web Consortium has developed guidelines on [website accessibility](#).

## **Providing information in alternative formats**

- Round Table on Information Access for People with [Print Disabilities](#) Inc.
- The government of Western Australia Department of Communities (Disability) has a [Digital Services Content Standard](#) available.

## **Accessibility Consultants (have associated costs).**

- PWdWA can provide a range of workshops on [Disability Accessibility and Inclusion](#).
- [Perth Access Consultants](#)
- [Association of Consultants in Access Australia](#)

## **Contacting PWdWA**

- [People with Disabilities WA](#)
- Phone: (08) 6243 6948 or 1800 193 331
- Email: [info@pwdwa.org](mailto:info@pwdwa.org)

End of document.