Australian Human Rights Commission

Draft Design Guidelines for Access and Inclusion in Residential Development

April 2024

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Australian Human Rights Commission

Winston Churchill Trust

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Please note that this draft version of the Guidelines is for consultation and is **not** the final version. The Guidelines will undergo a professional design process post consultation, including the creation of a fully accessible version. The focus of this consultation process is ensuring that the content and design features will meet the needs of those using and benefitting from the Guidelines.

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1 Introduction

1.1 Background

Australian Human Rights Commission Accessible Housing Project

Between 2021-2022, the former Disability Discrimination Commissioner, Dr Ben Gauntlett, led a two-phase project to address the gap between the limited supply of accessible housing, and the demand that exists from people with disability. The project acknowledged that the provision and availability of accessible housing for people with disability can be enhanced in two ways:

- by ensuring that all housing is constructed to meet minimum accessibility requirements from the outset, or
- through some form of modification or adaption.

The project focused on the latter option, delivering a report on *Adaptable housing for people with disability in Australia* (Adaptable Housing Scoping Study)[1].

The report was complemented by additional work between the Australian Human Rights Commission (AHRC) and Monash University in the delivery of research-led teaching units in relation to human rights in the context of housing, universal and accessible design. Research findings and student designs were included as part of the RetroFit Kit Exhibition which demonstrated how common Australian housing types could be systemically modified to achieve seamless and dignified home environments for people with disability. This included a catalogue of works and case study example.[2]

In 2019, Kim Samuel, was awarded a Churchill Fellowship to undertake research into best-practice approaches to delivery of inclusive and accessible housing. She completed the research in 2022 and published the findings in early 2023. Her report recommended the development of an Australian Design Guideline for Access and Inclusion for residential development (draft Guideline) based on a similar guideline developed by a San Francisco-based accessible and affordable housing delivery organisation – the Kelsey.

In May 2023, Kim was awarded impact funding from the Churchill Trust to progress a pilot project for development of the draft Guidelines with the AHRC. Financial and in-kind support has also been provided by the Australian Human Rights Commission and the former Greater Cities Commission.

[1] Australian Human Rights Commission, *Adaptable Housing for people with disability in Australia: a scoping study* (28 April 2021) < https://humanrights.gov.au/our-work/disability-rights/publications/adaptable-housing-people-disability-australia-scoping-study>.
[2] See Australian Human Rights Commission, 'RetroFit Kit Exhibition (2022)' (Webpage, 10 May 2022) < https://humanrights.gov.au/our-work/disability-rights/publications/retrofit-kit-exhibition-2022>.

This partnership to develop draft Guidelines for Access and Inclusion in Residential Development forms phase three of the AHRC's accessible housing project. The draft Guidelines build on the Adaptable Housing Scoping Study to address both approaches required to enhance the provision and availability of accessible housing for people with disability in Australia. In particular, the draft Guidelines address the need to ensure all housing is constructed in way that not only meets minimum accessibility standards but can exceed these through thoughtful, innovative, flexible, and inclusive cross-disability approaches to universal design that benefits all people.

The draft Guidelines will build on the innovations in the design standards prepared by the Kelsey. The Kelsey Housing Design Standards for Accessibility and Inclusion define a set of guidelines for the diverse community of people with disability, creating implementable tools to be used for multi-unit housing of all sizes and locations and increased creativity in inclusive building design, whilst aspiring to deliver an environment where access and inclusion is the norm.

The draft Australian Guidelines have been drafted to integrate with the Australian regulatory context and respond to our cultural diversity, geographic constraints, and the importance of supporting resilience and inclusivity across a range of urban, regional and remote locations. It has also been expanded to include guidance for a broad range of housing types.

The Kelsey Guidelines have been used as a starting point for preparation of the draft Guidelines. However, the National Construction Code (NCC) - including the recent implementation for Silver level Liveable Housing Design (LHD) Guidelines for new builds in most States and Territories - is proposed to form the basis of minimum accessibility requirements in the draft Australian Guidelines.

Additional points or benefits are proposed to be included where Gold or Platinum level LHD Guideline compliance can be achieved or where elements of the Specialist Disability Accommodation (SDA) design categories are incorporated. The aim is to balance cost and flexibility in the design process, with additional recognition provided for development that achieves a high level of accessibility and inclusivity.

The draft Guidelines are proposed to be **voluntary only** but will include all mandatory accessibility requirements in existing codes as Essential Requirements.

1.2 Why are these Draft Guidelines needed?

A person's home is where they should be safe, secure and connected. It is central to a person's dignity, autonomy, independence and wellbeing. While adequate housing is a fundamental human right for everyone, Articles 19 and 28 of the *United Nations Convention on the Rights of Persons with Disabilities* (CRPD) affirm the right of people with disability to live independently and be included in the community, to choose where they live and with

whom, and to control their lives. This includes access to safe, affordable and adequate housing.[3]

The CRPD promotes the use of 'universal design' principles for the creation of an inclusive society. Universal design means 'the design of products, environments, programs and services to be useable by all people, to the greatest extent possible, without the need for adaption or specialised design'.[4]

Over 4.4 million people in Australia – 20% of the population - have some form of disability,[5] and an estimated 5.75 million Australians will have a mobility limitation by 2060.[6] However, only 5% of new home builds over the past decade have complied with current accessibility standards.[7] It is more difficult for people with a disability to find and secure suitable residential accommodation, that is accessible and affordable. Lack of tenure security creates significant challenges for people with disability to form connections to their local communities.[8] Improving the accessibility of housing is also beneficial to all people as they age. Age is strongly correlated with disability – nearly 85% of Australians aged 90 or older have one or more conditions causing disability.[9] With an increasing ageing population, the number of Australians with disability, both in absolute terms, and as a proportion of the population, will increase.[10]

Additionally, to date the adaptation of existing housing stock has lacked systematic and holistic design strategies and solutions, resulting in people with disability living in homes that are unable to accommodate the changing needs of their household's overtime – an issue that is particularly acute for renters.[11] The Commission's Adaptable Housing Scoping Study highlighted the need to enhance current approaches to the modification of existing housing stock to support and improve accessibility and broader amenity for people with disability, which also provides benefits to people without disability. The Commission identified a significant need for practical guidance that applies existing universal design principles and accessibility standards in a way that can improve the accessibility of existing housing stock and new builds/developments.

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[3] UN Committee on the Rights of Persons with Disabilities, *General comment no. 5 (2017) on living independently and being included in the community,* UN Doc CPRD/C/GC/5 (27 October 2017). <https://docstore.ohchr.org/SelfServices/FilesHandler.ashx?enc=6QkG1d%2FPPRiCAqhKb7yhsnbHatvuFkZ%2Bt93Y3D%2Baa2q6qfzOy0vc9Qie3KjjeH3GA0srJgyP8IRbCjW%2FiSqmYQHwGkfikC7stLHM9Yx54L8veT5tSkEU6ZD3ZYxFwEgh>

[4] *Convention on the Rights of Persons with Disabilities*, opened for signature 30 March 2007, 2515 UNTS 3 (entered into force 3 May 2008), arts 2 and 4 ('*CRPD*').

[5] Australian Institute of Health and Welfare (2022), *People with disability in Australia* (Web Report, 5 July 2022) < https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/people-with-disability>.

[6] Centre for International Economics, *Proposal to include minimum accessibility standards for housing in the National Construction Code: Consultation Regulation Impact Statement* (July 2020), 29.

[7] Summer Foundation (2022), *Improving housing accessibility in Australia* <https://www.summerfoundation.org.au/resources/improving-housing-accessibility-in-australia/>

[8] Kim Samuel 2023), *Accessible Housing and Inclusive Communities* <https://www.churchilltrust.com.au/nsw/fellow/kim-samuel-nsw-2019/>

[9] Australian Bureau of Statistics, "4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, 2018" < https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release#disability>.

[10] Data from 2018 estimated almost 16% of Australians are aged 65 or older. Australia's population of over 65s is expected to double in the next half-century: See Australian Bureau of Statistics, "4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, 2018" < https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release#disability>; Mark Taylor and Laurie Buys, 'Ageing in Suburbia: Designing for Demographic Change in Australia and New Zealand', *Architectural Design 84*, no. 2 (2014), <https://doi.org/10.1002/ad.1728>.

[11] Australian Human Rights Commission, *Adaptable Housing for people with disability in Australia: a scoping study* (28 April 2021) 39 < https://humanrights.gov.au/our-work/disability-rights/publications/adaptable-housing-people-disability-australia-scoping-study>.

Delivering homes and communities that are accessible and inclusive not only benefits people with disability but provide better places and homes for multiple groups including parents, children, cyclists, older people and culturally and linguistically diverse communities. Universally designed housing minimises the costs of retrofitting housing for accessibility as the Australian population ages and allows people to remain within their community as they age. Design that embraces diversity maximises widespread access and usability, and is a powerful source of innovation and creativity delivering cost savings across multiple sectors including the health and justice systems.

1.3 The Right to Adequate Housing and Relationship to the CRPD

The right to adequate housing is a fundamental human right integral to upholding the inherent dignity and rights of all people in Australia and is a social determinant of health and life outcomes. It is recognised in a range of international human rights treaties and declarations, including the *Universal Declaration of Human Rights*[12] (Article 25) and the *International Covenant on Economic, Social and Cultural Rights* (ICESCR)[13] (Article 11). Multiple other international human rights agreements and declarations have since recognised the right to adequate housing (or features of that right), including the *Convention on the Rights of the Child*,[14] the *United Nations Declaration on the Rights of Indigenous Peoples*[15] and the CRPD.

Australia has ratified many of these treaties and agreements, meaning it is obliged under international human rights law to take necessary steps without delay to achieve the full realisation of the right to adequate housing within the constraints of available resources.[16] These obligations include the requirement to 'guarantee the right to adequate housing in an equal and non-discriminatory manner'[17] irrespective of income or access to economic resources,[18] to adopt legislative measures, and to give priority considerations to those living in unfavourable conditions or at greater risk of housing disadvantage.[19] Realising the right to adequate housing is integral to, and interdependent with, the enjoyment of other human rights and core human rights values.[20]

The right to adequate housing sits within the broader right to an adequate standard of living and extends beyond mere physical shelter. The United Nations Committee on

[12] *United Nations Universal Declaration of Human Rights,* GA Res 217/A(III) (adopted 10 December 1948).
[13] *International Covenant on Economic, Social and Cultural Rights,* opened for signature 16 December 1966, GA RES 2200A (XXI) (entered into force 3 January 1976).
[14] *Convention on the Rights of the Child*, opened for signature 20 November 1989, 1577 UNTS 3 (entered into force 2 September 1990).
[15] UN General Assembly, *United Nations Declaration on the Rights of Indigenous Peoples*, 61st sess, UN Doc A/RES/61/295 (13 September 2007).
[16] United Nations Committee on Economic, Social and Cultural Rights, *General Comment No 4: The Right to Adequate Housing (Art. 11 (1) of the Covenant),* sixth sess, UN Doc E/1992/23 (9 December 1991) [12] ('*ESCR Committee General Comment No 4'*)
[17] UN Habitat, 'The Right to Adequate Housing (Fact Sheet No 21 (Rev.1), Office of the United Nations High Commissioner for Human Rights) <FS21_rev_1_Housing_en.pdf (ohchr.org)>7; See generally *ESCR Committee General Comment No 4* (n 12).
[18] *ESCR Committee General Comment No 4* (n 12) [7].
[19] Ibid [11]
[20] Rights indivisible and interdependent with the right to adequate housing include (but are not limited to): rights to non-discrimination, equality, freedom of expression, freedom of association, freedom of residence, social security and social insurance, an adequate standard of living, participation in public decision-making, security of the person, life, health, work, education, family life and privacy, and the right to freedom of movement: See *ESCR Committee General Comment No 4* (n 12) [9]; UN Habitat, 'The Right to Adequate Housing' (Fact Sheet, Office of the United Nations High Commissioner for Human Rights) Fact Sheet No 21 (Rev. 1) 9.

Economic, Social and Cultural Rights Committee (ESCR Committee) defines adequate housing as the right to live somewhere in security, peace and dignity and clarifies that it must be understood in relation to the inherent dignity of a person.[21] The ESCR Committee sets out freedoms, entitlements and elements associated with this right which 'are just as fundamental as the basic supply and availability of housing'.[22] The ESCR Committee emphasises that housing must meet, at a minimum, the following defined elements to be considered fully adequate:

- Security of tenure
- accessibility
- habitability
- affordability
- location - supporting access to participate in activities and services such as employment, healthcare, accessible transport and education
- access to basic amenities such as running water
- cultural adequacy.[23]

Accessibility is one essential element of the right to adequate housing and is also a core principle of the CRPD.[24] It requires the specific needs of disadvantaged and marginalised groups to be considered and ensured a degree of priority consideration in housing policies,[25] inclusive of physical and economic accessibility for people with disability.[26] Housing and neighbourhood planning have predominately been designed for people without disability, leading to a lack of design supporting physical accessibility. This remains a key issue and barrier to the enjoyment of the right to adequate housing for people with disability.

Importantly, accessibility (as described by the ESCR Committee) is about more than just physical access. It means ensuring the specific needs of people are met so they can access housing on an equal and non-discriminatory basis. People with disability are more likely to experience housing issues relating to ongoing discrimination, stigmatisation, institutionalisation, lack of access to employment, low income, and a lack of social housing or community support.[27] **Non-discrimination** is an essential entitlement associated with the right to adequate housing. It requires governments to take effective measures that

[21] *ESCR Committee General Comment No 4* (n 12) [7].
[22] UN Habitat, 'The Right to Adequate Housing (Fact Sheet, Office of the United Nations High Commissioner for Human Rights) Fact Sheet No 21 (Rev. 1) 3 <FS21_rev_1_Housing_en.pdf (ohchr.org)>; See generally *ESCR Committee General Comment No 4* (n 12).
[23] See *ESCR Committee General Comment No 4* (n 12); UN Habitat, 'The Right to Adequate Housing (Fact Sheet, Office of the United Nations High Commissioner for Human Rights) Fact Sheet No 21 (Rev. 1) <FS21_rev_1_Housing_en.pdf (ohchr.org)>.
[24] *CRPD* (n 2) art 3(f).
[25] *ESCR Committee General Comment No 4* (n 12) [8(e)]; UN Habitat, 'The Right to Adequate Housing (Fact Sheet, Office of the United Nations High Commissioner for Human Rights) Fact Sheet No 21 (Rev. 1) 4 <FS21_rev_1_Housing_en.pdf (ohchr.org)>.
[26] Committee on Economic, Social and Cultural Rights, *General Comment No 5: Persons with Disabilities,* sixth sess, UN Doc E/1995/22 (9 December 1994) [33].
[27] UN Habitat, 'The Right to Adequate Housing (Fact Sheet, Office of the United Nations High Commissioner for Human Rights) Fact Sheet No 21 (Rev. 1) 23 <FS21_rev_1_Housing_en.pdf (ohchr.org)>.

reduce and eliminate discrimination and unfair disadvantage experienced by some individuals and communities in their access to housing.

All individuals and communities are entitled to **active and informed participation** on issues relating to their housing, including in policy making and development. The UN notes that the 'frequent exclusion and marginalisation of [people] with disabilities often mean that they are rarely consulted when new housing structures or neighbourhoods are developed …'.[28] The Special Rapporteur on adequate housing (2017) emphasised that housing should not only be physically and economically accessible to people with disability but that they should also be able to effectively participate in the community where they live,[29] highlighting the relationship between adequate housing and inclusive communities.

The CRPD

The purpose of the CRPD is to 'promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity'.[30] This includes the right to adequate housing. The CRPD articulates human rights in the context of the specific needs and experiences of people with disability. Article 28 of the CRPD requires States to safeguard and promote the realisation of the right to adequate housing without discrimination on the basis of disability.[31] Applied in the broader context of CRPD rights and principles, the right to adequate housing for people with disability is intrinsically linked to the realisation of the following rights and obligations:

- **Article 9 – Accessibility**: requires States to identify and eliminate obstacles and barriers to accessibility to enable independence and full participation in all aspect of life, giving specific regard to housing.
- **Article 12 – Equal recognition before the law:** recognises that people with disability enjoy legal capacity on an equal basis of others, requiring States to take appropriate measures to enable people with disability to exercise legal capacity. This includes in the context of choosing, making decisions and entering transactions about where to live and with whom.
- **Article 19 – Living independently and being included in the community:** recognises the equal right of people with disability to live in the community with choices equal to others. States are required to take effective and appropriate measures to facilitate the full enjoyment of this right and the inclusion and participation of people with disability in the community. This includes ensuring that people with disability have choice and control over their place of residence and who they live with and have access to a range of support services to facilitate living and inclusion in the community to prevent isolation and segregation. The right to

[28] Ibid.
[29] See Leilani Farha, *Report of the Special Rapporteur on adequate housing as a component of the right to an adequate standard of living, and on the right to non-discrimination in this context,* UN Doc A/72/128 (12 July 2017).
[30] *CRPD* (n 2) art 1.
[31] Ibid 28.

choose one's residence is also a universal freedom associated with the right to adequate housing.[32]

Realising the right to adequate housing for people with disability, inclusive of safe, affordable and accessible housing options, is integral to the process of deinstitutionalisation,[33] and the transition away from group home settings.

Notably, the CRPD builds on the social model of disability[34] by establishing a human rights model which embraces disability as a natural part of human diversity, defining limitations imposed by social and physical environments as infringements on people's rights.[35] The social and human rights model of disability are complementary in nature and inform a rights-based and person-centred approach to policy, program and service development and implementation for people with disability, as well as the design and development of housing, neighbourhoods, and communities.

1.4 Current Accessibility Standards

The voluntary LHD Guidelines – released in 2010 - establishes three performance levels for housing accessibility: silver, gold and platinum. The silver level focuses on basic structural and spatial elements that ensure the future flexibility and adaptability of a home to avoid costly modifications later. However, silver level does not require the inclusion of a bedroom or shower at entry level - an important accessibility requirement featured in gold and platinum level.

In 2023, the NCC was updated to include minimum accessibility requirements for residential development based on silver level LHD Guideline requirements. In practice this means reducing steps where possible, more space in the bathroom, wider doorways and providing for future adaptions such as grab rails.

The Australian Building Codes Board (ABCB) published the mandatory LHD Standard which has been adapted from silver LHD Guideline requirements. All jurisdictions except New South Wales (NSW) and Western Australia (WA) have adopted the mandatory LHD Standard. The ABCB has also published a voluntary LHD Standard (Beyond Minimum Standard) which has been adapted from gold level.

The SDA Design Standard sets out design requirements for SDA dwellings - a form of accommodation funded by the National Disability Insurance Scheme (NDIS) for participants who need specialist housing solutions in response to extreme functional

[32] UN Habitat, 'The Right to Adequate Housing (Fact Sheet, Office of the United Nations High Commissioner for Human Rights) Fact Sheet No 21 (Rev. 1) 3 <FS21_rev_1_Housing_en.pdf (ohchr.org)>.
[33] United Nations Committee on the Rights of Persons with Disabilities, *Guidelines on deinstitutionalization, including in emergencies (2022)*, UN Doc CRPD/C/5 (9 September 2022) [32]-[33]; Leilani Farha, *Report of the Special Rapporteur on adequate housing as a component of the right to an adequate standard of living, and on the right to non-discrimination in this context,* UN Doc A/72/128 (12 July 2017) [17]-[19].
[34] The social model of disability recognises that disability is a result of the physical, attitudinal, communication and social barriers that have been built into society. The social model of disability acknowledges disability as form of socially created oppression and focuses on removing these barriers to ensure people with disability can participate as equal members of society, without minimising or denying the reality of impairment or it's impacts.
[35] Anna Lawson and Angharad E. Beckett, 'The social and human rights models of disability: towards a complementarity thesis' (2021) 25(2) *International Journal of Human* Rights 351 quoting Rehabilitation International, 'UN Convention on the Human Rights of People with Disabilities
: Ad Hoc Committee Seventh Session – Daily Summaries' (on file with the authors) (24 January 2006).

impairment or very high needs.[36] However, this only benefits a small proportion of people with disability.[37]

The *Disability (Access to Premises – Buildings) Standards 2010 (Premises Standards),* made under the *Disability Discrimination Act 1992* (DDA), create standards with the objective of ensuring 'dignified, equitable, cost-effective and reasonably achievable access to buildings, facilities and services within buildings, is provided for people with disability'.[38] However, these only apply to specific types of buildings including those with one or more bedrooms used for *rental accommodation.*

There are a range of other requirements to support the delivery of accessible housing across Australia. However, these are often voluntary, differ across jurisdictions, or only apply to certain housing types.

Furthermore, current standards generally emphasise physical access and do not necessarily take a 'cross-disability' approach to support the diverse needs of people with disability. Compliance is too often seen as the baseline requirement and a risk that the design team must mitigate against, rather than a design choice to benefit the people with disability who will eventually use or visit the spaces being created.

In Australia, there is currently no holistic set of guidelines and standards that define an implementable, progressive approach to design truly accessible and inclusive housing communities. Equipping designers, builders, and developers with a set of standards and a new framework for accessibility-forward design can drastically improve housing quality and housing options for all people.

1.5 The Disability Royal Commission

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Royal Commission) found that people with disability face multiple barriers to securing housing that is accessible, secure, appropriate and safe. People with higher support needs currently have fewer options in relation to fully inclusive homes and living. They may be denied autonomy and choice over aspects of their daily life and have limited opportunities for meaningful participation in the community.

The research report on the Economic cost of violence, abuse, neglect, and exploitation of people with disability (commissioned by the Royal Commission) estimated that at the time of the report 554,000 people with disability were living in insufficiently accessible housing resulting in poorer quality of life, with an annual economic cost to society of approximately $4.3 billion.[39]

[36] National Disability Insurance Agency (2022) *Specialist Disability Accommodation Guidelines, pp 2–3.*
[37] At 30 September 2023, 23,277 active NDIS participants had SDA supports in their NDIS plans, approximately 3.7% of all participants (total number of participants in the scheme at 30 September 2023 was 631,529): National Disability Insurance Agency, *NDIS Quarterly report to disability ministers* (30 September 2023) 55.
[38] *Disability (Access to Premises – Buildings) Standards 2010* (Cth) s 1.3(a).
[39] James Vincent et al, 'Economic cost of violence, abuse, neglect and exploitation of people with disability' (Research Report, Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, February 2023) 54 < Economic cost of violence, abuse, neglect and exploitation of people with disability | Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability>.

The Royal Commission made a number of recommendations to address housing issues including *Recommendation 7.35 - to increase the availability and supply of accessible and adaptive housing for people with disability through the NCC*. It recommended that all State and Territory governments commit to increasing the availability and supply of accessible and adaptive housing for people with disability by:

- adopting the mandatory LHD Standard, and developing a plan for the full implementation of the Standard, including timeframes and outcomes measures
- adopting the voluntary LHD Standard for all new social housing dwellings
- auditing the demand for, and accessibility of, current crisis housing (including domestic violence refuges and natural disaster crisis accommodation) to determine the appropriate amount, location and cost of crisis housing required to meet the needs of people with disability and set appropriate targets for new crisis housing that meets the voluntary LHD Standard.

These draft Guidelines have been prepared in the context of the Royal Commission's recommendation, as well as related recommendations for including reforming the group home model while increasing access to alternative, inclusive housing options for people with disability with higher support needs.

1.6 Aims of the Draft Guidelines

The goal of these draft Guidelines is to define a set of standards for those involved in the design and development of residential housing to incorporate the accessibility needs of a diverse community of people with disability, while creating implementable tools for a range housing types and serving as a springboard for housing success and increased creativity in inclusive building design.

The draft Guidelines are purposefully aspirational; rooted in what is implementable today, whilst striving towards a future where all places are universally designed and inclusion is the norm. Guidance to enhance inclusion and accessibility throughout the design and development process is provided, addressing everything from design team and site selection, through to physical spaces, mobility and reach, amenities, outdoor spaces, on-site staffing, and resident supports.

Choice and self-determination – *deliver housing and supports for people with disability that enables self-determination*

A clear recommendation of the Royal Commission is to reform the group home model while increasing access to alternative, inclusive housing options for people with disability with higher support needs. The draft Guidelines seeks to support this recommendation by, not only setting out standards for the design of accessible housing, but identifying ongoing opportunities (including at the operational stage) to encourage greater independence, choice and self-determination for people with disability in how and where they want to live.

Build on existing standards - *Existing accessibility standards form the basis of the design guidelines*

These draft Guidelines have been prepared in the context of the Australian regulatory and policy system to ensure they integrate with and complement other key policies such as the NCC, LHD Guidelines, SDA Standards and other relevant policies. In this way they build on existing minimum requirements, with opportunities for additional benefits or greater flexibility and innovation built into the design process.

Cross Disability - *support access and inclusion for the broad and diverse needs of people with disability*

A cross-disability approach provides elements that are specific to individualised access needs and others that benefit a diverse range of disabilities. Historically, accessible design standards focused on physical and mobility access. More recent standards have started to include considerations for blind, deaf, and cognitive disabilities, as well as specific needs such as autism and psychosocial disabilities. However, a consolidated set of guidelines is needed that integrates all types of disabilities and considers the intersection of disability with other attributes of identity. This approach recognises that one size does not fit all and encourages project teams to deliberately, and creatively consider multiple users when designing residential developments.

Multidimensional - *address the many elements of housing development that impact access and inclusion*

Discussions on accessibility in housing development are largely limited to physical spaces, often considered too late in the design process, at specific stages, or among certain project team members only. These draft Guidelines encourage design and development teams to consider strategies at all phases of the project to support accessibility and inclusion that accommodates more people. They aim to anchor access and inclusion as fundamental, throughout housing design and operation, and by all members of a team or community, and support team members to recognise and address multiple dimensions of a housing and community needs, understanding conflicts and creating solutions that address residents' access needs.

Implementable - *provide design guidance that can be immediately adopted into projects while evolving over time*

These draft Guidelines are intended to be simple, digestible, and recognise that design goals addressing access and inclusion are complex and evolving. There will be opportunities for feedback and refinement of the draft Guidelines over time as projects implement them and residents experience their effects. The Guidelines and accompanying self-certification tool are intended to be immediately usable by project development teams, including funders, designers, project managers, city officials, community members, engineers, and owners regardless of previous experience with accessibility standards.

Value Creation - *disability-forward design supports better, more efficient, equitable places for everyone*

The draft Guidelines have been developed to support value creation for community members. Too often accessibility is seen as a risk or cost to housing projects. The draft Guidelines seek to embed access and inclusion as a fundamental design strategy and an opportunity for value-creation in a resident-centred approach. They mitigate the risk of needing to adapt or modify homes in the future, creating more cost-effective outcomes, and incorporating community-based housing for people with and without disability. They encourage innovation, creativity, and create better homes and opportunities for everyone including opportunities to introduce inclusivity and accessible even where strict compliance with existing regulations may not be possible (eg. in heritage-listed building).

Rights-based approach – *the rights of people with disability are upheld and promoted.*

The draft Guidelines have been guided by a rights-based approach and have been designed with the rights and obligations contained within the CRPD in mind. At their core, they aim to reduce physical and social barriers to accessible and inclusive housing for people with disability in Australia. The focus on inclusion takes the element of accessibility a step further by embedding the broader conceptual underpinning of the CRPD into the guidelines to create genuinely inclusive communities, where people with disability have choice and control to determine the course of their lives and participate in their communities on an equal basis as others. The draft Guidelines illustrate how to apply and achieve universal design,[40] whilst also addressing intersectional components of the right to adequate housing such as affordability, location, and habitability.

Despite the voluntary nature of the draft Guidelines, they demonstrate practical ways for all stakeholders across the housing landscape to consider innovative ways to achieve the goal of accessible housing in the design and development of housing solutions, recognising the role the housing sector can play in promoting the rights of people with disability.

Intersectionality – *design that recognises the importance of addressing intersectional needs to improve housing outcomes.*

The draft Guidelines incorporate intersectional benefits alongside affordability options, considerations equality, sustainability, and a better resident experience. Considering intersectionality in universal design is important to ensure housing is genuinely inclusive and to address discrimination and existing barriers to improve housing outcomes for a diverse range of people.

[40] Note general obligation under article 4(f) re UD.

1.7 Are the draft Guidelines voluntary?

Yes, the draft Guidelines are voluntary only and are supported by a self-certification tool. Essential elements in the draft Guidelines are based on minimum standards in the NCC and other statutory policies. They are supported by a self-certification tool Further information is provided in Section 4 - Implementation

1.8 Advisory Panel

An Advisory Panel with lived experience with disability and/or experience and skills in universal design and inclusivity has provided expert input into the draft Guidelines. Thank you for your input.

University of Technology Sydney	Phillippa Carnemolla - Associate Professor School of Built Environment, Faculty of Design Architecture and Building
University of Tasmania	Lisa Stafford - Adjunct Senior Research Fellow, School of Geography, Planning and Spatial Sciences
Council for Intellectual Disability	Jim Simpson - Senior Advocate
National Ethnic Disability Alliance	Dwayne Cranfield - Chief Executive Officer
Disability Advocacy Network Australia Ltd (DANA)	Jeff Smith - Chief Executive Officer Siobhan Clair – Policy Officer
People with Disability Australia	Joanna Yates – Senior Manager, NSW Policy
Australian Human Rights Commission	Rosemary Kayess, Disability Discrimination Commissioner
New South Wales Government Architects Office	Emma Kirkman – Principal Design Review Brindha Kugan – Senior Design Advisor

1.9 Project Working Group

Thank you to the members of the Project Working Group for your hard work and contribution.

Kim Samuel – Urban planner and housing and policy professional, KSPA Planning + Advisory

Alexandra Dunn - Policy Adviser, Disability Rights, Australian Human Rights Commission

David Turner – Director, Data and Analytics, NSW Department of Planning Housing and Infrastructure

Sophia Rinaldis - Sophia Rinaldis, Director, Disability Rights, Australian Human Rights Commission

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2 What type of development do the draft Guidelines apply to?

2.1 Housing Types

Defining the types of housing to which this draft Guideline applies is tricky. On one hand, it is important that the draft Guideline be as broad as possible, to ensure it captures as many types of housing options as possible and supports greater housing choice for people with disability. On the other hand, to be effective and implementable, the draft Guideline cannot cover all types of accommodation, particularly buildings specifically designed for short-term accommodation such as hotels.

This is further complicated by the presence of multiple housing type definitions across different jurisdictions, as well as the need to align the draft Guidelines with minimum regulatory standards in the NCC and other statutory policies.

The Australian Bureau of Statistics (ABS) uses housing standards to collect consistent information about how we live in Australia. It defines a dwelling as 'a suite of rooms contained within a building or structure in which people can live'. To meet this definition, a dwelling must have cooking and bathing facilities.'[41] This has been used as the basis for defining the housing types to which the Draft Guidelines apply.

In other words, the draft Guidelines are intended to apply to residential development designed with facilities that allow a person to live in a home for a reasonable length of time. This includes the following housing types:

Table 1 Housing types

Housing type	Description	NCC Classification
Traditional housing types		
Separate houses	A building containing only one dwelling with no common walls (or floors) to any other dwellings ie. a typical stand-alone dwelling house.	Class 1A
Attached houses	Two or more dwellings with common walls. Includes townhouses, terrace houses, semi-detached dwellings, row houses, and dual occupancies	
Flats, units or apartments	Two or more dwellings where one dwelling is located above another. This may include shop to housing where dwellings are located above ground floor non-residential uses.	Class 2

[41] Australian Bureau of Statistics 2021) *Census Dictionary, Glossary, Dwelling Type*

Other housing types		
 Secondary dwellings	A self-contained dwelling that is on the same lot of land as the primary dwelling including those located above garages and garage conversions.	Class 1A
 Shared housing	Housing that is specifically designed to accommodate shared living arrangements. Kitchen and/or bathroom facilities may be accommodated in individual rooms, and/or common shared facilities. Examples include boarding houses, student accommodation, hostels and group homes.	Class 1B of Class 3

Hospitals, prisons and nursing homes

Although prisons, hospitals and nursing homes can provide relatively permanent forms of accommodation, the Draft Guidelines are not intended to apply to these development types as they have unique characteristics and requirements, and do not lend themselves to supporting independent living on which the Draft Guidelines is focused.

However, the Draft Guidelines are intended to apply to:

- a residential part of a health-care building which accommodates members of staff; and
- a residential part of a detention centre.

2.2 Purpose or use of different housing types

Some of the housing types to which this Draft Guideline apply may ultimately be used for other purposes (eg. visitor and tourist accommodation). However, the use of the housing should not preclude the application of these Draft Guidelines to the design of the dwelling(s). This supports greater housing choice for people with disability and integrates flexibility into the way we design and use housing for different purposes depending on the demand or need at the time.

Similarly, the Draft Guidelines apply to all housing types listed above even if used for a specific housing purpose or group of people. Examples include housing uses as group homes, emergency or crisis accommodation or student accommodation.

Under the National Disability Insurance Scheme (NDIS), group homes are identified as a form of accommodation that is 'distinguished from other houses by having four or five long-term residents' and where services and supports are provided to residents with disability[42]. In this regard, a group home can be accommodated in most housing types listed above including separate houses, attached houses and shared housing.

[42] *National Disability Insurance Scheme (Specialist Disability Accommodation) Rules 2020,* sch 1 s 1(4).

The Royal Commission found that current practices in group homes failed to realise the rights of people with disability under Articles 19 and 28 of the CRPD. It recommended reforms to the group home model and increased options for, and supply of, inclusive housing for people with disability.[43] This Draft Guideline seeks to promote the delivery of more diverse and inclusive housing options, providing greater choice for people with disability in where and how they want to live.

Similarly, crisis and emergency accommodation is intended to house people for a short period following an emergency, whilst transitional accommodation is intended to provide a medium-term housing solution until a household can secure a more permanent home.[44]

Increased climate emergencies and lack of affordable housing mean that there is an increased demand for this type of housing. The number of NDIS participants self-reporting they were living in short-term crisis accommodation has increased steadily each year. However, the lack of accessible housing options fails people with disability at a time when they are experiencing significant risk and need.[45] Crisis, emergency and transitional housing can be accommodated in any of the housing types to which this Draft Guideline applies.

This Draft Guideline applies to accommodation for the aged, children or people with disability.

Student housing associated with universities *is* included within the dwelling types to which the Draft Guidelines apply. This provides an important form of independent residential accommodation for adults and should be accessible to all students with all types of abilities and needs.

Whilst the guidelines may be considered in relation to the residential part of a school, consideration of other requirements, and flexibility in applying the Draft Guidelines, may be appropriate for school-based residential accommodation. School-based residential accommodation is generally catered towards children who may not have as much independence as would be expected for adults, and where a greater degree of supervision may be appropriate.

2.3 Tenure

Whilst the housing tenure should not impact the application of these Draft Guidelines, dwelling type is linked to housing tenure and legal right a person may have to occupy a place.[46] In addition, the Draft Guidelines are not only focused on the way that housing is designed, but also the ways we can support inclusivity during the operational stages of residential developments. This is particularly relevant to rental housing.

[43] Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (2023) *Final Report Part C: Inclusive education, employment and housing*
[44] See Legislative Council Legal and Social Issues Committee, Parliament of Victoria, *Inquiry into Homelessness in Victoria*, Final report, March 2021, p 19
[45] Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (2023), *Final Report* < https://disability.royalcommission.gov.au/publications/final-report-executive-summary-our-vision-inclusive-australia-and-recommendations>
[46] *Wollondilly Shire Council v 820 Cawdor Road Pty Ltd* [2012] NSWLEC 71

Any of the housing types to which the Draft Guidelines apply can be provided as across range of tenures including homes owned with or without a mortgage, rental housing (including build-to rent housing), social housing and affordable housing. The Draft Guidelines relates to all housing types above that provide a self-contained form of accommodation on a reasonably permanent basis regardless of the tenure type.

Figure 1 Housing tenure

Source: Australian Government Department of Social Services (2023) *National Housing and Homelessness Plan and Issues Paper*

Social housing is government-subsidised short and long-term rental housing for people on low incomes. Social housing is made up of public housing, owned by State and Territory Governments, and community housing which is managed and often owned by not-for-profit organisations.

Source: Australian Housing and Urban Research Institute (2023), What is the difference between social housing and affordable housing - and why do they matter? <https://www.ahuri.edu.au/analysis/brief/what-difference-between-social-housing-and-affordable-housing-and-why-do-they-matter>

Affordable housing is housing that is appropriate for the needs of a range of very low to moderate income households and priced so that these households are also able to meet other basic living costs such as food, clothing, transport, medical care and education. As a rule of thumb, housing is usually considered affordable if it costs less than 30% of gross household income. Although affordable housing is sometimes available for purchase, it is most commonly available for rent. Affordable rental housing may be owned by private developers or investors, local governments, charitable organisations or community housing providers. It is usually managed by not-for-profit community housing providers, and sometimes by private organisations.

Source: NSW Department of Communities and Justice, Wha is affordable housing? https://www.facs.nsw.gov.au/housing/help/ways/social-housing

Security in the private residential tenancy sector is an important factor for creating inclusive housing and enabling residents to form long-term connections to their homes and communities.

All states and territories have enacted residential tenancies legislation. The legislation is based on a consumer protection philosophy, giving tenants a guaranteed minimum level of rights and imposing commensurate obligations on the owners or managers of the

rental property. The legislation generally applies whether the tenant is in private rental housing, social housing or affordable rental housing. This offers tenants a greater protection against eviction and longer periods of notice to vacate premises. In most jurisdictions it also provided access to what are intended to be relatively prompt, informal and inexpensive tribunals, such as the NSW Civil and Administrative Tribunal (NCAT) to resolve disputes between landlord and tenant.

Of particular significance for people with disability, the legislation does not generally offer protection for people who board (defined as those who are provided with lodging and meals by the owner) or lodge (defined as those who occupy premises owned or leased by another who resides there and retains control).[47] Legislation in this form therefore denies protection to a class of occupants whose rights are limited and precarious.[48]

Residents of boarding houses for example have significantly fewer rights than tenants because they are expressly excluded from the residential tenancies legislation.[49] In general, the rights of occupants of this form of accommodation fall significantly short of rights conferred on tenants by residential tenancies legislation. In NSW, for example, the rights and obligations of a proprietor and a resident are governed by 'occupancy principles'.[50] There is nothing in the NSW legislation protecting an occupant's security of tenure other than the vague requirement of reasonable written notice. [51]

Residents of group homes are unlikely to be entitled to the protections tenants have under the residential tenancies legislation of the states and territories. This is because they are likely to be classified as boarders rather than tenants.

Tenancy reform that enhances security of tenure in the mainstream private rental market is a national housing priority policy area in the National Housing and Homelessness Agreement (NHHA). The Productivity Commission review of the NHHA has acknowledged that security of tenure is especially important for people with long-term needs, or those who require modifications to their home, such as people with disability. [52]

As these Draft Guidelines apply to the operation of residential development – not only the design phase – it is possible to influence greater security of tenure.

[47] *Residential Tenancies Act 2010* (NSW) s8(1)(c). For the meaning of 'boarder' and 'lodger', see *Roberts v Waverley Municipal Council* (1988) NSWLR 423 [430]; *Noblett & Mansfield v Manley* [1952] SASR 155 [158]; *Commissioner for Fair Trading v Voulon* [2005] WASC 229 [59], [82].
[48] Adrian Bradbrook, 'Creeping reforms to Landlord and Tenant Law: the case of boarders and lodgers' (2004), 10(3), *Australian Property Law Journal,* pp 157, 158.
[49] See, for example, *Residential Tenancies Act 2010* (NSW) s 8(1)(c).
[50] *Boarding Houses Act 2012* (NSW) s 30, sch 1.
51 Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (2023) *Final Report Part C: Inclusive education, employment and housing*
[52] Productivity Commission, *In need of repair: The National Housing and Homelessness Agreement*, Study report, August 2022

3 Redefining walkable neighbourhoods

'There is more to walking than walking.' Jah Gehl[53]

Walkable neighbourhoods are those that are pedestrian focused, affording people the choice and opportunity to move about safely and effortlessly to services, facilities, and transport in their neighbourhood without the use of a motor vehicle[54].

Different cities around the world have adopted the 'walkable neighbourhood' model to support the delivery of more homes within walking distance of key facilities and services. For example, Principle 5 of Plan Melbourne is 'Living locally – 20-minute neighbourhoods' and is defined as '*the ability to meet most of your everyday needs within a 20-minute journey from home by walking, cycling, riding or local public transport*'. A similar concept – the 15-minite city - is set out in the NSW Future Transport Strategy 2061.

Figure 2 20-minute city neighbourhood - Plan Melbourne 2017-2050

A key benefit of implementing a walkable neighbourhood is the creation of inclusive, vibrant and healthy neighbourhoods that promote strong sense of place, social cohesion and community connections. However, the walkable neighbourhood concept has the potential to entrench spatial inequality, particularly in relation to people with disability.

The distance used in measuring a walkable neighbourhood is underpinned by an assumption of an adult able-bodied walker. This does not account for human diversity, such as children, parents pushing prams, people with disability, and older people. [55]

[53] Gehl, J.. *Good Cities for Walking*, (2011) Accessed 24 March 2024 http://sf.streetsblog.org/2011/06/14/danish-architect-jan-gehl-on-good-cities-for-walking/.
[54] Owen, N. et al, 'Environmental Influences on Physical Activity' (2004) *Perspectives* 6:1–46; Owen, N. et al. 'Neighbourhood Walkability and the Walking Behaviour of Australian Adults' (2007) *American Journal of Preventive Medicine* 33 (5): 387–95; Hooper, P. et al. 'Evaluating the Implementation and Active Living Impacts of a State Government Planning Policy Designed to Create Walkable Neighbourhoods in Perth, Western Australia.' (2013) *American Journal of Health Promotion* 28 (sp3): S5–18.
[55] Lisa Stafford & Claudia Baldwin, 'Planning Walkable Neighborhoods: Are We Overlooking Diversity in Abilities and Ages?' (2018) *Journal of Planning Literature*, Vol. 33(1) 17-30

While an average range of distances from home to transport facilities such may provide guidance for land use and transport planning decisions, the robustness and general application of these measurements – generally 400m and 800m catchments - has been questioned[56]. Calculation of time and distances to these thresholds are based on average adult walking speed (1.22m/second).[57]

This raises questions about who is ignored by the traditional pedshed and the omission of influences other than distance - such as walking speed, topography, weather, and the presence of continuous footpaths,[58] as well as tree canopy and street furniture. Older adults often walk at speeds much less than the average speeds used to calculate thresholds.[59] Likewise, people with mobility impairments walk at an average speed of 0.63 to 0.81m/second.[60]

Approaches that plan and design for diversity achieve environments that are beneficial and more usable for all members of the community.[61] Therefore, consideration of the site location for delivering inclusive and accessible communities is as important as how the homes are designed. In particular, consideration should be given to how the site relates to the surrounding street and pedestrian network, the quality of the surrounding pedestrian environment and proximity to services and facilities.

These draft Guidelines include 'Site Selection' as a fundamental element in the Design Process stage. In addition, elements which consider the development site's access to useable pedestrian footpaths with shallow grades and wide pavements (as well as other design elements) is included in the 'Site' design category. This ensures that access to essential services and facilities for people living in an inclusive community is measured not only by the distance to these services and facilities, but also by the quality and accessibility of the pedestrian environment used to reach them.

Whilst the 400m and 800m catchments have been used to consider access to services such as public transport, open space and health facilities, this has been qualified by the need to provide appropriate slopes, width and rest stops for people with disability along key accessible footpaths to ensure they can reach essential facilities.

[56] El-Geneidy, A. et al. 'New Evidence on Walking Distances to Transit Stops: Identifying Redundancies and Gaps Using Variable Service Areas.' (2014) *Transportation* 41 (1): 193–210.
[57] Dumbaugh, E. 'Designing Communities to Enhance the Safety and Mobility of Older Adults: A Universal Approach.' (2008) *Journal of Planning Literature* 23 (1): 17–36.
[58] Lisa Stafford & Claudia Baldwin, 'Planning Walkable Neighborhoods: Are We Overlooking Diversity in Abilities and Ages?' (2018) *Journal of Planning Literature*, Vol. 33(1) 17-30
[59] Dumbaugh, E. 'Designing Communities to Enhance the Safety and Mobility of Older Adults: A Universal Approach.' (2008) Journal of Planning Literature 23 (1): 17–36.
[60] Oxley, J. et al. 'Safety of Older Pedestrians.' (2004) *In Transportation in an Ageing Society: A Decade of Experience*, 44–55.
[61] R. L. Mace Universal Design Institute 1997

4 Who should use the draft Guidelines?

The draft Guidelines are intended to be used by anyone involved in designing, delivering or managing housing in Australia. This could include:

- Design professionals such as architects, interior designers, engineer, access consultants, heritage experts and urban planners amongst others
- Developers including from those delivering small-scale to large-scale developments
- Property managers including Community Housing Providers
- Policy professional including those developing new standards and guidelines for residential development
- Home owners including those renting out their properties or undertaking renovations
- Building certifiers

5 Approach

The Draft Guidelines breaks down design choices, development processes, and operation strategies into Elements. **Elements** are then categorised by **Design Categories, Impact Areas, and Additional** Benefits as follows.

5.1 Design Categories

Choices throughout the development, design, and operations process impact access and inclusion. Each part of phase of the process in the Draft Guideline is defined as a **Design Category**. Design Categories help outline when in the process an element can be implemented, and what member or part of the development that element sits within.

Design Process	Site	Building Components[62]	*Interior Spaces	Dwelling Units	Operations & Amenities[63]
Elements that the project team will utilise to support comprehensive access and inclusion goals for residents; everything from building the team to community engagement to processes that provide access and define an inclusive building program.	The proximity of residential development to public transport, services, accessible indoor and outdoor amenities, accessible public open space and employment, as well as the physical characteristics of the site itself to support easy access from the front door to accessible pathways surrounding the site.	Physical features that might occur both on the site and in the building, or in various types of interior and exterior on-site spaces. This includes interior features of the building, excluding the dwelling units. This includes spaces like the lobby, corridors, and common rooms and amenities, as well as accessible walkways through buildings or amenities, and opportunities for usable outdoor spaces like gardens, playgrounds, or gathering spots.	Interior features of the building, excluding the dwelling units. This includes spaces like the lobby, corridors, and special rooms like mailrooms, and gyms, as well as broader ideas about overall design approaches and program elements for the building.	Specific room-by-room features that improve the interior of the dwelling units for residents. Features provide guidance to the project team for design of the overall dwelling unit.	Operations guidelines, building staffing, on-site services, and resident experiences. Services that create connections between residents and the community that feel natural to the resident and are centred on the resident's housing goals.

[62] These Design Categories are generally only applicable to housing types with common areas or shared facilities including apartment buildings and shared housing. It may also be applicable to some types of attached housing such as townhouses which have common areas of communal open space, shared parking areas and similar amenities.
[63] This Design Category is generally only applicable to rental housing including social and affordable housing and shared housing.

5.2 Impact Areas

As the Draft Guidelines are designed to support cross-disability accessibility, each element supports one or more impact areas. These impact areas are intentionally not named after a diagnosis or type of disability, but instead link to access needs that different design or program choices can support.

 Cognitive Access	Individuals who process information differently, who have alternative language reception and/or communication preferences and needs, who need items or materials presented in different ways or speeds of information, and/or who use supports in understanding and content retention, information processing, and decision making or choice selection. Includes wayfinding support for memory or orientation.
 Mobility & Height	Individuals who have limited use of their limbs, limited range of motion or dexterity, who use mobility supports (eg. wheelchairs; scooters; walkers; canes; grab bars), who are of short stature, and/or who use assistive tools (eg. reachers, step ladders, stools, etc.) to access spaces.
 Hearing & Acoustics	Individuals who are hard of hearing, use hearing supports and devices to engage in surrounding environments (i.e., voice amplification devices, hearing aids, video relay services, cochlear implants, ASL, etc.), and/or who have auditory sensory sensitivities.
 Vision	Individuals who are blind, who have low vision, and/or who use visual supports and devices to engage in surrounding environments (eg. braille, screen readers, magnifiers, lightboxes, etc.). This can also include people with high sensitivity to glare, or rapid changes in light levels.
 Health & Wellness	Individuals who have chronic health conditions, who have allergies and chemical sensitivities, are immunocompromised, and/or regularly utilise medical and/or therapeutic services. Aspects of the building that promote wellness for all, such as connection to nature and natural light, are also included.
 Support Needs	Individuals who use support services in their home and/or the community including but not limited to: direct support professionals, health aides, nursing support, behavioural supports, and individualized therapies. Can also include individuals using in-house family support for mobility or other assistance.

5.3 Additional Benefits

Choices made to support the accessibility and inclusion of individuals with disability result in greater benefits and better housing for all people. All elements in the Draft Guidelines advance multiple and various benefits for diverse groups of residents and neighbours, but some elements are specific to the following additional benefits.

 Affordability	People aged 15-64 with a disability are twice as likely to be unemployed as those without a disability and are more than twice as likely to be in financial stress as those without a disability.[64] An individual reliant on the disability support allowance as their primary source of income[65] would have to spend almost of their allowance on rent if renting in the private market.[66] Elements that meet additional affordability goals support project feasibility and increased affordability goals.
 Equality	Focusing housing delivery on the marginalised groups is essential to expanding inclusion and access. Elements address specific ways to increase diversity strategies in design and operation, broad equality goals, accessibility and inclusion for Indigenous, Culturally and Linguistically Diverse (CALD), and LGBTIQA+ individuals, and strategies to support the inclusion of individuals with intersectional identities.
 Environmental sustainability	Choices made to improve materials selection, climate reducing strategies, daylighting, site selection, space planning, and overall design; often achieving sustainability and environmental impact goals. Beyond providing direct impacts with healthier environments and reduced energy costs for all residents, environmental sustainability approaches even provide positive externalities to the greater society, including community members with disability.
 Safety	Design strategies that support access and inclusion not only keep residents with disability safe but support overall community safety in and around the building. More navigable spaces, safe walking surfaces, good lighting, clear communication systems, robust staffing, and community-based programs all help keep people safe in their homes and communities.
 Beauty & Better Design	Inclusive and accessible design provides an opportunity for creativity, innovation, and rethinking spaces in a more identity-rich, resident-centred way. A focus on sensory related access creates spaces with increased harmony. Wayfinding strategies make for more graceful navigation. Cross-disability inclusion builds more interesting and meaningful communities. Elements support diverse definitions of design, housing innovation, beauty in placemaking, and experiences that improve the lives of all residents.

[64] The South Australian Centre for Economic Studies, University of Adelaide for the Department of Social Services (2021), *Disability Employment Landscape Research Report*
[65] https://www.servicesaustralia.gov.au/payment-rates-for-disability-support-pension?context=22276
[66] Based on the median rent across Australia at February 2023 noting significant variance between States and Territories and regional rents and capital cities. Source: ABS, New insights into the rental market 24/04/2023

6 Implementation

6.1 Scoring Approach

The draft Guidelines are **voluntary only** and are supported by a self-certification tool. Essential elements in the draft Guidelines are based on minimum standards in the NCC and other statutory policies, as well as key accessible requirements that will limit the need to retrofit housing for accessibility. The draft Guidelines are supported by a self-certification tool.

All housing types set out in **Section 2** can be certified using the draft Guidelines. Development teams can score their project comprehensively and use 'Exemplary Badges' in specific impact areas. There are also opportunities for focused certification, especially for projects already developed or addressing access and inclusion in a more limited scope of Design Categories (eg. renovations or upgrades to existing buildings or buildings with constraints such as heritage which limit the scope for major changes). Scoring supports cross-disability accessibility across all Design Categories with Exemplary Badges for impact areas to support a project's ability to showcase their efforts to increase access in innovative ways, for target communities, or within certain phases of design.

6.2 Full Certification

Projects can either become certified by meeting Essential Elements or achieve a higher certification level of Silver, Gold, or Platinum by implementing more elements in each Design Category, as shown below.

Category	Essential	Silver	Gold	Platinum	Platinum Plus
Design Process	6	+10	+8	+9	+4
Site	29	+52	+60	+27	+8
Building Components	15	+44	+36	+21	
Interior Spaces	13	+34	+20	+9	
Dwelling Units	36	+45	+70	+57	+36
Operations & Amenities	6	+22	+14	+9	+8
Points	**105**	**106 - 207**	**208 - 415**	**416 - 547**	**>547**

6.3 Exemplary Badges

Exemplary Badges can be achieved in design or operation in addition to full certification. They allow projects to showcase their choice to emphasise strategies for a specific impact area. While cross-disability access is captured in the overall certification, and important for designing inclusive communities, Exemplary Badges demonstrate when certain projects have deployed additional features to support a target population or local need.

The below summarizes the required points in an impact area to be considered exemplary. Points can be distributed across any design categories.

Cognitive Access	Mobility & Height	Support Needs	Hearing & Acoustics	Vision	Health & Wellness
49	72	36	21	54	31

6.4 Focused Certification

Very often existing projects undertake a partial remodel, such as rehabilitation of all the dwelling units or a refresh of outdoor spaces. Other projects are impacted by constraints such as heritage significant which limit the opportunity to make significant changes to building elements. This does not mean that improved accessibility and inclusivity cannot be achieved. For these types of limited-scope projects, there are targeted opportunities to achieve excellence in accessibility and inclusion through a focused certification. Due to the underlying philosophy that an inclusive project can't happen without an inclusive process, scoring for all four types of focused certifications require a certified level of scoring in the design process category.

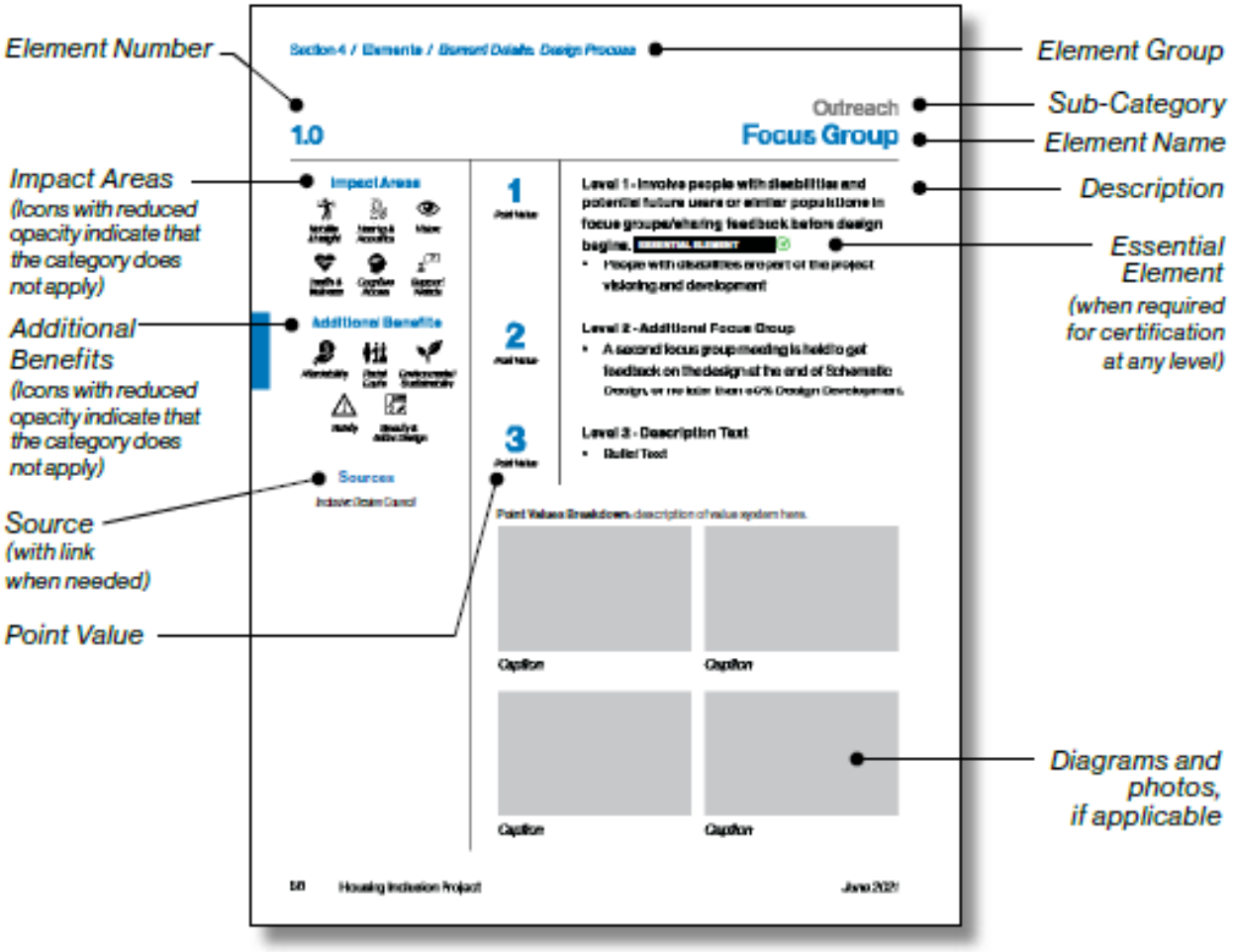
Category	Certified Site	Certified Interiors	Certified Dwellings	Certified Operations
Design Process	6	6	6	6
Site	29			-
Building Components	15	15	15	-
Interior Spaces	-	13	-	-
Dwelling Units	-	-	36	-
Operations and Amenities	6	6	6	6
Total	**56**	**40**	**63**	**12**

7 Elements

Overview

The elements are organized by Design Category and Impact Area. Each element includes additional details, access needs, additional benefits, imagery and source information. The element detail sheet shows how each element sheet is built and supports improved accessibility and inclusion.

Element Detail Sheet



1 Design Process

1.0 Site Selection

1.0.1	Point Value	Site selection Accessibility to pathways, services, facilities and transport
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL ELEMENT** **Consider the following key criteria in selecting development sites for delivery of inclusive and accessible residential communities:** - Site slope - Access to accessible footpaths that meet the criteria set out in Section 2.1 below. - Access to neighbourhood facilities at set out in Section 2.2 below. - Access to public transport as set out in Section 2.8 below.

1.1 Outreach

1.1.1	Point Value	Outreach Focus Group
Impact Areas	1	**ESSENTIAL ELEMENT**
Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs		**Level 1 - Involve people with disability and potential future users or similar populations in focus groups/sharing feedback before design begins.** - People with disability are part of the project visioning and development - Document the comments and requests and incorporate into the projects list of Universal Design goals - Possible methods: Confidential survey, design workshop, focus group, open meeting
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 – Additional Focus Group** A second focus group meeting is held to get feedback on the design at the end of Schematic Design, or no later than 50% Design Development 

Sources: *Housing Development Consortium, isUD, Mikiten Architecture, The Kelsey*

1.2 Team

1.2.1	Point Value	Team Universal Design Expertise
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**ESSENTIAL ELEMENT** **Level 1 - At least one member of the design team has been trained in disability accessibility and/or Universal Design (UD).**
Vision; Health & Wellness; Support Needs	2	**Level 2 - A professional UD expert is part of the core project team.** - Joins the team at the initiation of the project. - Customises UD goals based on any specific project population needs - Orients the team to the intentions and benefits of UD (owner, developer, contractor, architect, and all subconsultants) - Tracks UD elements incorporated into the project - Runs UD workshops - Reviews drawings to identify UD opportunities - Works with the building operator (f relevant) to identify Inclusion opportunities
Additional Benefits Affordability; Equality; Environmental sustainability	3	**Level 3 - UD expert is the main point of contact to coordinate the documentation and certification process**.
Safety; Beauty & Better Design	4	**Level 4 - UD expert is the project owner, developer, or architect.**

Sources: *Enterprise Green Communities, isUD, Mikiten Architecture, The Kelsey*

1.2.2	Point Value	Outreach Universal Design Workshop
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Design team conducts at least one accessible design strategy workshop at the beginning of Schematic Design.** - Orients the design team to accessible, inclusive possibilities for the project and at least one team review workshop before 50% Schematic Design Phase drawings are complete. - People with disability are part of the project visioning and development - Document the comments and requests and incorporate into the projects list of UD goals - Possible methods: Confidential survey, design workshop, focus group, open meeting - Facilitated by accessibility/inclusion expert or trained professional  Virtual Design Workshop
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

Sources: *Mikiten Architecture*

1.2.3	Point Value	Team Design Education Process
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**ESSENTIAL ELEMENT** **Level 1 - Project team, including general contractor and engineers, has UD support materials** (eg. UD introductory manual, UD web links for research, Case Studies of successful accessibility/ inclusion projects
Vision; Health & Wellness; Support Needs	2	**Level 2 – Additional UD Workshops** - In addition to the above, UD expert conducts at least one project review meeting per project phase (Design Development, Construction Documents, Pre-Construction)
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	3	**Level 3 – Project General Contractor (GC) or Project Manager (PM) is involved in the UD Workshops listed above.** - By more deeply understanding the design intent, GC can offer strategies to include more UD elements more efficiently, thereby reducing costs - Improves likelihood that GC's or PM's field decisions won't inadvertently conflict with UD intent, especially when they are proposing substitutions for specified products that may no longer be available - If the GC or PM is not identified early in the design process, a separate workshop can be conducted with the GC/PM and stakeholders or other focus groups later in the design process for this credit

Sources: *Amy Pothier, isUD, Mikiten Architecture*

1.2.4	Point Value	Team People with Disability are Represented on the Project Team
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**ESSENTIAL ELEMENT** **Level 1 - People with disability are part of advisory groups/focus groups shaping the project with documented ability to shape and define the project** - Advisory or focus groups are people with lived experience assembled by the project team
Vision; Health & Wellness; Support Needs	2	**Level 2 – People with disability are paid consultants on the project team.**
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	3	**Level 3 – People with disability are full-time members of the project team and/or developer/owner team**. 

Sources: *The Kelsey*

1.3 Project Program

1.3.1	Point Value	Project Program Service Ready Housing
Impact Areas  Cognitive Access  Mobility & Height  Hearing & Acoustics  Vision  Health & Wellness  Support Needs **Additional Benefits**  Affordability  Equality  Environmental sustainability  Safety  Beauty & Better Design	1	**Involve a person/organisation who will be part of designing and delivering services in the project design process.** Early exploration of local connections can: - Lead to a richer array of services - Create early connections with service providers and other community members who could benefit the project through their input - Ensure that full services are defined early and ready to be offered even during the lease-up process

Sources: *Mikiten Architecture, The Kelsey*

1.3.2	Point Value	Project Program Community-Driven Security Planning
Impact Areas  Cognitive Access  Mobility & Height  Hearing & Acoustics  Vision  Health & Wellness  Support Needs **Additional Benefits**  Affordability  Equality  Environmental sustainability  Safety  Beauty & Better Design	1	**Building team and community advisors plans a holistic security program that supports resident and neighbours and includes community-led public safety efforts.** - Security planning includes future potential residents and existing neighbourhood residents in the process - Plan defines explicitly: security and safety staffing, use of cameras and other monitoring, building access controls, and policies around conflict resolution, de-escalation, and 3rd party interventions by police and police alternatives - Consider how security and safety program is: cognitively and physically accessible, culturally responsive and trauma informed and addresses how racism and ableism impact how safety and security protocols are carried out

Sources: *Mikiten Architecture, The Kelsey*

1.4 Education

1.4.1	Point Value	Education Resident Education
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Project development team creates accessible, inclusive design educational strategies.** - Education for residents on UD concepts and features, accessibility, and inclusivity - Support local public institutions, policymakers, and other organisations to understand and achieve access and inclusion - Outreach to nearby places and programs to share best practices and strategies

Sources: *The Kelsey*

1.4.2	Point Value	Education Case Study
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Project development team creates a case study document.** - For use in promoting other UD in other housing projects - For use in the draft Guidelines for sharing with future certification efforts

Sources: *Mikiten Architecture, The Kelsey*

1.4.3	Point Value	Education Construction Signage
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Property sign during construction includes useful project information:** - Active International Symbol of Accessibility logo - Hearing-impaired access information - Leasing contact phone numbers for the developer and/or operator - Phone number for the general contractor for reporting construction site problems - Includes information in braille where applicable. *With the new dynamic symbol of accessibility, the pictogram is of a person leaning forward in a wheelchair to mimic movement instead of a person sitting upright in a wheelchair. Also, the arm in the pictogram is up and behind the character's body to simulate a person operating the wheels of the wheelchair.* 

Sources: *The Corporation for Supportive Housing*

1.4.4	Point Value	Education Local Accessibility Advocacy
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Development process includes one or more efforts to increase local accessibility** - Advocacy for increased accessible amenities in the surrounding area - Inclusive housing advocacy - Other disability- forward development advocacy

Sources: *The Kelsey*

2 Site

2.0 General

2.0.1	Point Value	General Wayfinding - Signage
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**All signage is to use the Active International Symbol of Accessibility. Includes but is not limited to the following:** - Parking signs (post/wall mounted and painted on spaces) - Directional signs indicating accessible routes - Signs denoting accessible entries - Signs on restroom doors and stall doors - Signs elsewhere in the building, including the projects promotional materials such as brochures, websites, or similar

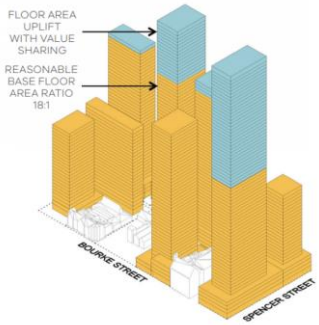
Sources: *Mikiten Architecture, The Kelsey*

2.0.2	Point Value	General Street signs
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Street signage and building numbers are legible and logical** - Supports wayfinding

Sources: *Mikiten Architecture, The Kelsey*

2.0.3	Point Value	General Outdoor Seating and Furnishing
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Seating options are available in a variety of outdoor locations in the surrounding area, in a variety of heights, and with arms to assist stability and getting up/down.** - Adjacent to pedestrian circulation paths for people with less stamina and to enable and encourage resident interactions - Some seats are provided in shaded/weather-protected areas - Recreation areas (playgrounds, pools, tennis courts, etc.) have seats at the perimeter for viewing activities and for interaction - Other activity areas (BBQ areas, sensory gardens, vegetable gardens, etc.) have seats inside the activity area for participation in activities by a wider range of people - Seating and other furnishings (trash cans, mailboxes, etc.) should be located along but on the side of pedestrian paths to avoid becoming a trip or fall hazard for people with low vision or those not aware of their environment - Include seats with and without arms. Arms offer support for unstable torsos, reduce fatigue, and are useful for getting up and down, but chairs without arms can be easier for horizontal transfers to and from a wheelchair  

Sources: *Amy Pothier, isUD, Mikiten Architecture*

2.0.4	Point Value	General Density
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Building includes maximum allowable density**. - leverages density bonuses based on delivery of affordable housing under relevant policies (eg, *State Environmental Planning Policy (Housing) 2021*) - increased density creates more housing opportunities and increases activity within a community  *Source: Planning Victoria*

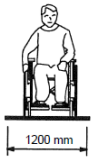
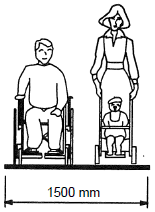
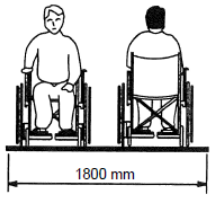
Sources: AARP Liveable Cities, The Kelsey, YIMBY Action

2.0.5	Point Value	General Internet Connection
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL ELEMENT** - Ensure internet access is provided to the site. - Improve or modify connections where adequate internet access is not available Source: Planning Victoria

Source: *Residential Development Advisory Panel – Key needs from members of the CID Advocacy Group of people with intellectual disability*

2.1 Accessible footpaths

<table>
<tr><td colspan="3">2.1.1</td><td>Point Value</td><td>Accessible footpaths
Accessible footpath requirements</td></tr>
<tr><td colspan="3">Impact Areas</td><td rowspan="3">1</td><td rowspan="3">ESSENTIAL ELEMENT
Level 1 - The site has direct access to footpath of the same side of the street that meets the requirements of a continuous accessible path of travel as defined in Australian Standard (AS) 1428.1.
The key design requirements for an outdoor continuous accessible path of travel are as follows:
a) Not include a step, stairway, turnstile, revolving door, escalator, moving walk or other impediment
b) Have a minimum unobstructed height of 2000mm
c) Have a minimum unobstructed width of 1000m for straight walkways and 1500mm for curved walkways
d) Have a maximum gradient of 1 in 20.
e) Where the gradient is 1:33 level rest areas 1.2 m long should be provided at not greater than 25 m intervals whereas at 1:20 the interval should not exceed 15 m. Between gradients of 1:33 and 1:20 the interval should be interpolated. Landings are not required on gradients less than 1:33.
Performance Solution option: Note: Where the topography of the road or area where a path is to be located does not allow path grades to meet the requirements of AS 1428.1:2009, designers, in Australia, may refer to the Australian Human Rights Commission’s Advisory note on streetscape, public outdoor areas, fixtures, fittings and furniture (Australian Human Rights Commission 2013)
f) Have a crossfall not exceeding 1:40 (2.5%)
g) Adjacent ground for all accessible paths should be within 25 mm of the level of the pedestrian path
h) Have a slip-resistant surface, the texture of which should be traversable by people who use a wheelchair and those with an ambulant or sensory disability
i) Designed so that water does not accumulate on surfaces.
j) Incorporate appropriate Tactile Ground Surface Indicators where necessary to ensure adequate safety and orientation at street crossings
A clear width of 1000 mm is adequate for people with ambulant disabilities, just allows passage for 80 per cent of people who use wheelchairs, and is in accordance with AS 1428.1
 
</td></tr>
<tr><td>Cognitive Access</td><td>Mobility & Height</td><td>Hearing & Acoustics</td></tr>
<tr><td>Vision</td><td>Health & Wellness</td><td>Support Needs</td></tr>
</table>

Additional Benefits			2	**Level 2 – the continuous accessible path of travel meets the above requirements but provides a minimum unobstructed width of 1200mm to meet the requirements of 100% of all wheelchair users.**	
Affordability	Equality	Environmental sustainability	3	**Level 3 – the continuous accessible path of travel meets the above requirements but provides a minimum unobstructed width of 1500mm to allow a wheelchair and a pram to pass**	
Safety	Beauty & Better Design		4	**Level 4 – the continuous accessible path of travel meets the above requirements but provides a minimum unobstructed width of 1800mm to allow two wheelchairs to pass one another**	

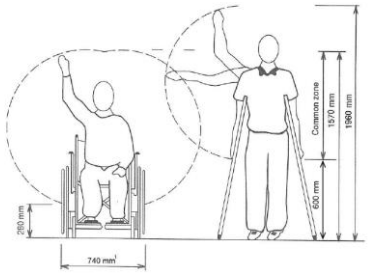
Sources: *AS1428.2:1992* and *Austroads Guide to Road Design Part 6A: Paths for Walking and Cycling, Australian Human Rights Commission's Advisory*

2.1.2	Point Value	Accessible footpaths Kerb ramps
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1 - Where a kerb ramp is required as part of a continuous accessible path of travel it should meet the following requirements:** - **not steeper than 1 in 8** - **1000mm unobstructed width** - **1520mm maximum length** - **level crossfall** - **maximum rise of 190mm**
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 - Kerb crossings include the following:** - **tactile indicators** - **raised levels to reduce the level difference between the pavement and crossing** - **clearly marked pedestrian crossing area to slow cars down** 

Sources: Australian Standards (AS) 1428.1- 2009

2.1.3	Point Value	Accessible footpaths Traffic islands
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Where traffic island ramp is required as part of a continuous accessible path of travel crossings shall be cut through raised islands level with the street or have kerb ramps at both sides and a level area at least 1220 mm long in the part of the island intersected by the crossings.**
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

Sources: AS 1428.2-1992 and 1428.1-2009

2.1.4	Point Value	Accessible footpaths Traffic signals
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** **Where traffic signals are required as part of a continuous accessible path of travel, they should meet the following requirements:** - auditory signals and tactile directional indicator buttons should be provided. - Traffic signal control buttons should be positioned within the zone of common reach as below. - 

Sources:AS1428.2 and 1428.1 and *Austroads Guide to Road Design Part 6A: Paths for Walking and Cycling*

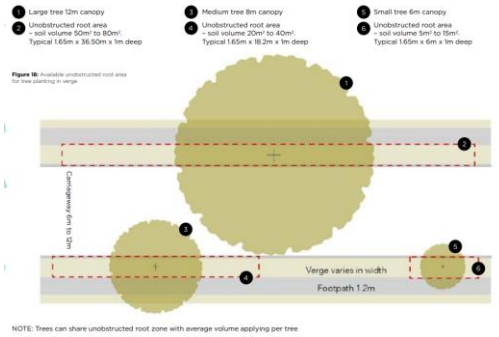
2.1.5	Point Value	Accessible footpaths Accessible footpath seating
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**In areas of high use by people with ambulatory disability, such as areas frequented by elderly people, seats should be provided no more than 60m apart alongside paths of travel. Where steeper grades or longer distances of travel are required, more frequent seating should be provided.** As a guide, the following table shows the demonstrated ability of people with disability to move more than a stated distance without a rest.

Type of disability	Percentage unable to move more than the stated distance				
	18m	68m	137m	180m	360m
People who use wheelchairs	0	5%	5%	60%	85%
People with vision impairment	0	0	5%	50%	75%
People who use walking aids	10%	25%	40%	80%	95%
Ambulatory people	5%	15%	25%	70%	80%

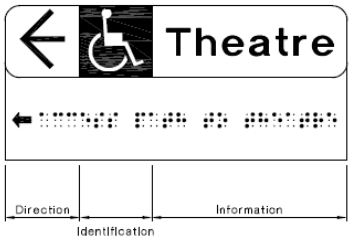
Sources: *AS1428.2:1992* and *Austroads Guide to Road Design Part 6A: Paths for Walking and Cycling*

2.1.6	Point Value	Accessible footpaths Accessible footpath lighting
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Where a path is located adjacent to a carriageway, the road lighting should also cater for the path.** Designers should consider all aspects of the design that may influence the effectiveness of the lighting, such as the presence of overhanging trees and low-profile hedges that may create significant shadowing which, when combined with adjacent headlights (from the roadway), could make the silhouettes of path users extremely difficult to see. Areas associated with pedestrian paths that may require a relatively high level of lighting are at-grade road crossings, because of the potential for conflict with motor vehicles and pedestrian underpasses that are often perceived to be unsafe in terms of personal security.

Sources: *Austroads Guide to Road Design Part 6A: Paths for Walking and Cycling*, AS/NZS 1158.1.1:2005, AS/NZS 1158.1.2:2010

2.1.7	Point Value	Accessible footpaths Accessible footpath tree cover and landscaping
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Identify walking, cycling and recreation routes/streets that would benefit from shade and greening and prioritise for tree planting.** - Trees and vegetation to be distributed at regular intervals along the footpath and should be clustered together in groups where possible, with overlapping canopies to maximise shading. - Tree species to be carefully selected to ensure that root zones do not obstruct the accessible footpath. - Ensure that tree canopy does not obstruct the required height and width clearances for accessible footpaths. 

Sources: *Street tree planting design manual – NSW Department of Planning Industry and Environment (September 2021)*

2.1.8	Point Value	Accessible footpaths Signage
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Attention to the siting of facilities and clear information signs directing people to these facilities should be applied along accessible footpaths.** **NOTE: Signage requirements under AS1428.1-2009 continue to apply** This will greatly reduce the fatigue experienced by people with disability. Limitations on stamina, which can result in fatigue, shortness of breath and dizziness, are posed by many disabilities such as cardio-pulmonary disorders, haemiplegia and amputation.  Example of a wayfinding sign to identify facilities for people with mobility disabilities

Sources:AS1428.2 and 1428.1 and *Austroads Guide to Road Design Part 6A: Paths for Walking and Cycling*

2.2 Neighbourhood

2.2.1	Point Value	Neighbourhood Neighbourhood Connections & Services
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Level 1 - Site is within 800 metres via an accessible footpath (see Element 2.1.1 to 2.1.8 above) of the following facilities:** 1. **A grocery store/café or bakery** 2. **A pharmacy and/or medical centre** 1. **Banking facility and/or post office** 2. **Community centre or facility (eg library)** **Note: Seating should be provided every 200m along the accessible path.**
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 – Site is within 400 metres by an accessible footpath of the above** **Note: Seating should be provided every 200m along the accessible path.**

Sources: Victoria State Government, Mikiten Architecture, California Department of Housing and Community Development, The Kelsey, NSW Future Transport Strategy 2061

2.2.2	Point Value	Neighbourhood Outdoor Amenities
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs	1	**Level 1 - Site is located within 800 metres by an accessible footpath of outdoor amenities including one or more of the following:** - **Wheelchair-accessible outdoor walking paths** - **Public park** - **Waterfront outdoor areas** **Note: Seating should be provided every 200m Note: Seating should be provided every 200m.**
Additional Benefits Affordability Equality Environmental sustainability Safety Beauty & Better Design	2	**Level 2 - Site is located within 400 metres by an accessible footpath of outdoor amenities including one or more of the following:** - **Wheelchair-accessible outdoor walking paths** - **Public park** - **Waterfront outdoor areas** **Note: Seating should be provided every 200m Note: Seating should be provided every 200m.** 

Sources: Victoria State Government, Inclusive Design Council, NSW Future Transport Strategy 2061

2.2.3	Point Value	Neighbourhood Safety and Security
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Identify opportunities to locate sites in safe neighbourhoods and improve the safety of surrounding streets and public spaces using tools such as the NSW Crime Prevention through Environmental Design**

Sources: Mikiten Architecture

2.3 Overall Design

2.3.1	Point Value	Overall Design Solar Orientation
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Orient new buildings for comfort.** - Minimise east- and west-facing exposures to reduce glare from rising or setting sun - Avoid or protect east- or west-facing main building entrances to prevent glare - important for people with low vision, aging eyes, and increases comfortability for everyone - Maximise landscape views for resident comfort - North- and south-oriented buildings, and glazing reduces solar load and operating costs

Sources: *US National Institute of Building Sciences, NSW Apartment Design Guide*

2.3.2	Point Value	Overall Design Site Organisation
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL ELEMENT** **The site is organised using straightforward and clear patterns of circulation routes and buildings.** - Understandable circulation patterns are easier to navigate for people unfamiliar with a site - People prone to disorientation are more comfortable - People with no or low vision can navigate the site more easily - When organic or secondary paths are used, delineate them (passing type, lighting, planting, etc.) in ways that make them distinct from primary circulation routes - Incorporating primary and secondary circulation paths can make a site more interesting for everyone 

Sources*: Mikiten Architecture*

2.3.3	Point Value	Overall Design Building signage
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **Level 1 - Clear signage on buildings is provided to show building number, entrances and other key elements.** 
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 – In addition to Level 1 above, extra large building signage is provided and building signage is provided in braille**

Sources: *Residential Development Advisory Panel – Key needs from members of the CID Advocacy Group of people with intellectual disability*

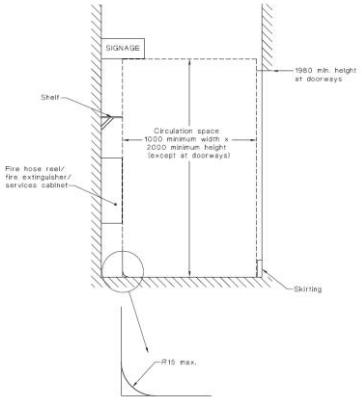
2.3.4	Point Value	Overall Design First Nations Recognition
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Development team acknowledges First Nations people** - Can be done in ground-breaking, visual marker on-site, or other partnership with local First Nations groups **Refer to the NSW Government Architect's Connecting with Country Framework for guidance**

Sources: *The Kelsey, NSW Government Architect*

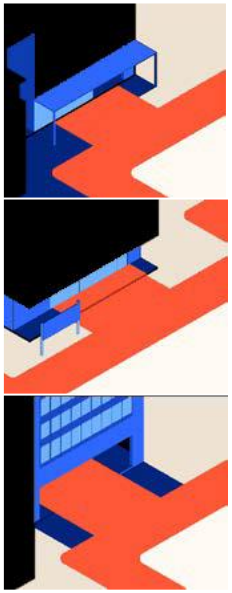
2.3.5	Point Value	Overall Design Directional Signage
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL ELEMENT** **Design site directional signage to be clear and broadly usable.** - Signs are high-contrast (light text on a dark field yields the least glare), in raised text, and in braille - Text should use sans serif fonts - The height of letters in signs shall be not less than the following: **Required viewing distance (m) — Min height of letters (mm)** 2 — 6 4 — 12 6 — 20 8 — 25 12 — 40 15 — 50 25 — 80 35 — 100 40 — 130 50 — 150 - Signs have pictograms for children, non-English speakers, people with learning disabilities, and others who cannot read - Coordinate signage for the site and the building to use a consistent set of pictograms, wording, font style, or similar - The International Symbol of Access (or Active International Symbol of Accessibility logo) and the International Symbol for Deafness may be used without raised explanatory text such as 'accessible' or 'hearing loop installed'. - The size of the international symbols for access and deafness access shall be not less than that given below: **Required viewing distance (m) — Minimum size of symbol (mm)** ≤7 — ≥ 60 x 60 >7 ≤ 18 — ≥ 110 x 110 ≤ 18 — ≥ 200 x 200 - Signage should be located so that it is clearly visible for people in both a seated and standing position - Signage should be well-lit - Where the surface of the wall surrounding the sign provides insufficient contrast to the sign (e.g. patterned wallpapers), the background to the sign shall be increased in size - Signage should be located at points on the site where directional decisions are made, to enable the appropriate decisions to be made before a change of direction occurs.

***Sources**:AS1428.2 and 1428.1, Amy Pothier, Mikiten Architecture, National Disability Authority*

2.4 Building Approach and Entry

2.4.1	Point Value	Building Approach and Entry Access to building
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**ESSENTIAL ELEMENT** **A continuous accessible path (as per Clause 6 of AS14281-2009) must be provided to the building or dwelling entrance door from the site boundary or any parking space associated with the dwelling. Access must be provided via a minimum 1m-wide path with no steps, a max gradient of 1:14, and a maximum crossfall of no more than 1:40.** 

Sources: *National Construction Code, AS1428.1-2009*

2.4.2	Point Value	Building Approach and Entry Arrival Wayfinding
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**ESSENTIAL ELEMENT** **Architectural features distinguish all primary entrances and exits from other entrances and exits (e.g., prominent signs, graphics, architectural features, landmarks, etc.)** - Landmark elements have unique lighting to assist in locating them - They are visible along the primary approach route of motor vehicles, pedestrians, and cyclists 

Source: *isUD*

2.4.3	Point Value	**Building Approach and Entry** Drop-Off Area
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Strategically avoid kerbs at vehicular drop-off areas.** - Creates an easier transition from vans, ride-shares, etc. for mobility devices and everyone else - Use tactile warnings where curbs are eliminated - Use bollards to protect pedestrians and add visual clues to vehicular areas - Limit to only the area needed for easy access to vehicles, leaving other areas with curbs for easier detection for blind people with canes 

Source: *Architecture for the Blind, LCM Architects*

2.4.4	Point Value	**Building Approach and Entry** Paving Surface Wayfinding
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Change of materials at entrance doors assists in finding the way into the building.** - Extends across sidewalk to kerb - Cane/walking stick detectable - Not too rough that it disrupts sidewalk travel - Select colours for visibility to people with different sorts of colour blindness; minimum luminance contrast of 50 percent as well 

Source: *Mikiten Architecture*

2.4.5	Point Value	Building Approach and Entry Landing size
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1- A level landing area of at least 1200mm x 1200mm with a maximum 1:40 gradient and crossfall shall be provided at the level (step-free) external entry doorway, on the arrival side of the door (i.e. the external side of the door).** - Doorway threshold ramp is permitted to be within the landing area. - Entire doorway width shall be in front of the landing area. - A covered roof shall be provided over the entire required landing area outside main entry doorway.
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 – A level landing area of at least 1500mm x 1500mm with a maximum 1:40 gradient and crossfall shall be provided at the level (step-free) external entry doorway, on the arrival side of the door (i.e. the external side of the door).** - The level landing area shall be increased to accommodate door circulation spaces as per AS1428.1 - Doorway threshold is permitted to be within the landing area. - Covered roof shall be provided over the entire required landing area outside main entry doorway.

Sources: SDA Design Standards and AS1428.1

2.4.6	Point Value	Building Approach and Entry Lighting
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Design lighting to create comfortable transitions between interior and exterior spaces.** - Provide lighting below awnings and covered drop-offs - Benefits low-vision people in adapting to entering buildings at night or going from lower-light interiors to bright daylight
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design		

Source: LCM Architects

<table>
<tr><td colspan="3">2.4.7</td><td>Point Value</td><td>Building Approach and Entry
Weather Protection</td></tr>
<tr><td colspan="3">Impact Areas</td><td rowspan="2">1</td><td rowspan="2">ESSENTIAL REQUIREMENT
Level 1 - Include covered pedestrian arrival spaces.
- Covered entry doors protect users, staff, and visitors from inclement weather
- Benefits people with mobility aids who may take longer to enter a building
- Prominent covered entrances are architectural cues for where people should enter a building, reducing stress on visitors and users
- Provide cover at main building entries as well as dwelling unit entries that open directly to the outside
- Shared porches at entrance lobbies act as a clear and understandable central pick-up/drop-off point
- Provide a shelf, planter edge, or similar surface for residents to put down things they may be carrying while waiting for a ride or when talking to someone, to reduce fatigue
- Assists in marking entries for familiarity and wayfinding clarity
- Offers opportunities for project community interaction
- Prevents water infiltration into the building</td></tr>
<tr><td>Cognitive Access</td><td>Mobility & Height</td><td>Hearing & Acoustics</td></tr>
<tr><td>Vision</td><td>Health & Wellness</td><td>Support Needs</td><td></td></tr>
<tr><td colspan="3">Additional Benefits</td><td rowspan="2">2</td><td rowspan="2">Level 2 - Include covered vehicular arrival spaces.
- Additional benefits for people with mobility aids who may take longer to enter and exit a car, van with a lift, or similar
- Provide 2.2 metre clearance (AS 2890.6:2009) to allow for paratransit van use
  </td></tr>
<tr><td>Affordability</td><td>Equality</td><td>Environmental sustainability</td></tr>
<tr><td colspan="2">Safety</td><td>Beauty & Better Design</td><td></td></tr>
</table>

Source: *Mikiten Architecture, Autism Centre, California Housing and Community Development, LCM Architects, National Construction Code, Australian Standards*

2.4.8	Point Value	Building Approach and Entry Weather Infiltration Protection
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**All primary entrances and exits have protection against the direction of prevailing wind.** - Screen walls, vestibules, air curtains, etc. - Reduce infiltration of rain, blowing snow, etc., creating safer entry lobby floors. - Reduces energy loss, increases efficiency, and creates a more controllable and comfortable indoor environment  *The broad front porch is shaded from the sun, provides seating to invite socialising, and has enough room for wheelchair passing*

2.4.9	Point Value	Building Approach and Entry Entry Doors Hardware
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** **Level 1 - Doorways should feature door hardware installed at between 900mm – 1100mm above the finished floor.**
	2	**Level 2 Entry door manual hardware is cognitively clear.** Hardware has design cues indicating the appropriate pushing or pulling action to open (e.g., plate or bar for pushing, U-shaped handle for pulling) 

***Source**: isUD, Mikiten Architecture*

2.4.10	Point Value	**Building Approach and Entry** **Automatic Entry Doors**
Impact Areas Cognitive Access; Mobility & Height; Vision Hearing & Acoustics; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **Level 1 - Automatic doors at primary exterior entrances.** - Vertical push bar activator or motion sensor - No in-ground operators at exterior doors (not reliable) - If only one leaf of a pair of doors is automated, select which door, and place the push bar activator, based on the anticipated direction of traffic flow 
Additional Benefits Equality Affordability; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 -** Automatic doors at **every exterior** entrance used by residents or visitors. - Vertical push bar activator or motion sensor - No in-ground operators at exterior doors (not reliable)

Sources: *isUD, Mikiten Architecture*

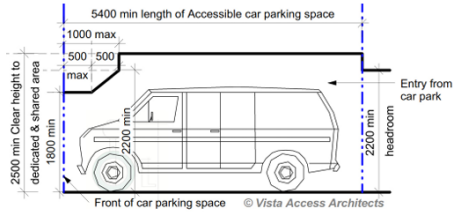
2.4.11	Point Value	**Building Approach and Entry** **Entry Door Security**
Impact Areas Cognitive Access; Vision; Health & Wellness; Support Needs Mobility & Height; Hearing & Acoustics	1	**Level 1 - Exterior doors balance security and ease of resident entry.** - Self-locking exterior doors eliminate the possibility of residents forgetting to lock doors - Selected doors can be secured and unsecured using magnetic swipe cards, electronic key fobs or other technology in lieu of keys for more convenient entry by residents with low dexterity or limited reach
Additional Benefits Equality Affordability; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 – Use proximity sensors for access controls rather than contact card readers and/or keypads for daily resident use**. - Eliminates the need to dig for a card in a pocket, purse, backpack - Helpful for people with low dexterity, arthritis, and for mobility device users to keep their hands available for movement, as well as parents with prams and cyclists - Eliminates need to position a wheelchair to reach for card reader - Speeds entry for everyone - especially in inclement weather - Eliminates need for low-sighted user to find the contact reader - More hygienic than a keypad

Sources *isUD, Mikiten Architecture*

2.5 Vehicles

2.5.1	Point Value	Vehicles Parking Lot Wayfinding
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Parking facilities with more than one area or floor have each area uniquely identified with numbers, letters, colours, or symbols.** - Assists residents and visitors in remembering where they parked, especially when parking is not assigned 

Sources: *isUD, Mikiten Architecture*

2.5.2	Point Value	Vehicles Vehicle Clearance
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **Level 1 – Provide 2.2 metres vertical clearance in all circulation and parking areas of garage and on-site parking, not just routes to accessible spaces.** - Allows people with an accessible van to park elsewhere, even if the designated accessible spaces are full
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 – Provide additional vertical clearance beyond the 2.2 metres requirement for taller accessible vans.** - Regular accessible vans are in the 2.0 to 2.4 metres range. Taller ones can be 2.7 to 2.8 metres high - Allows for Paratransit vans - Allows space for roof racks on shorter vans 

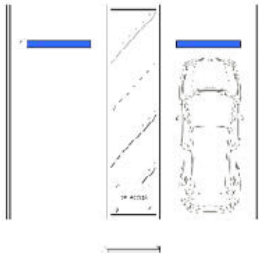
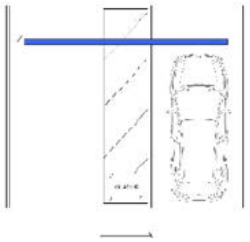
Source: *AS/NZS 2890.6:2019*

2.5.3	Point Value	Vehicles Parking Lot Pedestrian Safety
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**ESSENTIAL ELEMENT** **All parking facilities have a continuous network of pedestrian routes with marked pedestrian crossings at all intersections with a vehicular way.** 

Source: *isUD*

2.5.4	Point Value	Vehicles Parking Lot Safe Lighting
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **Level 1 - All parking facilities have electric lighting.**
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 - Motion sensor lighting is provided in parking areas in addition to standard electric lights**

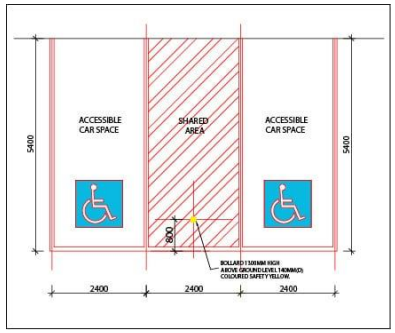
Source: *isUD*

2.5.5	Point Value	Vehicles Parking Space Safety
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Wheel stop placement.** - Avoid one wheel stop used for two parking spaces; creates a potential tripping hazard for people walking between parking spaces  Correct  Incorrect

Source: *Mikiten Architecture*

2.5.6	Point Value	Vehicles Parking Space Protection
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1 2	**ESSENTIAL ELEMENT** **Level 1 - Accessible parking spaces are covered for protection from the weather.** - People with disability may take longer to get in and out of vehicles and/or deploy van lifts - Getting in and out of vehicles using mobility aids is more dangerous in conditions not protected from wet weather **Level 2 - Protection from the weather is provided to accessible parking spaces, as well as the accessible path of travel to the front door of the dwelling or building**

Source: *isUD, Mikiten Architecture, Liveable Housing Design Guidelines and SDA Design Standards*

2.5.7	Point Value	**Vehicles** **Accessible Parking Space Size**
Impact Areas Cognitive Access; **Mobility & Height**; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **Level 1 All accessible parking spaces meet the dimensions and space requirements of AS/NZS 2890.6:2019.** The requirements include: - Overhead clearance at the entrance and to the accessible parking spaces of 2200mm and 2500mm at the parking space. - A firm, flat, slip resistant space for the driver/passengers to exit the car. - Dedicated space which is 2400mm wide and 5400mm long. - A marked shared space and high contrast bollard (a minimum of 100mm diameter and at least 1300mm high) next to the parking space so that people can safely unload a wheelchair and transfer across to it. - The shared space can be located between two accessible parking spaces. - Clear, yellow, slip resistant line markings around the space and an International Symbol of Access on the space. 
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 All accessible parking spaces are sized as van accessible spaces in accordance with AS/NZS 2890.6:2019.** - Provides more flexibility and parking opportunities for people with vans with side-entry ramps (which usually require more space than vertical lifts, and need more than a regular access aisle) - The greater width of van spaces provides additional manoeuvring space between vehicles

Source: *Australian Standards*

2.5.8	Point Value	Vehicles Electric vehicle charging
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 – An electric vehicle charging stations is provided to at least one accessible space**
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 – Electric vehicle charging stations are is provided to all accessible parking spaces**

2.5.9	Point Value	Vehicles Family Parking Space
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Include non-reserved Family / Temporarily Disabled Parking spaces adjacent to regular accessible spaces.** - For families with children, expecting mothers, and people with a temporary disability but no disabled parking permit - 3.4 metres wide (AS/NZS 2890.6:2019) - Share access aisle with an accessible space - Meet the slope requirements of accessible spaces - Be on an accessible route - Adjusted based on project resident demographics and urban vs. suburban sites

Source: *isUD, Mikiten Architecture, US National Disability Authority*

2.5.10	Point Value	Vehicles Accessible Parking Space Count
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**ESSENTIAL ELEMENT** **Traditional housing** In a carpark of up to 1000 car spaces there must be as a minimum 1 space for every 50 car parking spaces and an additional accessible space for every 100 spaces after that **Shared Housing** - For shared housing accommodating less than 12 occupants, and where parking is provided, the number of accessible parking spaces (in accordance with AS/NZS 2890.6:2019) must reflect the proportion of accessible rooms provided (in accordance with AS1428.1) compared to the overall number of rooms.(e.g if 50% of the rooms are accessible, 50% of the overall parking provided on the site must be accessible). - For larger shared housing developments, accessible parking spaces must be provided at a rate of 1 space per 100 car parking spaces.

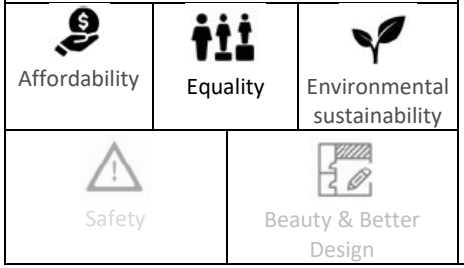
Source: *National Construction Code, Australian Standards*

2.5.11	Point Value	Vehicles Improved Accessible Parking Space Count
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**Level 1** 10% of all car parking is provided as accessible parking spaces
Vision; Health & Wellness; Support Needs **Additional Benefits**	2	**Level 2** 25% of all car parking is provided as accessible parking spaces
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	3	**Level 3** 50% of all car parking is provided as accessible parking spaces

Source: *isUD, Mikiten Architecture, US National Disability Authority*

2.5.12	Point Value	Vehicles Staff Parking Space
Impact Areas  **Additional Benefits** 	1	**Reserve one dedicated parking space for a staff member specifically providing direct services to the residents.** - Increases staff retention, which contributes to creation of a more stable community

Source: *Mikiten Architecture*

2.5.13	Point Value	Vehicles Car Share Parking Space
Impact Areas  **Additional Benefits** 	1	**Reserve one dedicated parking space for use by a car share program.**

Source: *Mikiten Architecture*

2.6 Bicycles

2.6.1	Point Value	Bicycles Access
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Bicycle connection from the public street or public bike path:** - **Leads to resident bike parking with minimal crossing of pedestrian walkways** - **Has clear signage about location of bike parking** - **Has clear safety signage as needed to minimize hazards to pedestrians**

Source: *Mikiten Architecture*

2.6.2	Point Value	Bicycles Dedicated Paths
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Where dedicated bike paths are provided (generally on larger sites), where the path is intended for riding vs. just reaching the bike parking:** - **Have divided traffic with painted lanes and painted directional arrows** - **Have yellow detectable warnings on pedestrian paths crossing the bike path** - **Have warning signs for pedestrians where pedestrian paths cross the bike path** 

Source: *Mikiten Architecture*

2.6.3	Point Value	**Bicycles** **Bike Pathways Gates/Doors**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 – Gates and doors along on-site bike paths:** - **Are at minimum 1.1 metres wide to allow for wider adaptive trikes and trailers, and to minimize damage from pedals**
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 – Gates and door operation along on-site bike paths:** - Have automatic gate/door operators (since a gate or door cannot easily be unlocked and held open by someone in a recumbent, or who cannot easily dismount an adaptive trike to walk it through the gate/door) - Timing for closing of automatic gates/doors should be set to allow a slower-moving person or longer bike/trailer to pass easily before they start to close - Use operators that, if power to operator fails, don't create additional resistance 

Source: isUD, *Mikiten Architecture*

2.6.4	Point Value	**Bicycles** **Visitor Parking**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**Level 1 Visitor accessible bike parking is provided on the street.** - Minimum 1.2 metres open on one side (preferably both sides) of bike racks to accommodate larger bikes such as tricycles or adaptive cycles, providing more space for mounting, unmounting, and locking up - Minimum 1.8 metres (AS/NZS 2890.6:2019) between rear of bike rack and perpendicular pedestrian traffic to accommodate longer adaptive styles and child trailers without creating a tripping hazard or conflicts between cyclists and pedestrians
Vision; Health & Wellness; Support Needs	2	**Level 2 On site visitor accessible bike parking is provided, meeting the requirements above.**
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	3	**Level 3 Secured (interior, gated, etc.) on-site visitor accessible bike parking is provided, meeting the requirements above.** 

Source: *Mikiten Architecture, Australian Standards*

2.6.5	Point Value	**Bicycles** **Resident Parking**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 – Access-controlled resident accessible bike parking is provided.** - Minimum 1.2 metres open on one side (preferably both sides) of bike racks to accommodate larger bikes such as tricycles or adaptive cycles, providing more space for mounting, unmounting, and locking up - Minimum 1.8 metres (AS/NZS 2890.6:2019) between rear of bike rack and perpendicular pedestrian traffic to accommodate longer adaptive styles and child trailers without creating a tripping hazard or conflicts between cyclists and pedestrians
Additional Benefits Affordability; Equality; Environmental sustainability	2	**Level 2 – Separate adaptive bike/trike rack(s) are provided**. - Allows more access on both sides of bike/trike for left- or right-handed mounting/dismounting - 5% of total bike parking provided; minimum 1
Safety; Beauty & Better Design	3	**Level 3 – Bike repair services or station is provided, including resident-accessible pressurized air.** Provide manoeuvring space around air hose and mount in accessible reach range

Source: *Mikiten Architecture, the Kelsey, Australian Standard*

2.7 Pedestrians

2.7.1	Point Value	**Pedestrians** **Wayfinding – Arrival**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **The site allows pedestrians to directly access a primary entrance without crossing a vehicular way or parking lot** Enhances wayfinding and safety for all residents and visitors
Additional Benefits Affordability; Equality; Environmental sustainability		
Safety; Beauty & Better Design		

Source*: isUD, Mikiten Architecture*

2.7.2	Point Value	Pedestrians Wayfinding – Simplicity
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Create an accessible, direct connection between adjacent buildings.** - Makes wayfinding easier for visit - Shortens distance to travel for greater convenience

Source: *Mikiten Architecture*

2.7.3	Point Value	Pedestrians Exterior Guide Strips
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs	1	**Level 1 Exterior wayfinding system to the building entrance delineates primary routes and destinations with guide strips that have a different colour than the surrounding paving.** - Minimum luminance contrast of 30 percent *(Disability (Access to Premises – Buildings) Standards 2010* - Provides a path for people with low vision - Strips connect site entry points (transit, pedestrian, and vehicular) with the main building entrance - Grounds people who are easily disoriented - Creates opportunities for easy directions for visitors to reach locations like the main building entrance
Additional Benefits Affordability Equality Environmental sustainability Safety Beauty & Better Design	2	**Level 2 – Exterior guide strips are both coloured and textured differently from the surrounding paving.** - Minimum luminance contrast of 30 *percent (Disability (Access to Premises – Buildings) Standards 2010* - Adding a cane-detectable texture difference allows lower-sighted and blind people to use the guide strip - Can create an architectural accent element for increased interest  

Source: *Mikiten Architecture and Disability (Access to Premises – Buildings) Standards 2010*

2.7.4	Point Value	**Pedestrians** **Wayfinding – Paving**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL ELEMENT** **Changes in paving can indicate transitions from one space to another, or alert people to entrances, stairs, elevators, or similar.** - Guide strips in concrete can be followed by a cane user - Texture changes should be cane-detectable - Contrast changes perceptible by people with low vision - A varied and thoughtful paving palette creates more clarity and a more interesting environment for everyone 

Source: *Mikiten Architecture, Specialist Disability Accommodation (SDA) Design Standard*

2.7.5	Point Value	**Pedestrians** **On-site Pedestrian Path Width**
Impact Areas	1	ESSENTIAL ELEMENT **Level 1 - All pedestrian walkways are 1000 mm minimum in width**
Cognitive Access; Mobility & Height; Hearing & Acoustics	2	**Level 2 - Primary pedestrian walkways that connect buildings, main site entries are 1200 mm minimum in width.**
Vision; Health & Wellness; Support Needs	3	**Level 3 – All pedestrian walkways are 1200 mm minimum in width**
Additional Benefits		
Affordability; Equality; Environmental sustainability	4	**Level 4 – Primary pedestrian walkways are 1800 mm minimum in width.** - Allows two wheelchair or scooter users to travel side-by-side, allowing conversation - Allows someone with a mobility device to turn around more easily anywhere on the path
Safety; Beauty & Better Design	5	**Level 5 – All Pedestrian walkways are 1800 mm minimum in width**

Source*: Mikiten Architecture, SDA Design Standard*

2.7.6	Point Value	Pedestrians On-site Pedestrian Path Clearance
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** Minimum vertical clearance along all paths of travel to be 2000mm 

Source: *Mikiten Architecture, Australian Standards, NCC*

2.7.7	Point Value	Pedestrians Pedestrian Gates
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Level 1 – Gates along on-site pedestrian paths (not bike paths) provide 1000 mm minimum clear width when the gate is at 90° to allow for easier manoeuvrability – especially when gate closes automatically**
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 – Gate operation along on-site pedestrian paths provide automatic operators for ease of use** Especially important for gates, as the force required to use them often changes over time with exposure to (weather, warping, etc.,) and adjustments to spring closers that enable the gate to remain closed in the wind often make the force to operate greater than the allowed five pounds of effort

Source: *United States Housing Development Consortium, Mikiten Architecture*

2.7.8	Point Value	**Pedestrians** **On-site Path Slopes**
Impact Areas Cognitive Access; **Mobility & Height**; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1 - 1:20 grade maximum is required for all pathways and shall incorporate the following:** - 1200mm length mid-landings, in the direction of travel (of the same width as walkway width) provided every 15m. Additional landing size shall be provided as per AS1428.1 where a change in direction is required. - The floor surface abutting the sides of a 1:20 grade walkway is provided with a firm and level surface which can be a different material at the same level and grade of the walkway, and extend horizontally for an additional minimum of 600mm, from an accessway unless one of the following is provided: kerb, kerb-rail and handrail or wall (min 450mm height) to comply with the requirements of AS1428.1. - Slip resistance shall be a minimum of P4 or R11. Where the level difference on the site is over 190mm, a 1:14 ramp is permitted as part of the pathway and shall incorporate the following: - 1200mm length landings, in the direction of travel (of the same width as ramp width) provided at base and top of the ramp and at maximum intervals of 9m. Additional landing spaces shall be provided at turns and changes in direction as required under AS1428.1. - All features of 1:14 ramps including handrail profile, handrail extensions and kerb rails shall comply with the requirements of AS1428.1 - Slip resistance shall be a minimum of P4 or R11. - Handrails to meet the requirements of the relevant Australian Standards To accommodate the difficulty in achieving even slopes with poured concrete, design to 1:21 or 1:22 maximum slope to ensure the result is not would be a "ramp" rather than a "walkway," and therefore require handrails
Additional Benefits Affordability; Equality; Environmental sustainability	2	**Level 2** – Design exterior pedestrian circulation with shallow-sloping walkways (under 1:20 slope) rather than a ramp or stair.
Safety; Beauty & Better Design	3	**Level 3** – Add one or two handrails on 1:20 or shallower (non-ramp) slopes for safety in wet weather. Handrails to meet the requirements of AS1428.1-2009

Sources: *isUD, Australian Standards, NCC*

2.7.9	Point Value	**Pedestrians** On-site Stairs
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs	1	**ESSENTIAL ELEMENT** **Level 1 – Exterior Stairway Usability:** - Equal riser heights of 125 mm to 190 mm and equal tread depths of 280 mm required - Closed risers required - Must include complying handrails as per AS1428.12009 - Shallower stairs allow people with mobility disabilities to move around and access spaces more easily
Additional Benefits Affordability Equality Environmental sustainability Safety Beauty & Better Design	2	**Level 2 – Multi-use Exterior Stairs:** - Stairs have risers of 125 mm. Tread depth will depend on factors such as intended use, the specific location and type of building but should be at a minimum 280 mm (AS 1657:2018) - Must include complying handrails - Closed risers required - Allows use by more agile people with wheelchairs who are able to roll up or down a 125 mm riser. - Deeper tread allows space for many manual wheelchairs to pause between steps - Creates a safer stair for toddlers and people with walkers, without the possibility of falling down multiple steps if they do lose their footing - Easier and safer for assisted evacuation of people with wheelchairs - Useful in secondary paths without space for a ramp

Sources: *isUD, Mikiten Architecture, Australian Standards, NCC*

2.7.10	Point Value	**Pedestrians** Exterior Handrails
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**All stairways and ramps have luminescent striping or integrated lighting on at least one set of handrails.**

Sources: *isUD*

2.7.11	Point Value	**Pedestrians** On-site Pedestrian Safety
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Pedestrian routes adjacent to vehicular ways and passenger loading zones are distinctively marked.** - Paving materials and curbs or protective edges such as bollards, chains, walls, and/or planted areas - These measures assist in wayfinding and in protecting pedestrians from vehicles

Sources: *isUD, Amy Pothier*

2.7.12	Point Value	**Pedestrians** On-site Pedestrian Routes
Impact Areas	1	

Cognitive Access	Mobility & Height	Hearing & Acoustics		**Pedestrian routes connecting site elements are continuously paved and are free of protrusions.**

Vision	Health & Wellness	Support Needs		- If non-paved pedestrian areas are provided (such as gravel, mulch, or sand), they cannot lead to essential site features that would be unreachable by people with mobility devices, difficulty walking, or the blind who would not know that an amenity is available off the paved path
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Sources: *The Kelsey*

Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Level 1 - Pedestrian paths are illuminated.** - Low-mounted lighting for paths reduces glare for people with low vision or who are sensitive to glare - Higher-mounted lights placed strategically improve the perception of safety and provide wayfinding assistance for path crossings, entrances, etc. - All ground-mounted lighting must be positioned off the pedestrian path to avoid impeding pedestrians - Use day/night automatic lights rather than motion activated lights, which can startle some users and create uncomfortable pools of darkness
Vision	Health & Wellness	Support Needs		
Additional Benefits			2	**Level 2 - Use day/night automatic lights rather than motion activated lights, which can startle some users and create uncomfortable pools of darkness**
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Sources: *Mikiten Architecture, AARP Liveable Cities, Autism Centre*

2.7.13	Point Value	**Pedestrians** **On-site Pedestrian Path Lighting**
Impact Areas		**ESSENTIAL ELEMENT**

2.7.14	Point Value	**Pedestrians** **Protected Building Connections**

Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**For multi-building projects the site has covered walkways between buildings.** - Creates a safer connection between buildings
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

***Sources**: Mikiten Architecture, isUD*

Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Level 1 –** Include a handrail on one side of circulation paths that is between 1:24 and 1:20 slope.
Vision	Health & Wellness	Support Needs		
Additional Benefits			2	**Level 2** – Include a handrail on two sides of circulation paths that is between 1:24 and 1:20 slope.
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

***Sources**: Mikiten Architecture*

2.7.15	Point Value	**Pedestrians** **Safety Railings**

2.8 Transport

2.8.1	Point Value	**Transport** **Public Transport**

Impact Areas			1	**Level 1** – Site is located within 400m via an accessible footpath (see **Section 2.1** above) to a bus stop that provides a regular bus service (at least two buses per hour from 8am to 6pm during the week, and at least one bus per hour between 8am and 6pm on weekends)
Cognitive Access	Mobility & Height	Hearing & Acoustics		
Vision	Health & Wellness	Support Needs	2	**Level 2** – Site is located within 800m via an accessible footpath (see **Section 2.1** above) to an accessible light rail or train station.
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design		3	**Level 4** – Site is located within 400m via an accessible footpath (see **Section 2.1** above) to an accessible light rail or train station.
Refer to Section 2.3 and Elements under Accessible Footpaths for more context in relation consideration of walkable neighbourhoods and accessible routes and distances to public transport.				

Sources: *NSW State Environmental Planning Policy (Housing) 2021*

Impact Areas			1	**Level 1** – Streets within 1.5 square kilometres of the development have maximum speed limits of 50 km/hour. - Neighbourhood streets should allow drivers able to easily stop for slow walkers or people who dart into the roadway Safety, and the ability to react quickly, increases as vehicle speeds decrease - Speed limits should be appropriately signed and enforced locally
Cognitive Access	Mobility & Height	Hearing & Acoustics		
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability	2	**Level 2** – Streets within 1.5 square kilometres of the development have maximum speed limits of 40 km/hour.
Safety	Beauty & Better Design		3	**Level 3** – Streets within 1.5 square kilometres of the development have maximum speed limits of 30 km/hour.

Sources: *AARP Liveable Cities. 30please Organisation*

2.8.2	Point Value	**Transport** **Reduced Vehicle Speeds**

2.8.3	Point Value	**Transport** **Project-Based Transport**

Impact Areas				ESSENTIAL ELEMENT
Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Level 1 When site-based transport is provided (buses, shuttles to mass transit, shopping, etc.), at least one vehicle shall be wheelchair-accessible.**
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: Anderson Brule Architects, Mikiten Architecture

Impact Areas				ESSENTIAL ELEMENT
Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Level 1 Provide at-grade or rooftop green spaces.** - Recreation areas, BBQ areas, and gardens for growing food or for meditation, or sensory gardens create opportunities for building resident community, provide a variety of experiences and connection to nature for general well-being - Place trees strategically for wayfinding and shade, especially at sitting areas - Avoid tree species or placement that could result in low-hanging limbs that could pose a hazard for the blind - Avoid trees that drop nuts, messy flowers, or cones that could be a hazard underfoot or for wheelchairs 
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: *Mikiten Architecture, United States National Institute of Building Sciences*

2.9 Gardens and Courtyards

2.9.1	Point Value	Gardens & Courtyards Green Space

2.9.2	Point Value	Gardens & Courtyards Protected Green Spaces
Impact Areas	1	

Cognitive Access	Mobility & Height	Hearing & Acoustics		**Outdoor gathering spaces have gathering areas that are protected from sun, wind, and/or inclement weather.**
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

***Sources**: isUD*

Cognitive Access	Mobility & Height	Hearing & Acoustics		- Plants in a sensory garden are selected to stimulate and appeal to the five senses - Fragrant plants at building entrances aid in wayfinding, particularly for people with cognitive, mental, or visual disabilities
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

***Source:** ELS for Autism School, Mikiten Architecture, United States National Disability Authority*

2.9.3	Point Value	Gardens & Courtyards Sensory Garden	2.9.4	Point Value	Gardens & Courtyards Outdoor Water Feature
Impact Areas	1	**Include a sensory garden and aromatic plantings.**	Impact Areas	1	

Cognitive Access	Mobility & Height	Hearing & Acoustics		**Include a pond or fountain in outdoor community spaces.** - The sound of water is a wayfinding element for blind or low-sighted people - The white noise of the water is calming - In urban projects the white noise can mitigate surrounding traffic noise - Using a fountain without a basin prevents people from interacting with stagnant water if the pump malfunctions - Water features should have raised perimeters (walls or seating) of 1.2 metres (AS 1926.1:2012) above adjacent walkways to protect from falling or tripping, which may impact older residents and people with mobility disabilities
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: *Mikiten Architecture, United States National Institute of Building Sciences, AS 1926.1:2012*

2.9.5			Point Value	**Gardens & Courtyards** **Vegetable Garden**
Impact Areas				**Provide a shared vegetable garden for residents.** - Use both seat-height raised beds with seating surface (to avoid the need for bending or kneeling) as well as without seating surfaces (to enable more direct access by someone with a wheelchair) - 1.2 metre square beds with seats on two opposite sides to optimise reach for more people - Provide multiple hose locations to minimize the extent to which hoses can create a tripping hazard - Provide a range of passage spaces between beds to allow comfortable wheelchair passage past other gardeners - Provide an accessible table-height surface with knee and toe clearance for cleaning vegetables, pruning, and other prep. Make it solid so that soil and water doesn't fall on a seated person - When drainable walking surfaces are needed, use pervious pavers or stabilized decomposed granite (or similar surface that's safe for walking and doesn't inhibit wheelchair movement) - Promotes social interaction between community members - If possible, include an accessible sink for clean-up
Cognitive Access	Mobility & Height	Hearing & Acoustics		
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design		1	

Sources: *Autism Centre, isUD, Mikiten Architecture, United State National Institute of Building Sciences*

2.9.6	Point Value	Gardens & Courtyards Outdoor Planter Areas
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Level 1** - Use planter edges as seating opportunities at a variety of height from 400 mm to 700 mm. -Provides options for people with different abilities to transfer to/from a wheelchair or get up/down -Provides a more interesting range of landscape design elements -For Concrete Masonry Unit (CMU) walls, use a CMU cap rather than grouted cap for better use as a seat and to avoid cracking in areas of use by people 
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2** When using CMU or concrete walls, use 900 mm wide rather than 600 mm for better seat use.

Source: *Mikiten Architecture*

2.9.7	Point Value	Gardens & Courtyards Accessible BBQ Areas

Impact Areas
Cognitive Access; Mobility & Height; Hearing & Acoustics
Vision; Health & Wellness; Support Needs
	1	**Provide an accessible BBQ area for communal events.**
		- Locate to minimize smoke infiltration into dwelling unit windows
		- Provide a minimum 600 mm wide work space conforming to AS 1428.1:2009 and the NCC
		- A sink and counter, if provided, conform to AS 1428.1:2009 requirements
		- BBQ itself conforms to the following:
		  - Specify BBQ with easy-to-use knobs that do not require grasping and twisting, that have tonal contrast with background, and easy-to-read and interpret markings
		  - Specify BBQ or adapter handle to prevent reaching over flames to open/close the lid for everyone's safety/comfort - especially from a seated position

Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design		

Source*: Amy Pothier, Mikiten Architecture*

2.9.8	Point Value	Gardens & Courtyards BBQ Areas – Ground Surface
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Specify slip resistant pavers when used in BBQ area**. - Ensure non-porous pavers near BBQ to avoid grease stains from BBQ - Contrasting colour pavers near the BBQ can help indicate a more dangerous zone for people to avoid - Floors should have a minimum slip resistance of P3 or R10 appropriate for their use, slope, and exposure to water, soap, and cleaning fluids

Source: *Inclusive Design Council, isUD, Mikiten Architecture*

2.9.9	Point Value	Gardens & Courtyards Pets and Service Animals Release Areas
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Level 1 - Provide at least a small area outside for service animal relief that does not require residents to leave the property.** - Allows blind residents with service animals to stay on site any time of day or night - Emotional pets can be important for residents' overall emotional well-being - Locate where staff is able to monitor activities for all residents' safety and comfort - Provide pet waste bag dispenser - Provide covered garbage receptacle for pet waste bags
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 – Provide an enclosure and water supply for the service animal relief area, in addition to items above**. - Allows animals to be let off-leash - Provide a water source and basin that can be replenished without needing to touch the basin - Animal relief area to have porous surface

Source*: Inclusive Design Council, isUD, Mikiten Architecture*

2.10 Building Security

2.10.1	Point Value	Building and Site Security Security System
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Provide a security system with 24-hour video monitoring and recording and front entrance door-opening capability from front desk.** - Cameras in stairwells, outside entrances, and all floors - Cameras allow building management to see if someone has fallen or is having trouble - Helps ensure building security and resident safety - Alarmed panic bars on all doors that are assigned function exclusively as emergency exits; clear signage to denote alternative exit doors where residents cannot get back in (due to one-way doors); strategies to prevent residents from opening unmonitored doors for unauthorised entry of others

Source: *Autism Centre, Unites Stated National Disability Authority, The United States Corporation for Supportive Housing*

2.10.2	Point Value	Building and Site Security Entry System Communications
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Provide flexible two-way communications to dwelling units.** - Security controls for visitors at the building entrance provide both audio and visual communications between residents and visitors via a smartphone app that allows remote unlocking of the entry door - Allows residents with less mobility/dexterity respond to a visitor in a more convenient and timely way - Affords better communication options for people who lip read or sign - Allows better confirmation of who a visitor is, for increased security

Source: *California Housing and Community Development, Mikiten Architecture*

3 Building Components

3.0 Overall Design

3.0.1	Point Value	Overall Design Building Organisation
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**Circulation spaces are organised in straightforward and clear patterns.**

Vision	Health & Wellness	Support Needs		- Understandable circulation patterns (linear, radial, grid, axial, central atrium, etc.) are easier to navigate for people unfamiliar with a building - People prone to disorientation are more comfortable - People with no or low vision can navigate the space more easily
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: The Kelsey

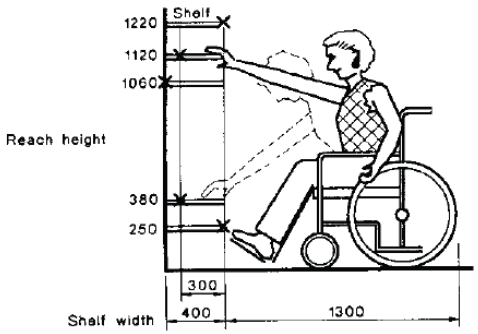
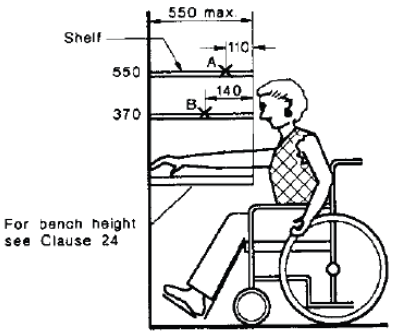
Cognitive Access	Mobility & Height	Hearing & Acoustics		**ESSENTIAL ELEMENT** **Level 1 - Provide space for a mobility device to enter, turn around in, and exit rooms, clear of furniture and door swings.** Provide minimum 1500mm x 1500mm clearance space for turning, connected to a path of travel from the door as per AS1428.1.
Vision	Health & Wellness	Support Needs		
Additional Benefits			**2**	**Level 2 - Provide additional turning space.** - Provide minimum 1800mm x 1800mm clearance space for turning, connected to a path of travel from the door - Accommodates mobility scooters and multiple people in a space
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: The Kelsey, AS1428.2

3.1 Space and Reach

3.1.1	Point Value	**Space and Reach** **Turning Space**
Impact Areas	**1**	

3.1.2			Point Value	**Space & Reach** **Reach ranges**
Impact Areas				-
			1	**Level 1 - Better space requirements:** - Clear floor space: minimum 900mm x 1300mm

<table>
<tr><td>Cognitive Access</td><td>Mobility & Height</td><td>Hearing & Acoustics</td><td></td><td>- Maximum reach height 1100mm
Knee and toe clearance as per AS1428.2</td></tr>
<tr><td colspan="2">Vision</td><td>Health & Wellness</td><td>Support Needs</td><td>2</td><td>Level 2 - Increased Clearance
- For larger mobility devices, easier manoeuvring, and multiple users at once:
- Clear floor space: minimum 1000mm x 1400mm
- Maximum reach height 1100mm
Knee and toe clearance as per AS1428.2</td></tr>
<tr><td colspan="3">Additional Benefits</td><td></td><td></td></tr>
<tr><td colspan="2">Affordability</td><td>Equality</td><td>Environmental sustainability</td><td rowspan="2">3</td><td rowspan="2">Level 3 - User-Adjustable Clearance - Common Spaces
- Use electric high/low countertops to with height adjustment capability from 720mm clear space underneath height adjustable benchtop till 1020mm clear space underneath height adjustable benchtop (from Finished Floor Level).
- Allows users of all standing and seated heights to easily adjust work surfaces and sinks to their ideal heights
- Include sensor to detect and reverse direction if obstruction is encountered (knee, chair arm, etc.)
- Specify controls that can be operated with one finger (some require two buttons to be pressed at once)
- Kits are available for bathroom and kitchen sink drains
 
  </td></tr>
<tr><td colspan="2">Safety</td><td colspan="2">Beauty & Better Design</td></tr>
</table>

Source: *The Kelsey, AS1428.2*

3.1.2	Point Value	Space and Reach Powerpoints and switches
Impact Areas Cognitive Access; **Mobility & Height**; Hearing & Acoustics **Vision**; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** Level 1 - Make controls, switches, and outlets more reachable and in a consistent location between 900mm – 1000mm above the finished floor level - Horizontally aligned with the door handle at the entrance to a room. - If placing an outlet under a built-in element, place an accessible one above instead or in addition - Keep in mind that as reach limits are reached, leverage, strength, and grasp are diminished, making items at the reach limit more difficult to use
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 – Control and switch type** - Light and powerpoint switches should be rocker action, toggle or push pad in design with a recommended width of 35mm.

Source: The Kelsey, AS1428.2

3.2 Acoustics

3.2.1	Point Value	Acoustics Background Noise
Impact Areas Cognitive Access; Mobility & Height; **Hearing & Acoustics** **Vision**; **Health & Wellness**; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Avoid introducing background noise that can hamper communication.** - Video displays (in lobbies, gyms, etc.) should be silent or the volume should be easily controlled by occupants - Avoid background music in lobbies and other shared spaces - For people with poor hearing or wearing hearing aids, background noise is disruptive to hearing conversations - Background noise can be overwhelming for people susceptible to cognitive overload - For blind people navigating in part by sound, background noise can hamper orientation

Source: The Kelsey

3.2.2	Point Value	Acoustics Large Spaces
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Design large spaces (atriums, large lobbies, large community rooms, etc.) to provide acoustic comfort and usability.** - Use materials that reduce echo, which can be overwhelming to some people and inhibit orientation by blind people - Minimise hard surfaces that create reverberation of sound for everyone's comfort, especially those with hearing aids, cochlear implants, etc. that can accentuate the echo effect - Design in smaller areas (nooks, etc.) that that are easier to acoustically control to provide a relief from the main space - A mix of active and quiet spaces allows people with autism and other forms of sensory sensitivity to be in proximity to people but control their engagement. - Window seats and nooks offer opportunities to participate from the periphery

Source: The Kelsey

3.2.3	Point Value	Acoustics Noise Isolation
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**ESSENTIAL ELEMENT** **Level 1 – all dwellings must be design to bee the minimum sound insulation requirements under the National Construction Code.**
		Level 2 - Isolate noise and vibration from all noise-generating building systems. - People range in their sensitivity to hums and vibrations, which can make some dwelling units unusable by sensitive people - Enhances user comfort
	2	**Level 2 - Exceed code requirements for noise transmission at dwelling units.** - Exceed required sound insulation requirements under the NCC to limit noise between dwelling units and between units and corridors - Enhances privacy - Enhances user comfort - Reduces neighbour disputes

Source: The Kelsey, NCC

3.2.4	Point Value	Acoustics Large Spaces
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**All doors and windows exceed the required sound insulation requirements under the NCC to control outside noise sources.** - Enhances hearing and communication - Reduces distractions - Enhances user comfort

Source: The Kelsey, NCC

3.3 Air Quality/HVAC

3.3.1	Point Value	Air Quality/HVAC Pollutants
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Level 1 ESSENTIAL ELEMENT** **Prohibit smoking within buildings or within 4m of building entrance** - Post signage near all doors and windows where people might smoke outside - Make it clear in resident materials and with signage on site if there are designated smoking areas for residents
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 - Prohibit smoking within 10m of building entrance**

Source: The Kelsey, The Smoke Free Environment Act

3.3.2	Point Value	Air Quality/HVAC Filtration
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Include High Efficiency Particulate Air (HEPA) filtration for mechanical equipment.** - Building-wide and dwelling unit HVAC filters protect users against outdoor and recirculated pollutants - Protects people with chemical and pollutant sensitivities or seasonal allergies - Helps people with dog allergies cope with service dogs in a building

Source: *The Kelsey*

3.3.3	Point Value	Air Quality/HVAC Low-VOC Materials
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 - Use low- or no-Volatile Organic Compound (VOC) building materials (paints, adhesives, caulking, carpets, vinyl tile, linoleum, particle board, plywood, and/or engineered wood products).** - Reduces environmental hazards to residents and visitors - Many people with disability have other underlying health issues that are exacerbated by environmental chemicals - Ensure that low or no-VOC products are durable (for example, some no-VOC paints are more susceptible to physical damage and do not adhere as well) - VOC-containing materials emit toxic fumes from products or processes to form ozone, which may cause residents to have long-term health effects
Additional Benefits Affordability; Equality; Environmental sustainability	2	**Level 2 - Better VOC controls.** - Use no-VOC materials in all the locations in Level 1 above - Use low- and low-VOC materials for furniture and other FF&E elements
Safety; Beauty & Better Design	3	**Level 3 - Chemical-free areas** In addition to Level 1 and Level 2, designate lobby/common spaces as chemical/odour free zones - Designate one or more floors, or an entire building, as chemical/odour-free - Protects people with chemical sensitivities and provides cleaner air

Source: *The Kelsey*

3.3.4	Point Value	Air Quality/HVAC Ceiling Fans
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Provide ceiling fans to augment air conditioning in indoor shared spaces, and at outdoor gathering spaces.** - Benefits people with less ability to move around/get up, and people who may have unique temperature and comfort issues - Mixes air to boost mechanical system's effectiveness and efficiency - In large spaces, provide localized control to increase comfort only in areas needed - Increases comfort and airflow in selective areas - such as those near west-facing windows - More cost-effective than air conditions

Source: *The Kelsey*

3.3.5	Point Value	Air Quality/HVAC HVAC Controls
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs	1	**Level 1 - Mechanical system controls are broadly usable.** - Temperature controls can be programmed for different settings based on time of day (and optionally, by season as well) - In rooms and spaces where occupants have control over temperature, controls follow a common conceptual model - Thermostats are accessible for blind users (tactile buttons and braille, not touch screens) with audible feedback and/or connectivity through mobile apps
Additional Benefits		
Affordability Equality Environmental sustainability	2	**Level 2 - Mechanical system controls are more usable.** Temperature settings and programming can be adjusted by remote control for more user flexibility and to overcome reach and manipulation issues around a thermostat on the wall or on the HVAC unit itself
Safety Beauty & Better Design	3	**Level 3 - Mechanical system controls are voice controlled with verbale feedback provided** Temperature settings and programming can be adjusted by voice control for more user flexibility.

Source: The Kelsey

3.3.6	Point Value	Air Quality/HVAC Window Controls
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 – Operable windows are usable.** - Operating mechanisms are within reach range. - Surrounding space is designed for access to the window. - Cranks and latches can be operated, and windows opened, with the palm of one hand, without grasping or twisting - If unlatching and opening is one motion, ensure they are in the same direction, so that two hands are not required - Include locks on windows
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 – Electrical power window controls are provided for ease of use** 

Source: The Kelsey

3.3.7	Point Value	Air Quality/HVAC Mould control
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Design buildings to provide adequate ventilation and mould control including:** - Use of mould-resistant paint - Mechanical ventilation in key locations such as laundries, bathrooms etc - Appropriate waterproofing

Source: Residential Development Advisory Panel – Key needs from members of the CID Advocacy Group of people with intellectual disability

3.4 Glare & Artificial lighting

3.4.1	Point Value	Artificial Lighting Glare and Light Quality
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Artificial lighting is even, free from glare, and does not cast distracting shadows.** - Glare inhibits lip reading - Strong directional lighting on a ceiling creates glare and backlighting that can make lip reading difficult, especially when looking up at a taller speaker

Source: The Kelsey

3.4.2	Point Value	Artificial Lighting Colour Rendering Index
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Artificial lighting has a colour rendering index of 90 or higher.** - Creates a more natural-looking and comfortable indoor environment - Colours read more accurately and more easily between artificially- and naturally-lit spaces

Source: The Kelsey

3.4.3	Point Value	Artificial Lighting Lighting Levels
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Design lighting levels to be appropriate for the activity in a space.** - Provide task or ceiling-mounted directional lighting where needed - Provide task lighting in reading areas to minimize casting shadows on reading materials - Design lighting appropriate for each activity that may occur in a multi-purpose room

Source: The Kelsey

3.4.4	Point Value	Artificial Lighting Lighting Controls
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Level 1 - Occupancy sensors with overrides control all common area artificial lighting.**
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 - Common area lighting automatically dims based on the amount of daylight available.** - Creates a more comfortable environment - Include separate user-controllable task lighting - Dimming should be continuous, not just at a few pre-set levels - Rather than timers and seasonal settings, light sensors on mullions can be more responsive, changing interior lighting levels only when needed, such as when it's cloudy or hazy - Reduces energy needs

Source: The Kelsey

3.4.5	Point Value	Artificial Lighting Switch Cover Plates
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL ELEMENT** **Switch plates contrast noticeably in colour from the surrounding wall. Differentiate colour from non-user controls cover plates that may be used elsewhere in the room.** - Easier to find for everyone, including those with low vision - Select colours for visibility to people with different sorts of colour blindness; minimum luminance contrast of 50 percent as well - Cognitively clearer 

Source: The Kelsey

3.4.6	Point Value	Artificial Lighting Lighting Master Switch
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Lighting master switch: All rooms and spaces with multiple artificial lighting controls have a master switch control.** - Allows easier control without having to go to different places in the room - Cognitively more clear

Source: The Kelsey

3.5 Natural Light

3.5.1			Point Value	Natural Light Daylight
Impact Areas			1	**Level 1 - Lobby spaces should have direct access to natural light.** **ESSENTIAL ELEMENT** - Connection to the outside environment increases comfort and well-being - Include a direct line of sight to the vehicular pick-up area from the interior lobby to allow residents to wait indoors for rides - Enhances orientation, and therefore wayfinding - Saves energy
Cognitive Access	Mobility & Height	Hearing & Acoustics		
Vision	Health & Wellness	Support Needs	2	**Level 2 - Locate community rooms where they can open to the outdoors and get natural light.** - Encourages use and community-building - Creates a more comfortable, calmer environment - Provides opportunities for events to expand to outdoor spaces - Connection to the outside environment increases comfort and well-being - Enhances orientation, and therefore wayfinding
Additional Benefits			3	**Level 3 - In addition to Level 2, all additional rooms and spaces (excluding storage and utility rooms) have access to natural light either directly or through an adjacent space.** - Connection to the outside environment increases comfort and well-being. - Enhances orientation, and therefore wayfinding
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: The Kelsey

3.5.2	Point Value	Natural Light Managed Daylight
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs	1	**Level 1 - All rooms and spaces with direct access to daylight have architectural features to manage the daylight (e.g. light shelves, clerestories, recessed skylights, etc.).** - Reduced glare - Increases lip reading communication - Reduced glare enhances visibility and therefore wayfinding - especially for low-sighted people who may acclimate more slowly to changes in brightness between outside exterior and interior spaces - Eliminating natural lighting overload increases thermal comfort by eliminating hot spots inside the building - Controlling solar heat gain helps mechanical equipment run more efficiently.
Additional Benefits Affordability Equality Environmental sustainability Safety Beauty & Better Design	2	**Level 2 - Window shades allow users to control the natural light.**

Source: The Kelsey

3.5.3	Point Value	Natural Lighting Window Design
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Windows have low sills where possible** - Offers equal view experience to shorter or seated people - Creates a stronger connection to the outdoors for all users 

Source: The Kelsey

3.5.4	Point Value	Natural Lighting Window Location
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Locate windows at the ends of or at changes in direction of corridors.** - Can assist in wayfinding - Creates a sense of orientation (both to the outside in general and to the sun for time of day and direction, especially in a large building) - Natural light creates a sense of well-being throughout the building - Natural light helps to counter isolation - Avoid shiny floor and wall surfaces that can create a glare problem in the corridor, which can be a detriment to wayfinding; diffuse the light with window treatments inside or outside if necessary 

Source: The Kelsey

3.6 Doors

3.6.1	Point Value	Doors Clearance Space
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Ensure clear space and safe navigation at entries.** - Ensure that doors do not swing into a perpendicular path of travel - if they do, create an alcove or provide cane-detectable protection from impact - Provide glass doors or an adjacent full-height view panel to improve visibility at entries; helpful for people with low vision and the deaf who might not hear someone approaching - Specify fixed trash can locations outside the area of navigation at doors to ensure that conflicting trash cans do not get placed in navigation area by maintenance staff - If designated near entries, design trash cans into specific enclosures to prevent maintenance staff and others from putting them in the required strike-side clearance

Source: The Kelsey

3.6.2	Point Value	Doors Door Visibility
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**All doors or door frames visually contrast with the surrounding walls.** - Easier identification by people with low vision - Select colours for visibility to people with different sorts of colour blindness; minimum luminance contrast of 50 percent as well - Unique colours for visitor and resident doors vs. service or delivery doors assist in wayfinding and orientation

Source: The Kelsey

3.6.3	Point Value	Doors Swing Door Automation

Impact Areas
Cognitive Access; Mobility & Height; Hearing & Acoustics
Vision; Health & Wellness; Support Needs
Additional Benefits
Affordability; Equality; Environmental sustainability
Safety; Beauty & Better Design
	1	**Where automatic swing door operators are provided, use vertical activator bars and more flexible operators.**
		- Vertical activator bars:
		  o Allow activation with wheelchair footrest, by someone's foot when their arms are occupied carrying something, or at any other height
		  o Cleaner and less institutional-looking than two buttons, can be freestanding, such as in front of a window, and can sometimes be combined in one bollard with building entry system keypads
		- Flexible operators meet the following criteria:
		  o Create no resistance when pushed manually (ideally operator reduces effort while still allowing a door to be opened quickly manually)
		  o Have no resistance when there is a power outage and doors are used manually
		  o Have a wide range of adjustable opening times and speed
		  o Can be mounted upside down on door when needed (such as when a storefront system header is not tall enough

Source: The Kelsey

3.6.4	Point Value	Doors Automatic Operator
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**ESSENTIAL REQUIREMENT** **Level 1- In addition to providing automatic doors at building entrances used by residents, also provide at common restrooms.**
Vision; Health & Wellness; Support Needs	2	**Level 2- In addition to Level 1, provide automatic doors at shared resident spaces and staff offices.**
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	3	**Level 3 - Rather than swing doors, make doors at building entrances used by residents sliding doors.** Automatic operation by motion sensor from the interior and building access controls from the exterior. Provides a usable opening width faster than swing doors Avoids congestion from multiple users at a time Avoids collisions between mobility devices or low-sighted people and the arc of swing doors For double doors, lets groups of people (especially when traveling in both directions at once) negotiate passage with less conflict/confusion

Source: The Kelsey

3.6.5	Point Value	Doors Door and Gate Rails
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**High bottom rails** - Provide 300mm rather than 150mm smooth surface or kick plates at bottom of doors and gates for larger/taller electric wheelchairs - especially at custom gates

Source: The Kelsey

3.6.6	Point Value	Doors Glass Doors
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Use glass doors along a wayfinding path and into community spaces.** - Assists visibility of the wayfinding path and general visual/cognitive orientation - No frameless glass doors, which are less visible to people with low vision 

Source: The Kelsey

3.7 Furniture, Fixtures and Equipment (FF&E)

3.7.1	Point Value	FF&E Area Rugs
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** **Avoid the use of unsecured area rugs.** - Creates potential tripping hazards, especially for people who can't lift their feet, cane, walker, or crutches well - Interferes with turning a wheelchair

Source: The Kelsey

3.7.2	Point Value	FF&E Indoor Seating
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** **Specify a variety of seating types to provide a wide range of options for different needs and comfort levels.** - Include seats with and without arms. Arms offer support for unstable torsos, reduce fatigue, and are useful for getting up and down, but chairs without arms can be easier for horizontal transfers to and from a wheelchair - Include backrests on most seats for safety, support, and comfort - Include seats of different heights in each location to provide options for tall and short people, or people who can't get up and down easily - Include seats of different firmness - some people cannot get up from chairs, sofas, or other seats that are too soft, but many people cannot sit comfortably on hard seats for long periods - Variety in seating design and types can foster different types of conversations and connections between residents

Source: The Kelsey

3.7.3	Point Value	FF&E Work Surfaces and Tables
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs	1	**Level 1 - Tables are easy to move, are on locking wheels and/or are lightweight.** Allows easier repositioning to make space for larger mobility devices Allows easier repositioning for different types of group meetings or educational events
Additional Benefits Affordability Equality Environmental sustainability Safety Beauty & Better Design	2	**Level 2 - Provide electric user-adjustable desks and countertops.** - Provides greater knee space for electric wheelchairs - Increases flexibility for people with bad backs to use a range of ergonomic chairs or stools, or to stand - Allows smaller people to lower the surface below standard desk height for easier use - Should not require users to hold two buttons at once to adjust

Source: The Kelsey

3.7.4	Point Value	FF&E Furniture Visibility
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Specify common space furniture that is easily seen and movable.** - Consider form, color, and value visibility against the flooring and other surrounding surfaces so that they do not become collision hazards - Creates a less homogenous interior environment. - Movable furniture provides opportunities for different types and sizes of social interactions  *Navigable lobby with floor-furniture contrast*

Source: Design Resources for Homelessness, Mikiten Architecture, US National Institute of Building Sciences

3.7.5	Point Value	FF&E Artwork in Building
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Include artwork in interior and exterior spaces.** Promotes a sense of welcome and home Can enhance wayfinding with strategic placement Artwork can be placed on walls and/or integrated as part of the graphic wayfinding strategy Ensure sculpture is cane-detectable and that wall-mounted pieces do not project more than 100mm from the wall 

Source: Mikiten Architecture, Shopworks Architecture

3.8 Wayfinding

3.8.1	Point Value	Wayfinding Glazing Safety
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **Level 1 Glass doors and windows that extend to the floor should have visible and cane-detectable sills and marked according to AS1428.1** - Solid (and non-translucent) contrasting glazing strip of 75mm width and between 900mm to 1000mm above FFL shall be provided for the full width of a glazed area which could be mistaken for an opening - Glass wall systems with no delineation at the sill can be a hazard for everyone, especially low-vision people
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 - Use safety decals on glazing with low sills.** - In addition to Level 1, use decals on glazing less than 300mm above the walking surface, use visible decals or patterns at median eye level as a visual identification/warning to benefit low vision or aging eyes

Source: Architecture for the Blind, Mikiten Architecture, AS1428.1

3.8.2	Point Value	Wayfinding Differentiation of Spaces
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Interior wayfinding system differentiates primary routes, zones, or nodes using variations in flooring, lighting, colour, ceiling height, materials, and/or other architectural features.** - Colour-code or have unique materials for each floors' elevator lobbies for orientation - Select colours for visibility to people with different sorts of colour blindness; minimum luminance contrast of 50 percent as well - Change colour/contrast to delineate between floors and walls and between stair treads and risers to assist people with low vision - Creates architectural reference points - Creates zones with unique character - Assists older adults with memory issues, people with cognitive impairments that affect orientation, and people who cannot read or understand signage
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

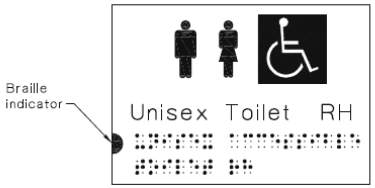
Source: Design Resources for Homelessness, isUD, Mikiten Architecture, Sonoma UD for Housing

3.8.3	Point Value	Wayfinding Interior Guide Strips
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Level 1 - Interior wayfinding system delineates primary routes and destinations with guide strips that have a different colour than the surrounding floor.** - Provides a path for people with low vision to follow - Grounds people who are easily disoriented - Creates opportunities for easy directions for visitors to reach locations like a rental office, community room, etc - Can also be achieved with baseboard colours - Select colours for visibility to people with different sorts of colour blindness; minimum luminance contrast of 50 percent as well
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 - In addition to Level 1, interior guide strips are both coloured and textured differently from the surrounding floor.** - Adding a cane-detectable texture difference allows lower-sighted and blind people to use the guide strips 

Source: Inclusive Design Council, isUD, Mikiten Architecture

3.8.4	Point Value	Wayfinding Walking Surface
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1** Tactile ground surface indicators (TGSI) compliant with AS1428.4.1 must be provided to warn people who are blind or have a vision impairment that they are approaching: - a stairway or ramp (other than a fire-isolated stairway or ramp) - an escalator (or conveyor) - (if no suitable barrier) an overhead obstruction less than 2 m above floor level other than a doorway - an accessway meeting a vehicular way adjacent to any pedestrian entrance to a building if there is no kerb or kerb ramp
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 Avoid confusing patterns on interior floor and exterior paving walking surfaces.** - Carpets and flooring with busy visual patterns can be distracting for people with low vision and disorienting to people with cognitive differences - Complex patterns can obscure tripping hazards, especially rocks, branches, etc. outside

Source: AS1428.1 and National Construction Code

3.8.5	Point Value	Wayfinding Building Signage
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** **Braille and tactile signage to be provided as follows:** - Exit, entry and floor level - Where a pedestrian entrance is not accessible, directional signage to the location of the nearest accessible pedestrian entrance - Each common sanitary facility (if accessible to specify) - Where a bank of sanitary facilities is not provided with an accessible unisex sanitary facility, directional signage to the nearest accessible unisex sanitary facility. - where a pedestrian entrance is not accessible, directional signage to the location of the nearest accessible pedestrian entrance 

***Source**: National Construction Code, AS1428.1-2009*

3.8.6	Point Value	Wayfinding Acoustic Wayfinding
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Use wall and ceiling surface materials and ceiling heights to differentiate spaces.** - Audible changes in the acoustic environment are a helpful guide for visually impaired people - Ceiling heights can indicate different functions for visual orientation - Circulation paths, atriums, or other large spaces can be articulated with spaces with different acoustic responses to indicate location (e.g.: corridor intersections, unit entries, sitting areas vs. circulation areas, etc.)

***Source:** The Kelsey*

<table>
<tr><td colspan="3">3.8.7</td><td>Point Value</td><td>Wayfinding
Directional Signage</td></tr>
<tr><td colspan="3">Impact Areas</td><td rowspan="2">1</td><td rowspan="2">ESSENTIAL REQUIREMENT
Level 1 - Design building directional signage to be clear and broadly usable.
- Signage includes room name or use in addition to room numbers, in both raised text and braille
- Signs are high-contrast (light text on a dark field yields the least glare)
- Signs have pictograms for non-English speakers, children, and others who cannot read
- Coordinate signage for the site and the building to use a consistent set of pictograms. wording, font style, etc.
- Directional signage: Position to face the direction of approach at intersecting routes and include arrows with room number groups or other primary rooms and functions
- In-stair signage indicates the floor number and direction to exit clearly</td></tr>
<tr><td>Cognitive Access</td><td>Mobility & Height</td><td>Hearing & Acoustics</td></tr>
<tr><td>Vision</td><td>Health & Wellness</td><td>Support Needs</td><td>2</td><td>Level 2- Use tactile building orientation / evacuation maps.
- Tactile maps showing rooms and circulation spaces let people who are blind navigate spaces easier - can be 3D printed or built up. Locate at all primary entrances the primary access point to each floor, and all corridor intersections
- Consider having this available as printout for people to memorize/carry with them, especially if it contains evacuation information</td></tr>
<tr><td colspan="3">Additional Benefits</td><td rowspan="2">3</td><td rowspan="2">Level 3 - Augment signage with QR codes.
- Provides a link to additional online resources (information about the room, a link to get assistance or report a problem, etc.)</td></tr>
<tr><td>Affordability</td><td>Equality</td><td>Environmental sustainability</td></tr>
<tr><td colspan="2">Safety</td><td>Beauty & Better Design</td><td></td></tr>
</table>

***Source**: The Kelsey*

3.8.8	Point Value	Wayfinding Flooring
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Interior floor materials indicate transitions from one space to another, or alert people to entrances, stairs, or elevators.** - Texture changes should be cane-detectable by individual with vision-related access needs. - Select colours for visibility to people with different sorts of colour blindness; minimum luminance contrast of 50 percent as well - Baseboard or floor material border colour changes in corridors can help with navigating the building's orientation. - A varied and thoughtful flooring palette creates more clarity and a more interesting environment for everyone

***Source**: The Kelsey*

3.8.9	Point Value	Wayfinding Lighting
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Use distinctive decorative lighting fixtures as landmarks.** - Corridor ends and crossings to reduce disorientation - At unit entries to differentiate from other doors - A number of wall sconces indicating the floor you are on outside an elevator (for buildings with fewer floors) - Use downlighting, uplighting, and wall sconces strategically in different parts of a corridor

3.8.10	Point Value	Wayfinding Multilingual Communication
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs	1	**Level 1 - Multi Language Sign Communication.** - Signage includes multiple languages based on highly used local languages
Additional Benefits Affordability Equality Environmental sustainability Safety Beauty & Better Design	2	**Level 2 - Australian Sign Language (ASL) Hand Signs.** - Signage includes illustrations of key words and places in ASL

Source: Mikiten Architecture

3.9 Mailboxes

3.9.1	Point Value	Mailboxes Mailbox
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Where individual letter boxes are provided they shall be:** - Situated on a hard-standing area of 1540mm x 2070mm and have a gradient and crossfall directly in front which is less than 1:40 in any direction. - Shall have wheelchair access by a continuous accessible path of travel from the dwelling to the letterbox, - Shall be lockable, - The height of the letterbox shall be between 600mm and 1100mm above FFL.

***Source**: Livable Housing Design Guidelines and SDA Design Standards*

3.9.2	Point Value	Mailboxes Mailbox Shelter
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Provide weather protection at outdoor mailbox areas.** - Protects everyone getting their mail from a central location, especially if they are moving more slowly - Protects packages that might be left - Protects management notice areas that often occur at mailboxes

Source: Mikiten Architecture

3.9.3	Point Value	Mailboxes Mailbox Counter
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Provide a counter at mailboxes.** - Easier use for people with less dexterity - More convenient for everyone - Provide clear knee space under counter

4 Interior Spaces

4.0 Overall Design

4.0.1	Point Value	Overall Design Low Glare Materials
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**ESSENTIAL ELEMENT** **Level 1 – Use wall and floor surfaces that are low glare** - Matte surfaces and medium-value surfaces are better for reducing glare - Facilitates wayfinding for people with low vision - Prevents uncomfortable conditions for lip reading and signing - Protects against slipping when floors get wet

Sources: Architecture for the Blind, Mikiten Architecture

4.02	Point Value	Overall Design Activity Areas
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**ESSENTIAL ELEMENT** **Level 1 – Provide shared social spaces for activities and interactions** - Sensory gardens, demonstration or shared-use kitchens, fitness areas, game/TV room and similar spaces – that are thoughtful and intentional in their design – are important for resident mental and physical health - Design shared spaces and their finishings to be flexible and easily moved, to accommodate multiple uses that may develop over time - These spaces are especially important in affordable housing and for residents with disability who have fewer options outside the project - Locate close to staffed areas for residents who have experienced trauma to feel safe - Staff help create a sense of community, build trust with and among residents and facilitate relationships  *Shared space with event board*

Sources: LCM Architects, Mikiten Architecture, Inclusive Design Council, Shopworks - Designing for Healing, Dignity, and Joy

4.03	Point Value	**Overall Design** **Staff Spaces**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	**1**	**Provide respite area(s) for staff** Improves their performance and helps to prevent burnout/exhaustion - Include natural light and air, connection to nature

Sources: LCM Architects

4.04	Point Value	**Overall Design** **Assistance Signage**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	**1**	**Use signage to alert people that support is available** - "Need something? Just ask" signs in common rooms. Sets a positive tone, lets everyone know there is support available from building staff - Fosters a collaborative atmosphere - Include phone number and QR code to make it easy to contact staff

Sources: Mikiten Architecture

4.05	Point Value	**Overall Design** **Slip Resistance Floor Finishes**
Impact Areas Cognitive Access; **Mobility & Height**; Hearing & Acoustics **Vision**; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	**1**	**Specify slip-resistant floors, especially at building entrances** - All internal floor finishes shall have a minimum slip resistance of P3 or R10. (except ramps which are higher) - Use recessed walk-off mats instead of temporary roll-out mats which can create tripping hazards - Reduces tracking outdoor pollutants, mud, etc into indoor spaces - Avoid sisal or other mats that can 'pull' wheeled traffic at a 45 degree angle - Surface, nosing strip and landings of stairs and ramps to be in accordance with National Construction Code AS4586.

Sources: Mikiten Architecture

4.06	Point Value	**Overall Design** **Internet connection**
Impact Areas **Cognitive Access**; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; **Support Needs**	**1**	**Level 1 - Provide free internet access for residents in all common areas and space.**
Additional Benefits **Affordability**; **Equality**; Environmental sustainability Safety; Beauty & Better Design	**2**	**Level 2 - Provide free internet connection for residents in all areas of the residential community including within private dwellings/rooms**

Sources: Residential Development Advisory Panel – Key needs from members of the CID Advocacy Group of people with intellectual disability

4.1 Lobbies and horizontal circulation space

4.1.1	Point Value	Lobbies and Horizontal Circulation Building Notifications
Impact Areas  Cognitive Access  Mobility & Height  Hearing & Acoustics  Vision  Health & Wellness  Support Needs	1	**Level 1 – Make video screen displayer for resident notifications broadly usable** - Applies to lobbies, gyms, common rooms or similar - Design visual on screen content to use larger print - Use dark on light backgrounds when possible to counteract the glare of lights on a dark background screen - Avoid audio content that can create background noise, making conversations, hearing and audio wayfinding for the blind more difficult - When audio content is needed, always accompany with closed captions or text with the same information - Avoid content with flashing lights or swirling visual patterns which can trigger seizures for people with epilepsy
Additional Benefits  Affordability  Equality  Environmental sustainability  Safety  Beauty & Better Design	2	**Level 2 – More flexible displays: alternate delivery** - Create a way that blind/low vision people can receive the same information via an app or website - Additional benefit of people not having to be in the space to see announcements

Sources: Mikiten Architecture

4.1.2	Point Value	Lobbies and Horizontal Circulation Lobby and Large Space Acoustics
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Minimise acoustic reverberation with materials and geometry of spaces** - Helps everyone have a better entry lobby interaction experience - Aids communication for those with hearing aids and cochlear implants that can overload in noisy spaces - Aids the blind with auditory orientation

Sources: Mikiten Architecture

4.1.3	Point Value	Lobbies and Horizontal Circulation Usable Corridors
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	ESSENTIAL REQUIREMENT **Level 1 – Incorporate wide corridors** - 1000mm minimum width to allow easier passage of mobility devices or support animals - Gives space for cane sweep navigation for someone who is blind - Creates a sense of openness and comfort for all residents
Additional Benefits		
Affordability; Equality; Environmental sustainability	2	**Level 2 – Wider Corridors** - 1200mm width to allow easier passage of mobility devices or support animals
Safety; Beauty & Better Design	3	**Level 3 – Even Wider Corridors** - 1800mm width to allow two wheelchairs to pass each other

Source: Autism Center, Mikiten Architecture, National Construction Code and Australian Standards

4.1.4	Point Value	Lobbies and Horizontal Circulation Corridor Handrails
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 – Handrail on one side of the corridor** - Helps people with ambulatory disabilities travel further, more safely - Act as guide rail for people with low vision - Consider antimicrobial finish
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 – In addition to Level 1 install handrail on both sides of the corridor** - Helps people with one-sided dominance better than a single handrail - Better as a guide rail than a handrail only on one side

Sources: Amy Pothier, Mikiten Architecture

4.1.5	Point Value	Lobbies and Horizontal Circulation Lobby Entry Counter
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **Level 1 – Lobby entry counters are accessible** - If counters are one level, they should be low for the most flexible use from both sides - For larger counters where a high portion is desired for easier standing use, the low portion should be the primary counter - Design a location for computer screens that does not block the open use of the counter - Provide contrast between counter tops and faces for people with low vision
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 – Lobby entry counter allows forward approach** - Provide knee and toe clearance for a forward approach on both sides - Allows a face to face conversation, easier writing or other interactions for someone using a wheelchair and for a seated staff member - Ensure areas that are open for knee and toe clearance have cane detectable end panels or legs

Sources: Amy Pothier, Mikiten Architecture

4.1.6	Point Value	Lobbies and Horizontal Circulation Lean Rails
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Level 1 – Lean rails in circulation areas including near lifts and stairs** - Helpful in lobbies or entry porches where people are awaiting a ride - Beneficial for older adults with mobility impairments or general stamina limitations 

Sources: Design Resources for Homelessness

4.2 Vertical Circulation

4.2.1	Point Value	Vertical Circulation Usable Stairs
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Stairs are designed for safety and ease of use (incorporate ramps rather than stairs whenever possible)** - Stairs have no fewer than 3 risers, to prevent tripping - Closed risers required - Stairs other than emergency egress stairs have no more than 11 risers, for easier use and less distance to fall in an accident - All stair treads have a complying contrasting stripe at every nosing. Use photoluminescent stripes when possible for additional safety in emergencies - Stairs wider than 1800mm have at least one additional handrail - All stairs have a cane-detectable tactile walking surface indicator at the top of every run  *Sample stairway specs*

Sources: isUD, Mikiten Architecture, National Construction Code and Australian Standard

4.2.2	Point Value	Vertical Circulation Stair Evacuation Chairs
Impact Areas Cognitive Access; **Mobility & Height**; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability **Safety**; Beauty & Better Design	1	**Provide evacuation chairs in stairways** Provides a safe way for people with mobility limitations to be rolled down the stairs by other occupants in the case of an emergency, rather than being forced to wait for rescue personnel in a stairway while other occupants exit the building Coordinate with NCC requirements for chairs to avoid blocking exiting width and provide space for people with mobility devices to await assistance with evacuation chairs 

Sources: Inclusive Design Council, Mikiten Architcture, Amy Pothier

4.2.3	Point Value	Vertical Circulation Convenient Ramps
Impact Areas **Cognitive Access**; **Mobility & Height**; Hearing & Acoustics **Vision**; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability **Safety**; Beauty & Better Design	1	**Ramps are designed for broad usability and comfort** - Use ramps instead of stairs whenever possible - Design ramps to be the full width of the corridor or walkways at top and bottom - Ramps connecting vertical level changes of over 190mm are 1:14 as per AS1428.1

Sources: isUD, Mikiten Architecture, Australian Standard

4.2.4	Point Value	Vertical Circulation Dual Handrails
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Stairs and ramps have high and low handrails** - One handrail at 900mm and another at 760mm above the nosing - Provides safety for children and shorter adults - For ramps, someone in a wheelchair can slow their descent or pull themselves up the ramp more easily with better leverage than pushing a wheelchair wheel 

Sources: Mikiten Architecture

4.2.5	Point Value	Vertical Circulation Handrail Design
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Handrails should be designed for better use and safety** - Handrail extensions should extend 150mm more than required by the NCC, to provide greater stability for people leaning heavily on them to pull up the stairs or reach forward for sufficient stability when stepping down - Ends of handrails should return to the wall or floor/ground, not wrap back on themselves, creating a potential impact hazard that is not easily cane-detectable - Avoid gaps of more than 40mm between handrails and walls to prevent arms sliding into the space as someone falls and to facilitate using the wall as a stabiliser for the forearm - Select colours that are discernible from the wall behind for people with different sorts of colour blindness; minimum luminance contrast of 50% as well

Sources: Amy Pothier, isUD, Mikiten Architecture, National Construction Code, Australian Standard

4.2.6	Point Value	Vertical Circulation Tactile Handrail
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**All stairways and ramps have tactile information on lower and upper handrails** Tactile letters and Braille indicating floor (Level 1, level 2 etc.) and shall match the designations used in the elevator Tactile direction arrow

Sources: isUD, Mikiten Architecture

4.2.7	Point Value	Vertical Circulation Elevator Foot Controls
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Provide foot level controls inside and outside** - Low mounted paddle type buttons can be activated with the foot or a wheelchair footrest - Avoids the need for positioning a mobility device at the floor buttons inside, where someone else is often naturally standing - Convenient option for people whose hands are full - More hygienic for all people to avoid touching buttons with their hands - Provides options for people who are short, with low dexterity or no fingers or who cannot see the small regular buttons easily

Sources: Mikiten Architecture

4.2.8	Point Value	Vertical Circulation Elevator Interior Buttons
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Include descriptive elevator buttons** - In addition to the floor number, include entire words such as “parking”, “lobby” or “roof garden” for example 

Sources: Mikiten Architecture

4.2.9	Point Value	Vertical Circulation Elevator Usability
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Specify door timing and audible feedback for better usability** - Voice feedback state direction travelling and floor reached - Benefits low sight and blind passengers - Provides more clarity for everyone - Set door close timing to 10 seconds to allow people with mobility devices or service animals to enter/exit before it starts closing

Sources: Mikiten Architecture

4.2.10	Point Value	Vertical Circulation Elevator Design
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1 – The lift car size shall be minimum 1100mm (width) x 1400mm (in direction of travel).** **Lift door to provide a minimum clear opening of 900mm.**
Additional Benefits		
Affordability; Equality; Environmental sustainability	2	**Level 2 – Provide at least one cab that is larger than the standard elevator size** Allows someone with a larger electric wheelchair or scooter to turn around and face the door if other people are in the elevator, rather than backout Allows two people in wheelchairs or scooters to use the elevator together
Safety; Beauty & Better Design	3	**Level 3 – Elevators have doors on both ends and controls positioned to allow people to use the elevator without turning around inside.**

Source: Mikiten Architecture, isUD, NCC

4.2.11	Point Value	Vertical Circulation Elevator Emergency Evacuation Use
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 – Provide backup power and meet fire department requirements that allow elevator to be used for emergency evacuation.** - Avoids people in wheelchairs from being stuck in an Area of Refuge in a stairway in case of an emergency - Especially important in buildings with a higher percentage of people with disability, making fire department-assisted evacuation more difficult and slower - Coordinate with local codes to provide appropriate signage inside and outside the elevator that indicates it's availability in emergencies
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

Source: Mikiten Architecture

4.2.12	Point Value	Vertical Circulation Elevator Security
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**All elevators with security access controls (e.g., swipe card, key fob, biometrics, etc.) allow floor selection before and after authorization, and provide clear feedback when access is not authorized.**

Source: isUD

4.2.13	Point Value	Vertical Circulation Elevator Numbers
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Where access to dwellings/rooms above ground level is required, provide a minimum of two elevators to ensure that at least one elevator is always available even when maintenance is required**

Residential Development Advisory Panel – Key needs from members of the CID Advocacy Group of people with intellectual disability

4.3 Common rooms and offices

4.3.1	Point Value	Common Rooms and Offices Shared Kitchen Appliances
Impact Areas  Cognitive Access  Mobility & Height  Hearing & Acoustics  Vision  Health & Wellness  Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1 – Use safe and accessible appliances for shared kitchens.** - Specify induction ranges/cooktops. The glass surface does not heat up as much as an electric cooktop, and turns off when a pot is removed, and avoids the potential hazard of an open gas flame. Helpful when children are around and for people with autism and others who experience forgetfulness and inability to recognize problems - Use shorter refrigerators with top freezers to optimize reach and usability - If a dishwasher is provided, specify standard or drawer style dishwasher - Provide extra space around all appliances for a wheelchair rider and walking person to use the space together - Use range hoods that can be wired to have a remote-located switch installed on the face of an adjacent base cabinet, providing the same controls (multi-speed fan, dimming) as on the hood itself, since range hood controls are not reachable. Confirm with manufacturer that variable controls can be remote - Use range hoods with curved corners for greater safety, especially for low-sighted and taller people - No microwave/hood combo units over the range; they are out of reach of many people
Additional Benefits  Affordability  Equality  Environmental sustainability  Safety  Beauty & Better Design	2	**Level 2 – In addition to Level 1, use a separate cooktop and wall oven rather than a combined range, specify drawer style dishwasher and provide a wheelchair accessible pantry** - Allows the oven to be mounted higher for easier use for everyone, with less stooping to reach food, and allows safer, more stable reach from a seated position - Side-swinging oven doors can make for even safer approach and access for everyone. - Drawer style dishwasher enables participant to operate in a seated or standing position

Source: Autism Center, Mikiten Architecture

4.3.2	Point Value	Common Rooms and Offices Microwave Drawer
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**When microwaves are built in, specify a drawer-type unit.** - Easier to lift food out of for a wider range of users - Easier to see in and stir from a seated position - Doesn't require removal of food from oven for stirring, adding ingredients 

Source: Mikiten Architecture

4.3.3	Point Value	Common Rooms and Offices Shared Kitchen Sinks
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** **Specify sinks for broad usability.** - Specify single bowl sinks for easier use for larger pots and by people with less dexterity - Stainless steel sinks should be coated or protected to provide protection from heat for a seated person who might not be able to feel that the bottom is hot - Specify shallow sinks (SDA maximum height is 150mm on adjustable benchtop) to increase knee clearance. - Specify sinks with drains in the rear to optimize knee space - Avoid garbage disposals (when possible), which reduce knee space. Use grid drains instead to prevent clogged drains - Use undermount sinks to avoid buildup of water around a top-mount sink rim, which gets the sleeves of seated and shorter users wet as they reach across the sink and surrounding benchtop and allow easier cleanup by wiping down benchtops into the sink.

Source: Mikiten Architecture, SDA Design Standards

4.3.4	Point Value	Common Rooms and Offices Shared Kitchen Taps
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1 – Specify usable tapware.** Use gooseneck tap to get water stream closer to user and minimize forward reach Provide pull-out spray for more flexibility and easier cleanup Use levers that are easy to control for people with less dexterity Select longer levers that require less reach over the sink
Additional Benefits		
Affordability; Equality; Environmental sustainability	2	**Level 2 – Improved tap usability: Specify hands-free (sensor-activated) tap to comply with AS1428.1.** - Does not require reach for users - More hygienic - Easier one-handed use
Safety; Beauty & Better Design	3	**Level 3 – Improved tapware placement: Locate to the side of the bowl.** A tap to the side of the bowl (as is done in many classroom and art sinks) to make reach and use even easier and located such that the operable parts of the lever tap and water source is not more than 300mm from the edge of benchtop

Source: Mikiten Architecture, AS1428.1

4.3.5	Point Value	Common Rooms and Offices Community Room Hearing System
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 – Provide Assistive Listening System (ALS) for people with or without hearing aides.** - When the speaker wears a mic, these allow people with hearing loss to receive amplified sound via their hearing aid or headphones, without interference from background noise - Examples are FM systems, Inductive Loop systems, and Infrared Systems
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 – Use a Sound Field System for greater flexibility and less user equipment.** - Loudspeakers located throughout larger rooms amplify the speaker's voice or an A/V feed - Boosts comprehension and reduces effort required to hear for people of all hearing abilities - Lessens fatigue for presenter to need to speak up - especially for long presentations - In addition to ALS system used for those with more severe hearing loss - For those with mild to moderate hearing loss, Sound Field offers an improved hearing experience without a headset with possibly hard-to-use small controls

Source: Mikiten Architecture, National Disability Authority

4.3.6	Point Value	Common Rooms and Offices Laundry Rooms
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Create usable shared laundry rooms.** - Specify front-load and front-control washers and dryers for more usability - Raise washers and dryers up on platforms to increase reach for wheelchair riders and to prevent uncomfortable stopping by taller users (ensure reach heights to controls are not exceeded when machines are raised up) - Plan washer and dryer wall connections so that the washing machine is on the left and dryer on the right, which facilitates moving clothing from one machine to the other - Provide minimum 900mm wide surface for folding clothes at minimum 850mm high with knee clearance as per AS1428.1 - Provide min. 1550mm clearance space from face of front-loading machines to wall or other element to allow space for a mobility device and another person to use the space together (for shared laundry only) Include seating for use while folding or waiting for a load to complete

Source: Mikiten Architecture, Amy Pothier, Opening Doors Report (pg.53), AS1428.1

4.3.7	Point Value	General Laundry Equipment
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Coordinate with laundry equipment company for accessible equipment** - Washers and dryers should have buttons and dials rather than touch pads and screens, for users with low or no vision and for cognitive clarity - Buttons and dials should be easy to use, without requiring tight grasping or pinching, for users with low strength or dexterity - Provision of high capacity machines are helpful for families or family members of people with high support needs

Source: The Kelsey

4.4 Common bathrooms

4.4.1	Point Value	Common Bathrooms Common Area Bathrooms
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Provide a common-area restroom.** - Convenient for visitors - Allows residents to maintain the privacy of their dwelling unit bathrooms - When located near lobby or community spaces, offers a more convenient alternative for residents to avoid returning to their dwelling units, especially residents with reduced mobility - Must be fully accessible

Source: Mikiten Architecture

4.4.2	Point Value	Common Bathrooms Single Occupancy Bathroom

Impact Areas
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs
Additional Benefits
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design
	1	**ESSENTIAL REQUIREMENT**
		When common-use restrooms are provided, make them single-occupancy and gender-neutral / unisex.
		- Creates a non-binary restroom option for everyone
		- Provides an option for person with a disability of one gender and an assistant of another
		  - Offers privacy for people uncomfortable sharing a restroom with others
		  - Provides more space for larger mobility devices and for accompaniment by an assistant
		  - Allows better use by families
		  - For those with OCD, it can benefit them by having personal space to place things and keep away from touching the floor or the toilet, versus a stall in a multi-user restroom

Source: Mikiten Architecture, Inclusive Design Council

4.4.3	Point Value	Common Bathrooms Adult Changing Room
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Make one common-use restroom an Adult Changing Room.** - Allows space for someone with an attendant to safely perform personal care, which can otherwise keep people homebound - Doubles as single-occupancy restroom for other people who need more space

4.4.3	Point Value	Common Bathrooms Restroom Doors
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Design restrooms to have out-swing doors.** - More hygienic to not have to grab a handle - Arrange restrooms so that outswing doors do not swing into a path of travel

Source: Mikiten Architecture

4.4.4	Point Value	Common Bathrooms Plumbing- Tapware
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** **Automatic, touch-free taps and soap dispensers.** - Easier for users with low dexterity or only one hand - More comfortable for users with hygiene concerns, and more hygienic for everyone - More convenient for everyone

Source: Architecture for the Blind, Mikiten Architecture

4.4.5	Point Value	Common Bathrooms Plumbing- Sinks
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** **Specify wall-hung sinks with more accessible drains.** - Wall-hung sinks avoid flat countertops that accumulate water and wet the sleeves of shorter or wheelchair-riding users as they reach across to the tap - Drains toward the rear of the basin provide more knee space and comfort for wheelchair riders - Specify bottle traps when possible to further increase knee space

Source: Mikiten Architecture

4.4.6	Point Value	Common Bathrooms Plumbing- Toilets
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Use accessible toilet plumbing** - Trip lever should be on the front of the tank (easier to reach) and toward the side of the toilet away from the side wall (for easier approach and reach) - Trip lever default position should be horizontal for easier use, including with an elbow - No push button flushers, which require dexterity and more effort than levers - Avoid automatic flush sensors; they are easily activated unintentionally (by slow-moving people, the blind, someone transferring from a mobility device, etc.) flushing the paper seat cover away repeatedly, and can be disturbing to some people when they flush spontaneously - Seats: Specify elongated seats – they work better and are more comfortable for a range of big and small people - Seat covers: Mount seat covers where there is clear floor area – not over the toilet

Source: Amy Pothier, Mikiten Architecture

4.4.7	Point Value	Common Bathrooms Restroom Toiletries
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**All restrooms contain personal hygiene supplies and/or dispensers.** - Could be tiered with secondary tiers providing free hygienic products including sanitary napkins

Source: The Kelsey Inclusive Design Council

4.4.8	Point Value	Common Bathrooms Stored Shared Lift Mechanism
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Residents have access to one free mobile shared "Hoyer Lift" stored within building and organised for use by all residents who require this accommodation.** - Provides flexibility for residents and visitors who are not able to transfer themselves - Prevents caregiver injuries - Reduces cost of acquiring multiple lifts for individual residents

Source: The Kelsey Inclusive Design Council

4.4.9	Point Value	Common Bathrooms Hazardous Waste Disposal Bin
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Include a wall-mounted disposal bin in restrooms for hazardous waste.** - Provides a safe disposal spot for individuals who self-inject to manage chronic illnesses - Include a shelf to allow for occupants to place medication and other necessary items while injecting

Source: Mikiten Architecture

4.4.10	Point Value	Common Rooms and Bathrooms Mirrors
Impact Areas Cognitive Access; **Mobility & Height**; Hearing & Acoustics **Vision**; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1 – Provide mirror options.** - Provide mirror of not less than 350 mm wide from a height of not more than 900 mm to a height of not less than 1850 mm above the plane of the finished floor. - Provide at least one full-length mirror per restroom - Allows everyone to check themselves fully - especially seated or shorter people who are served less well than standing people at sink mirrors - Allows people with low vision to approach the mirror closely (locate well outside of the door swing area)
Additional Benefits Affordability; Equality; Environmental sustainability **Safety**; **Beauty & Better Design**	2	**Level 2 – More accessible mirror options.** **As per Level 1 but provide:** - Mirror of not less than 350 mm wide from a height of not more than 600 mm to a height of not less than 1850 mm above the plane of the finished floor.

Source: Mikiten Architecture

4.4.11	Point Value	Common Bathrooms Restroom Storage
Impact Areas Cognitive Access; **Mobility & Height**; Hearing & Acoustics Vision; Health & Wellness; **Support Needs** **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; **Beauty & Better Design**	1	**Incorporate built-in storage for extra supplies in restrooms.** - Avoids Maintenance adding cabinets, tables, or storage in the room that block passage or create a collision hazard for the blind - Provides at-hand extra supplies whenever users need them

Source: Mikiten Architecture

4.4.12	Point Value	Common Bathrooms Paper Towel Dispenser
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** **Include touch-free dispenser (gravity or electric, no cranks, levers, etc.) with a fully- or semi-recessed waste bin next to the restroom main door.** - Allows people to open the door with a paper towel and dispose of it in the same place - Without this, building maintenance will place a freestanding trash can at the door, blocking the required strike-side clearance - Even if air hand dryers are provided, people may still need paper towels

Source: Mikiten Architecture

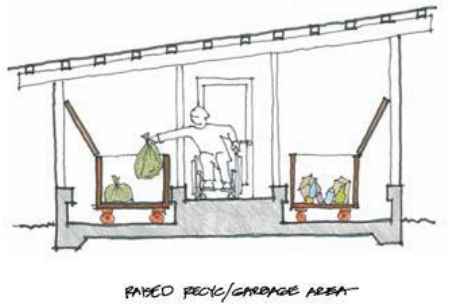
4.4.13	Point Value	Common Bathrooms Air Hand Dryers
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**If specifying air hand dryers, make them usable and quiet.** - Use dryers that do not require a shorter or seated person to reach into them - Specify quieter ones, since some people can be overwhelmed by the noise - Locate dryers close to sinks to avoid wet floors, and so that someone can reach them without repositioning their mobility aid with wet hands - Provide recessed paper towel dispenser/disposal near door for people to use for opening the door

Source: Amy Pothier, Mikiten Architecture

4.5 Trash and recycling

4.5.11	Point Value	Trash and Recycling Rooms Accessible Trash Chute Doors
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**When used, trash chute doors are electrically operated.** - A button opens the door, which is often heavy and difficult to operate - Allows single-handed disposal of trash and recycling Use a vertical push bar actuator rather than a single button, if compatible with the door mechanism - A second press closes the door (if that function is available from the manufacturer) to minimise odour infiltration into the trash room

Source: Mikiten Architecture

4.5.12	Point Value	Trash and Recycling Rooms Accessible Dumpsters
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Provide a raised approach to dumpsters.** - A raised walking surface adjacent to trash and recycling dumpsters provides seated or smaller people with a lower edge over which to lift their refuse - Limits the likelihood of people missing the high edge of a dumpster and having refuse fall on the walking area - Allows maintenance staff to see in and monitor more easily whether incorrect items are thrown in different bins 

5 Dwelling Units

5.0 Overall Design

5.0.1	Point Value	Overall Design Dwelling Mix

Impact Areas
Cognitive Access; **Mobility & Height**; Hearing & Acoustics
Vision; Health & Wellness; Support Needs
Additional Benefits
Affordability; **Equality**; Environmental sustainability
Safety; Beauty & Better Design
	1	**Provide a range of dwelling mix and types.**
		- Flexible apartment configurations are provided to support diverse household types and stages of life including single person households, families, multi-generational families and group households
		- Include dual key apartments to provide flexibility of use
		- Create options for people with live-in assistants
		- The dwelling mix is appropriate, taking into consideration:
		  - the distance to public transport, employment and education centres
		  - the current market demands and projected future demographic trends
		  - the demand for social and affordable housing
		  - different cultural and socioeconomic groups

Source: LCM Architects

5.0.2	Point Value	Overall Design Mixed Dwelling/Room Orientations
Impact Areas Cognitive Access; **Mobility & Height**; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Provide both left- and right-hand dwellings/rooms.** - People have different dominant sides, preferences, and abilities for transfers to and from toilets and tubs, using controls and cooking in kitchens, or similar, so a variety of unit orientations should be made available to provide choices for residents when more than one dwelling/room is available for rent or sale.

Source: Mikiten Architecture

5.0.3	Point Value	**Overall Design** **Dwelling/Room Types - Adaptability**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	**1**	**ESSENTIAL REQUIREMENT** **Level 1 - All housing types other than shared housing** All dwellings meet the mandatory LHD Standard under the NCC Guidelines. **Level 1 - Shared housing** Accessible rooms to be provided at the following rates: - 1 to 10 rooms – minimum 1 room - 11 to 40 rooms – minimum 2 rooms - 41 to 60 rooms – minimum 3 rooms - 61 to 80 rooms – minimum 4 rooms - 81 to 100 rooms – minimum 5 rooms - 101 to 200 rooms – minimum 5 rooms + 1 additional room for every 25 rooms in excess of 100 - 201 to 500 rooms – minimum 9 rooms + 1 additional room for every 30 rooms in excess of 200 - > 500 rooms – minimum 19 rooms + 1 additional room for every 50 rooms in excess of 500
Additional Benefits	**2**	**Level 2 - All housing types other than shared housing** In addition to level 1 above, 25% of dwellings provide a kitchen, one full-bathroom, living space and one bedroom on the ground floor or a floor served by a lift.
Affordability; Equality; Environmental sustainability	**3**	**Level 3 - All housing types other than shared housing** In addition to level 1 above, 50% of dwellings provide a kitchen, one full-bathroom, living space and one bedroom on the ground floor or a floor served by a lift.
Safety; Beauty & Better Design	**4**	**Level 4 - All housing types other than shared housing** In addition to level 1 above, 75% of dwellings provide a kitchen, one full-bathroom, living space and one bedroom on the ground floor or a floor served by a lift.
		Level 5 - All housing types other than shared housing In addition to level 1 above, 100% of dwellings provide a kitchen, one full-bathroom, living space and one bedroom on the ground floor or a floor served by a lift.

Source: National Construction Code

5.0.4			Point Value	Overall Design Dwelling/Room Types – Better Mobility
Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Level 1 - All housing types other than shared housing** 25% of dwellings meet the voluntary LHD Standard **Level 1 - Shared housing** 25% of rooms are accessible
Vision	Health & Wellness	Support Needs	2	**Level 2 - All housing types other than shared housing** 50% of dwellings meet the voluntary LHD Standard **Level 2 - Shared housing** 50% of rooms are accessible
Additional Benefits				
Affordability	Equality	Environmental sustainability	3	**Level 3 - All housing types other than shared housing** 75% of dwellings meet the voluntary LHD Standard **Level 3 - Shared housing** 75% of rooms are accessible
Safety	Beauty & Better Design		4	**Level 4 - All housing types other than shared housing** All dwellings meet the voluntary LHD Standard **Level 4 - Shared housing** All rooms are accessible

5.0.5			Point Value	Overall Design Bathroom Count
Impact Areas			1	**2-bedroom dwellings have a minimum of 1.5 bathrooms**. Additional bathrooms/toilets allow or resident/caregiver privacy
Cognitive Access	Mobility & Height	Hearing & Acoustics		
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: The Kelsey

5.0.6	Point Value	Overall Design Navigable Floor Plans
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Lay out dwelling units to ensure navigability.** - Especially in small units, ensure that standard size beds and furniture will not prevent wheelchair manoeuvrability - An open interior design provides better natural light, enhancing well being for everyone - Exploring this early in the design process can help determine placement of closets, windows, or similar, to yield a more usable unit - Avoid placing protruding mechanical equipment under windows that impair reach and reduce leverage for opening windows - Layout realistic furniture options that do not require furniture below windows - especially at bedrooms with egress windows - Consider navigation of unit with a ceiling-mounted hoyer-type lift, or ceiling reinforcement for future lifts if populations warrant it

Sources: Mikiten Architecture, Home Matters

5.0.7	Point Value	Overall Design Balconies
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Individual dwelling balconies** - Provides access to outdoor space and is especially useful for people with chronic illnesses or other disabilities that require spending a lot of time at home and/or in bed - Doors to balconies provide more natural light - If occupiable balconies are not possible, use Juliette balconies - Balconies with doors (especially Juliette balconies without a view-obstructing walking surface) afford residents a larger view of the outdoors - especially seated residents - increasing a sense of well being

Sources: Inclusive Design Council

5.1 Doors

5.1.1	Point Value	Doors Dwelling/room entrance doorway
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**ESSENTIAL REQUIREMENT** **Level 1** **The dwelling/room shall provide an entrance door with:** **a. a minimum clear width of 820mm** b. **level, step-free transition and threshold reasonable shelter from the wind**
Vision; Health & Wellness; Support Needs	2	**Level 2** As per Level 1 above plus increase minimum clear width for doorway at (a) to 850mm
Additional Benefits		
Affordability; Equality; Environmental sustainability	3	**Level 3** As per Level 1 above plus increase minimum clear width for doorway at (a) to 900mm
Safety; Beauty & Better Design	4	**Level 4** As per Level 1 above plus increase minimum clear width for doorway at (a) to 950mm

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.1.2	Point Value	Doors Dwelling/room entrance landing area
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1** **A level landing area of at least 1200mm x 1200mm should be provided at the arrival (external) side of the entrance door.**
Additional Benefits		
Affordability; Equality; Environmental sustainability	2	**Level 2** A level landing area of at least 1350mm x 1350mm should be provided at the arrival (external) side of the entrance door.
Safety; Beauty & Better Design	3	**Level 3** A level landing area of at least 1500mm x 1500mm should be provided at the arrival (external) side of the entrance door.

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.1.3	Point Value	Doors Dwelling/room external doorways
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**ESSENTIAL REQUIREMENT** **Level 1** All external doorways to the dwelling/room (including those from adjoining private open space) shall have a minimum clear width of 820mm
Vision; Health & Wellness; Support Needs	2	**Level 2** All external doorways to the dwelling/room (including those from adjoining private open space) shall have a minimum clear width of 850mm
Additional Benefits		
Affordability; Equality; Environmental sustainability	3	**Level 3** All external doorways to the dwelling/room (including those from adjoining private open space) shall have a minimum clear width of 900mm
Safety; Beauty & Better Design	4	**Level 4** All external doorways to the dwelling/room (including those from adjoining private open space) shall have a minimum clear width of 950mm

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.1.4	Point Value	Doors Automatic entrance doors
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1** Dwellings/rooms are equipped with a junction box and cover plate adjacent to the head of the door, on the dwelling unit side, to support easy future installation of a plug-in automatic door operator - Future operators can use a hand-held remote control or radio frequency wall-mounted button(s) inside the dwellings/rooms
Additional Benefits		
Affordability; Equality; Environmental sustainability	2	**Level 2** Individual dwelling/room doors can be unlocked through a key fob, card key, or alternative mechanism
Safety; Beauty & Better Design	3	**Level 3** Individual dwelling/room doors can be unlocked through a key fob, card key, or alternative mechanism that uses proximity only to automatically unlock and open door.

5.1.5	Point Value	Doors Door Visibility
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**All doorways shall have a minimum luminance contrast of 30% provided between:** - Door leaf and door jamb; or - Door leaf and adjacent wall; or - Architrave and wall; or - Door leaf and architrave; or - Door jamb and adjacent wall. The minimum width of the area of luminance contrast shall be 50 mm
Additional Benefits		
Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design		

5.1.6	Point Value	Doors Door Viewers
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Provide high and low, wide-angle door viewers (peep holes) in every unit entry door**. - Door viewers centred at 1100mm to 1400mm high can benefit including but not limited to children, wheelchair riders, and shorter adults - 180-degree door viewers allow people to better identify who is at the door for better security
Additional Benefits		
Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design		

5.1.7	Point Value	Doors Internal Doorways
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**ESSENTIAL REQUIREMENT** **Level 1 - The dwelling/room shall provide all doors to and within all areas normally used by the resident (including living, dining, bedroom, bathroom, kitchen & laundry) with a minimum clear opening width of 820mm.**
Vision; Health & Wellness; Support Needs	2	**Level 2 - The dwelling/room shall provide all doors to and within all areas normally used by the resident (including living, dining, bedroom, bathroom, kitchen & laundry) with a minimum clear opening width of 850mm**
Additional Benefits		
Affordability; Equality; Environmental sustainability	3	**Level 3** **The dwelling/room shall provide all doors to and within all areas normally used by the resident (including living, dining, bedroom, bathroom, kitchen & laundry) with a minimum clear opening width of 900mm**
Safety; Beauty & Better Design	4	**Level 4** **The dwelling/room shall provide all doors to and within all areas normally used by the resident (including living, dining, bedroom, bathroom, kitchen & laundry) with a minimum clear opening width of 950mm**

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.1.8	Point Value	Doors Door hardware
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** Level 1 - Doorways should feature door hardware installed at between 900mm – 1100mm above the finished floor.
Additional Benefits		
Affordability; Equality; Environmental sustainability		**Level 2** Doorways should feature lever or D- pull style door hardware
Safety; Beauty & Better Design		**Level 3** - Deadbolt latches extend at least 3/4 inch beyond their escutcheon. - Enables closed-hand use without needing to grasp the lever

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.2 Windows

5.2.1	Point Value	Windows Window Access
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Lay out dwelling units to allow access to windows and window coverings.** - Window sills on the ground (or entry) level in living areas and bedroom spaces should be positioned no higher than 1000mm above the finished floor level to enable enjoyment of the outlook. - Avoid placing protruding mechanical equipment under windows that impair reach and reduce leverage for opening windows
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

Source: Kelsey

5.2.2	Point Value	Windows Window Controls
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 - Window controls should be able to be easy to operate with one hand and located within easy reach from either a seated or standing position.** - Ensure window treatments have controls that come down to maximum 1200mm high. - Ensure there are no secondary latches mounted high, which is the case with many casement windows.
Additional Benefits		
Affordability; Equality; Environmental sustainability	2	**Level 2 - Window controls should be electronic with an easy to reach and operate system**
Safety; Beauty & Better Design	3	**Level 3 - Window controls can be voice activated**

Source: Kelsey

5.2.3	Point Value	Windows Window Security
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	**1**	**Install bars or other security measures on first-floor dwelling/room windows and exterior glass doors.** - Provides a more secure environment, especially in complexes that are unfenced or more susceptible to intrusion - Must comply with fire regulations for emergency egress and fire department ingress.

Source: Kelsey

5.2.4	Point Value	Windows Window Visibility
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	**1**	**ESSENTIAL REQUIREMENT** **Solid (and non-translucent) contrasting glazing strip of 75mm width and between 900mm to 1000mm above FFL shall be provided for the full width of a glazed area which could be mistaken for an opening**

Source: Kelsey, NCC and Australian Standards

5.3 Flooring

5.3.1	Point Value	Flooring Flooring material
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1** All internal flooring (including wet areas) shall be firm, even and feature a level transition between abutting surfaces of a maximum vertical tolerance of 3mm or 5mm (provided the lip is rounded or bevelled). All internal floor finishes shall have a minimum slip resistance of P3 or R10. Carpets if provided within the dwelling, shall be provided with pile height or thickness not more than 11mm and carpet backing not more than 4mm bringing the total height to a maximum of 15mm. Colour contrast shall be provided between floor surfaces and wall surfaces.
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2** Use hard surfaces rather than carpet. - Easier to clean - Harbors fewer allergens - better for immunocompromised people - More durable - do not need to change between each lease - Provides better mobility

5.4 Lighting, switches and controls

5.4.1	Point Value	Lighting, switches and controls Flexible lighting
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Dwelling lighting that is flexible for resident use and sensitivities.** - Allow for high (ceiling) and low (task, countertop) lighting - Provide dimming options - Flexible way to customize lighting within a dwelling unit according to mood, activities, and time of year
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

Source: Kelsey

5.4.2	Point Value	Lighting, switches and controls Smart Home Controls
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1** **Lighting, local smoke alarms, HVAC, or other controls can be activated by remote control (smartphone app, or similar) or voice command.** - Unit smoke/carbon monoxide alarms can be controlled/silenced with, and send notifications to, a smartphone app - (Does not include fire detection that is required to be build-wide) - Reduces effort - especially if there are multiple wall control locations - for people with mobility limitations, and is more convenient for everyone - Incorporation will allow flexibility in the future as new technologies continue to develop
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	Level 2 - As per Level 1, but voice command can be used to activate or turn off relevant technology systems

5.4.3	Point Value	Lighting, switches and controls Visible Alerts
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**Level 1 -Visible alerts are installed in 25% of dwelling units.** - All units have hardwired doorbells with lights or high contrast buttons - All units have visible alarms for smoke, fire, and carbon monoxide warnings - 25% of units have visible doorbell strobes installed in the living space and sleeping areas to alert deaf occupants when the doorbell is pressed - Doorbell strobes in sleeping areas shall have accessible override controls to deactivate
Vision; Health & Wellness; Support Needs	2	**Level 2- Visible alerts are installed in 50% of dwelling units, meeting the requirements above.**
Additional Benefits		**Level 3 - Visible alerts are installed in 75% of dwelling units, meeting the requirements above.**
Affordability; Equality; Environmental sustainability	3	
Safety; Beauty & Better Design	4	**Level 4 - Visible alerts are installed in 100% of dwelling units, meeting the requirements above.** - Guarantees that tenants or visitors needing the visible alerts will have them - Allows people with low or no hearing to have free choice - Simplifies and removes stigma from the leasing process

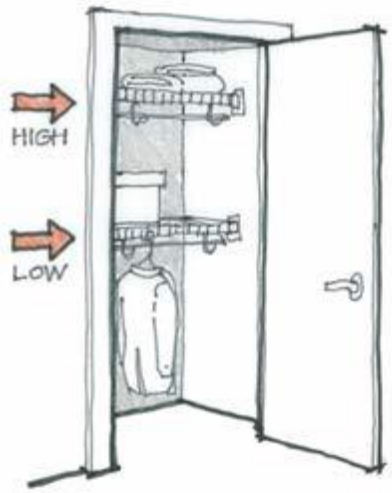
5.4.4	Point value	Lighting, switches and controls Lights and powerpoints
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**ESSENTIAL REQUIREMENT** Level 1 - Light switches shall be positioned in a consistent location: - Between 900mm – 1000mm above the FFL - Horizontally aligned with the door handle at the entrance to a room. - Powerpoints should be installed not lower than 300mm above the finished floor level. - A general-purpose power outlet (GPOs) shall be installed between 600mm and 1100mm above FFL.
Vision; Health & Wellness; Support Needs	2	**Level 2** Light and GPO switches shall be rocker action, toggle or push pad in design with a minimum width of 35mm.
Additional Benefits		
Affordability; Equality; Environmental sustainability	3	**Level 3** Dimmable lighting switches shall be provided in living areas and bedrooms.
Safety; Beauty & Better Design	4	**Level 4** In bedrooms, the following GPOs shall be provided: - Three double GPO on the wall where the head of the bed is likely to be, and - At least one double GPO on the wall opposite the wall where the head of the bed is likely to be.

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.4.5	Point value	Lighting, switches and controls Emergency Power
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Emergency power solutions shall be provided to cater for a minimum 2-hour outage in no less than 2 double GPOs in bedrooms and any provided automated doors that are used for entry or egress.**

5.4.6	Point value	Lighting, switches and controls Communication
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**A video, intercom or other communication system shall be provided to enable communication between the participant and their supports when not within line of sight**

5.5 Storage

5.5.1	Point Value	Storage Closets
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Provide accessible closet storage within the unit.** - Doors to closets allow a minimum 800mm clear width for forward approach (more stable and generally stronger than a side reach) - Include closet rods/shelves that are adjustable between 900mm and 1500 for flexible use by people with different reach abilities and strength 

Source: Kelsey

5.5.2	Point Value	Storage Storage
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	- **Provide sufficient accessible general storage within the unit.** - **50% of all storage within the unit should be less 1200mm high.** 
Additional Benefits		
Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design		

Source: Kelsey

5.6 Appliances

5.6.1	Point value	Appliances Televisions
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Prepare wall for power and cable connection for a wall-mounted TV.** Eliminates a piece of furniture, making small rooms better for mobility
Additional Benefits		
Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design		

5.6.2	Point value	Appliances Usable interfaces
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Use appliances with buttons and dials rather than touch pads and screens.** - Accessible for people with no or low vision - Cognitively less abstract

Affordability	Equality	Environmental sustainability		- Two people with mobility devices can navigate around each other - Dishwasher and range doors, when open, do not prevent entrance/exit as they do with galley and U-shaped layouts
Safety	Beauty & Better Design			

Source: Kelsey

5.7 Kitchen

5.7.1	Point value	Kitchens Kitchen layout
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits**	1	**Use L-shaped or straight-run kitchens rather than galley or U-shaped kitchens.** - There is more flexibility for positioning a dining table & using that table as an additional wheelchair accessible prep area - Seated prep is better for people with difficulty standing for long periods - Two or more people can use the kitchen more easily at once

5.7.2	Point Value	Kitchen Kitchen space
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**ESSENTIAL REQUIREMENT** **Level 1 -** At least 1000mm clearance shall be provided in front of fixed benches and appliances.
Vision; Health & Wellness; Support Needs	2	**Level 2 -** At least 1200mm clearance shall be provided in front of fixed benches and appliances.
Additional Benefits		

Affordability	Equality	Environmental sustainability	**3**	**Level 3** -At least 1550mm clearance shall be provided in front of fixed benches and appliances.
Safety		Beauty & Better Design		

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

				- This accessible benchtop shall provide a minimum space of 900mm (width) x 440mm (depth) clear of any fixtures
Additional Benefits				
Affordability	Equality	Environmental sustainability	**2**	**Level 2** One height-adjustable benchtop surface of 600mm depth, shall be provided with features as noted below: - A minimum space of 900mm (width) x 440mm (depth) clear of any fixtures - Height adjustment capability from 720mm clear space underneath height adjustable benchtop till 1020mm clear space underneath height adjustable benchtop (from FFL).
Safety		Beauty & Better Design		

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.7.3			Point Value	**Kitchen Benchtop**
Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	**1**	**ESSENTIAL REQUIREMENT** **Level 1** An accessible benchtop shall be provided with features as noted below: - A benchtop surface of minimum 600mm depth shall be provided right next to the cooktop and wall oven (on the latch side of the oven door).
Vision	Health & Wellness	Support Needs		

5.7.4			Point Value	**Kitchen Flexible Work Surface**
Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	**1**	**Provide slide-out cutting boards:** - Must be solid material - not wood laminate, and be easily removed for cleaning - This is a separate credit from the microwave cutting board to avoid
Vision	Health & Wellness	Support Needs		
Additional Benefits				

Affordability	Equality	Environmental sustainability		microwave access problems when prep work is being done
Safety		Beauty & Better Design		

Source: The Kelsey

				pantry, between 380mm and 1200mm high)
Additional Benefits				
Affordability	Equality	Environmental sustainability	**2**	**Level 2 -**Provide drawers or roll-out shelves in 50-75% of base cabinets. - Provides more usable storage space that is easier to reach for someone who cannot stoop down to get items in the back of base cabinets - Provide some deeper drawers to allow for storage of larger items such as pots and other cookware
Safety		Beauty & Better Design		

Source: The Kelsey

5.7.5			Point Value	**Kitchen Cabinets**
Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	**1**	**Level 1 -** Provide more usable cabinets and hardware. - Mount wall (upper) cabinets so that the bottom shelf is max 1200mm high OR provide minimum 50% of kitchen storage at an accessible height (combination of wall cabinets as described above and other shelves, such as in a full-height
Vision	Health & Wellness	Support Needs		

5.7.6			Point Value	**Kitchen Cabinet handles**
Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	**1**	**Level 1 -** Provide the following mechanisms for operating kitchen cabinets: - D pull cupboard handles located towards the top of below-bench cupboards;
Vision	Health & Wellness	Support Needs		

				- D pull cupboard handles located towards the bottom of overhead cupboards;
Additional Benefits				
Affordability	Equality	Environmental sustainability	**2**	**Level 2 -** Provide push to release mechanisms for both overhead and below-bench cupboards
Safety		Beauty & Better Design		

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

Vision	Health & Wellness	Support Needs		someone with lower dexterity to reach all pantry items. 
Additional Benefits				
Affordability	Equality	Environmental sustainability	**2**	**Level 2 -** Provide a pantry which is wheelchair accessible.
Safety		Beauty & Better Design		

Source: The Kelsey

5.7.7			Point Value	**Kitchen** **Pantry**
Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	**1**	**Level 1 -** Provide a pull out pantry with D-pull handles (at no more than 1200mm above FFL) or push to release mechanism to allow

5.7.8			Point Value	**Kitchen** **Kitchen Lighting**
Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics		**ESSENTIAL REQUIREMENT** **Level 1 -** Task lighting shall be provided above workspaces. A

Vision	Health & Wellness	Support Needs	1	minimum level of 300lux shall be achieved when tested at maximum intervals of 1500mm, directly over the surface of the benchtops.
Additional Benefits				
Affordability	Equality	Environmental sustainability	2	**Level 2 - Provide task lighting below upper cabinets.** - Specify downward-facing strip LED's with a diffuser to avoid reflected glare off a tall, shiny backsplash for seated or shorter users - Creates shadow-free lighting for better visibility - and safety for everyone - Provides another option for creating lighting moods for different users and seasons, thereby increasing a sense of comfort and wellness.
Safety	Beauty & Better Design			

Source: The Kelsey

Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**ESSENTIAL REQUIREMENT** **Level 1 - Lever type tapware shall be provided to sink to comply with AS1428.1 and shall be located such that the operable parts of the lever tap and water source is not more than 300mm from the edge of benchtop.**
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability	2	**Level 2- Sensor type tapware shall be provided to sink to comply with AS1428.1**
Safety	Beauty & Better Design		3	**Level 3- Include pull-out faucet. Provides more flexible cleaning for people with limited reach into sink**

Source: The Kelsey. National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.7.9	Point Value	Kitchen Plumbing
Impact Areas		

5.7.10	Point Value	Kitchen Cooktop
Impact Areas		

Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**ESSENTIAL REQUIREMENT** Level 1 - Induction or electric cooktop to be provided at least 300mm from any internal wall (excluding splashback) - No open flame or hot electric element - Glass surface can be touched without burning the hand seconds after hot pan is removed - Smooth surface is easy to clean without removing grates - Pans can slide between cooktop and stove, and between burners, with less effort - Height of cooking surface (and view into pans from seated height) is not made higher by grates
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability	2	**Level 2** The cooktop controls shall be on the side of the accessible benchtop or near the front edge of the benchtop.
Safety	Beauty & Better Design		3	**Level 3 -** Specify range with audible feedback for controls. - Provides confirmation (especially for controls with no tactile feedback) that an action has been taken

Source: The Kelsey

5.7.11	Point Value	**Kitchen** **Rangehood**
Impact Areas		

Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Level 1 - Use range hoods that can be wired to have a remote-located switch installed on the face of an adjacent base cabinet, providing the same controls as on the hood itself, since range hood controls are not reachable.** - Provide separate control(s) on face of cabinet or other reachable location for both the light and the fan
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability	2	**Level 2 - Specify range with audible feedback for controls.** - Provides confirmation (especially for controls with no tactile feedback) that an action has been taken
Safety	Beauty & Better Design			

Source: The Kelsey

5.7.12	Point Value	**Kitchen** **Wall Oven**
Impact Areas		

Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Level 1** Where a wall oven is installed: - at least a part of the operable part of oven door handle shall be located between 600mm and 1100mm above the finished floor level. - the top control should be a maximum of 1200mm high
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability	2	**Level 2** A wall oven should be provided with the following: - Side hinged door with latch side of door next to accessible benchtop. - At least one shelf on telescopic rails within the oven.
Safety		Beauty & Better Design		

Source: The Kelsey

Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**If a dishwasher is provided, position it for easy use and to avoid obstructing traffic when open.** - Place next to sink - Avoid corner placement that blocks access for putting away clean dishes and cutlery
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety		Beauty & Better Design		

Source: The Kelsey

5.7.13	Point Value	**Kitchen** **Dishwasher location**
Impact Areas		

5.7.14	Point Value	**Kitchen** **Dishwasher type**
Impact Areas		

Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Level 1** **Drawer style dishwasher provided.**
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability	2	**Level 2** **Standard dishwasher provided**
Safety	Beauty & Better Design			

Source: The Kelsey

Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Level 1 -** No microwave/hood combo units over the range; they are out of reach of many people
Vision	Health & Wellness	Support Needs	2	**Level 2** - When a microwave oven is built in, install so that the interior surface is maximum 960mm high and controls are maximum 1200mm
Additional Benefits				
Affordability	Equality	Environmental sustainability	3	**Level 3 When microwaves are built in, specify a drawer-type unit.** - Easier to lift food out of for a wider range of users - Easier to see in and stir from a seated position
Safety	Beauty & Better Design		4	**Level 4** Provide a pull-out cutting board directly under the microwave. This is a separate credit from the flexible work surface cutting board to avoid microwave access problems when prep work is being done - Provides a location for pulling food out for stirring or repositioning user's body to be able to transfer the hot dish to a countertop more easily - Must be solid material - not wood laminate and be easily removed for cleaning

Source: The Kelsey

5.7.15	Point Value	**Kitchen** **Built-in microwave**
Impact Areas		

5.7.16	Point Value	**Kitchen** **Refrigerator location**
Impact Areas		

Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**ESSENTIAL REQUIREMENT** **Locate refrigerator so that door can swing open 180 degrees.** - A refrigerator door at 90-degrees is an impediment to positioning a mobility device for user access to refrigerator contents - Many refrigerators require the door to open to more than 90 degrees to remove trays for cleaning
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: The Kelsey

Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Install refrigerators with at least 50% of freezer space at maximum 1200m high**. - Allows more access to contents for seated and shorter users, including children
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: The Kelsey

5.7.17	Point Value	**Kitchen** **Refrigerator storage**
Impact Areas		

5.7.18	Point Value	**Kitchen** **Automatic Appliance Shut Off**

Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Appliances include an automatic shut-off feature.** - Plug-in modules shut off stoves via motion detector or the sound of a smoke alarm - Provides higher safety for all residents - Helpful support for people with Alzheimer's who may be easily distracted/forgetful, or who have other access needs
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: The Kelsey

Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Appliances should be easy to operate.** - Controls should be logical and direct, without hidden or complex functions - Doors and drawers should allow for use by the whole hand (for example, loop handles rather than recessed finger pulls) - Controls should have large numbers/letters, be non-glare and non-reflective, and provide contrast, making them easy to read
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: The Kelsey

5.7.19	Point Value	**Kitchen** **Easy to Use Appliances**

5.8 Bathrooms

5.8.1			Point Value	**Bathroom** **Toilet**
Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	**1**	**ESSENTIAL REQUIREMENT** **Level 1** Dwellings should have a toilet on the ground (or entry) level that provides: a. a minimum clear width of 900mm between the walls; and b. a minimum 1200mm clear circulation space forward of the toilet pan exclusive of the swing of the door. c. The toilet pan should be located in the corner of the room to enable installation of grabrails at a future date.
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability	**2**	**Level 2** As per Level 1 above, however minimum clear width of 1200mm required at (a)
Safety	Beauty & Better Design		**3**	**Level 3** As per Level 1 PLUS d. a toilet seat positioned between 450mm -460mm from the nearest wall as measured from the centre line of the toilet; e. 600mm minimum clearance forward of the cistern measured from the front of the cistern to the front of the toilet seat. (800mm clearance is required if the cistern is recessed); and f. a height for the seat of between 460mm-480mm above the finished floor level.

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.8.2	Point Value	Bathroom Toilet Location
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Position toilets in a corner.** Allows side and rear fixed grab bars to be installed, rather than flip-down grab bars when toilets are between a vanity and a tub or shower
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

Source: The Kelsey

5.8.3	Point Value	Bathroom Toilet Selection
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **Use accessible toilets.** - Trip lever should be on the front of the tank (easier to reach) and toward the side of the toilet away from the side wall (for easier approach and reach) - Trip lever default position should be horizontal for easier use, including with an elbow - No push button flushers, which require dexterity and more effort than levers
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

Source: The Kelsey

5.8.4			Point Value	Bathroom Toilet Visibility
Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**ESSENTIAL ELEMENT** **Toilet seat shall have a minimum luminance contrast of 30% with the background (example, pan, wall or floor against which it is viewed).**
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.8.5			Point Value	Bathroom Bidet Seat Prep
Impact Areas				
Cognitive Access	Mobility & Height	Hearing & Acoustics	1	**Provide electrical outlet at rear of toilet for future installation of bidet seat.** - Eases cleaning for people with limited dexterity - Provides better, easier sanitation
Vision	Health & Wellness	Support Needs		
Additional Benefits				
Affordability	Equality	Environmental sustainability		
Safety	Beauty & Better Design			

Source: The Kelsey

5.8.6	Point Value	Bathroom Handbasin
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **At least one hand wash basin on the entry level, or a level serviced by a lift, shall be AS1428.1 compliant and shall be provided with:** - A minimum basin depth of 430mm - Minimum circulation space as required by AS1428.1 - Encroachment free knee and toe clearance space as per AS1428.1 under the basin for a minimum width of 850mm, centred on the basin.
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.8.7	Point Value	Bathroom Plumbing
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1** Lever type tapware shall be provided to sink to comply with AS1428.1 and shall be located such that the operable parts of the lever tap and water source is not more than 300mm from the edge of benchtop.
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2** Sensor type tapware shall be provided to sink to comply with AS1428.1

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.8.8	Point Value	Bathroom Shower
Impact Areas		**ESSENTIAL REQUIREMENT** **Level 1 - One bathroom should feature a slip resistant, hobless shower recess.** - The shower recess should be located in the corner of the room to enable the installation of grabrails at a future date.
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	
Additional Benefits		**Level 2** **Hobless shower recess should:** - **be located in a bathroom on the ground (or entry) level;** - provide minimum dimensions of 900mm (width) x 900mm (length); - provide a clear space of at least 1200mm (width) x 1200mm (length) forward of the shower recess entry
Affordability; Equality; Environmental sustainability	2	
Safety; Beauty & Better Design		**Level 3** As per Level 2. However, hobless shower recess - provide minimum dimensions of 1160mm (width) x 1100mm (length); and - provide a clear space of at least 1600mm (width) x 1400mm (length) forward of the shower recess entry 

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.8.9	Point Value	Bathroom Shower Design
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Vertical support grabrail shall be provided to the shower, with provision of height adjustable shower head and hose as per AS1428.1** **Lever style shower tap shall be provided and located in a zone between 900mm to 1100mm above FFL and between 300mm and 800mm from the internal corner**
Additional Benefits		
Affordability; Equality; Environmental sustainability		
Safety; Beauty & Better Design		

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.8.10	Point Value	Bathroom Handheld shower mounting
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Provide handheld shower on fixed mount (that allows rotation angle of handheld shower) as well as regular shower head, with a diverter lever valve between the two.** - Fixed location designed for a seated user prevents standing users from moving the handheld unit out of the reach of sitting users, which happens when a slider bar is used - Offers flexibility for users to sit or stand - Offers the option of having water from above whether seated or standing - Diverter set to the hand-held unit allows adjustment of water temperature in the controlled spray before switching to the overhead shower head - Handheld unit allows showering without wetting one's head and not committing to a larger haircare task

Source: The Kelsey

5.8.11	Point Value	Bathroom Handheld shower unit
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Specify a broadly usable and functional handheld shower.** - Use a flexible metal hose with swivel connections (the rigidity or nylon and vinyl hoses, and restriction of a fixed connection, create resistance to easy use and cause the shower to twist when mounted) - Specify handhelds with a "pause" control – makes it easy to stop the water without fuss with the wall controls for pressure and temperature, then quickly and easily restart, also saving water - Avoid large or rainshower-style handhelds – they limit targeted spraying, get in the way (especially in a small shower), and are heavier and more cumbersome - Specify handhelds with an oval grip, preferably knurled or textured, to enable easy control and direction even with minimal hand strength

Source: The Kelsey

5.8.12	Point Value	Bathroom Wall reinforcement
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1 - Except for walls constructed of solid masonry or concrete, the walls around the shower, bath (if provided) and toilet should be reinforced to provide a fixing surface for the safe installation of grabrails.** - Walls are to be reinforced with noggings with a thickness of at least 25mm; or sheeting with a thickness of at least 12mm..
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2** - **Except for walls constructed of solid masonry or concrete, all walls in bathroom should be reinforced to provide a fixing surface for the safe installation of grabrails.**

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.8.13	Point Value	Bathroom Grab bars
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**Level 1** - Install grab bar in 10% of dwellings/rooms
Vision; Health & Wellness; Support Needs	2	**Level 2** Install grab bar in 25% of dwellings/rooms
Additional Benefits		
Affordability; Equality; Environmental sustainability	3	**Level 3** Install grab bar in 50% of dwellings/rooms
Safety; Beauty & Better Design	4	**Level 4** Install grab bar in 100% of dwellings/rooms

Source: The Kelsey, National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.8.14	Point Value	Bathroom Safe Towel Bar
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Use decorative grab bars as towel bars.** - People often grab onto towel bars for support, which often fail, either pulling out of the wall or bending

Source: The Kelsey

5.8.15	Point Value	Bathroom Bathroom storage
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Level 1 - Incorporate useful and accessible bathroom storage.** - Include under-cabinet storage in addition to clear knee space - Avoid a mirrored medicine cabinet behind the vanity. When installed high enough to avoid hitting the faucet, the mirror does little for a seated or shorter person and the contents are put mostly out of reach. Reach to a medicine cabinet to the side of the vanity is also not ideal - If a medicine cabinet to the side of a vanity is used, install it 200mm or more in front of the vanity, to enhance side reach - Consider a 1200mm or taller cabinet recessed in the wall near the vanity instead - In-bathroom storage is especially important for people with more hygiene needs and equipment, but desirable for everyone
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 -Include a full-height linen cabinet or closet in the bathroom**.

Source: The Kelsey

5.8.16	Point Value	Bathroom Bathroom vanities
Impact Areas		
Cognitive Access; **Mobility & Height**; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 - Vanities should be broadly usable.** - Countertops are maximum 860mm high - Sinks should be undermount with the drain outlet as far to the rear as possible to provide additional knee clearance - P-trap should be plumbed to be as short as possible, or be bottle traps - Mirrors should be positioned with the bottom directly on the countertop backsplash – the resulting lower position provides a seated or shorter user much more visibility
Additional Benefits		
Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 -Provide a dual-level vanity**. - Allows people of different heights, whether seated or standing, to each use sinks comfortably - To increase reachable storage, the upper portion of the vanity can have a storage cabinet below, while the lower portion provides knee clearance space

Source: The Kelsey

5.8.17	Point Value	Bathroom Bathroom lighting
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics; **Vision**; Health & Wellness; Support Needs	1	**Provide safe and useful bathroom lighting.** - Bathroom ambient lighting should cover all areas equally to avoid problematic shadows for people with visual impairments - A light (can be integrated in an exhaust fan) should be provided above the shower or tub to provide direct illumination and a safer environment - Lighting should provide non-glare, non-shadow illumination on people's faces when at the vanity mirror. Multi-source lights or light bars can work well
Additional Benefits		
Affordability; Equality; Environmental sustainability; **Safety**; Beauty & Better Design		

Source: The Kelsey

5.9 Laundry

5.9.1	Point value	Laundry **Washer and dryer**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Include a washer and dryer in dwelling units.** - Makes chores more accessible - Especially useful for people with executive dysfunction, support needs, limited mobility and/ or people with chronic fatigue who have difficulty going to a shared laundry room elsewhere in the building - Plan washer and dryer wall connections so that the washing machine is on the left and dryer on the right, which facilitates moving clothing from one machine to the other - Stacking machines should not be used since the dryer on top is not reach-accessible

Source: The Kelsey

5.9.2	Point value	Laundry **Layout**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics	1	**Level 1 -** At least 1000mm clearance shall be provided in front of fixed benches and appliances
Vision; Health & Wellness; Support Needs	2	**Level 2 -** At least 1200mm clearance shall be provided in front of fixed benches and appliances
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	3	**Level 3-** At least 1500mm clearance shall be provided in front of fixed benches and appliances

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.9.3	Point Value	Laundry **Plumbing**
Impact Areas		
Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Level 1 -** Lever type tapware shall be provided to sink to comply with AS1428.1 and shall be located such that the operable parts of the lever tap and water source is not more than 300mm from the edge of benchtop.
Additional Benefits		
Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2-** Sensor type tapware shall be provided to sink to comply with AS1428.1

5.10 Bedroom

5.10.1	Point value	Bedroom
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**ESSENTIAL REQUIREMENT** **Level 1 Bedroom size shall be 3100mm x 3100mm when measured from wall surface to wall surface.** - A robe of minimum 1400mm width shall be provided within the bedroom, clear of the required bedroom size.
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2	**Level 2 - Bedroom size shall allow for a minimum Queen bed of size 1530mm x 2100mm.** - Circulation spaces around the three sides of the bed (not including bed head side) shall include: - Space with minimum width of 1540mm on any one side on the bed; - Space with minimum width of 1000mm to the other two sides of the bed. - The following door circulation spaces for bedroom shall be provided: - Internal door circulation space of the door to bedroom shall be a minimum of 1540mm (width) and 1450mm (depth), This internal door circulation space shall be clear of the Queen bed of size 1530mm x 2100mm. - External door circulation space shall be as per AS1428.1 based on the direction of approach or a minimum of 1200mm when measured from skirting to skirting (whichever is more). - A robe of 1400mm width shall be provided within the bedroom, clear of the required bedroom size and with a minimum space of 1540mm in front of the robe.

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.11 Living Room

5.11.1	Point value	Living room Size and dimensions
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**The family/living room should accommodate a free space, minimum 2250mm in diameter, to enable ease of movement clear of furniture**

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.12 Vertical Circulation

5.12.1	Point value	Vertical Circulation Internal Stairs
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL REQUIREMENT** **Stairways within dwellings shall feature a continuous handrail on both sides of the stairway.** - A minimum clear width of 1000mm shall be provided; between the handrails and handrail profile and handrail extensions shall be as per AS1428.1. - Stairway shall have no winders on landings. - Stairway shall have closed risers.

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.12.2	Point value	Vertical Circulation Internal Lift
Impact Areas Cognitive Access; **Mobility & Height**; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	**1**	**ESSENTIAL REQUIREMENT** **Passenger lift if provided within a dwelling or for access to a dwelling shall be as permitted under the NCC Clause E3.6, excluding the use of stairway platform lifts.** - Lift door to provide a minimum clear opening of 900mm. - The lift car size shall be minimum 1100mm (width) x 1400mm (in direction of travel).

Source: National Construction Code, Liveable Housing Design Guidelines and SDA Design Standards

5.13 Heating and Cooling

5.13.1	Point value	Heating and Cooling Heating and Cooling
Impact Areas Cognitive Access; **Mobility & Height**; Hearing & Acoustics Vision; **Health & Wellness**; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	**1**	**Reverse cycle air-conditioning shall be provided to living areas and bedrooms with control panels in an accessible location between 900mm and 1100mm from FFL and not closer than 500mm to any internal corner**

Source: The Kelsey

6 Operations and Amenities

6.0 General

6.0.1	Point Value	General Maintenance - Cleaning
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 - Maintain indoor air quality with quarterly deep cleaning of common area carpets** - Increases safety and comfort for people with allergies
Additional Benefits	2	**Level 2 – Provide a weekly cleaning service for all common areas**
Affordability; Equality; Environmental sustainability	3	**Level 3 – Provide a quarterly cleaning service for all dwellings which should include a maintenance inspection.**
Safety; Beauty & Better Design	4	**Level 3 – Provide a weekly cleaning service for all dwellings/rooms**

Source: The Kelsey, Residential Development Advisory Panel – Key needs from members of the CID Advocacy Group of people with intellectual disability

6.0.2	Point Value	General Unit Trash Collection
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Trash collection is provided from the individual unit.** - Shared service for all residents
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

Source: The Kelsey

6.0.3	Point Value	General Integrated Community
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL ELEMENT** **The community does not isolate people with disability.** - The housing development should continually work to model its program design on other market rate and/or affordable housing and not on disability specific communities

Source: The Kelsey

6.0.4	Point Value	General Information about Culture of Accessibility and Disability Justice
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Principles of Universal Design and Disability Justice posted and described in multiple locations of the building in multiple languages** - Including Braille, plain language versions and bilingual options - These principles should not be coercively enforced or used to shame people for not living up to them, but rather used to promote and encourage a culture of celebrating ability-diverse communities - Residents and on-site workers to have some familiarity with these principles so they can have conversations about how to put them into practice

Source: The Kelsey

6.0.5	Point Value	General Neighbour introductions and community cohesion
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	Active programming and inductions are provided to ensure new and existing neighbours can meet each other and form connections.
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design		

Source: Residential Development Advisory Panel – Key needs from members of the CID Advocacy Group of people with intellectual disability

6.0.6	Point Value	General Affordable Housing
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics	1	Level 1 – Provide 5% affordable dwellings
Vision; Health & Wellness; Support Needs	2	Level 2 – Provide 10% affordable dwellings
Additional Benefits	3	Level 3 – Provide 10% affordable dwellings
Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	4	Level 4 – Provide 30% affordable dwellings

Source: NSW Government Architect

6.0.7	Point Value	General Deep 2 Bedroom Affordability
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics	1	**Level 1 – Provide 50% affordable 2 bedroom apartments** Support individuals who are extremely low income to have an additional bedroom for support staff, family or other members of their household - Consider affordability income limits to support cases when residents have other earners (family or roommates) living in the unit who are not a caretaker; support providers/caretakers do not impact maximum earning - Define rents and income qualifications that people are able to qualify to pay with a Disability Support Pension income
Vision Health & Wellness Support Needs **Additional Benefits**	2	**Level 1 – Provide 10% affordable 2 bedroom apartments**
Affordability Equality Environmental sustainability Safety Beauty & Better Design	3	**Level 1 – Provide 15% affordable 2 bedroom apartments**

Source: The Kelsey

6.0.8	Point Value	General Affordable housing design
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Affordable dwellings should be dispersed across the residential community (ie. not concentrated in one location) and should have the same amenity as non-affordable apartments.**

Source; NSW Government Architect

6.1 Staffing

6.1.1	Point Value	Staffing Front Desk Staffing
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 – Include lobby/building entrance staff at designated hours who:** - Staff an entry lobby desk - Assist visitors with entry, orientation and communicating with residents - Provide building security
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 – Include lobby/building entrance staff per Level 1, but 24/7** Trained in disability access, trauma-informed care and service delivery systems available to respond to calls and refer to additional support as needed

Source: The Kelsey

6.1.2	Point Value	Staffing Inclusion and Disability Training
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **All building staff and personnel receive training in disability rights, inclusion, accessibility and equality prior to building occupancy or within first 60 days of onboarding** - Includes all management, resident facing and maintenance staff - Provides ongoing professional development opportunities
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design		

Source: The Kelsey

6.1.3	Point Value	**Staffing** **Inclusion Supports and Services**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**Level 1 – (intermediate) A dedicated staff trained in inclusion, disability, supports and services on staff to:** - Assists with wayfinding, assistive technology like listening devices etc - Provides assistance to visitors with disability - Manges events and promotes social connections for all residents, promoting long-term residency - Manages outreach and engagement with the neighbourhood community outside the building - Assists with connecting residents to services they require
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 – (advanced) A dedicated staff trained in inclusion, disability, supports and services on staff to:** - Lead inclusion services and support training and development for all staff, residents and community - Build trust and rapport with residents with disability and support with personalised housing access goals that are centred on the residents goals and identified needs - Manage events and promote social connections for all residents, promoting long-term residency - Manage outreach and engagement with the neighbourhood community outside the building and develops ongoing resources - Assess existing community services; identify and outreach to potential community services to connect residents to services they require - Trained in personal care supports and networks to be able to find emergency personal care support services to step in when a residents attendant is unavailable

Source: The Kelsey

6.1.4	Point Value	**Staffing** **Service Provider Gap Support**
Impact Areas  Cognitive Access  Mobility & Height  Hearing & Acoustics  Vision  Health & Wellness  Support Needs **Additional Benefits**  Affordability  Equality  Environmental sustainability  Safety  Beauty & Better Design	1	**On-site staff will respond to residents needs in the case of service provider gaps** - Residents who use individualised in home services (Home and Community Based Services or similar) may have instances where staff are unable to arrive or do not arrive on time - Building staff is trained to support residents to call service provider backup and ensure proper staff support arrives

Source: The Kelsey

6.1.5	Point Value	**Staffing** **Manager Units for Staff**
Impact Areas  Cognitive Access  Mobility & Height  Hearing & Acoustics  Vision  Health & Wellness  Support Needs **Additional Benefits**  Affordability  Equality  Environmental sustainability  Safety  Beauty & Better Design	1	**Provide live-in staff units** - 2 units per 150 dwelling units in a development - Can be studios, 1 bedroom or 2 bedroom units

Source: The Kelsey

6.2 Leasing

6.2.1	Point Value	Leasing Needs Based Application System
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Operate a needs based application system** - Needs based application system, allows those people who have the highest need for the housing type to be able to access it quicker - All information related to the needs based application system must be provided in plain language and with accessible technologies, in addition to relevant non-English languages of the communities in the surrounding neighbourhoods. - When people submit their application, they are contacted with an indicative timeline of the leasing process and any further documentation needed

6.2.2	Point Value	Leasing Deep Affirmative Marketing
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs	1	**Level 1 – Reach out to people at all low income levels of all races and people with disability who may not already be aware of the affordable housing** - Use plain language and visualisation to encourage new populations to sign up for the affordable housing - Marketing is not limited to those involved in the project development process - Identify community based organisations who run programming related to preparing people with disability to be ready for affordable housing application process and ensure that the marketing materials are provided to the community based organisations
Additional Benefits Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	2 Point Value	**Level 2 – Deeper affirmative marketing efforts** - All of Level 1 above and; - Affirmative marketing plan is created 6 months prior to lease up - Affirmative marketing efforts is documented and tracked against metrics defined in the planning process

6.2.3	Point Value	Leasing Embedded Inclusion in Marketing Process
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**Market community based on resident experience and diverse identities.** - Centre on universal benefits of accessibility and inclusion - Avoid paternalistic language - Avoid focusing the marketing on affordable requirements - Promote housing based on various personas (target residents at different income levels) centring in their future resident experience and inclusivity in the community

6.2.4	Point Value	Leasing Plain Language Leasing Information
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**ESSENTIAL ELEMENT** Include plain language overview language will be provided with leasing and income verification paperwork. - In lieu of or as a supplement to existing leasing and verification paperwork - Provide to all residents, request or opt-in not required

6.2.5	Point Value	Leasing Individual Roommate Selection
Impact Areas  Cognitive Access  Mobility & Height  Hearing & Acoustics  Vision  Health & Wellness  Support Needs **Additional Benefits**  Affordability  Equality  Environmental sustainability  Safety  Beauty & Better Design	1	**ESSENTIAL ELEMENT** In shared housing, residents have choice about their individual apartment roommates - Matching services can be provided but residents are given ultimate choice - Exceptions in shared/co-living where residents have individual bedroom/bathroom, but share a common suite with other housemates

6.2.6	Point Value	Leasing Leasing Support Services
Impact Areas  Cognitive Access  Mobility & Height  Hearing & Acoustics  Vision  Health & Wellness  Support Needs **Additional Benefits**  Affordability  Equality  Environmental sustainability  Safety  Beauty & Better Design	1	**Services provided, in partnership with staff/organisation overseeing income verification process, ensures people with disability are given accommodations to submit income verification complete paperwork.** - Extensions provided where needed for accommodation - Direct support completing and compiling leasing and income verification information

6.2.7	Point Value	Leasing Building Staff Involved in Leasing Process
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Operations staff support building leasing.** - Leasing and move-in is the first defining moment of a resident experience - Upon signing lease, operations staff meet with residents to understand individual resident housing goals and needs

6.2.8	Point Value	Leasing Inclusive Leasing Documentation
Impact Areas Cognitive Access Mobility & Height Hearing & Acoustics Vision Health & Wellness Support Needs **Additional Benefits** Affordability Equality Environmental sustainability Safety Beauty & Better Design	1	**Represent diverse identities during leasing process** - Gender inclusive phrasing in documentation for apartment leasing, in lieu of conventional representations of man and woman options - Represent neurodiversity and disability in leasing process and resident identities

6.2.9	Point Value	Leasing Accessible Unit Tracking
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1	**The building operator tracks the different accessibility offerings of each dwelling unit against applications that request those features** - Residents have access to units that meet their access needs and units with accessible features - Not applicable for buildings where all units feature the same accessibility features

6.2.10		Leasing Eviction Protection Plan
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability Safety; Beauty & Better Design	1 Point Value	**Create and implement an eviction protection plan that is rooted in disability inclusion and equality** - Clearly identify and communicate eviction causes, risks and situations that lead to housing loss - Proactively support residents at risk of housing loss

6.3 Services

6.3.1	Point Value	Services **Culture of Interdependence**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Community staff creates a culture of mutual support through strong presence in the community, a natural ability and interest to connect residents to each other and an ability to connect residents to the larger community.** - Culture of community and interdependence - Opportunities for residents to support and be supported

6.3.2		Services **Residents Control of Living Structure and Schedule**
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1 Point Value	**ESSENTIAL ELEMENT** **Residents have choice and control in their lives** - Residents have choice about how they live their daily life in terms of schedule, meals and visitors - Residents maintain control over their own housing and lease agreement - This includes supported decision-making

6.3.3	Point Value	Services Resident Selected Service Providers
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs	1	**ESSENTIAL ELEMENT** **Level 1 - Residents can choose service providers for home and community based services separate from building ownership and management** - Ability to change service providers without changing or putting their housing at risk
Additional Benefits Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	2	**Level 2 – Meet level 1 requirement above and:** - Building staff can support and refer residents to service providers based on individual preferences and needs

6.3.4	Point Value	Programming Car Sharing Support
Impact Areas Cognitive Access; Mobility & Height; Hearing & Acoustics; Vision; Health & Wellness; Support Needs **Additional Benefits** Affordability; Equality; Environmental sustainability; Safety; Beauty & Better Design	1	**Residents have access to alternatives to car ownership including car sharing and on-demand rentals** - Access either to subsidised car sharing and/or to hybrid or electric vehicle fleet vehicles - Coordinated car sharing by building staff - Match residents and neighbours with a rideshare program

<table>
<tr><td colspan="3">6.3.5</td><td>Point Value</td><td>Programming
Resident Programs and Events</td></tr>
<tr><td colspan="3">Impact Areas</td><td rowspan="6">1</td><td rowspan="6">Ongoing building events and activities
- In person events, art activations and non-traditional partnerships
- Regular opportunities for residents to connect with one another and the surrounding community members who live nearby and include them in processes to promote civic trust and strengthen a sense of community</td></tr>
<tr><td> 
Cognitive Access</td><td> 
Mobility & Height</td><td> 
Hearing & Acoustics</td></tr>
<tr><td> 
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<tr><td> 
Affordability</td><td> 
Equality</td><td> 
Environmental sustainability</td></tr>
<tr><td colspan="2"> 
Safety</td><td> 
Beauty & Better Design</td></tr>
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