

# 21 October 2019

At the conclusion of the Environment Committee

## Cultural and Community Committee

Sydney 2030 / Green / Global / Connected

## **Agenda**

1. **Disclosures of Interest**

### **Cultural and Creative Sub-Committee**

2. **Grants and Sponsorship - Round Two 2019/20 - Cultural Grants - Festivals and Events Sponsorships (Artform)**

### **Healthy Communities Sub-Committee**

3. **Grants and Sponsorship - Round Two 2019/20 - Social Grants - Festival and Events Sponsorship (Village and Community) and Matching Grants**
4. **Grants and Sponsorship - Australian Paralympic Team 2020**
5. **Ad Hoc Grant - Tribal Warrior Sydney to Hobart Sponsorship**
6. **Post Exhibition - Inclusive and Accessible Public Domain Policy and Guidelines**
7. **Post Exhibition - Markets Policy**

# Guidelines for Speakers at Council Committees



As part of our democratic process, the City invites members of the community to speak directly to Councillors during Committee meetings about items on the agenda.

To enable the Committee to hear a wide range of views and concerns within the limited time available, we encourage people interested in speaking at Committee to:

1. Register to speak by calling Council's Secretariat on 9265 9310 before 12.00 noon on the day of the meeting.
2. Check the recommendation in the Committee report before speaking, as it may address your concerns so that you just need to indicate your support for the recommendation.
3. Note that there is a three minute time limit for each speaker (with a warning bell at two minutes) and prepare your presentation to cover your major points within that time
4. Avoid repeating what previous speakers have said and focus on issues and information that the Committee may not already know.
5. If there is a large number of people interested in the same item as you, try to nominate three representatives to speak on your behalf and to indicate how many people they are representing.
6. Before speaking, turn on the microphone by pressing the button next to it and speak clearly so that everyone in the Council Chamber can hear.
7. Be prepared to quickly return to the microphone and respond briefly to any questions from Councillors, after all speakers on an item have made their presentations.

Committee meetings can continue until very late, particularly when there is a long agenda and a large number of speakers. This impacts on speakers who have to wait until very late, as well as Council staff and Councillors who are required to remain focused and alert until very late. At the start of each Committee meeting, the Committee Chair may reorder agenda items so that those items with speakers can be dealt with first.

Committee reports are on line at [www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au), with printed copies available at Sydney Town Hall immediately prior to the meeting. Council staff are also available prior to the meeting to assist.

## **Item 1.**

### **Disclosures of Interest**

Pursuant to the provisions of the Code of Meeting Practice – May 2019 and the Code of Conduct – May 2019, Councillors are required to disclose pecuniary interests in any matter on the agenda for this meeting.

Councillors are also required to disclose any non-pecuniary interests in any matter on the agenda for this meeting.

This will include receipt of reportable political donations over the previous four years.

In both cases, the nature of the interest must be disclosed.

Written disclosures of interest received by the Chief Executive Officer in relation to items for consideration at this meeting will be laid on the table.

**Item 2.**

**Grants and Sponsorship – Round Two 2019/20 – Cultural Grants – Festivals and Events Sponsorship (Artform)**

Document to Follow

**Item 3.**

**Grants and Sponsorship – Round Two 2019/20 –Social Grants – Festivals and Events Sponsorship (Village and Community) and Matching Grants**

Document to Follow

## **Item 4.**

### **Grants and Sponsorship - Australian Paralympic Team 2020**

**File No: X025452**

#### **Summary**

Australia is sending a national team to the Paralympic Games in Tokyo, Japan in 2020, which will run from 25 August to 6 September 2020. The City of Sydney has previously supported the Australian Olympic and Paralympic Teams through donations to fundraising activities, as well as by hosting Welcome Home Receptions and street parades.

In 2016, the City supported the Australian Olympic and Paralympic Teams through a cash sponsorship of \$60,000 to support athletes to attend the Paralympic Games in Rio de Janeiro, Brazil, and the provision of three civic functions, including a farewell reception for the Paralympic team, and separate Welcome Home receptions for the Olympic and Paralympic teams.

The City of Sydney has been approached to again support the Australian Paralympic Team, by supporting the team's participation in the Tokyo Paralympic Games in 2020. Paralympics Australia has requested that the City provide a cash sponsorship of \$60,000 (excluding GST) to contribute to travel and accommodation costs for members of the Paralympic team and their carers.

As a sponsor of the Paralympic team, the City will receive recognition as a supporter of the Australian Paralympic Team, as well as five appearances from Paralympic athletes at City events to be held in the City's community centres and libraries. The appearances from the Paralympic athletes will provide the City with opportunities to develop positive community attitudes towards people with disability, a key objective of A City for All - Inclusion (Disability) Action Plan 2017-2021.

Being recognised as a supporter of the Paralympic team enables the City to strengthen its reputation as an organisation committed to the inclusion of people with disability through positive media and promotional opportunities.

## **Recommendation**

It is resolved that:

- (A) Council approve a \$60,000 (excluding GST) cash sponsorship to Paralympics Australia for the Australian Paralympic Team for the 2020 Paralympic Games; and
- (B) authority be delegated to the Chief Executive Officer to negotiate, execute and administer a sponsorship agreement with Paralympics Australia.

## **Attachments**

Nil.

## Background

1. Australia has sent teams to every Paralympic Games since they were first held in 1960.
2. Australia is sending a national team to the Paralympic Games to be held in Tokyo, Japan in 2020. The Paralympic Games will run from 25 August to 6 September 2020. The Australian Paralympic Team selections and numbers are yet to be finalised.
3. The Australian Paralympic Team is a source of great national pride, significantly contributing to community spirit and enjoyment and providing inspiration for all Australians.
4. Sydney, as a past host city of the Olympic and Paralympic Games, has a strong association with the Games. The City of Sydney has previously supported the Australian Olympic and Paralympic Teams through donations to fundraising activities, as well as by hosting Welcome Home Receptions and street parades.
5. The City of Sydney has been approached to support the Australian Paralympic Team to attend the Games by contributing \$60,000 (excluding GST) cash sponsorship to Paralympics Australia / Australian Paralympic Team in 2020. Support by the City will directly assist the team and their carers to attend the Games, by contributing to costs associated with travel.
6. As an official sponsor of the Australian Paralympic Team, the City of Sydney will receive the following benefits:
  - (a) designation as an Official Supporter of Paralympics Australia / Australian Paralympic Team;
  - (b) non-exclusive, royalty-free right to use Paralympics Australia / Australian Paralympic Team marks, imagery and written content for marketing and promotional purposes;
  - (c) City of Sydney logo to appear on Paralympics Australia / Australian Paralympic Team marketing and communications collateral, including: website, newsletter and other publications;
  - (d) five athlete appearances for use at agreed City official community events and / or forums;
  - (e) invitations for City officials / staff to attend Paralympics Australia sponsor events and workshops.
7. A City for All: Inclusion (Disability) Action Plan 2017-2021 outlines the City's ongoing commitment to making the city inclusive and accessible for all. The sponsorship of the Australian Paralympic Team will assist the City to deliver two commitments under this plan:
  - (a) Action 2 - Use the City's mainstream media channels, publications, events and sponsorship opportunities to promote inclusion of people with disability.
  - (b) Action 3 - Develop Community programming aimed at fostering positive community attitudes towards people with disability.

8. To deliver on Action 2, the City can harness the sponsorship to:
  - (a) demonstrate the City's support for para-athletes attending the Paralympic Games; and
  - (b) strengthen the reputation of the City as an organisation committed to the inclusion of people with disability, through positive media and promotional opportunities and public speaking engagements.
9. To deliver on Action 3, City staff will work closely with Paralympics Australia to develop and deliver a range of community programs and events featuring para-athletes at our community centres and libraries. Community events featuring para-athletes and associated marketing materials and media coverage, will highlight the achievements of para-athletes and promote the positive contributions people with disability make to the community, and engage the community in a broader conversation about the diverse capabilities, interests and views of people with disability.
10. In mid-2019, the Australian Olympic Committee, along with their event partners Sold Out Events, approached City staff to explore avenues to facilitate the activation of Live Sites in key locations. These activations will provide the opportunity for the City's residents, workers and visitors to attend public events broadcasting the Olympics on big screens supported by food and beverage offerings. City staff are working proactively with both organisations to assist their enquiries.
11. For Council's information, Council supported the 2016 Olympics and Paralympics through provision of:
  - (a) \$60,000 cash sponsorship to Paralympics Australia;
  - (b) the purchase of a table of 10 at the Prime Minister's 9th Olympic Dinner in Melbourne at a cost of \$3,000, travel costs to the event for 10 people valued at \$12,000 and a \$27,000 donation to the Australian Sports Foundation;
  - (c) the hosting of three civic receptions; and
  - (d) the hosting of a media event for the Paralympic Team Uniform Launch by way of City of Sydney venue provision.

## Key Implications

### Strategic Alignment - Sustainable Sydney 2030 Vision

12. Sustainable Sydney 2030 is a vision for the sustainable development of the City to 2030 and beyond. It includes 10 strategic directions to guide the future of the City, as well as 10 targets against which to measure progress. This sponsorship is aligned with the following strategic directions and objectives:
  - (a) Direction 1 - A Globally Competitive and Innovative City - the City's support of and partnership with the 2020 Australian Paralympic Team will help take the City of Sydney brand to the world, with the City logo promoted on Paralympics Australia / Australian Paralympic Team marketing and communications collateral, including the official website, newsletter and other publications.

- (b) Direction 6 - Vibrant Local Communities and Economies - the City's support of and partnership with the 2020 Australian Paralympic Team will give the City a platform to promote and raise awareness of the achievements of athletes with a disability and promote social inclusion and diversity.

### **Organisational Impact**

- 13. The programs delivered in partnership with Paralympics Australia will be delivered within existing resources.

### **Social / Cultural / Community**

- 14. The Paralympic Games provide inspiration for all Australians, and foster community spirit and national pride, which significantly contributes to the overall wellbeing of the community.
- 15. Sponsorship of Paralympics Australia and The Australian Paralympic Team will help to promote the City of Sydney as an inclusive global and welcoming city for all.
- 16. The Paralympic Games are a positive platform to raise awareness of people with a disability worldwide. The City's sponsorship of the team provides the opportunity to raise awareness of the contribution of people with disability in the community and help to foster positive and inclusive attitudes and behaviours towards people with disability.

### **Budget Implications**

- 17. The funding for the support and sponsorship of the teams will be sourced from the 2019/20 and 2020/21 Grants and Sponsorships budgets, including:
  - (a) cash sponsorship of \$55,000 (excluding GST) in 2019/20; and
  - (b) cash sponsorship of \$5,000 (excluding GST) in 2020/21.

### **Relevant Legislation**

- 18. Section 356 of the Local Government Act 1993 provides that a council may, in accordance with a resolution of the council, contribute money or otherwise grant financial assistance to persons for the purpose of exercising its functions.

### **Critical Dates / Time Frames**

- 19. The Paralympic Games will run from 25 August to 6 September 2020.

**ANN HOBAN**

Director City Life

Hannah Schulz-Fulham, Social Policy Officer

**Item 5.****Ad Hoc Grant - Tribal Warrior Sydney to Hobart Sponsorship****File No: 2019/473982****Summary**

The City of Sydney adopted an Innovate Reconciliation Action Plan in 2015 and adopted the Eora Journey Economic Development Plan in 2016. These two plans identify the importance of the City partnering with Aboriginal and Torres Strait Islander organisations to support opportunities for Aboriginal and Torres Strait Islander people and promote and celebrate the cultures of the First People of Australia.

The Tribal Warrior Aboriginal Corporation is entering the first ever Aboriginal and Torres Strait Islander crew in the Sydney to Hobart Yacht Race in 2019, coinciding with the 75th Anniversary of the race. The Tribal Warrior Aboriginal Corporation is seeking support from the City to fund essential wet weather equipment, and compulsory safety and sea survival training. They intend on entering a crew of professional and community sailors with at least 70 per cent of the crew being of Aboriginal or Torres Strait Islander heritage.

The sponsorship demonstrates the City's commitment to creating opportunities for Aboriginal and Torres Strait Islander people, and to building the capacity and skills of local Aboriginal and Torres Strait Islander organisations and enterprises. This will showcase the leadership within our community by supporting the aspirations and innovative spirit of Indigenous Elders, mentors and young people involved in this milestone event.

The symbolism of the first Aboriginal and Torres Strait Islander crew to sail out of Sydney Heads in this famous race will create significant community and media interest.

The boat and crew are currently undertaking pre-race inspections and will provide the City with a letter of acceptance from the organisers of the Sydney to Hobart Yacht Race when it is received.

## **Recommendation**

It is resolved that:

- (A) Council approve a cash sponsorship of \$25,000 (excluding GST) to Tribal Warrior Aboriginal Corporation to participate in the 2019 Sydney to Hobart Yacht Race, to be funded from the 2019/20 General Contingency budget; and
- (B) authority be delegated to the Chief Executive Officer to negotiate, execute and administer a sponsorship agreement with Tribal Warrior Aboriginal Corporation.

## **Attachments**

Nil.

## Background

1. The Tribal Warrior Aboriginal Corporation is an established Aboriginal and Torres Strait Islander organisation based in Redfern. The City has had a long ongoing and valuable relationship with the organisation over many years.
2. Tribal Warrior Aboriginal Corporation provides cultural cruises, performances, charters and education activities, and is well known for their harbour cultural tours. They also facilitate community development and crime prevention programs including the 'Clean Slate Without Prejudice' mentoring program for Indigenous young people and 'Never Going Back', a program that targets Indigenous inmates who are nearing the completion of their custodial sentences, teaching them valuable skills to assist with transition once released from prison. In December 2016, these programs won gold at the National Australian Crime and Violence Prevention Awards, recognising good practice in the prevention or reduction of violence and other types of crime in Australia.
3. Tribal Warrior Aboriginal Corporation is the only Indigenous Maritime Training Company and is training the first ever Aboriginal and Torres Strait Islander crew to enter the Sydney to Hobart Yacht Race. Tribal Warrior plan on the crew being a mixture of professional and community sailors with at least 70 per cent being of Aboriginal or Torres Strait Islander heritage.
4. In 2016, the City of Sydney provided a sponsorship of \$20,000 cash (excluding GST) for Tribal Warrior's proposed participation in the 2016 Sydney to Hobart Yacht Race for that year. Due to safety requirements and circumstances beyond the control of Tribal Warrior, the organisation did not compete and did not take up the approved sponsorship.
5. Tribal Warrior's Chief Executive Officer, Shane Phillips, is working closely with experienced sailor, Wayne Jones, who will skipper the boat and ensure every detail of preparation is addressed to the required standard. Wayne Jones has sailed for over 40 years, has skippered category one open ocean races and is an expert in the area of water rescue services and difficult terrain operations training.
6. Tribal Warrior Aboriginal Corporation is also partnering with Eastsail, a motor cruise and racing yacht company. Eastsail are providing one of their best yachts, the Farr 55 yacht Hollywood Boulevard, and a number of highly experienced crew members. Eastsail and their yacht have competed in many Sydney to Hobart yacht races.
7. The additional crew members will include a number of Tribal Warrior team members including those who completed the Sydney to Gold Coast race in 2017, as well as crew members from major sponsors.
8. The Hollywood Boulevard crew are currently training and will be assessed by the skipper before the crew is finalised. New sailors are currently completing the Sea Safety Survival Course. The race provides an opportunity for all crew members to develop significant and valuable skills.
9. Tribal Warrior Aboriginal Corporation believe participating in the race will forge new and valuable relationships. It will provide a platform for talking about the history of Sydney and Australia, celebrating the fact that Aboriginal and Torres Strait Islander people have been travelling up and down the coast by sea for many thousands of years. It provides a unique opportunity for sharing cultural celebrations that could include cultural fires on headlands along the coast marking the yacht's passage, and a Welcome to Country in Hobart.

10. The panel assessing the application was comprised of the Youth Team Leader for South Area, Social Programs and Services, a Senior Community Engagement Co-ordinator, Indigenous Lead and Engage and the Grants Program Coordinator.
11. It is recommended that the City's sponsorship of \$25,000 (excluding GST) cash is commensurate with the sponsorship benefits offered and the level of financial support the City has provided to other similar initiatives.

## Key Implications

### Strategic Alignment - Sustainable Sydney 2030 Vision

12. Sustainable Sydney 2030 is a vision for the sustainable development of the City to 2030 and beyond. It includes 10 strategic directions to guide the future of the City, as well as 10 targets against which to measure progress. This sponsorship is aligned with the following strategic directions and objectives:
  - (a) Direction 6 - Vibrant Local Communities and Economies - Sponsorship of the Tribal Warrior Sydney to Hobart crew aligns with the Reconciliation Action Plan's commitment to provide opportunities for Aboriginal and Torres Strait Islander people, and to increase knowledge of, and build respect for, Aboriginal and Torres Strait Islander cultures.
  - (b) Direction 7 - A Cultural and Creative City - Sponsorship aligns with the Community Strategic Plan by supporting a creative and cultural city, and with the Eora Journey Economic Development Plan to support the growth of key sectors for Indigenous businesses including cultural tourism.

## Risks

13. The Sydney to Hobart Yacht Race is a challenging and dangerous race. The Tribal Warrior crew will need to complete the Sea Safety Survival Course, and satisfy Eastsail and experienced skipper, Wayne Jones, of their sailing capabilities before being selected to compete.
14. In 2016, pre-race inspections deemed the yacht to be sailed unsuitable. Tribal Warrior Aboriginal Corporation have now partnered with a specialised Yacht-chartering company Eastsail, who have provided a yacht that has competed and placed in the last three Sydney to Hobart Yacht Races.

## Social / Cultural / Community

15. Given the profile of this prestigious event, this proposal will positively impact Australia as a nation by breaking down perceived stereotypes. It will provide inspirational stories that will empower Aboriginal and Torres Strait Islander communities across the nation.
16. Participating in the race will provide highly regarded qualifications in the area of ocean sailing. Those competing will also be challenged personally and will be able to share their personal triumph in their community.

**Economic**

17. The Tribal Warrior Aboriginal Corporation, a local Aboriginal and Torres Strait Islander community not-for-profit, will benefit from the public exposure that participating in the race brings. Supporting this initiative will contribute to the capacity of Tribal Warrior Aboriginal Corporation to mentor, train and employ Aboriginal and Torres Strait Islander people and promote opportunities for cultural tourism.

**Budget Implications**

18. Funding for the sponsorship of \$25,000 (excluding GST) cash will be drawn from the 2019/20 General Contingency budget.

**Relevant Legislation**

19. Section 356 of the Local Government Act 1993 provides that a council may, in accordance with a resolution of the council, contribute money or otherwise grant financial assistance to persons for the purpose of exercising its functions.

**Critical Dates / Time Frames**

20. The Sydney to Hobart Yacht Race starts on 26 December 2019.

**Public Consultation**

21. The City's support for this initiative will be reported to the Aboriginal and Torres Strait Islander Advisory Panel.

**ANN HOBAN**

Director City Life

Alana Goodwin, Grants Program Coordinator

## Item 6.

### Post Exhibition - Inclusive and Accessible Public Domain Policy and Guidelines

File No: X023841.005

#### Summary

Every day, people with disability experience barriers that make it difficult to participate and work in our community. Barriers may be physical, such as inaccessible streetscapes; or social, such as a lack of information in accessible formats; or attitudinal, such as assumptions that people with disability are not able to participate in certain activities. When these barriers are reduced, the majority of people with disability will experience greater independence and equitable opportunities for social and economic inclusion. Local government is well placed to address and reduce physical barriers within the streets, parks and open spaces.

The Inclusive and Accessible Public Domain Policy and Guidelines will guide the City to deliver an inclusive and accessible public domain and enable people with disability who live, work in or visit the city to experience greater independence and dignity, and more equitable opportunities for social and economic inclusion.

The policy and guidelines provide a framework for the consistent application of relevant Australian Access Standards and best practice approaches in the design, maintenance and management of public domain spaces and infrastructure. They will enable the City to meet its commitments to delivering "Accessible Places and Spaces" outlined in the City's Inclusion (Disability) Action Plan 2017-2021 and in A City for All: Social Sustainability Policy and Action Plan 2018-2028.

Approval was given by Council on 8 April 2019 to publicly exhibit the draft Inclusive and Accessible Public Domain Policy (Attachment A), draft Inclusive and Accessible Public Domain Guidelines (Attachment B), and the draft Disability Inclusive Events Guidelines (Attachment C). The policy and guidelines were on public exhibition from 3 May to 28 June 2019. Ten written submissions were received.

Council also requested that the Chief Executive Officer investigate, in consultation with the City's Inclusion (Disability) Advisory Panel, alternative means of engaging people with disability during the public exhibition period, such as through peer interviews. Two peer-led workshops - where people with disability lead a discussion amongst their peers - were held to discuss and provide feedback on the draft policy and guidelines. The first workshop was facilitated by the NSW Council of Intellectual Disability, and included five participants with intellectual disability. The second workshop was facilitated by People with Disability Australia and included 15 people with disability, or carers. A summary of all submissions and the City's responses is shown at Attachment E.

There was an overall positive response to the policy and guidelines, with submissions and people participating in peer-led workshops acknowledging the policy and guidelines will go a long way to ensuring consistent and more considered design and management of public spaces into the future.

Participants in the peer-led workshops suggested a range of ways to strengthen and improve the draft guidelines, in particular the events guidelines. Many of these suggestions have been incorporated. A summary of amendments is available at Attachment D.

A number of the suggestions, while outside the scope of this policy and guidelines, will be considered as actions in future Inclusion (Disability) Action Plans, or a part of future reviews of relevant policies such as the Central Sydney and Neighbourhood Parking policies.

A number of other issues were raised at the workshops, which are not within the scope of the policy and guidelines as they are not in the direct control of the City. These include works and placement of certain infrastructure on footways by utilities and telecommunications providers that don't require approval of the City, as well as some instances of construction activity in public places that is not regulated by the City. City staff have and will continue to pass on feedback to relevant agencies and to advocate for better access outcomes on City streets.

## Recommendation

It is resolved that:

- (A) Council note the submissions and feedback received through the public exhibition process shown at Attachment E to the subject report;
- (B) Council approve the Inclusive and Accessible Public Domain Policy shown at Attachment A to the subject report, Inclusive and Accessible Public Domain Guidelines shown at Attachment B to the subject report, and Inclusive and Accessible Event Guidelines shown at Attachment C to the subject report, incorporating amendments shown at Attachment D to the subject report for adoption;
- (C) Council approve the incorporation of content from the Inclusive and Accessible Public Domain Guidelines shown at Attachment B to the subject report into relevant City of Sydney Public Domain Design Codes as appropriate;
- (D) people and organisations who made submissions (refer to Attachment E to the subject report) be notified of the adoption of the Inclusive and Accessible Public Domain Policy and Guidelines; and
- (E) authority be delegated to the Chief Executive Officer to make and approve minor housekeeping and editorial amendments to the adopted Inclusive and Accessible Public Domain Policy, Inclusive and Accessible Public Domain Guidelines and Inclusive and Accessible Event Guidelines, as may be required, including when relevant Australian Standards are amended or new standards developed.

## Attachments

<b>Attachment A.</b>	Inclusive and Accessible Public Domain Policy
<b>Attachment B.</b>	Inclusive and Accessible Public Domain Guidelines
<b>Attachment C.</b>	Inclusive and Accessible Event Guidelines
<b>Attachment D.</b>	Table of Amendments - Inclusive and Accessible Public Domain Policy and Guidelines
<b>Attachment E.</b>	Public Exhibition – Submissions and Feedback

## Background

1. Every day, people with disability experience barriers that make it difficult to participate and work in our community. Barriers may be physical, such as inaccessible streetscapes; or social, such as a lack of information in accessible formats; or attitudinal, such as assumptions that people with disability are not able to participate in certain activities. When these barriers are reduced, the majority of people with disability will experience greater independence and equitable opportunities for social and economic inclusion. Local government is well placed to address and reduce physical barriers within the streets, parks and open spaces.
2. The public domain is a critical link between accessible public transport, services and destinations for employment and social and cultural life. An inclusive and accessible public domain provides equitable opportunities for people who live, work, visit and study in the City of Sydney.
3. The City of Sydney's current Access Policy was developed in 1992, and reviewed in 2004. At the time of development, the Disability Discrimination Act 1992 (Cth) had just been enacted, and many of the Australian Access Standards which the policy sought to implement were new.
4. Since 2004, there have been considerable advances in universal design approaches to public domain spaces and infrastructure. In this time, the City has also delivered a range of new public domain spaces and infrastructure projects that have been designed with accessibility standards applied. This has increased the City's understanding of, and ability to respond to, access issues in the public domain.
5. Section 23 of the Disability Discrimination Act 1992 (Cth) makes it unlawful to discriminate against people with disability, or their associates, in relation to access to, and use of, any premises. The Act has associated Disability (Access to Premises - Buildings) Standards 2010 that set requirements for the accessibility of new and upgraded buildings.
6. The Act does not provide clear guidance on how to provide equitable and dignified access within the public domain. The Inclusive and Accessible Public Domain Policy and Guidelines fill this policy gap for the City, by providing a framework for the consistent application of relevant Australian Access Standards and best practice approaches in the design, maintenance and management of public domain spaces and infrastructure.
7. While there are several examples of universal design guidelines for public spaces, as far as we are aware, this is the first policy and guidelines that will ensure these considerations are embedded into practice by incorporating disability access and inclusion requirements and technical guidance into mainstream specifications and approvals processes at the City for each public domain space or activity.

## Key Implications

### Strategic Alignment - Sustainable Sydney 2030 Vision

8. Sustainable Sydney 2030 is a vision for the sustainable development of the City to 2030 and beyond. It includes 10 strategic directions to guide the future of the City, as well as 10 targets against which to measure progress. This policy is aligned with the following strategic directions and objectives:
  - (a) Direction 4 - A City for Walking and Cycling: Over time, the Policy and Guidelines will deliver greater consistency in the accessibility of pedestrian routes and open spaces.
  - (b) Direction 6 - Vibrant Local Communities and Economies: A more accessible and inclusive public domain will create the conditions for the participation of people with disability, older people and people with prams in the social, cultural and economic life in the City of Sydney area.
9. The Policy and Guidelines also enable the City to meet its commitments to delivering "Accessible Places and Spaces" outlined in the City's Inclusion (Disability) Action Plan 2017-2021 and in A City for All: Social Sustainability Policy and Action Plan 2018-2028.

### Organisational Impact

10. The Policy and Guidelines have a broad application. They apply to:
  - (a) the City, its staff and contractors in relation to the design, maintenance and management of public domain spaces and infrastructure, and
  - (b) third parties in particular circumstances, including developers delivering public domain spaces and infrastructure through voluntary planning agreements, or members of the public and/or organisations seeking to use public domain spaces for a range of activities and temporary uses, including markets, community gardens, footpath gardens, construction and filming activity and the operation of certain street vending kiosks on footways.
11. The Disability Inclusive Event Guidelines apply to the City of Sydney and all third parties seeking a permit to deliver outdoor events in public domain spaces managed by the City of Sydney.
12. These documents will guide how current programs of design, upgrade and maintenance work in public spaces should be undertaken. The policy and guidelines do not set the budget, priorities or timing of such works.

### Social / Cultural / Community

13. The Inclusive and Accessible Public Domain Policy and Guidelines will guide the City to deliver an inclusive and accessible public domain and enable people with disability who live, work in or visit the city to experience greater independence and dignity, and more equitable opportunities for social and economic inclusion.

14. By providing equitable access in the public domain for people with a disability, the City is also improving opportunities for participation across all community groups. For example, providing a more accessible physical environment assists people with a physical disability, but is also beneficial for people who are older, people with injuries and families with prams.

### **Economic**

15. The policy and guidelines will improve ease of access in the public domain, create more opportunities for inclusive participation by people with disability in events held in the City of Sydney, and promote the City as an inclusive and accessible tourist destination.
16. Tourism Research Australia's (TRA) National Visitor Survey (NVS) 2017 First Quarter data on day and overnight trips shows that people with disability spent \$3.3 billion on tourism services, accounting for 17 per cent of all tourism expenditure.

### **Budget Implications**

17. Implementation of the Inclusive and Accessible Public Domain Policy and Guidelines and Disability Inclusive Event Guidelines is deliverable within existing staffing and operational budgets, or will be delivered through future planned capital works projects, and procurement contracts and agreements.

### **Relevant Legislation**

18. Disability Discrimination Act 1992 (Cth).
19. Disability Inclusion Act 2014.
20. Disability Public Transport Standards 2002 (Cth).

### **Public Consultation**

21. The draft Inclusive and Accessible Public Domain Policy and Guidelines were placed on public exhibition from 3 May 2019 to 28 June 2019. Submissions could be made in writing or via the City of Sydney website, telephone and email.

22. The draft policies and guidelines were distributed to the following groups inviting comment:
  - (a) a range of disability and community sector stakeholders, including individuals who had written to the City about access issues;
  - (b) relevant state and local government agencies, including other landowners in the City of Sydney area, Transport for NSW and Local Government NSW;
  - (c) developers via the Property Council of NSW, and peak organisations representing architects and landscape architects and the Australian Institute of Building, and
  - (d) outdoor event organisers.
23. The draft policy and guidelines were also promoted via media releases, with four articles about the draft policy appearing in the media, including Public Service News, Australian Aging Agenda, Government News and Infrastructure Magazine.
24. The draft policy and guidelines were available for download on the City of Sydney website. During the consultation period, the webpages were visited 509 times, and 107 documents were downloaded.
25. Over the public exhibition period, the City received a total of 10 written submissions, five from individuals, and five from the following organisations and groups:
  - (a) BIKEast;
  - (b) Kings Cross Community Garden Group;
  - (c) Physical Disability Council of NSW;
  - (d) Property NSW – Events team; and
  - (e) Walk Sydney Incorporated.
26. In addition, following a Resolution of Council on 8 April 2019 where Council requested “that the Chief Executive Officer investigate, in consultation with the City’s Inclusion (Disability) Advisory Panel, alternative means of engaging people with disability during the public exhibition period, such as through peer interviewers”, two peer-led sessions were held with people with disability.
27. The first peer-led workshop was facilitated by the NSW Council of Intellectual Disability. Participants included five people with intellectual disability, one of whom also uses a wheelchair.
28. The second was facilitated by People with Disability Australia. A group of 15 people with disability, or carers, participated in a peer-led discussion about access and inclusion in public spaces and events.

29. Participants included:
- (a) two City of Sydney staff who identify as having a disability;
  - (b) one person with intellectual disability;
  - (c) one Deaf person;
  - (d) one person who is hard of hearing;
  - (e) two people using wheelchairs;
  - (f) two people who are blind who use Guide Dogs;
  - (g) two people with low vision;
  - (h) one person with limited mobility who does not identify as having a disability; and
  - (i) two carers.
30. Organisations represented included:
- (a) Guide Dogs NSW/ACT;
  - (b) Council of the Ageing;
  - (c) City of Parramatta Access Committee; and
  - (d) Inner West Council.
31. In addition, City staff consulted the City's Design Advisory Panel and the Neighbourhood Advisory Boards in the City of Sydney area, given the high proportion of social housing residents with disability.
32. A summary of the all the feedback and the City's response is provided at Attachment E.

33. Overall, there was significant support for the policy and guidelines. Key comments of support included:
- (a) "The Draft policy and guidelines are very comprehensive and we believe they are an effective, positive resource to remove barriers and improve participation of all people in our community". - Walk Sydney
  - (b) "Physical Disability Council of NSW would like to commend the City of Sydney on their detailed Policy and Guidelines. We strongly support City of Sydney's principal aim of ensuring all public domain spaces and events in the City of Sydney are inclusive and accessible for all members of the community. PDCN commends the City of Sydney for its commitment to a best practice framework that ensures consistent, vibrant, diverse and positive events for all who live, work or play in the City of Sydney, and looks forward to working collaboratively on future accessible projects with the City of Sydney".
  - (c) "BIKEast support this policy and guidelines document and look forward to improved accessibility and movement of people around our city".
  - (d) Participants in the peer-led workshops welcomed the policy and guidelines, noting it paves the way for more consistent approach to accessibility in public spaces.
34. No substantive changes were made to the Inclusive and Accessible Public Domain Policy (Attachment A).
35. In response to community feedback, five key amendments to the Draft Inclusive and Accessible Public Domain Guidelines have been made:
- (a) 1.4 Stairs - additional performance standards for consistent stair height and contrasting nosing on stairs with diminishing risers have been added.
  - (b) 1.7 Bollards and crowded place management. Performance standards have been amended from requiring spacing between crowded place elements of "exactly 1200mm between elements" to "no less than 1200mm from the outside edges of bollard/elements to provide minimum access along the continuous accessible path of travel. The maximum distance between these bollards should be based on the type and speed of vehicle and likely paths of travel" in line with international best practice and forthcoming changes to the Australian New Zealand Counter Terrorism Committee (2017) Hostile Vehicle Guidelines for Crowded Places.
  - (c) 1.14 Street trees section has been amended to apply to verge gardens and other street greening. A new performance standard has been added that recommends avoiding the use of hard pebbles as mulching material on verge gardens.
  - (d) 1.16 Taxi Ranks. A new performance standard has been added to ensure taxi ranks on one way streets are located on the left side in the direction of travel to ensure safe access to the front passenger seat.

- (e) The community noted the use of phrases such as "where possible", and "as far as is possible/feasible/practicable... XXXX will..." makes it easy for designers and agencies to say it is not possible and not try to meet the standards. The guidelines already recognise that applying access standards in public spaces can be very difficult as result of constraints such as heritage, topography, and elements in public spaces under the control of other agencies. The principles for addressing complex design scenarios (p.3) allows some flexibility, stating that "where full compliance with is not possible, ensure the design complies with as many of the relevant performance standards and access standards set out in the guidelines/design code as is practicable". Given this overarching principle informs users of the guidelines on how to apply the performance standards, the wording of numerous objectives and performance standards in guidelines have been amended to more simply state "XXXX should...."
36. In response to community feedback, key amendments to the Draft Disability Inclusive Event Guidelines (Attachment C) include:
- (a) Change of name to the Inclusive and Accessible Event Guidelines, to be more welcoming of people who do not identify as having a disability but benefit from good access.
  - (b) Provide more detail about Auslan and Captioning to explain how they work and who they benefit. Many event producers assume all deaf people communicate using Auslan, which is not the case. The guidelines now include six pages of new content "Making events inclusive of people with sensory disabilities" which includes more detailed information about audio description, Auslan interpreting, captioning, hearing augmentation, sensory spaces and sensory adjusted performances. New content regarding sensory spaces and sensory adjusted performances was developed in consultation with the Autism Friendly Communities team at Aspect Australia, and new content about Auslan and Captioning was informed by research conducted by the NSW Deaf Society.
  - (c) Additional information about designated drop off points, and clarification that they should be provided in association with major events that involve road closures, subject to approval of the relevant traffic committee.
  - (d) There was strong feedback that events should be actively promoted to people with disability, as historically people with disability have been excluded and their needs not catered for. Many people with disability are therefore used to being excluded. Feedback included that major event organisers in particular should invest in appropriate communications and marketing approaches to ensure people with disability know they are welcome and understand what arrangements are in place. The wording of the Accessible Materials and information section has been revised for greater clarity and includes information about the ways inclusive events can be promoted to people with disability.
  - (e) The format for the checklists has been revised to provide greater clarity about what is expected of major events. Checklists now identify whether the consideration applies to all events, major events or is a best practice approach.

37. A number of the issues raised in written submissions and in the peer-led workshops were outside the scope of the policy and guidelines, as they are not within the City's direct control. These issues include:
- (a) Impact of works by services and utilities (including NBN and Ausgrid infrastructure) on access in public spaces, especially on footpaths. Issues include placement of infrastructure against the building line creating hazards for people who are blind or have low vision who use the building line to navigate public spaces, and placement of infrastructure on footways that obstructs the continuous accessible path of travel.
  - (i) Utility service providers including water, and energy and telecommunications services have infrastructure throughout the City of Sydney. They regularly need to conduct works on roadways and footways to access these services for repair or upgrade. In some instances, developers will require similar access to arrange the installation and connection of new utility services to developments. The provision of new services may also require installation on City infrastructure including pillar boxes and other "low impact facilities".
  - (ii) Where access is required, the partial temporary closure of a road or footway may be necessary. The City has little control over the works undertaken by utility service providers and their contractors. In many cases, the legislation governing utilities overrides City approval processes including the imposition of conditions to limit potential adverse impacts, or issue fines or penalties.
  - (iii) While the City does not have oversight of the installation and access for low impact facilities, there are protocols and guidelines to minimise impacts of these works on the local community.
  - (iv) For example, Ausgrid's Network Standard *NS224 Low Voltage Suburban Commercial And Industrial Underground Distribution Utilising Pillars* states that "Designers shall give consideration to visually impaired persons when determining the location of the cabinet and base unit combination (pillar). Wherever possible, pillars shall be installed adjacent to an existing pillar or within an existing set-back along the frontage". City staff regularly raise concerns with appropriate utilities about the impacts of their works and low impact infrastructure on the accessibility of footpaths, noting that placement of pillars on the building line can create hazards and barriers for pedestrians with low vision.
  - (v) The *Telecommunications Code of Practice* requires that when installing low impact facilities carriers must take all reasonable steps to:
    - a. ensure as little detriment, damage and inconvenience as practicable is caused;
    - b. minimise interference with public utilities, roads and paths, traffic and land use;
    - c. ensure that the land is restored to a condition that is similar to its condition before the installation began; and
    - d. protect the environment (including ecosystems, people and communities; resources; qualities and characteristics of locations and areas, and the social, economic and cultural aspects of all these);

- (b) Impacts of construction activity by other government agencies, which are not regulated by the City, in particular light rail. These include:
  - (i) poor signage, which makes it difficult for people to find their way during periods of construction activity, and
  - (ii) lack of tactile ground surface indicators on footways that are at grade with the roadway during construction phases of light rail, resulting in pedestrians who are blind or with low vision to not be able to detect they have moved from a footway to a roadway.
- 38. City staff have and continue to pass on feedback to relevant agencies and to advocate for better access outcomes on city streets.
- 39. The following issues raised in written submissions and in the peer-led workshops are outside the scope of the policy and guidelines, but will be considered as potential projects as part of future Inclusion (Disability) Action Plans, or will be considered as part of other future strategies and policies:
  - (a) The importance of measuring and reporting progress on meeting accessibility standards, especially on footpaths.
  - (b) Mapping construction activity to enable people to plan their journey, and in particular, help people with vision impairment understand changed conditions.
  - (c) Provide more designated drop off points at key destinations, and make more information available about the locations of drop off areas and no stopping areas.
  - (d) Establish an inclusive events working group or Community of Practice to share knowledge and learnings amongst major event organisers.
  - (e) Provide additional community education aimed at people with disability about reporting access issues in public spaces.
  - (f) Identify and promote locations within existing parks that are appropriate for toileting assistance animals.
  - (g) Investigate opportunities to provide a dedicated sensory garden in the City of Sydney area.
- 40. Feedback about the priorities of the public domain renewal program was received in the peer-led workshops. Feedback received from people with disability included that the City should prioritise the provision of missing kerb ramps and realignment of misaligned kerb ramps. This will improve access on the street scape for many people.
- 41. The prioritisation and timing of the public domain renewal program is outside the scope of this policy. The Policy and Guidelines will not retrospectively apply and will not determine when public domain spaces and infrastructure are renewed to current standards. Existing approaches to scheduling public domain capital works projects apply.

42. In general, the City does not renew kerb ramps in isolation. Instead, the City prefers to renew the footway and associated infrastructure of the whole block to address all aspects of pedestrian amenity and accessibility on that block. This reduces the occasions on which footways are out of use from renewal activity, and provides greater economies of scale for the projects, delivering greater value for ratepayers and the community.
43. The majority of intersections in the City of Sydney have been renewed to ensure provision of kerb ramps where they were once missing, or new kerb ramps installed to ensure correct alignment and provision of Tactile Ground surface Indicators in line with the Australian standards. Those outstanding include:
  - (a) Ramps within signalised intersections that are the responsibility of Roads and Maritime Service (now Transport for NSW), and often involve other changes such as new lane markings.
  - (b) Intersections where existing services and above ground electrical infrastructure need to be relocated in order to position and align kerb ramps according standards.
44. In both of these scenarios, the renewal of kerb ramps involves greater coordination with other services and agencies and significantly higher costs associated with relocating services.

#### **Proposed approach to implementation**

45. Subject to Council endorsement:
  - (a) Parts 1 and 2 of the draft Inclusive and Accessible Public Domain Guidelines will be reflected in the City of Sydney public domain design codes, in particular the Sydney Streets Design Code and the forthcoming Sydney Parks Design Code. The Design Advisory Panel are supportive of the incorporation of this content into the City's Public Domain Design Codes.
  - (b) The content of part 3 of the draft Inclusive and Accessible Public Domain Guidelines will be progressively embedded into relevant local approval policies and guidelines as they are reviewed. These include:
    - (i) Markets Policy and Guidelines;
    - (ii) Community Gardens Guidelines;
    - (iii) Footpath Gardening Policy and Guidelines;
    - (iv) Hoardings and Scaffolding Policy and Guidelines;
    - (v) Local Approvals Policy and Code of Practice for Construction Activities in Public Places, and
    - (vi) Public Toilet Strategy.

46. The draft Guidelines for Inclusive and Accessible Events will be referenced in and appended to the Events Guidelines for outdoor events, used by those seeking permits for outdoor events in the City of Sydney area.

**ANN HOBAN**

Director City Life

Anna Rigg, Manager Social Policy

# **Attachment A**

<p><b>Inclusive and Accessible Public Domain Policy</b></p>
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# Inclusive and accessible public domain policy

The City of Sydney (the City) is committed to being an inclusive and accessible city for all, now and in the future. The City seeks to meet its legislative obligations under the Disability Inclusion Act 2014 and the Disability Discrimination Act 1992 and create a truly inclusive city.

## Vision

Every day, people with disability experience barriers that make it difficult to participate and work in our community. Barriers may be physical, such as inaccessible streetscapes; or social, such as a lack of information in accessible formats; or attitudinal, such as assumptions that people with disability cannot participate in certain activities. When these barriers are reduced, the majority of people with disability will experience greater independence and equitable opportunities for social and economic inclusion. Local government is well placed to address and address and reduce physical barriers within the streets, parks and open spaces.

The public domain is a critical link between accessible public transport, services and destinations for employment and social and cultural life. An inclusive and accessible public domain provides equitable opportunities for people who live, work, visit and study in the City of Sydney.

The City's vision is for an inclusive and accessible public domain which:

- provides equity of access in the public domain for people with disability,
- provides people with disability with more equitable opportunities to participate in employment and social and cultural life in the City of Sydney,
- enables people with disability to visit, travel through, explore and enjoy the City's outdoor spaces with independence and dignity, and
- enables people with disability to make informed decisions about their journey in the public domain.

## Disability Inclusion Act 2014

The *Disability Inclusion Act 2014* (DIA) commits local governments in New South Wales to making communities more liveable for people with disability now and into the future.

This policy enables the City to meet its obligations under the DIA to create more liveable communities for people with disability, by reducing and addressing barriers to inclusive participation in the public domain and contributing to more equitable access to facilities and services when accessed by travel through the public domain.

## Disability Discrimination Act 1992 (Cth)

The *Disability Discrimination Act 1992 (Cth)* (DDA) is a Commonwealth anti-discrimination law. The DDA contains the general principle that discrimination occurs when a person with a disability is treated less favourably than a person without a disability would be treated in the same or similar circumstances.

Section 23 of the DDA makes it unlawful to discriminate against people with disability, or their associates, in relation to **access to, and use of, any premises that the public enter or use.**

The DDA defines premises as follows:

*premises includes:*

- (a) a structure, building, aircraft, vehicle or vessel; and*
- (b) a place (whether enclosed or built on or not); and*
- (c) a part of premises (including premises of a kind referred to in paragraph (a) or (b)).*

This definition covers existing premises and new premises and includes not only buildings, but also anything in the built environment including parks, pathways and transport systems.

The City regularly designs, builds, owns, manages, leases, operates, regulates and uses premises, and therefore the City has responsibilities under the DDA.

## Purpose of this policy

The purpose of this policy is to assist the City and third parties to meet their obligations under section 23 of the DDA and section 12 of the DIA.

This policy, in conjunction with the associated public domain design codes, guidelines and the performance standards included within those documents, will:

- provide a consistent approach to accessibility and inclusion in the design of new outdoor places, spaces and infrastructure, and the management of outdoor spaces and infrastructure that the public enter or use,
- identify applicable standards and best practice approaches and how and when they are to be applied by the City of Sydney, and
- detail action to be taken in relation to complex design scenarios for outdoor spaces the public enter or use, where full compliance with relevant access standards and performance standards is not easily achievable (for example, the presence of steep inclines in Sydney's natural topography or narrow streets in heritage neighbourhoods).

This policy details the City's approach to maintenance of public domain spaces and infrastructure, to ensure ongoing access in the public domain.

This policy details how the City use information and community education to enhance the accessibility of the public domain, particularly in circumstances where accessibility is difficult to achieve or behaviours of the community can impede physical access in the public domain.

## Other groups to benefit from this policy

While this policy seeks to minimise physical access barriers experienced by people with a disability when accessing public domain places and infrastructure, the following groups will also benefit from the improved access to public domain places and infrastructure:

- **People who sustain a temporary injury** that limits their mobility (for example as a result of sporting or work-related injury or motor vehicle accident).
- **Older people whose mobility and confidence to navigate** public domain places and infrastructure **may be impacted** as a result of ageing.
- **Families with young children using prams and people delivering goods to buildings** who benefit from step free access in public spaces.

## Policy Principles

This policy is informed by the principles of inclusive participation and equitable and dignified access as embodied in the *Disability Inclusion Act 2014* and the *Disability Discrimination Act 1992* and the principles of Universal Design.

- An accessible and inclusive public domain enables **inclusive participation**.
- People with disability are able to navigate in the public domain with **dignity** and **independence**.
- **Consistency** throughout the public domain ensures user friendly environments that enable people to predict and navigate outdoor spaces.
- **The continuous accessible path of travel** is the foundation of an inclusive and accessible public domain.
- Spaces in the public domain should be legible, easy to navigate, locate and use.
- **Quality** and accessible public outdoor spaces play an important role in creating a livable and welcoming city.
- **Well maintained** public domain infrastructure ensures ongoing access in the public domain.
- **Innovation** and sharing knowledge is vital for the provision of an accessible public domain.
- **Collaboration** with internal and external partners ensures consistency in the accessibility of public spaces.
- The City recognises and **respects** that people with disability understand their own abilities and needs with regards to using and accessing public domain spaces and infrastructure.

## Scope of this policy

### Public Domain

Any premises (as this term is defined in DDA) that the public enter or use are known as the public domain. For the purpose of this policy, 'Public Domain' refers to outdoor premises, which are subject to section 23 of the *Disability Discrimination Act 1992*.

This policy applies to premises (as this term is defined in DDA) within the City of Sydney Local Government Area that the public enter or use other than:

- buildings,
- aircrafts,
- vehicles, and
- vessels.

Some examples of public domain spaces this policy applies to include:

- streets, footpaths, roadways and areas where vehicles and pedestrians share space,
- parks, playgrounds and outdoor recreation spaces, and
- civic spaces, such as malls, squares and forecourts.

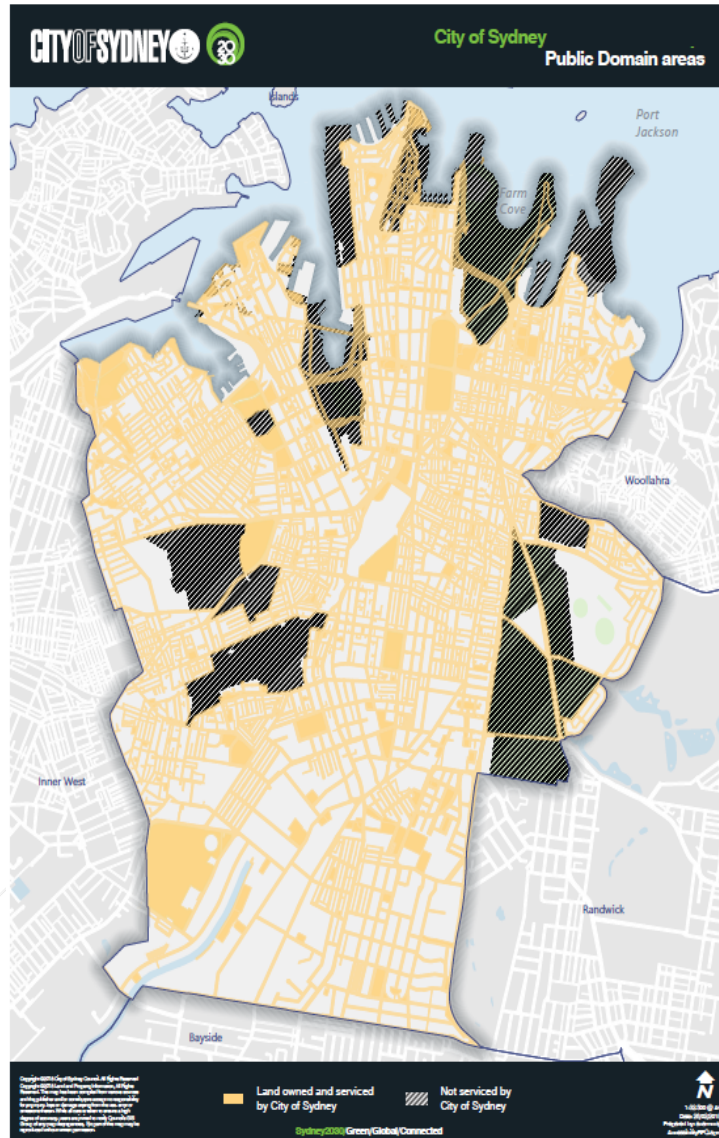
## Where

Public domain places and infrastructure may be located on public land as defined by the *Local Government Act 1993* and certain roads under the *Roads Act 1993*. Significantly, some land within the City of Sydney Local Government Area, is owned and managed by other authorities including:

- Barangaroo Development Authority,
- Botanic Gardens, Domain and Centennial Parklands Trust,
- Department of Education and Communities,
- Land and Housing Corporation,
- NSW Maritime,
- Property NSW,
- Rail Corp, and
- University of Sydney, University of Technology and Notre Dame University.

Furthermore, some public spaces within the City of Sydney Local Government Area are owned by private corporations and developers. Examples include parts of Central Park, International Square and Westpac Plaza.

While this policy does not apply to the public domain located on land owned and managed by other authorities or corporations, the City of Sydney will, where possible, pursue opportunities to ensure consistency in accessibility of the public domain across the City of Sydney Local Government Area.



## Who

This policy applies to the City of Sydney staff and contractors and various other entities and in the carrying out of activities outlined in this policy. Specifically:

- City staff and contractors and other entities who are involved in the design and construction of public domain spaces and /or infrastructure.
- City staff and contractors responsible for maintaining public domain spaces and infrastructure.
- City staff and contractors, and other entities (including, members of the public, business and other organisations) who seek to use spaces in the public domain for activities listed in the management section (page 9).

## What activities

This policy describes the City's approach to accessibility in the public domain in the following activities.

### ***Design:***

The design of new and upgraded public domain spaces and infrastructure that will be delivered as part of programs of works or redevelopment by City or others.

The policy does not apply retrospectively to the design of existing public domain places and infrastructure, unless upgrades are proposed. This policy does not determine future public domain renewal and upgrade programs and associated expenditure.

### ***Maintenance:***

The ongoing maintenance of public domain spaces and infrastructure, including inspection, repair and restoration of spaces and infrastructure.

### ***Management:***

How the City, as the guardian of public land, manages the use of the public domain for a range of activities, including events, filming activity, construction activity, and community and footpath gardens in the public domain.

### ***Information and Education:***

The use of information about the accessibility of public domain spaces and infrastructure within the City of Sydney Local Government Area to enhance access, and any education activities the City may undertake to promote equitable and safe use of public spaces and a greater understanding of the benefits of an accessible and inclusive public domain to everyone.

## Policy statements

### Designing inclusive and accessible public domain spaces

New and upgraded streetscapes, civic spaces, parks and other open public domain spaces will be designed to allow for equitable use of all users.

#### **Streets**

- As far as possible all elements in the public domain streetscape, including those at the boundary, will be designed for equitable use and arranged to ensure a continuous accessible path of travel.
- Permanent public domain furniture will be accessible and inclusive of people with a range of disabilities.
- Street crossings and shared zones will be detectable to people who are blind and have low vision, and oriented to ensure a predictable and safe crossing. Street crossings will be accessible to wheelchair users, and users of other mobility devices.
- The City of Sydney will continue to work collaboratively with the Roads and Maritime Service (RMS) to design safe and accessible pedestrian street crossings and shared environments. In many circumstances, the RMS is the final consent authority for the installation of this infrastructure.

#### **Parks**

When planning parks and playgrounds, the City adopts a network approach to ensure that within a network of parks within each neighbourhood, a variety of experiences and amenities are provided.

- All City parks, including pocket parks and playgrounds will be designed to include a continuous accessible path of travel to key elements in the park, and ensure that permanent furniture is accessible and inclusive of people with a range of disabilities.
- Inclusive play elements and playspaces will be strategically located across the City's networks of parks and play spaces.
- The design of the City's neighbourhood and iconic parks will consider the inclusion of socially supportive amenities, such as accessible public toilets and on site mobility parking spaces where feasible, taking into account existing amenities nearby.

### **Designing to maintain accessibility**

The design of new public domain infrastructure will consider the ongoing maintenance planning and resourcing required to maintain and maximise the access afforded by the new infrastructure into the future.

### **Addressing complex design scenarios**

Where achieving the access outcomes identified in the policy and full compliance performance standards outlined in the Inclusive and Accessible Public Domain Guidelines and Public Domain Design Codes is not feasible, the principles for resolving complex design scenarios detailed in the guidelines will be applied. These scenarios may include areas with risk, safety, security, heritage or topographical challenges, areas with space constraints, or situations where meeting the needs of different users, sometimes with competing interests, is difficult.

Relevant design objectives and performance standards, along with the principles for addressing complex design scenarios will be reflected in the City of Sydney's Public Domain Design Codes and will be applicable to the design of all new public domain spaces and infrastructure, by the City of Sydney Council or third parties.

## Maintenance

Designing and building infrastructure in the public domain that is inclusive and accessible is the foundation of inclusive participation. Ensuring the infrastructure remains accessible and safe requires it is well maintained.

Repair, restoration and maintenance activities ensures that infrastructure in the public domain continues to function and operate as it was originally designed to do so, for the life of that piece of infrastructure. While new standards for accessibility in design may have come into place since the spaces or infrastructure were originally built, the objective of maintenance activities is to repair any defects and restore the infrastructure to the level of function intended in its original design.

The City develops proactive asset management plans, asset inspection regimes, and maintenance schedules to ensure that the level of access afforded by the infrastructure as it was designed is maintained.

Issues addressed by maintenance activities include:

- trip hazards caused by cracks, tree root heaving, loose pavers, potholes and other depressions
- damage to infrastructure
- replacement of missing infrastructure
- fading of paint, luminance contrast and line marking
- cleansing and waste removal to remove debris and spills which may cause trip and slip hazards and ensure signage remains legible
- tree and plant (horticultural and arboricultural) pruning and maintenance to prevent obstructions and litter on the continuous accessible path of travel, and
- continued operation of lighting and public access lifts..

### **Effective Asset Management Plans:**

- ensure that access afforded by existing infrastructure as it was designed is maintained for the whole life of the asset and renewed when it reaches the end of its life,
- ensure the level of access provided by new infrastructure is maintained effectively and efficiently, and
- ensure sufficient funds are allocated in long term financial plans to maintain and renew these assets.

### **Asset inspection:**

Infrastructure assets within the public domain (listed below) will be regularly inspected to identify defects and maintenance issues that impact access.

- Bridges with pedestrian facilities
- Fitness equipment
- Footways
- Grates and pits
- Gutters
- Handrails
- Kerbs
- Line markings
- Paths - including erosion levels of soft paths
- Pedestrian crossings

- Play equipment, including inclusive play equipment
- Public Domain furniture (including seating, bollards, bins, Barbeques, bicycle parking, drinking fountains and dedicated bus stop infrastructure)
- Ramps and kerb ramps, including those related to designated on street mobility parking spaces
- Separated cycleways
- Shared paths
- Stairs, including contrasts and handrails
- Tactile Ground Surface Indicators
- Wayfinding signage

Trees, turf and plantings will be managed in order to maintain the continuous accessible path of travel.

Public toilets managed by the City or its contractors will be cleaned and inspected daily. Any maintenance problems and access barriers will be reported daily. The City will undertake regular detailed condition audits of all public toilet facilities. These audits enable the timely repair of facilities, facility infrastructure, fixtures and fittings.

Public domain lifts managed by the City will be regularly maintained to ensure their ongoing operation. Should a lift, walkway or escalator suffer mechanical failure or be temporarily out of service for maintenance, the City will take appropriate measures to ensure the closure is communicated and information about alternative accessible routes is provided.

The City inspects maintenance issues reported by residents, workers and visitors.

Where repair and restoration is required, the City will prioritise that maintenance activity in line with the maintenance planning hierarchy outlined below.

Where the City is not the responsible authority in question, the issue will be referred to the relevant governments authorities and agencies for investigation.

### ***Maintenance planning and schedules***

Maintenance plans and schedules prioritise repair and maintenance using the following hierarchy, in line with available budget and capacity:

1. Safety and Risk– assessed upon risk associated with the current situation.
2. Usage - High-use pedestrian areas such as those in the Central Business District, primary pedestrian routes and major destinations such as transport hubs or hospitals.
3. Access– assessment of whether the infrastructure is missing or non-compliant with current access standards.

## Management

The way public domain spaces are used can introduce new access barriers in an otherwise accessible public domain environment.

As the consent authority for a range of activities and uses in the public domain, the City can set minimum requirements and provide guidance for those seeking to use public spaces so that they do not create barriers. Further, where possible, the City aims to encourage activities to be as inclusive as possible.

As the consent authority for the use of public spaces, the City will require all entities who seek to use the public domain to:

- ensure their activity does not obstruct the continuous access able path of travel
- avoid the creation of unintended barriers for people with disability, and
- in the spirit of inclusive participation, consider how the activities and services they offer as part of their use of the public domain spaces can be enjoyed by people with a range of disabilities.

Relevant requirements, performance standards and best practice considerations reflected in the Inclusive and Accessible Public Domain Guidelines and Disability Inclusive Event Guidelines (or other relevant guidelines as identified on page 15 under responsibilities) will inform how the City assesses requests for the following activities and uses of public domain spaces, where relevant:

- outdoor events,
- markets,
- community gardens,
- footpath gardens,
- construction activity,
- filming activity, and
- the operation of certain street vending kiosks on footways.

For outdoor dining, please refer to the Outdoor Dining Policy and Guidelines.

## Information and education

### Information

The City of Sydney is committed to designing, maintaining and managing the use of the public domain to ensure it is as accessible and inclusive as is possible.

However certain parts of the public domain in the City of Sydney Local Government Area are inherently inaccessible. This may be due to steep inclines resulting from Sydney's natural topography, or narrow streets in heritage neighbourhoods for example. While the City aims to improve access in the public domain over time, some access barriers are very difficult to overcome through design, and it may not always be possible to do so.

The City will provide quality information about access features and barriers in the public domain, to enable everyone, including people with disability to understand the built environment, know where barriers and access supports exist, and plan their journey with confidence.

This information may include both physical information in the public domain itself and online information and planning tools. Examples include:

- Localised precinct signage to indicate alternative accessible routes in circumstances where the primary path of travel within a precinct contains barriers that cannot be overcome through design.
- A comprehensive on street wayfinding system that includes Tactile and Braille Street identification signs.
- Wayfinding information within larger parks and civic spaces. These signs will identify the location of the continuous accessible path of travel and other access features in the park.
- Online information about access features and barriers in the public domain, including information about the locations and conditions of mobility parking spaces on the City of Sydney website.

### Education

The City works with residents, businesses and organisations to promote a greater understanding of the benefits of an accessible and inclusive public domain to everyone, where required. Education activities may include:

- providing guidelines to community members and organisations that seek permission or approval to use of public land,
- awareness raising as a result of compliance processes undertaken by ordinance officers where appropriate, and
- education programs and campaigns that educate members of the community about equitable and safe use of public spaces.

## Definitions

Specific terms referenced in this policy are defined below. A more comprehensive set of definitions is also provided in the corresponding *Inclusive and Accessible Public Domain Guidelines* and *Disability Inclusive Event Guidelines*.

Term	Meaning
<b>Accessible</b>	Commonly associated with mobility standards and safety compliance, accessibility refers to the physical ability of people to access a place or thing.  Source: NSW Department of Planning - Everyone Can Play Design Guidelines
<b>Bus Stop</b>	The Australian Human Rights Commission defines an accessible bus stop as one that has an even boarding point and a sign indicating the bus stop and the provision of Tactile Ground Surface Indicators. The provision of seating, shelter (such as an awning), or purpose-built bus stop infrastructure that incorporates seating and shelter is not a requirement of an accessible bus stop.  Source: Australian Human Rights Commission (2010) <i>Accessible Bus Stops Guidelines</i> available at their <a href="#">website</a>
<b>Bus Stop Infrastructure</b>	Bus Stop Infrastructure is purpose-built infrastructure that provides seating and shelter from sun, rain and wind in one unit. This infrastructure can also include space for bus service information such as timetables, and dedicated advertising space, although these components are not mandatory.
<b>Civic Spaces</b>	Civic Spaces are open public squares and malls in urban areas that have high visitation with formal and informal use. They are typically hard-paved areas like plazas and malls. Examples include Martin Place; Union Square, and Green Square Plaza.
<b>Community gardens</b>	Community gardens are typically located on public land- They are self-managed by the community primarily growing food and provide a demonstration site for learning and sharing knowledge about sustainable living practices. They also contribute to the health and wellbeing of residents by connecting people and encouraging inclusion in the local community.
<b>Continuous accessible path of travel</b>	Continuous accessible path of travel (CAPT) is 'an uninterrupted route to and within an area providing access to all features, services and facilities. It should not incorporate any step, stairway, turnstile, revolving door, escalator, hazard or other impediment which would prevent it from being safely negotiated by people with disability' (Australian Human Rights Commission (2013) Advisory Notes on Streetscapes).  The continuous accessible path of travel is sometimes also known as a clear path of travel or an accessway.  —
<b>Construction Activity</b>	Construction activity is approved work and/or the installation of <i>temporary structures</i> or operation of plant and equipment within a <i>public place</i> and includes excavation works. Activities that can impact accessibility in public spaces include: <ul style="list-style-type: none"> <li>• <b>Temporary works</b> refers to when a footpath or roadway needs to be temporarily closed or partially obstructed during development or works activity. A temporary works approval is required.</li> </ul>

Term	Meaning
	<ul style="list-style-type: none"> <li>• <b>Road openings</b> include any type of intrusive digging into a road or footpath.</li> <li>• <b>Works zones</b> allow for access to construction sites from the street. They are provided to aid the efficient and safe operation of construction activity at development sites.</li> <li>• <b>Hoarding and scaffolding</b> – where erected on a public road and/or footpath.</li> </ul>
<b>Disability</b>	<p>The <i>Disability Inclusion Act 2014</i> defines disability in relation to a person, as including a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others.</p> <p>While the <i>Disability Discrimination Act 1992</i> uses a 'medical model' to define disability, it is important to distinguish between a person's impairment and the social context in which it occurs.</p> <p>A 'social model' of disability suggests that disability is a product of the barriers that communities allow to remain in place. Such barriers may be physical, such as inaccessible streetscapes; or social, such as a lack of information in accessible formats and attitudes of people. When a community removes those barriers, the majority of people with disability can function at much higher levels.</p>
<b>Exempt development</b>	Development which does not need development consent under the Environmental Planning and Assessment Act 1979, but which may still need some other approval.
<b>Footway</b>	The part of a road that is set aside or formed as a path or way for pedestrian traffic (whether or not it may also be used by bicycle traffic). Source : Roads Act 1993.
<b>Hazard</b>	<p>Any area or object in or immediately adjacent to a direction of travel, which may place people at risk of injury. These may include:</p> <ul style="list-style-type: none"> <li>• Trip hazards such as unstable paving or tree roots, damaged TGSIs.</li> <li>• Protrusions and obstructions into the path of travel, such as vegetation or objects placed in the path of travel.</li> <li>• Objects adjacent to the path of travel with insufficient warning from TGSIs or luminance contrast.</li> </ul> <p>Source: Draft Australian Standard AS1428.4.2 (2015)</p>
<b>Inclusion</b>	The NSW <i>Disability Inclusion Act 2014</i> describes inclusion as when “people with <a href="#">disability</a> can access general <a href="#">supports</a> and <a href="#">services</a> available in the community, and can participate fully in the community”.
<b>Inclusive</b>	As well as providing access, inclusive spaces, infrastructure and activities strive to remove obstacles and barriers that prevent people of all ages, abilities (both physical and mental) and cultural backgrounds from being able to participate
<b>Inclusive playspace</b>	<p>A playspace is the area within a park with playground equipment and any immediately adjacent supporting amenities, such as toilets, car parking, bike paths, picnic facilities, and open space or landscape areas.</p> <p>Inclusive playspaces are easy to access, easy to move around in, provide a range of play types and challenges, and are equipped with appropriate</p>

Term	Meaning
	<p>amenities, in a comfortable environment. Inclusive playspaces allow everyone to stay as long as they choose.</p> <p>Source: NSW Department of Planning - Everyone Can Play design Guidelines</p>
<b>Luminance Contrast</b>	<p>The light reflected from one surface or component when compared to the light reflected from another surface or component.</p> <p>Source: Draft Australian Standard AS1428.4.2 (2015)</p>
<b>Maintenance</b>	<p>Maintenance activity in the public domain includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>proactive inspection of assets and infrastructure,</li> <li>tree and plant pruning and maintenance,</li> <li>cleansing to remove debris and spills which may cause trip and slip hazards and ensure signage remains legible, and</li> <li>repair and restoration of defects on infrastructure in the public domain such as footways, kerb ramps, furniture and lighting.</li> </ul> <p>Maintenance activities repair defects and hazards, and restore infrastructure to the level of function intended in its original design. Work to redesign and build infrastructure to comply with current standards and policies is called renewal or upgrade.</p>
<b>New, Renewal and upgrade</b>	<p><b>New</b> public domain infrastructure includes public domain infrastructure that is provided in circumstances where similar infrastructure did not exist before. New public domain infrastructure is designed to comply with contemporary access and performance standards, where applicable.</p> <p><b>Renewal:</b> Work to redesign and build public domain infrastructure to comply with current standards and policies is called renewal. The level of service provided by that infrastructure however remains similar to that was provided previously.</p> <p><b>Upgrade:</b> Upgraded infrastructure replaces similar public domain infrastructure and assets that existed before, but in doing so provides an improved level of service, for example, replacing asphalt with a granite surface. Upgraded infrastructure is designed to comply with contemporary access and performance standards, where applicable.</p>
<b>Primary path of travel</b>	<p>The primary path of travel is the most direct pedestrian route between places. As far as possible the continuous accessible path of travel should also be the primary path of travel.</p>
<b>Separated Cycleway</b>	<p>A length of path where an exclusive bicycle path is laid adjoining a footpath. Separated cycleways are designed primarily for people riding bicycles (including hand cycles) but they also provide additional accessible pathways that can be used wheelchair users and motorised scooter users. They are located on the roadway, with separation from vehicular traffic.</p> <p>Source: RMS (2005) NSW Bicycle Guidelines</p>

Term	Meaning
<b>Shared Path</b>	<p>Area open to the public that is designed for to support multiple recreation and transportation opportunities, including walking, cycling and skateboarding for example.</p> <p>Shared paths are typically located on footpaths and paths within parks and are used by pedestrians and bicycle riders. Shared paths are created primarily in situations where there is not adequate space to accommodate a separated cycleway.</p> <p>Source: RMS (2005) NSW Bicycle Guidelines</p>
<b>Street Furniture</b>	<p>Street furniture includes public seating, garbage bins, water fountains, bicycle parking infrastructure, tree guards and bollards. This infrastructure provides safety and amenity and supports people to enjoy their outing or journey in the public domain.</p>
<b>Street Vending Kiosk</b>	<p>Street Vending Kiosks are located on the footway or in hard paved civic spaces, and are used to sell fruit, flowers and newspapers. They are public domain infrastructure that is owned or managed by the City of Sydney.</p>
<b>Tactile Ground Surface Indicators</b>	<p>Tactile ground surface indicators (TGSIs) help people who are blind or have low vision navigate in the public domain. TGSIs are discerned underfoot, by cane tip or by their contrasting colour. There are two types of TGSIs:</p> <ol style="list-style-type: none"> <li>1. Raised dots are hazard or warning TGSIs which indicate a nearby hazard. A grid of hazard bumps indicates the ground surface will be changing – a ramp, stairs or train platform or light rail corridor edge may be imminent.</li> <li>2. Parallel raised lines are directional TGSIs, which indicate the direction of travel.</li> </ol>
<b>Wayfinding</b>	<p>A series of wayfinding information and wayfinding decision points connected by wayfinding paths enabling a person to travel independently.</p> <p>A good wayfinding system will allow people to reach their destination easily and quickly by providing the cues and information to: know where you are, where you are headed, and how best to get there; and recognise when you have reached your destination.</p> <ul style="list-style-type: none"> <li>• <b>Wayfinding decision points:</b> A place or location where clear and legible information is provided to enable a pedestrian to make informed choices about their location and intended destination(s).</li> <li>• <b>Wayfinding destinations:</b> Places or areas that are the intended end points of a wayfinding journey.</li> <li>• <b>Wayfinding information points:</b> A place or location which enables a building user to identify the building and the wayfinding destinations at the initial pedestrian arrival points via the provision of information that is legible to the user and which connects them to wayfinding decision points via wayfinding paths.</li> <li>• <b>Wayfinding path:</b> An enhanced continuous accessible path of travel which includes features and finishes which enables the path and associated elements to be detectable, and visually distinguishable from the surrounding surfaces.</li> </ul> <p>Note: For people who are blind or have low vision and other persons with non-mobility related disabilities, a wayfinding path may include steps and stairs. Some people who are blind or have low vision do not use lifts, preferring to use stairs, travelators or escalators.</p> <p>Source: Draft Australian Standard AS1428.4.2 (2015)</p>

## Guidelines

Guidelines for inclusive and accessible public domain have been prepared to implement the policy objectives. The content of these guidelines will also be incorporated into the following documents:

Public Domain Design Codes:

- Sydney Streets Code
- Forthcoming Sydney Parks Code
- Sydney Lights Code

Management policies and guidelines:

- Community Gardens Guidelines
- Footpath gardening policy and guidelines
- Hoardings and Scaffolding Policy and Guidelines
- Local Approvals Policy and Code of Practice for Construction Activities in Public Places
- Markets Policy and Guidelines
- Public Toilet Strategy

Guidelines for Disability Inclusive Events have been prepared to implement the policy objectives, and will be referenced in and appended to the Events Guidelines.

## Responsibilities

Implementation of the policy is the responsibility of the following directors:

- Director Chief Operations Office,
- Director City Life,
- Director City Planning, Development and Transport
- Director City Projects and Property, and
- Director City Services.

Various business unit managers are also responsible for incorporating the relevant content of the Inclusive and Accessible Public Domain Guidelines into the relevant policies, guidelines and strategies, including, but not limited to those listed below:

- The Manager City Greening and Leisure is responsible for updating the Footpath Gardening Policy and Guidelines, Community Gardens policy and guidelines, Public Toilet Strategy.
- The Design Director is responsible for updating the Sydney Lights Code, forthcoming Sydney Parks Code and the Sydney Streets Code.
- The Manager Venue Management is responsible for updating the Events Guidelines for outdoor events and festivals and Markets Policy and Guidelines.
- The Manager Construction and Building services is responsible for updating the Hoarding and Scaffolding policy and Guidelines and ensuring appropriate content is included in the relevant guidance for the Local Approvals Policy and Code of Practice for Construction Activities in Public Places.
- The Manager City Infrastructure and Traffic Operations is responsible for updating the Sydney Streets Technical Specifications.

The Manager Social Programs and Services is responsible for providing advice to other divisions and business unit to support the consistent implementation across the organisation.

Review of the policy is the responsibility of the Manager Social Programs and Services.

## Consultation

This policy was developed in collaboration with an internal project control group comprising a range of City of Sydney stakeholders across all divisions. The City of Sydney's Inclusion (Disability) Advisory Panel provided guidance on the scope of the policy, and detailed feedback on content of guidelines. The draft policy and guidelines were subject of a series of peer led workshops with people with disability where feedback was provided.

## References

<b>Laws</b>	<ul style="list-style-type: none"> <li>• Disability Inclusion Act 2014 and the Disability Inclusion Regulation 2014</li> <li>• Disability Discrimination Act 1992</li> <li>• Disability (Access to Premises Standards – Buildings) Standards 2010</li> <li>• Disability Standards for Accessible Public Transport 2002</li> <li>• Environmental Planning and Assessment Act 1979 and Regulations</li> <li>• Local Government Act 1993</li> <li>• NSW Anti-Discrimination Act 1977</li> <li>• Roads Act 1993</li> <li>• State Environmental Planning Policy (Exempt and Complying Development Codes) 2008</li> </ul>
<b>Policies, procedures and guidelines</b>	<ul style="list-style-type: none"> <li>• A City for All: Social Sustainability Policy and Action Plan 2018-2028</li> <li>• Asset Management Policy</li> <li>• Central Sydney Parking Policy</li> <li>• Community Gardens Policy and Guidelines</li> <li>• Connecting Our City (2012)</li> <li>• Events Guidelines</li> <li>• Footpath Gardening Policy</li> <li>• Greening Sydney Plan</li> <li>• Hoardings and Scaffolding Policy and Guidelines</li> <li>• Inclusion (Disability) Action Plan 2017-2021</li> <li>• Legible Sydney Design Manual</li> <li>• Legible Sydney Wayfinding Strategy</li> <li>• Local Approvals Policy and Code of Practice for Construction Activities in Public Places</li> <li>• Markets Policy and Guidelines</li> <li>• Neighbourhood Parking Policy</li> <li>• Open Space and Recreational Needs study (2016)</li> <li>• Outdoor Dining Policy and Guidelines</li> <li>• Public Art Policy</li> <li>• Public Art Strategy</li> <li>• Public Toilet Strategy</li> </ul>

- Sydney Lights Code
- Sydney Parks Design Code
- Sydney Signage Code
- Sydney Streets Design Code
- Sydney Streets Technical Specifications
- Urban Forrest Strategy and Street Tree Masterplan Part D
- Walking Strategy & Action Plan

## Approval history

Stage	Date	Comment	TRIM Reference
Original Policy <i>City of Sydney Access Policy</i>	10 December 1992	Approved by Council	2009/101287
Review <i>City of Sydney Access Policy</i>	1 June 2004	Approved by Council Objective 1 – Ensure access to all buildings, sites and facilities was repealed, and replaced by the <i>City of Sydney Access Development Control Plan 2004</i>	2009/111990
Review <i>Inclusive and Accessible Public Domain Policy and Guidelines</i>	1 April 2014	Major review, with change to legislative basis, principles, scope and application. Scope now includes management and maintenance of public domain spaces.  Detailed guidelines developed to accompany policy. Guidelines set clear expectations on how to apply standards and where best practice approaches should be applied support the policy.	2018/277902
Next review	1 July 2022		

## Ownership and approval

Responsibility	Role
Author	Manager Social Policy
Owner	Manager Social Programs and Services
Endorser	City of Sydney Executive
Approver	City of Sydney Council

# **Attachment B**

<p><b>Inclusive and Accessible Public Domain Guidelines</b></p>
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Sydney2030/Green/Global/Connected

CITY OF SYDNEY  

# Inclusive and Accessible Public Domain Guidelines

<b>Version</b>	<b>Amendment</b>
September 2019	Version 1

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# Introduction

## Purpose

An inclusive and accessible public domain is the foundation of more liveable communities for people with disability. It is the critical link between accessible public transport, services, facilities and opportunities for social and economic inclusion.

These guidelines are informed by and meet the requirements under the Disability Discrimination Act 1992 and the objectives of *A City for All: Social Sustainability Policy & Action Plan 2018–2028* and the *Inclusion (Disability) Action Plan 2017–21*.

These guidelines will contribute to achieving the City's objective of a Liveable City, with accessible places and spaces where everyone has equitable and dignified opportunities to travel around the city for work, for study, and to participate in community life.

These guidelines are to be read along with City's Public Domain Access and Inclusion Policy (the policy).

The guidelines provide information to ensure that accessibility and inclusion of people with disability is considered in the design, management and use of public spaces in the City of Sydney local government area.

## Other groups to benefit

The following groups will also benefit from the improved access to public domain places and infrastructure:

- People who sustain a temporary injury that limits their mobility
- Older people whose mobility and confidence to get around may be impacted as a result of ageing
- Families with young children using prams and people delivering goods to buildings who benefit from step free access in public spaces.

## Guidelines apply to new work and activities

These guidelines apply to the design of new and upgraded public domain spaces and infrastructure that will be delivered as part of programs of works or redevelopment by the City or others.

The guidelines outline the requirements for the use of public space to maintain access in the public domain and avoid the creation of unintended barriers for people with disability. The guidelines also include a series of considerations to facilitate inclusive participation of people with disability in activities held in public domain spaces.

## Guidelines apply to City staff and others

These guidelines apply to:

- City staff and contractors, and third parties who are involved in the design and building of public domain infrastructure, and
- City staff and contractors, and other entities (including members of the public, business and other organisations) who seek to use spaces in the public domain for the following activities:
  - markets
  - filming activity
  - community gardens and footpath gardens
  - construction activity including hoisting and erection of scaffolding and hoarding.

For outdoor dining, please refer to the Outdoor Dining Policy and Guidelines.

For outdoor events, please refer to the Events Guidelines and the appended Disability Inclusive Events Guidelines.

### Where these guidelines apply

These guidelines apply to the design, management and use of public domain spaces in the City of Sydney Local Government Area, except for places and land managed by other authorities and corporations, including, for example:

- Barangaroo Development Authority
- Botanic Gardens, Domain and Centennial Parklands Trust
- Department of Education and Communities
- Land and Housing Corporation
- Maritime NSW
- Property NSW
- RailCorp/Transport for NSW
- University of Sydney, University of Technology and Notre Dame University.

### Structure of guidelines

There are four parts to these guidelines:

- Part 1: Designing accessible streetscapes
- Part 2: Designing accessible and inclusive parks
- Part 3: Managing the use of the public domain
- Part 4: includes related legislation and standards, policies and strategies and a comprehensive glossary of terms.

Parts 1 and 2 include specific guidance on design elements within these settings. To avoid repetition in different parts, design guidance for each of these elements has not been repeated in every part.

This guidance will over time be reflected in relevant City of Sydney public domain design codes, such as the Sydney Streets Design Code and the forthcoming Sydney Parks Design Code.

Part 3 provides guidance on the management of public spaces, to ensure the way public spaces are used enables the inclusive participation of people with disability in public life.

The guidelines will inform those seeking to use public space for the following activities of relevant access and inclusion requirements and considerations.

Where relevant, the guidelines will also inform how the City assesses and manages these requests:

- markets
- community gardens
- footpath gardens
- construction activity
- filming activity, and
- the operation of certain street vending kiosks on footpaths.

Note: For outdoor dining, please refer to the City's Outdoor Dining Policy and Guidelines.

The content of these guidelines will over time be incorporated into the relevant policies and guidelines, including:

- Markets Policy and Guidelines
- Community Gardens Guidelines
- Footpath Gardening Policy and Guidelines
- Hoardings and Scaffolding Policy and Guidelines.

### Using these guidelines to inform inclusive and accessible design

The guidelines have been developed to include design objectives and performance standards for each element to be designed and built in the public domain.

1. For each element within a public domain setting, a series of **objectives** define the access outcome that should be achieved.
2. As far as is practicable, these objectives will be met by adhering to the **performance standards** that provide detailed design guidance and criteria.

These criteria reference relevant legislation, industry standards, existing City of Sydney practices, and best practice approaches.

These references provide a source of guidance should further detail and clarification be required.

The performance standards also include common **alternative solutions** that may be used where it is not possible to meet full compliance with the performance standards.

3. Where full compliance with performance standards is not feasible, the **principles for resolving complex design scenarios** will be applied.

These scenarios may include areas with risk, safety, security, heritage or topographical challenges, areas with space constraints, or situations where meeting the needs of different users, sometimes with competing interests, is difficult.

This approach will ensure compliance with relevant performance standards is maximised, and that appropriate records are kept which detail why full compliance was not possible and, where alternative solutions have been applied, the basis by which they were chosen.

## Principles for addressing complex design scenarios

### Maximise compliance

Where full compliance is not possible, ensure the design complies with as many of the relevant performance standards and access standards set out in the guidelines/design code as is practicable.

Document the reasons why full compliance could not be achieved. They may include but are not limited to competing interests arising from issues of risk, safety, security, heritage, space constraints, engineering constraints, cost constraints, aesthetic design objectives, topography and public domain boundaries.

### Alternative solutions

Where full compliance with the performance standards is not possible, consider an alternative solution. This alternative solution:

- must be informed by the principles of the public domain access and inclusion policy
- must meet the relevant objectives as defined by the guidelines/design code, and
- may include non-design solutions, for example, management strategies which provide equitable access.

Where alternative solutions are used, document the decisions around which alternative solution was used.

### Further advice

In circumstances where an alternative solution cannot be identified, seek further independent advice. Sources include:

- independent Access Consultants
- peak bodies representing people with disability (see Appendix 1)
- City of Sydney's Inclusion (Disability) Advisory Panel
- City of Sydney's Design Advisory Panel
- Fire, Access and Safety Panel
- The Australian Human Rights Commission.

### Where barriers remain

Where access barriers in the public domain cannot be addressed through design or alternative solutions, ensure quality information is provided about the level of access available, so that people with disability can make informed decisions about their journey. This can be through:

- appropriate precinct signage
- wayfinding signage
- online information about access features and barriers in the public domain and route planning tools.



# Streets

## PART 01



# Designing inclusive and accessible streetscapes

Designing accessible and inclusive streetscapes is a priority for the City. This section provides guidance on the design of streetscapes, and also hard paved civic spaces such as malls and plazas.

## 1.1 Footpath zone inclusion and access requirements

Footpaths (or footways) enable pedestrians to make their journey in the public domain, and provide opportunities for street trees and plants, street furniture and other infrastructure.

### Objectives

1. Footpaths should allow for a continuous accessible path of travel so that people with a range of disabilities are able to use it without encountering barriers or hazards.
2. As far as possible, the continuous accessible path of travel on the footpaths be consistent and predictable. A predictable path of travel is one where the location can be anticipated by users through predictable layout or environmental cues.
3. Where a hazard exists or protrudes within the continuous accessible path of travel, additional hazard warnings will be included to alert people who are blind or have low vision.
4. People who are blind or have low vision will be able to navigate along the footpath.

Performance Standards	Reference
<b>Continuous accessible path of travel</b> <ol style="list-style-type: none"> <li>1. A continuous accessible path of travel should be the most commonly used and direct path of travel.</li> <li>2. Features such as stairways, escalators, street furniture, landscaping and moving pathways, where they exist, should be located adjacent to and should not obstruct the continuous accessible path of travel.</li> <li>3. In most circumstances, footpath widths will be consistent with widths outlined in the Sydney Streets Code and will accommodate a continuous accessible path of travel with a width of no less than 1800mm.</li> <li>4. Where the widths required in the Sydney Streets Code cannot be met, a minimum of 1200mm (with frequent 1800mm passing opportunities for people passing in wheelchairs) is acceptable. In addition: <ol style="list-style-type: none"> <li>a) Frequent passing opportunities should be provided at intervals of no less than every 20m where a direct line of sight is not available.</li> <li>b) A minimum clearance of 900mm between the back of a tree pit and the property boundary is permitted only on narrow footpaths where there is an existing street tree.</li> </ol> </li> <li>5. A minimum of 2000mm height clearance should be provided and maintained on all continuous accessible paths of travel, except where the path of travel is also a shared path, in which case it should be 2400mm.</li> <li>6. Wherever possible, the continuous accessible path of travel should extend from the property line with no obstructions or projections in order to provide the most predictable and best possible shore line for all users including people who are blind or have low vision.</li> </ol>	<p>Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture</p> <p>Clause 8.2.10</p> <p>AS 1428.2</p> <p>Clause 6.5a</p> <p>Australian Human Rights Commission: Access to Premises – Frequently Asked Questions</p> <p>Urban Forest Strategy (2013) and Street Tree Masterplan Part D (2011)</p>
<ol style="list-style-type: none"> <li>7. Where a hazard exists, or protrudes within the continuous accessible path of travel, additional hazard warnings will be included to alert people who are blind or have low vision. These may include but are not limited to: <ol style="list-style-type: none"> <li>a) higher luminance contrast (45–60%) of obstacle with surrounding paving materials, and</li> <li>b) appropriate use of Hazard TGSIs to warn of obstacle.</li> </ol> </li> </ol>	Alternative solution
<b>Gradient, surface and cross fall</b> <ol style="list-style-type: none"> <li>8. While a footpath necessarily follows the natural topography of the area, in the best possible circumstances a continuous accessible path of travel along a footpath will: <ol style="list-style-type: none"> <li>a) have a gradient of no steeper than 1 in 20</li> <li>b) have a cross fall of no steeper than 1 in 40 (or no steeper than 1 in 33 for bitumen surfaces)</li> <li>c) be as smooth as possible without raised or cracked paving or tree root damage, and</li> <li>d) have a slip resistant surface during dry and wet conditions. Specifically, footpath materials when new will have a minimum slip resistance rating: <ol style="list-style-type: none"> <li>i. P 5 for ramps and footpaths steeper than 1:14.</li> <li>ii. P 4 for ramps and footpaths way under 1:14.</li> </ol> </li> </ol> <p>Note: A continuous accessible path of travel in the public domain does not require that access ramps complying with AS1428.1 are provided in instances where the gradient on the path of travel is in excess of the thresholds of 1 in 20.</p> </li> </ol>	<p>Australian Human Rights Commission: Access to Premises – Frequently Asked Questions</p> <p>AS 4586 (2013)</p> <p>Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture</p> <p>Clause 8.7</p>

## 1.2 Tactile Ground Surface Indicators

### Tactile Ground Surface Indicators (TGSIs)

are installed on the ground or floor surface, designed to provide pedestrians who are blind or vision-impaired with warning or directional orientation information.

TGSIs are discerned underfoot, by cane tip or by their contrasting colour. There are two types of TGSIs:

- **Raised dots** are hazard or warning TGSIs which indicate a nearby hazard.
- **Parallel raised lines** are directional TGSIs, which indicate the direction of travel.

For information about the use of hazard TGSIs with other elements please refer to:

- Section 1.5 for Kerb ramps
- Section 1.17 for Pedestrian Crossings
- Section 1.21 for Shared Zones.

The use of Directional Tactile Ground Surface Indicators should be avoided as far as possible, as they can create discomfort to other pedestrians.

### Objectives

1. The design of the streetscape or open space should as far as possible provide effective shorelines or environmental cues for people who are blind or have low vision to:
  - a) locate key infrastructure and destinations in open spaces
  - b) locate kerb ramps on the streetscape
  - c) navigate safely through medians and pedestrian islands.
2. Where no other shoreline is available or can be provided in the above circumstances, directional TGSIs will be installed in line with the specifications of AS1428.4.1.

Performance Standards	Reference
<p>1. In accordance with AS1428.4.1 (2009), directional Tactile Ground Surface Indicators may only be used in circumstances where:</p> <ol style="list-style-type: none"> <li>a) there are insufficient shorelines or tactile environmental cues (such as handrails, building lines, and bollards or defined continuous accessible path of travel) available to assist people to navigate to key destinations safely, and</li> <li>b) it is supported and required by AS1428.4.1, specifically (as per Appendix A3.3)               <ol style="list-style-type: none"> <li>i. at mid-block crossings to indicate the position of crossings, bus or tram stops</li> <li>ii. at intersections that incorporate slip lane crossings to indicate the position of the crossing and the direction of travel across the island where the path of travel has not been cut through the island</li> <li>iii. at intersections where the point of entry to the road is more than 3000mm from the property line (see appendix C), and</li> <li>iv. across an open space from point A to point B where there are no other tactile or environmental cues.</li> </ol> </li> </ol> <p>Note: Further detail on the use of directional tactile ground surface indicators is available in AS1428.4.1 (2009) A3 and C3. Readers are encouraged to review this appendix.</p>	AS1428.4.1 (2009), Appendix A3 and C3

### 1.3 Driveways crossovers and widths

#### Objectives

1. Driveways will be designed to prioritise pedestrian movement over vehicular movement through the provision of continuous footways over driveways

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Driveways will be designed to prioritise pedestrian movement over vehicular movement through the provision of a continuous accessible path of travel and continuous footpath pavement material over driveways.</li> <li>2. Layback to be short as possible to meet the Pedestrian Zone height at the kerb side of the cross section to ensure footpath level and crossfall is maintained.</li> </ol>	Sydney Streets Technical Specifications C2.8.1

## 1.4 Stairs and ramps

With the natural topography of a city like Sydney, it is not always possible to provide a continuous accessible path of travel in the public domain. In settings where stairs are required – spaces other than footpaths – for example, malls and plazas or other open spaces – every effort practicable should be made to maximise the accessibility of the area.

### Objectives

1. As far as is feasible, stairways, where they exist, should not be part of a continuous accessible path of travel and should be located adjacent to the continuous accessible path of travel.
2. Where the primary path of travel contains a topographical barrier requiring stairs, as far as is feasible, an alternative accessible route should be available nearby to ensure equity of access. This should be clearly signposted.
3. People who are blind or have low vision will be able to detect the presence of stairs before they have stepped onto them, to allow adequate warning and facilitate their safe use of the stairs.
4. Stairs will include handrails to assist those who need support to climb and descend stairs safely.
5. Stairs with diminishing risers will have additional contrast to be visually detectable from a range of approaches.
6. Ramps will be designed to provide accessible gradients, cross fall, appropriate turning points and landings, and handrails where appropriate.
7. Hazards adjacent to or underneath stairs and ramps will be detectable by people who are blind or have low vision.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Stairs will be designed to be compliant with AS1428.1 and AS1428.4.1, specifically:               <ol style="list-style-type: none"> <li>a) Handrails shall be provided for all stairs in the public domain. They shall be designed to be compliant with AS1428.1 Clauses 11.2 and 12. Handrails should be provided on both sides of the stairs. Where this is not feasible, then a central handrail is acceptable.</li> <li>b) As far as is practicable stairs shall be set back by a minimum of 900mm so that the handrail and the TGSIs do not interrupt the continuous path of travel in accordance with AS1428.1 Clause 11.1 part (a).</li> <li>c) Stairs shall have opaque risers in accordance with AS1428.1 Clause 11.1 part (c).</li> <li>d) Stair risers should be consistent in height, and in the range between 115mm and 190mm height for each riser</li> <li>e) Open risers should not be used on stairways.</li> <li>f) Stair nosings shall have a minimum 30% luminance contrast with surrounding stair materials to make them visually detectable for people who have low vision in accordance with AS1428.1 Clause 11.1 part (f).</li> <li>g) TGSIs shall be installed at the top and bottom of stairways, ramps, escalators, and moving walks in accordance with AS1428.4.1. Clause 2.4.</li> </ol> </li> <li>2. As far as is feasible, where stairs are provided, an alternative accessway such as a ramp should be provided as close as possible (less than 50m away) to ensure equity of access. In addition:               <ol style="list-style-type: none"> <li>a) Where stairs cannot be avoided in a public domain setting and where the alternative accessway is more than 50m away, wayfinding information will direct pedestrians to the nearest accessible alternative route.</li> <li>b) The use of stair lifts should be avoided, as they are prone to breakdown if not regularly maintained.</li> </ol> </li> </ol>	<p>AS1428.1 (2009) Clause 11.2</p> <p>AS1428.1 (2009) Clause 12</p> <p>AS1428.1 (2009) Clause 2.4</p> <p>NCC 2019 Vol 2 3.9.1.2 Stairway construction</p> <p>Disability (Access to premises – Building) Standards 2010</p>

Performance Standards	Reference
<p>3. In accordance with AS1428.4.1 Clause 2.6, where there are impediments or hazards with less than 2000mm height clearance within or adjacent to the continuous accessible path of travel (for example, under a stairway, ramp or walkway), contact with overhead hazard shall be prevented by a suitable barrier such as:</p> <ul style="list-style-type: none"> <li>a) enclosing the area, or</li> <li>b) providing handrails with kerb rails in accordance with AS1428.1.</li> </ul> <p>In the absence of a suitable barrier, TGSIs shall be installed.</p>	AS1428.4.1 (2009) Clause 2.6
<p>4. Where stairs are incorporated within integrated seating, for example bleacher seating:</p> <ul style="list-style-type: none"> <li>a) TGSIs shall only be included at the top and bottom of the stair component – not at the top and bottom of the any other integrated elements, such as seating – so that a safe place to descend/ascend stairs is identifiable.</li> <li>b) Stairs shall be easily discernible from surrounding bleacher seating and have defined and consistent edging. This can be achieved through: <ul style="list-style-type: none"> <li>i. the use of contrasting materials for the stairs and seating (minimum 30% luminance contrast), and</li> <li>ii. defined edges, and/or</li> <li>iii. luminance contrasting strips on the nose of the bleacher seating, in addition to those required on the nose of the stair riser. Both should have minimum 30% luminance contrast.</li> </ul> </li> <li>c) Additional elements should be put in place to prevent people who are blind or have low vision from stepping off the top bleacher. These can include, but are not limited to: <ul style="list-style-type: none"> <li>i. barriers</li> <li>ii. seating, and</li> <li>iii. planting.</li> </ul> </li> </ul>	Additional guidance
<p>5. Where stairs in the public domain are provided on sloping topography resulting with diminishing risers, both stair risers and stair nosing's shall have a minimum 30% luminance contrast with surrounding stair materials.</p>	
<p>6. Ramps will be designed to be compliant with AS1428.1 and AS1428.4.1, specifically:</p> <ul style="list-style-type: none"> <li>a) Where a ramp is provided it will be designed in accordance with AS1428.1 Clauses 10.3 and 10.8 and AS1428.4.1 Clause 2.4 to ensure the inclusion appropriate gradients, width, cross fall, use of TGSIs, handrails and landing platforms.</li> <li>b) As far as practicable, ramps will be set back from the site boundary by 900mm so that the handrail and TGSIs do not protrude into the continuous path of travel. Refer AS1428.1 Clause 10.3 part (f).</li> <li>c) Maximum gradient 1:14 with horizontal landing to provide rest area at every 9.0m and each change in direction. Handrails and kerbs both sides.</li> <li>d) Gradients greater than 1:20 allow more generous allowances for horizontal landing provisions.</li> </ul>	<p>AS1428.1 (2009) Clause 10.3</p> <p>AS1428.4.1 (2009) Clause 2.4</p>

## 1.5 Kerb ramps

Kerb ramps support wheelchair users, people with limited mobility and parents with prams to smoothly transition from the footpath to the pedestrian street crossing environment in a safe and dignified way.

Kerb ramps also enable people who are blind or have low vision to detect that they are about to cross a road. When properly designed, they allow people who are blind or have low vision to orient themselves to the direction of travel across the road.

### Objectives

1. Kerb ramps will be designed to be detectable to people who are blind or have low vision,

either by appropriate gradient of ramp or use of TGSIs.

2. Kerb ramps will assist people to safely cross the road by indicating the safe direction of travel through appropriate orientation and alignment of the kerb ramp with the direction of travel. The ramp will be aligned with the kerb ramp on the opposite side of the street, including at T intersections and mid-block crossings.
3. Kerb ramps will be designed to accommodate all pedestrians – including wheelchair users – without hazard.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Public footpaths will have appropriate kerb ramps in accordance with AS1428.1. In particular, kerb ramps will:               <ol style="list-style-type: none"> <li>a) Be oriented in the direction of travel. Ramps on both sides of a carriageway must be aligned to one another and the direction of travel. In particular the crease between the ramp and the wings must align with the safe direction of travel to allow people who are blind or have low vision to orient themselves in the direction of travel. This includes at T intersections and mid block crossings.</li> <li>b) Ensure a smooth transition from the roadway to the ramp.</li> </ol> </li> </ol>	AS1428.1 (2009) Clause 10.7  Sydney Streets Technical Specifications B.5
<ol style="list-style-type: none"> <li>2. Tactile Ground Surface Indicators will be fitted at kerb ramps in accordance with AS1428.4.1. Refer Appendix C3 which emphasises that use of TGSIs should be minimised at kerb ramps.               <ol style="list-style-type: none"> <li>a) In particular warning TGSIs will be only provided on kerb ramps:                   <ol style="list-style-type: none"> <li>i. where the gradient is shallower than 1 in 8.5, and</li> <li>ii. that do not comply with the requirements of AS1428.1.</li> </ol> </li> </ol> </li> <li>3. Both Directional and Hazard TGSIs will be provided with kerb ramps where the top of the AS1428.1 compliant ramp is more than 3000mm from the property line or the ramp is not aligned with the building line. Directional indicators will be provided from the property line to the top of the ramp and hazard TGSIs will be provided at the ramp.</li> <li>4. TGSIs will NOT be installed at kerb ramps where the following circumstances are met, as these conditions provide adequate change in level and orientation to be detectable by people who are blind or have low vision:               <ol style="list-style-type: none"> <li>a) the distance between the building line/boundary and the top of the kerb ramp is less than 3m;</li> <li>b) the change in gradient between that of the pedestrian surface at the top of the kerb ramp and the gradient of the kerb ramp surface lies between 1 in 8 to 1 in 8.5;</li> <li>c) the kerb ramp is aligned with the building line and in the direction of travel across the carriageway.</li> </ol> </li> </ol> <p>Note: Further detail on different kerb ramp design scenarios is available in AS1428.4.1 (2009) Appendix C3. Readers are encouraged to review this appendix.</p>	AS1428.4.1 (2009) Appendix C3

## 1.6 Street furniture

Street furniture includes public seating, garbage bins, water fountains, bicycle parking infrastructure and tree guards. Permanent furniture is fixed in the streetscape or in civic spaces. This infrastructure provides safety and amenity and supports people to enjoy their outing or journey in the public domain. Providing seating in the public domain increases accessibility as the availability of rest stops can increase the walking range of people.

**Resting is an integral part of pedestrian activity patterns. Good seating opportunities give people the option to rest in order to be able to walk further and enjoy public life and the hustle and bustle of the city. Renowned Danish architect and urban designer Jan Gehl, *Public Space Public Life*, 2007**

### Objectives

1. Streetscapes and civic spaces will be designed so that street furniture does not obstruct the continuous accessible path of travel.
2. Should street furniture obstruct the continuous accessible path of travel, appropriate hazard warnings will be provided.
3. Street furniture will be designed to be accessible and visually detectable to people who are blind and have low vision, and people with mobility disabilities.
4. Seating will be provided at regular intervals to provide predictable rest opportunities.
5. Where there are numerous seating opportunities available, a range of seating styles may be provided in addition to seating that complies with current Australian Standards.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Street furniture (including seating, garbage bins, and water fountains, bicycle parking infrastructure and public telephones), will be located within a dedicated street furniture zone, located kerb-side or on kerb blisters, in order to keep the pedestrian zone and the continuous accessible path of travel free of obstructions. In particular:               <ol style="list-style-type: none"> <li>a) seats shall set back by a minimum of 500mm from the path of travel, and</li> <li>b) in civic spaces, all street furniture should be positioned on one side only of the continuous accessible path of travel.</li> </ol> </li> </ol> <p>Note: The draft Sydney Streets Code 2018 provides for a minimum street furniture zone of 600mm on low activity streets, the provision of 500mm setback for furniture may not be possible to accommodate.</p>	<p>Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture Clause 8.7.1</p> <p>AS1428.2 (1992) Clause 27.1</p>
<ol style="list-style-type: none"> <li>2. Where street furniture obstructs the continuous accessible path of travel, additional hazard warning features will be incorporated as needed. These can include but are not limited to the following example:               <ol style="list-style-type: none"> <li>a) the placement of hazard TGSIs in accordance with AS1428.4.1 Clause 2.6.</li> </ol> </li> <li>3. Where the placement of street furniture creates impediments or hazards with less than 2000mm height clearance within or adjacent to the continuous accessible path of travel (such as public telephones and advertising boards that are not detectable by cane at ground level) contact with an overhead hazard shall be prevented by a suitable barrier such as:               <ol style="list-style-type: none"> <li>a) enclosing the area, or</li> <li>b) providing handrails with kerb rails in accordance with AS1428.1.</li> </ol> </li> </ol> <p>In the absence of a suitable barrier, TGSIs shall be installed.</p>	<p>AS1428.4.1 (2009) Appendix C3</p>

Performance Standards	Reference
<p>3. Street Furniture, including seating, tables, water fountains, and bins will be designed to be compliant with AS1428.2. Clause 27. In particular:</p> <p>a) Street furniture will be made of materials that have a minimum luminance contrast of 30% as per AS1428.2 Clause 27.1 (b). The contrast will be assessed with surrounding paving materials. AS1428.2 (1992) Clause 27</p> <p>b) As far as practicable, bubblers and water fountains will incorporate body lever controls (rather than push buttons) so as to be accessible to people with limited manual dexterity. They will also be designed to be accessible for wheelchair users.</p>	<p>AS1428.2 (1992) Clause 27 Additional guidance</p>
<p>4. Street furniture, including accessible seating, bins, and bubblers will be provided at regular intervals as informed by the City of Sydney Streets Code.</p>	<p>Best practice</p>
<p>5. Where only one style of permanent seating is provided, it will be designed to be compliant with AS1428.2 Clause 27.2 Seating in pedestrian areas. In particular:</p> <p>a) Seating will generally be a consistent height of 450mm as per AS1428.2 Clause 27.</p> <p>b) Seating will include arm rests at a height between 220mm and 300mm above seat, to provide to support people who have difficulty being seated or getting up from a seated position.</p> <p>6. Within civic spaces that provide numerous different seating opportunities, a variety of styles which maximise the range of people that can be seated will be provided. These include:</p> <p>a) A minimum of 25% of seating options will have back and arm rests and will be compliant with AS1428.1 Clause 27. Specifically:</p> <p>i. arm rests at a height between 220mm and 300mm above seat</p> <p>ii. a range of different seating heights (350mm, 450mm and 520mm consistent with guidelines in AS1428.2 Clause 27).</p> <p>b) Some improvised and integrated seating – which may not be fully compliant with AS1428.2 – is permitted where there are some seating options within the immediate seating zone that comply with AS1428.2.</p>	<p>AS1428.2 (1992) Clause 27.2</p>
<p>7. Within civic spaces, as far as practicable, accessible seating, compliant with AS1428.2 Clause 27 will be provided at key locations such as at major entrances, at viewing areas, beneath shelter/shade.</p>	<p>Best practice</p>

## 1.7 Bollards and crowded place management

Bollards and other design elements called crowded place management measures are used to limit access to certain spaces by vehicles.

Where these elements are required, careful consideration on their design and placement is required to ensure they do not create hazards and barriers to access for all pedestrians, but in particular pedestrians who are blind or have low vision, and wheelchair users.

### Objectives

1. The use of bollards and crowded place management measures across the continuous accessible path of travel will be avoided where possible to minimise potential hazards for pedestrians who are blind or have low vision.
2. Where they are provided, bollards and crowded place management measures will be:
  - a) placed so as to maintain access allow along the path of travel
  - b) placed in a consistent and predictable manner so that their location can be easily predicted by pedestrians who are blind and have low vision
  - c) designed to be easily detectable by people with low vision.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. The use of bollards and crowded place management measures across the continuous accessible path of travel will be avoided where possible to minimise potential hazards for pedestrians who are blind or have low vision. In particular:               <ol style="list-style-type: none"> <li>a) Where bollards or crowded place management measures are placed on or adjacent to the continuous accessible path of travel they will be designed to achieve a minimum of 45–60% luminance contrast with surrounding paving materials, either through material selection or the addition of strips with high luminance contrast.</li> <li>b) Where bollards or hostile vehicle mitigation measures are placed across the path of travel, they shall be placed perpendicular to the path of travel. Diagonal arrangements across the path of travel must be avoided.</li> </ol> </li> </ol>	Alternative solution

Performance Standards	Reference
<ol style="list-style-type: none"> <li>2. Where bollards and other elements are provided as crowded place protection measures: <ol style="list-style-type: none"> <li>a) they will be placed no less than 1200mm from the outside edges of bollard/elements to provide minimum access along the continuous accessible path of travel. The maximum distance between these bollards should be based on the type and speed of vehicle and likely paths of travel.</li> <li>b) As far as is feasible, they should be placed in a consistent and predictable manner in each precinct, with uniform distances between each element.</li> </ol> </li> <li>3. Where bollards and other elements are used for other reasons, they will be placed to ensure minimum 1200mm access between the outside edges.</li> <li>4. Where bollards are provided at a shared path, they will be positioned to provide minimum 1400mm between the outside edges to provide comfortable access along the continuous accessible path of travel in accordance with Austroads Guide to Road Design Part 6A: Pedestrian and Cyclist Paths.</li> <li>5. Where numerous bollards or crowded place protection measures are provided, they should be: <ol style="list-style-type: none"> <li>a) placed using a consistent arrangement, with the same clearance between each item having regard to the spacing requirements identified above, and</li> <li>b) positioned with clearly predictable placement at the edge of a zone or precinct.</li> </ol> </li> </ol>	<p>Australian New Zealand Counter Terrorism Committee (2017) Hostile Vehicle Guidelines for Crowded Places Austroads (2017) Guide to Road Design Part 6A: Pedestrian and Cyclist Paths, Part 7.5.3</p>

## 1.8 Drainage grates and pits

### Objectives

Grates will be heel-proof and be designed and oriented to ensure that they are not a trip risk for people using prams or mobility aids and wheelchair users.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. All grates on footpaths, and other pedestrian surfaces (such as bridge decking) will be designed and installed in accordance with AS1428.1 Clause 7.5.</li> </ol>	<p>AS1428.1 (2009) Clause 7.5 Sydney Streets Technical Specifications</p>

## 1.9 Public art and other design features

Public art, fountains, water features and other design elements add to the amenity of a local area, and can serve as landmarks which assist in wayfinding. They should be carefully placed to ensure they don't create hazards, particularly for people who are blind or have low vision.

### Objectives for access

1. Public art and other design features will be placed so as to not obstruct the continuous accessible path of travel.
2. Where public art and other design features are adjacent to or obstruct the continuous accessible path of travel, appropriate hazard warnings will be provided.
3. As far as it is safe to do so, everyone, including people with a range of disabilities should be able to have an equitable experience of design elements including public art, water fountains and temporary art installations.

Performance Standards	Reference
1. Public art and other design features and related infrastructure will not obstruct or protrude onto the continuous accessible path of travel.	Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture
2. If the art or design feature is designed to be explored, people with disability will be given equitable and dignified access to the feature. This includes: <ol style="list-style-type: none"> <li>a) the provision of a continuous accessible path of travel to the feature, and</li> <li>b) a minimum of 1200mm clearance around the feature.</li> </ol>	Additional guidance
3. In accordance with AS1428.4.1 Clause 2.6, where the public art and other design features present impediments or hazards with less than 2000mm height clearance within or adjacent to the continuous accessible path of travel, contact with overhead hazards shall be prevented by a suitable barrier such as: <ol style="list-style-type: none"> <li>a) enclosing the area, or</li> <li>b) providing handrails with kerb rails in accordance with AS1428.1.</li> </ol> In the absence of a suitable barrier, TGSIs shall be installed.	Alternative solution AS1428.4.1 (2009) Clause 2.6
4. If public art or other design features are located in an area that is not accessible to someone with disability, every effort will be made to deliver an equitable alternative experience of that feature.	Best practice
5. To ensure the best access outcome, access consultants should be engaged to give advice about the placement of design features in the following circumstances: <ol style="list-style-type: none"> <li>a) when the feature invites people to engage directly with it</li> <li>b) when there are complex access barriers and further advice is required</li> <li>c) where standard access solutions may compromise the safety or artistic integrity of the piece</li> <li>d) where innovative and untested access solutions are proposed.</li> </ol>	

## 1.10 Lighting

Street lighting supports pedestrians to travel in the public domain at night, with safety and confidence. Lighting levels, quality and directionality are particularly important to people with low vision. Inappropriate lighting can disorient people with low vision.

### Objectives

1. Lighting will improve amenity and safety of all pedestrians.
2. Appropriate lux levels will provide people with greater confidence to independently navigate the streetscapes at night.
3. Lighting will facilitate orientation and wayfinding and assist in creating a safe and legible night time environment for all users.
4. Lighting infrastructure will not obstruct the continuous accessible path of travel.
5. Lighting along footpaths will be consistent.
6. The impact of glare will be minimised.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Lighting will be designed and installed to be compliant with the Sydney Lights Design Code (2015), and Sydney Streets Technical Specifications. Specific considerations for access include (but are not limited to):               <ol style="list-style-type: none"> <li>a) Lighting infrastructure will be contained to the dedicated Public Domain Furniture Zone.</li> <li>b) Lighting levels are to be consistent with:                   <ol style="list-style-type: none"> <li>i. Sydney Lights Design Code,</li> <li>ii. AS/NZS1158, and</li> <li>iii. RMS requirements for carriageway lighting R72.</li> </ol> </li> <li>c) Lighting will be consistent within specific streetscapes and public domain settings (refer Sydney Lights Design Code).</li> </ol> </li> </ol>	City of Sydney Sydney Lights Design Code Sydney Streets Technical Specifications
<ol style="list-style-type: none"> <li>2. The use of up lights and in ground lighting will be avoided in the following public domain settings: shared zones, shared paths, high pedestrian activity footpaths and footpaths adjacent roads carrying fast moving traffic.</li> <li>3. The lighting design should be coordinated with public domain material selection to minimise any potential glare.</li> </ol>	Best practice

## 1.11 Signage and wayfinding

A successful wayfinding system should minimise anxiety and confusion, should be easy to understand and allow for everyone to equitably access all information provided. Wayfinding relies on a succession of communication cues provided throughout an environment. Cues may be visual, audible or tactile.

The information below relates to pedestrian signage and wayfinding. For signage and wayfinding aimed at people who cycle, please refer section 1.23.

### Objectives

1. Wayfinding signage systems in the public domain will assist everyone, including people who are blind or have low vision and people with intellectual disability, to navigate around the City with ease and confidence. As far as possible, wayfinding signage systems in the public domain will:
  - a) not obstruct the continuous accessible path of travel
  - b) be located in prominent positions adjacent to the continuous accessible path of travel so people can easily find and access information signs
  - c) be legible to people who are blind or have low vision
  - d) provide confirmation of destination
  - e) provide confirmation of current position and orientation
  - f) clearly identify the location of key destinations and amenities in the area, and
  - g) indicate the presence of any stairs.
2. Tactile and braille street signage will enable people who are blind or have low vision to identify their current location at every signalised intersection.
3. As far as possible, wayfinding signage systems used in different precincts and by different government agencies in the City of Sydney Local Government Area will be cohesive and consistent.

Performance Standards	Reference
1. Wayfinding signage in the streetscape will be designed and installed in accordance with the <b>City of Sydney Legible Sydney Design Manual (2014)</b> . Specifically, City of Sydney Wayfinding Systems in the public domain will: <ol style="list-style-type: none"> <li>a) be consistent with AS1428.2 Clause 17 (including Braille, tactile, viewing distances, sizing and placement of information on signage)</li> <li>b) use appropriate logos and international symbols for access</li> <li>c) be visible and recognisable</li> <li>d) use legible typeface with a minimum of 30% luminance contrast</li> <li>e) be accessible in other languages via mobile and digital technology, and</li> <li>f) include a network of tactile street signs at every signalised pedestrian crossing throughout the City of Sydney.</li> </ol>	City of Sydney (2012) Legible Sydney Wayfinding Strategy City of Sydney (2014) Legible Sydney Design Manual AS1428.2 (1992) Clause 17
2. Wayfinding signage will be located: <ol style="list-style-type: none"> <li>a) within the street furniture zone so as to not obstruct the continuous accessible path of travel, and</li> <li>b) as far as possible on an accessible surface.</li> </ol>	Best practice
3. Where wayfinding signage provides direction to a destination that involves stairs on the route, the signage will indicate the presence of the stairs in the route.	City of Sydney Legible Sydney Wayfinding Strategy (2012) City of Sydney Legible Sydney Design Manual (2014)

## 1.12 Public toilets

Public toilets are essential facilities for all residents, workers and visitors to participate in community life. Convenient and accessible toilets enhance people's freedom to travel within the city. These facilities improve quality of life, mobility, and dignity for all people and particularly for people with disability or health problems, older people and people with young children.

The City of Sydney's Public Toilet Strategy outlines how the City will deliver a network of safe, accessible and clean public toilets in appropriate locations across the City. The following objectives are currently reflected in the Public Toilet Strategy.

### Objectives

1. New public toilets will be designed to be accessible and inclusive of people of all ages, abilities and gender identities to make their journeys in the public domain with confidence, dignity, safety and independence.
2. They will be connected to a continuous accessible path of travel.

3. The City will maintain dignified access for all users by providing a range of both unisex and gender specific facilities across the network of public toilets. Where the City provides solely unisex facilities, the City will ensure that the design and configuration takes privacy and dignified access into account.
4. The City will provide a range of both left hand and right hand transfer arrangements for accessible facilities across the network of public toilets.
5. Public toilets will be strategically located across the City of Sydney.
6. Visitors will be able to access the facilities.
7. The facilities will be easily located.
8. Opening hours of public toilets will reflect demand.

Note: The City does not install the MLAK (Master Locksmiths Association Key) system on the accessible toilets. This is to ensure these accessible toilets are available for use by all members of the community (including many visitors from overseas) during operating hours.

Performance Standards	Reference
1. All new public toilets will include accessible toilets compliant with AS1428.1 (2009), in particular clauses 13, 15, 16 and 17.	AS1428.1 (2009) Clauses 13, 15, 16 and 17
2. Toilet facilities should be positioned to provide a gradient greater than 1:20 of the connecting continuous accessible path of travel.	AS1428.1 2009
3. Where the gradient of the path of travel to the toilet facility is less than 1:20, handrails and TGSIs will be required on external access ramps in compliance with AS1428.1.	Best practice
4. Where more than two accessible toilet facilities (or cubicles) are provided, a mix of left hand (LH) and right hand (RH) transfer will be employed.	
5. At locations with only one accessible toilet – consideration will be given to the transfer-side arrangements of nearby facilities.	
6. Consideration should be given to door opening, and where practicable, automated doors will be provided. Fixtures, fittings and signage will reflect best practice inclusive access including child friendly features where appropriate, for example, at parks.	
7. Consideration will be given to the availability of both unisex and gender specific facilities of nearby amenities to ensure safe and dignified access for all users.	Best practice
8. Where the City provides solely unisex facilities, the City will ensure that the design and configuration takes privacy and dignified access into account.	

### 1.13 Designated on street mobility parking

The Mobility Parking Scheme provides parking concessions for holders of a Roads and Maritime Services (RMS) issued Mobility Permit. The scheme does not include provisions for the design of the parking spaces to be accessible, but instead aims to provide concessions for permit holders on cost and time conditions for on street parking, and allow provisions for authorities to ensure the provision of dedicated spaces for the exclusive use of permit holders.

These guidelines outline requirements and considerations for the design and placement of designated on street mobility parking at key destinations in the public domain.

#### Key destinations

Where opportunities allow, and taking into consideration the availability of on-site mobility parking spaces provided by the destination, designated on street mobility parking spaces should be provided at the following key destinations:

- **Village main streets / activity strips** – commercial, retail, business hubs
- **Transport** – Railway stations, bus/rail interchanges
- **Community/cultural** – Near civic centres, cultural institutions, town halls, libraries, community centres, and health care
- **Parks/recreation** – destination/ high visitation facilities such as swimming pools, leisure centres regional/ district parks, foreshore, and sporting venues
- **Education** – Schools, tertiary institutions.

Where these destinations are located within the Central Sydney area, the provision of dedicated on street mobility parking spaces must also be in accordance with the Central Sydney On-Street Parking Policy.

Designated on street mobility parking spaces in these key destinations may be subject to time restrictions.

#### Design Objectives

1. As far as is practicable, new or relocated designated on street mobility parking spaces at key destinations will be designed to be accessible to people with a range of disabilities, ambulant and non-ambulant.
2. The placement of designated on street mobility parking spaces will take into consideration the accessibility of the street environment and existing infrastructure to ensure access outcomes are maximised.

### Residential areas

Designated on street mobility parking spaces may be provided in residential areas to provide residents with Mobility Parking Scheme permits with appropriate parking near to their home.

Where these spaces are provided and where required, they will be designed to comply with AS2890.5 (1993) Parking facilities Part 5: On Street Parking.

**Note:** Not every designated on street mobility parking space provided for residential use needs to comply with the requirements of AS2890.5 (1993) Parking facilities Part 5: On Street Parking.

Performance Standards	Reference
<p>1. As far as is practicable, new or relocated designated on street mobility parking spaces should be compliant with AS2890.5 (1993) Parking facilities Part 5: On Street Parking. In particular:</p> <ul style="list-style-type: none"> <li>a) Spaces should be, as far as is possible, between 5.5 and 6.7m long as required by AS2890.5 Figure 4.2(a).</li> <li>b) Spaces should be, as far as is possible, 3.2m wide as required by AS2890.5 Figure 4.2(a).</li> </ul> <p>Note: The provision of kerb ramps as shown in AS2890.5 Figures 4.2(a) and 4.2(b) is unlikely to be feasible in many contexts in the City of Sydney Local Government Area.</p>	AS2890.5 (1993)
<p>2. As an alternative solution designated on street mobility parking spaces should be placed at the end bay in the block to provide close proximity to existing kerb ramps at intersections, reducing the need for dedicated kerb ramps as shown in AS2890.5 Figures 4.2(a) and 4.2(b).</p>	Alternative solution
<p>3. The most accessible mobility parking space within the each vicinity should be delivered. The following considerations will be made to maximise access outcomes for each space:</p> <ul style="list-style-type: none"> <li>a) The placement of new mobility parking spaces will take into consideration objects and infrastructure on the footpaths adjacent to the mobility parking space to ensure there are no obstructions to access between the parking space and the kerb.</li> <li>b) As far as is feasible, future mobility parking spaces will not be placed on uphill gradients, to avoid the risk while entering and exiting the vehicle.</li> <li>c) As far as is feasible, future mobility parking spaces will not be placed on bending roads with low visibility.</li> </ul>	Additional guidance

### 1.14 Street trees, verge gardens and other street greening

Street trees, verge gardens and other planting on the street beautify and soften streetscapes, provide wildlife habitat and play a significant role in determining the urban character of the city. Trees are critical in the maintenance of a healthy urban environment as they produce oxygen, trap airborne pollutants and absorb carbon dioxide.

#### Objectives

1. Streetscapes should be designed so that street trees, verge gardens and other greening elements do not obstruct the continuous accessible path of travel.
2. Elements on the streetscape, including street trees, will be coordinated to minimise pinch points.
3. Tree pit surfaces will be level with surrounding paving.
4. Where tree guards are used they will be visually detectable to all users.
5. Where verge gardens and other street greening requires mulch, mulching material will be chosen to avoid potential slip and trip hazards.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Street trees will be located within the street furniture zone of the footway so as not to obstruct the continuous accessible path of travel. In particular:               <ol style="list-style-type: none"> <li>a) A minimum 600mm from the kerb edge.</li> <li>b) A minimum of 1200mm clearance from the edge of the tree pit to the boundary of the building will be provided, as far possible.</li> <li>c) In circumstances where footpaths are less than 1800mm wide, or where the location or size of existing trees warrant, a minimum clearance of 900mm between the back of the tree pit and building/ boundary line will be accepted. In these circumstances, the following conditions must be met:                   <ol style="list-style-type: none"> <li>i. that there are no obstructions overhanging the building line and encroaching onto the footpath from the front yard of the adjacent property (e.g. shrubs and vines)</li> <li>ii. that the lower branches of the tree can be pruned to a height of at least 2000mm, and</li> <li>iii. consideration will be given to the placement of other infrastructure on the street. A 900mm width clearance should be of no greater length than 1500mm. Beyond that, regular passing opportunities of 1800mm should be provided as far as possible to minimise pinch points.</li> </ol> </li> </ol> </li> <li>2. As far as is possible, the tree pit surface will be installed level with surrounding paving, leaving surface roots exposed where necessary.</li> <li>3. In high pedestrian areas, resin bond will be used on tree pits to minimise risk of trip hazards resulting from loose soil, gravel or bark.</li> <li>4. Permanent tree guards will have minimum 30% luminance contrast with surrounding paving materials.</li> <li>5. Where verge gardens or gardens in kerb extensions require mulch, the use of loose hard pebbles should be avoided.</li> </ol>	<p>Urban Forest Strategy (2013) and Street Tree Masterplan Part D (2011)</p> <p>Australian Human Rights Commission (2014)</p> <p>Frequently asked questions: Access to premises: What is an accessible footpath?</p> <p>Best Practice</p>

## 1.15 Bus stops and bus stop infrastructure

A bus stop does not require a dedicated bus shelter to be considered an accessible bus stop. In some circumstances, where there are narrow footpaths in the City of Sydney local area, it is not always possible to provide dedicated bus stop infrastructure and shelter, while maintaining an accessible footpaths with an adequate clear path of travel around the bus stop infrastructure. These guidelines outline:

- standards by which bus stops will be designed
- criteria for when a dedicated bus shelter will be provided, and
- minimum clearances required around dedicated bus stop infrastructure.

### Objectives

1. Bus stops will be designed and installed to be compliant with the Disability Standards for Accessible Public Transport 2002, and Guidelines 2004 and in accordance with the Australian Human Rights Commission (2010) Guideline for promoting compliance of bus stops with the Disability Standards for Accessible Public Transport 2002. They will:
  - a) be located on a firm, evenly graded boarding point, as level as possible
  - b) include an unobstructed space large enough to allow for the deployment of a ramp
  - c) provide a seamless transition between the bus stop and any connecting footpaths, or the bus stop and the road where there is no footpath
  - d) provide clear signage indicating the location of the bus stop
  - e) provide consistently-applied TGSIs to assist blind people or people with low vision to identify the presence of a bus stop and the location of the boarding point.
2. Where it is practicable, taking into account site considerations and passenger demand, the City will endeavour to provide dedicated bus stop infrastructure of a shelter and seating unit in addition to the basic requirements above. Where dedicated bus shelter is provided:
  - a) Equitable access to the shelter, seating and the boarding points will be provided for all people including older people, people who are blind and have low vision, people with mobility disabilities, wheelchair users and people with prams.
  - b) A continuous accessible path of travel (access path) and clear shoreline will be maintained. The minimum clearances required will take into account the level of pedestrian activity in the area.
  - c) The installation of dedicated bus stop infrastructure will be co-ordinated with other elements in the street scape to ensure pedestrian movement and safety is prioritised, and the streetscape remains uncluttered.

Performance Standards	Reference
<p>1. Bus Stops will be designed and installed to be compliant with the Disability Standards for Accessible Public Transport 2002, and Guidelines 2004 and in accordance with the Australian Human Rights Commissions Accessible Bus Stops Guidelines.</p> <p>2. This includes the provision of TGSIs at bus stops.</p> <p>Note: The Australian Human Rights Commission's interpretation of the <i>Disability Standards for Accessible Public Transport 2002</i> is that "a bus stop is not a resting point, and therefore there is no obligation to provide seating and a shelter at every bus stop in order for it to be accessible."</p>	<p>Disability Standards for Accessible Public Transport 2002, and Guidelines 2004</p> <p>Australian Human Rights Commission (2010) Guideline for promoting compliance of bus stops with the <i>Disability Standards for Accessible Public Transport 2002</i></p>
<p>3. Where dedicated bus shelters are provided, a continuous accessible path of travel with clear shoreline will be maintained, in particular:</p> <p>a) Where there is adequate width on the footpath, two access paths will be provided</p> <p>i. Desirable circulation: 1800mm between building boundary and bus shelter rear edge. 1500mm between front of shelter and kerb face.</p> <p>ii. Acceptable circulation: 1200mm between building boundary and bus shelter rear edge. 1200mm between front of shelter and kerb face.</p> <p>b) At minimum one access path of 1200mm minimum width will be provided in accordance with <i>Disability Standards for Accessible Public Transport 2002</i>, and</p> <p>c) Where more than one bus shelter is provided, regular passing points of minimum 1800mm will be provided at least every 20 metres.</p> <p>4. The installation of dedicated bus infrastructure will be co-ordinated with other elements in the street scape.</p> <p>a) Placement of bus shelters will take into account the location of existing street furniture and other infrastructure to ensure the area around the bus stop infrastructure is free from obstructions, and the footpath is not overcrowded.</p>	<p>Disability Standards for Accessible Public Transport 2002, and Guidelines 2004</p> <p>Australian Human Rights Commission (2010) Guideline for promoting compliance of bus stops with the <i>Disability Standards for Accessible Public Transport 2002</i></p> <p>Australian Human Rights Commission (2014) Frequently asked questions: Access to premises: What is an accessible footpath?</p>
<p>5. The decision on whether or not to provide a bus shelter, should take into account bus service considerations:</p> <p>a) Patronage: patronage of the stop, and whether available shelter is adequate.</p> <p>b) Wait times: the amount of seating should also consider the usual wait times for services.</p>	<p>Additional guidance</p>

Performance Standards	Reference
6. If the above space requirements, and need to avoid cluttering on the footpath cannot be met with the addition of a dedicated bus shelter, where there is another source of shelter, such as that from an awning, then the provision of a bus stop in accordance with AHRC Bus Stop Guidelines (point 1–5) together with seating compliant with AS1428.2 (1992) Clause 27 is considered acceptable.	Alternative solution: Australian Human Rights Commission (2010) Guideline for promoting compliance of bus stops with the <i>Disability Standards for Accessible Public Transport 2002</i>
7. Where seating and shelters are provided at bus stops, they will be designed to be accessible to a range of people, including older people and people with mobility disabilities, through the provision of arm rests in accordance with AS1428.1 (2009) Clause 27.	<i>Disability Standards for Accessible Public Transport 2002</i> , and Guidelines 2004 AS1428.1 (2009) Clause 27
8. Priority seating for people with disability will be identified through signage in accordance with section 7.2 <i>Disability Standards for Accessible Public Transport 2002</i> .	

## 1.16 Taxi ranks

Not everyone is able to use public transport. Some people with disability, including some people with mobility disabilities and people who are blind or have low vision, are reliant on taxis to get around.

Ensuring that taxi ranks are designed to be accessible and safe for wheelchair and mobility scooter users, and are detectable for people who are blind or have low vision will support people to participate in and enjoy public life.

### Objectives

1. Super taxi ranks will be designed to be accessible and safe for wheelchair users.
2. All taxi ranks will be detectable for people who have low vision.
3. Taxi ranks on one way streets will be located to ensure safe access for all passengers to the front passenger seat.
4. Information will be provided about accessibility features of taxi ranks.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. As far as is practicable, super taxi ranks will include a kerb ramp compliant with AS1428.1 to facilitate safe access from the footpath to the vehicle.               <ol style="list-style-type: none"> <li>a) Where ramps are included in the kerb, they should be positioned at the rear of the taxi rank considering the extra length required for both the larger taxi vehicle and loading ramp, which will allow adequate access, clearance and circulation space.</li> <li>b) Kerb and channels adjacent to the taxi vehicle should be eliminated.</li> </ol> </li> </ol>	AS1428.1 (2009), Clause 10.7 Sydney Streets technical specifications NSW Taxi Council (2008) Taxi Zone Guidelines
<ol style="list-style-type: none"> <li>2. The footpath area adjacent to the taxi rank should be sufficiently wide enough to provide for waiting taxi passengers and passing pedestrians.               <ol style="list-style-type: none"> <li>a) A minimum of 1800mm clear space should be provided for passing pedestrians, with a greater width in areas with high pedestrian volumes.</li> </ol> </li> </ol>	NSW Taxi Council (2008) Taxi Zone Guidelines
<ol style="list-style-type: none"> <li>3. In the best possible circumstances and as far as is practicable all taxi ranks will:               <ol style="list-style-type: none"> <li>a) be located on streets with a gradient of less than 1:20, and</li> <li>b) be placed to take into consideration objects and infrastructure on the footpath adjacent to the taxi rank to ensure there are no obstructions to access between the taxi rank space and the kerb.</li> </ol> </li> </ol>	AS1428.1 (2009) Clause 10.7 Sydney Streets technical specifications
<ol style="list-style-type: none"> <li>4. Where taxi ranks are located on one way streets – they will be located on the left side of the street in the direction of travel– to provide safe access for everyone- including people with assistance animals – to the front passenger seat.</li> </ol>	Best practice
<ol style="list-style-type: none"> <li>5. Taxi rank signage will incorporate:               <ol style="list-style-type: none"> <li>a) luminance contrast (minimum 30%) to be visible to people with low vision, and</li> <li>b) written information at the rank will use raised tactile lettering on signage with high colour contrast, and braille if possible.</li> </ol> </li> </ol>	City of Sydney Legible Sydney Strategy and Guidelines
<ol style="list-style-type: none"> <li>6. Tactile Ground surface indicators will not be used in conjunction with taxi ranks.</li> </ol>	Additional guidance
<ol style="list-style-type: none"> <li>7. Information about the level of access at each taxi rank will be provided via online maps and listings.</li> </ol>	Best practice

## 1.17 Pedestrian crossings

The design and orientation of pedestrian crossings, can assist people who are blind or have low vision, and people using mobility devices to safely cross the road.

### Objectives

1. Pedestrian crossings will be designed to be detectable to people who are blind or have low vision to ensure they understand they have entered a different environment.
2. Pedestrian crossings will be accessible to wheelchair users, mobility scooters and people with prams.
3. Pedestrian crossings will be safe and free of slip and trip hazards.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Pedestrian crossings will be designed to be detectable to people who are blind or have low vision to ensure they understand they have entered a different environment. They will feature:               <ol style="list-style-type: none"> <li>a) either kerb ramps compliant with AS1428.1 Clause 10.7</li> <li>b) or where it is a level crossing, tactile ground surface indicators (hazard) along the boundary of the footway and roadway in accordance with AS1428.4.1 (2009) Clause 2.5</li> <li>c) lighting installed to required lux levels in accordance with the range in Australian Standards</li> <li>d) minimum 30% luminance contrast between pedestrian crossing signage poles, vehicle and pedestrian separation installations, fittings and background and adjacent surfaces.</li> </ol> </li> </ol>	AS1428.1 (2009) Clause 10.7 AS1428.4.1 (2009) Clause 2.5 AS/NZS 1158 – 2010 Lighting for Roads and Public Spaces
<ol style="list-style-type: none"> <li>2. As far as is practicable and in the best possible circumstances the gradient / cross slope on crossings shall not be steeper than 1:40.</li> </ol>	Australian Human Rights Commission: Access to Premises – Frequently Asked Questions
<ol style="list-style-type: none"> <li>3. Pedestrian crossings will incorporate non-slip paintwork at any pedestrian crossing point in accordance with AS4586 (2013).</li> </ol>	AS 4586 (2013)

## 1.18 Pedestrian refuge islands

Pedestrian refuge islands offer pedestrians opportunities to cross roads in a staged manner. They are typically used when a street is very wide.

### Objectives

1. Pedestrian refuge islands will be accessible and safe to wheelchair users and people with prams.
2. Cut-throughs will be aligned with corresponding kerb ramps on either side of the road.
3. Pedestrians who are blind or have low vision will be able to detect the boundary between the refuge island and the carriageway.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Medians and pedestrian refuge islands should be designed in accordance with RMS Technical direction TDT2011/01A. In particular:               <ol style="list-style-type: none"> <li>a) Medians and pedestrian refuges will be a minimum of 2000mm wide at crossing and must have a kerb.</li> <li>b) Medians and pedestrian refuges in crossings should be cut through level with the street or have kerb ramps at both sides.</li> <li>c) Cut throughs will be aligned with corresponding kerb ramps on the footpath.</li> <li>d) Cut throughs will be a minimum of 3000mm.</li> </ol> </li> </ol>	RMS Technical direction TDT2011/01A

## 1.19 Signalised pedestrian crossings

Audio Tactile Push Buttons (ATPBs) alert pedestrians who are blind or have low vision and pedestrians who are Deaf or hard of hearing, that the traffic signal has changed and it is safe to cross the road.

Roads and Maritime Services (RMS) is the consent authority for the installation and operation of signalised pedestrian crossings (and audio tactile units).

The City is providing braille / tactile wayfinding signage at all signalised pedestrian intersections.

### Objectives

1. Use of Audio Tactile Push buttons (ATPBs) will allow people with vision and or hearing impairment to know when it is safe to cross the road.
2. Controls at signal operated pedestrian crossings that can be easily reached by a person when standing or seated and operated with a closed fist or open palm.

Performance Standards	Reference
1. Where pedestrian push button assemblies are installed, auditory signals and tactile directional indicator buttons should be included, to provide pedestrians with audio cue of when it is safe to cross the road. They will incorporate incorporating audible, visible and tactile signal notification elements	Best practice
2. Where they are provided, pedestrian push button assemblies should be located within the zone of common reach as per AS1428.2 (1992) Clause 22.4	AS 1428.5: 2010 AS1428.2, 1992 Clause 22.4
3. Braille/Tactile wayfinding signage will be located at all signalised pedestrian crossings	Legible Sydney Signage Manual

## 1.20 Bridges with pedestrian facilities

Bridges with pedestrian facilities can serve numerous purposes.

- They may be dedicated pedestrian bridges that provide safe access for pedestrians and people who cycle to cross major roads with several lanes of traffic, or bodies of water.
- Bridges may be built for traffic, rail or light rail purposes, but include pedestrian facilities.
- In other circumstances bridges with pedestrian facilities are featured within parks or other open spaces in the public domain to enhance access on critical walking routes.

Note: many bridges with pedestrian facilities are constructed by other agencies, such as Roads and Maritime Services.

### Objectives

1. Bridges with pedestrian facilities should incorporate a continuous accessible path of travel. They will provide step free access.
2. Circulation space at the entrance to bridges with pedestrian facilities will consider nearby hazards.
3. Bridges with pedestrian facilities should be designed to provide a safe shoreline for pedestrians who are blind or have low vision
4. Bridges with pedestrian facilities will provide resting points where appropriate and such resting points will not obstruct the continuous accessible path of travel
5. People who are blind or have low vision should be able to detect hazards such as stairs and bollards that may obstruct or be connected to the path of travel.
6. Bridges will be designed to provide sufficient passing space for all pedestrians.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Bridges with pedestrian facilities should be designed to be connected to and incorporate a continuous accessible path of travel.               <ol style="list-style-type: none"> <li>a) In most circumstances, bridges with pedestrian facilities should have a minimum clear width of 2000mm at the narrowest point and a minimum clear height of 2000mm with nothing encroaching into that envelope.</li> <li>b) Where a bridge with pedestrian facilities is less than 20 metres in length, the path of travel may have a minimum width of 1200mm, but 2000mm is preferred.</li> </ol> </li> </ol>	Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture Clause 8.2.10
<ol style="list-style-type: none"> <li>2. The surface of the pedestrian facilities on bridges will:               <ol style="list-style-type: none"> <li>a) Have a slip resistant surface during dry and wet conditions. Specifically, footpath materials will have a minimum slip resistance rating:                   <ol style="list-style-type: none"> <li>i. P5 for ramps and footpath steeper than 1:14</li> <li>ii. P4 for ramps and footpaths under 1:14.</li> </ol> </li> </ol> </li> <li>3. Where permeable surfaces for pedestrian facilities are required, they will be designed to be heel proof, in consideration of AS1428.1 Clause 7.5.</li> </ol>	Australian Human Rights Commission: Access to Premises – Frequently Asked Questions AS1428.1 Clause 7.5 Sydney Streets Technical Specifications
<ol style="list-style-type: none"> <li>4. Where a bridge with pedestrian facilities is greater than 60 metres in length, consideration should be given to the provision of resting points with appropriate seating where the seating does not obstruct the continuous accessible path of travel.</li> <li>5. Where seating is provided on a bridge with pedestrian facilities, it will be designed to be compliant with AS1428.2 Clause 27.2 <i>Seating in pedestrian areas</i>, so that a minimum of 500mm away from the path of travel, so as to create an obstruction on the continuous accessible path of travel.</li> </ol>	AS1428.2 (1992) Clause 7(e) – see note AS1428.2 (2009) Clause 27

Performance Standards	Reference
<p>6. Bridges with pedestrian facilities should provide step free access.</p> <p>a) Where access is provided via a ramp, it will be compliant AS1428.1 and AS1428.4.1, specifically:</p> <p>i. Where a ramp is provided it will be designed in accordance with AS1428.1 Clause 10.3 and AS1428.4.1 Clause 2.4 to ensure the appropriate gradients, width, cross fall, use of TGSIs, handrails and landing platforms.</p> <p>ii. Ramps will be set back from the site boundary by 900mm so that the handrail and TGSIs do not protrude into the continuous path of travel. AS1428.1 Clause 10.3 part (f).</p> <p>b) Where access is provided via a lift, it will be designed to be compliant with AS1735.12.</p> <p>7. Appropriate and safe circulation space at the entrance of lifts shall be provided in accordance with AS1428.1 (2009) clause 13:</p> <p>a) As far as is practicable, where the circulation space is adjacent to descending stairs, additional circulation space should be provided to ensure safe circulation space for wheelchair users and minimise conflict with the landing area for people climbing the stairs.</p> <p>8. If a bridge can only be accessed via stairs, signage indicating the alternative accessible route and distance shall be provided</p>	<p>AS1428.1 (2009)</p> <p>AS1428.4.1 (2009)</p> <p>AS1735.12 (1999)</p> <p>Australian Human Rights Commission: Access to Premises – Frequently Asked Questions</p> <p>Alternative solution</p>
<p>9. Bridges with pedestrian facilities will provide a shoreline. This should be provided either through either:</p> <p>a) an adjacent wall or fence that is continuous to the path so it is detectable by a person using a cane</p> <p>b) an adjacent raised kerb edge with a minimum height of 150mm as per AS1428.1 (2009) Clause 10.2.</p>	<p>Sports and Recreation Victoria (2015) Design for Everyone</p> <p>AS1428.1 (2009) Clause 10.2</p>
<p>10. People who are blind or have low vision should be able to detect hazards such as stairs and bollards in the path of travel.</p> <p>a) Where pedestrian bridges feature stairs, hazard TGSIs will be provided in accordance with AS1428.1.</p> <p>b) The use of bollards across a continuous accessible path of travel should be avoided as far as possible. Please refer to 1.7 for further guidance information.</p>	<p>AS1428.1 (2009)</p>

## 1.21 Shared zones

A shared zone is a road or network of roads where the road space is shared by vehicles and pedestrians and where pedestrian priority and quality of life take precedence over ease of vehicle movement.

These guidelines are to be read in conjunction with guidance from the RMS. All shared zones are approved by the Roads and Maritime Service (RMS).

For people who are blind or have low vision, shared zones can be unpredictable and potentially disorienting environments. While all pedestrians have priority over vehicles in shared zones, design elements can communicate this new environment.

### Objectives

1. Shared zones will be designed to prioritise pedestrian movement and include continuous footpath treatments, where applicable.
2. The design for shared zones must safely accommodate the needs of people with mobility disabilities and people who are blind or have low vision. Features such as tactile paving, hand rails and the careful placement of landscaping and street furniture must be considered during the design process.
3. In shared zones, access to cross the existing road must be provided for people with mobility disabilities and people who are blind or have low vision, and the ability to negotiate traffic calming must also be accommodated.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Shared zones will be designed in accordance with the Sydney Streets Code, Sydney Streets Technical Specifications and the Roads and Maritime Services TTD 2016/001. In particular:               <ol style="list-style-type: none"> <li>a) The footpath treatment across the entrance to the shared zone should be continuous with surrounding footpaths to prioritise pedestrian movement, where it meets requirements of RMS TDT 2013/05.</li> <li>b) The remaining pavement surface of the shared zone shall be changed to highlight the difference in the street environment from the surrounding road network. It must be clearly distinguishable by colour, texture and materials.</li> </ol> </li> </ol>	RMS TTD 2016/001 RMS TDT 2013/05 Sydney Streets Technical Specifications
<ol style="list-style-type: none"> <li>2. Tactile ground surface indicators will be included at the boundary of the footpaths and shared zone where they are at the same grade in accordance with AS1428.4.1 clause 2.5.</li> </ol>	RMS TTD 2016/001 RMS TDT 2013/05 AS1428.4.1 Clause 2.5 Sydney Streets Technical Specifications

1.22 Design cues for navigating hard paved open spaces

For people who are blind or have low vision, large paved open spaces like plazas and malls can be unpredictable and potentially disorienting environments, especially if key infrastructure or destinations are located away from the building line at the perimeter.

Carefully considered placement of elements and other design responses can communicate a path of travel to these harder to locate destinations and assist people to navigate large open spaces to facilitate with greater independence, confidence and dignity.

Objectives

- 1. Where the continuous accessible path of travel within large hard paved open spaces is not predictable, environmental cues and/or technological aids may be employed. These should support people who are blind or have low vision to identify the accessible path of travel and key destination points within the zone.

Performance Standards	Reference
<ul style="list-style-type: none"><li>1. Within large open hard paved spaces (e.g. shopping malls and plazas) where the continuous accessible path of travel is not predictable or easily detectable, environmental cues may be used to assist with navigation. These may include but are not limited to:<ul style="list-style-type: none"><li>a) the strategic placement of furniture and other elements such as bollards, handrails, kerbs and furniture to provide additional guidance to allow people to navigate safely though spaces and to their destination</li><li>b) the use of textural and/or luminance contrasting paving materials (minimum 30%) to continue the shoreline where there are breaks in the shoreline at the building edge</li><li>c) the use of technology to support navigation.</li></ul></li></ul>	Best practice

## 1.23 Shared pathways

Shared paths are footpaths used by pedestrians and people riding bicycles. Shared paths are created in streets primarily in situations where there is not adequate space to accommodate a separated cycleway. Park paths are permitted to be used by bicycles, except where prohibited under ordinance.

Shared paths can be unpredictable environments for people who are blind or have low vision, people who are deaf or hard of hearing and cannot hear bicycle bells, and people with mobility restrictions, who may not be able to move quickly off a shared path.

The following design guidelines aim to ensure that the path itself is accessible. The City of Sydney's StreetShare Strategy identifies programs and initiatives to create a more harmonious relationship between all users of shared space, both off-road and on-road.

Shared paths on the streetscape shall be designed in accordance with the City of Sydney Standard Cycleways Treatments Overview and Shared Path Pavement Marking Guide, the Roads and Maritime Services (2005) NSW Bicycle Guidelines and Austroads Guide to Road Design Part 6A: Pedestrian and Cyclist Paths, and Sydney Street Technical Specifications.

### Objectives

1. Shared paths will be designed to provide a continuous accessible path of travel and consider the volume of pedestrian and cyclist activity.
2. Shared paths on the streetscape will be clearly marked to notify pedestrians and cyclists they are on a shared path.
3. The design of bollards at the terminal points of shared paths will be detectable to people with low vision.
4. The placement of bollards and chicanes at the terminal points of shared paths will provide adequate clearance to maintain the continuous accessible path of travel.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Shared paths will be designed in accordance with the City of Sydney Standard Cycleways Treatments Overview. Specifically, shared paths will meet design criteria of a continuous accessible path of travel. Key considerations include:               <ol style="list-style-type: none"> <li>a) width of path desirable 2.0m, minimum 1.2m for pinch points for a length of no more than 20m</li> <li>b) height clearance minimum 2.4m</li> <li>c) crossfall 2% minimum, 5% maximum</li> <li>d) clear width from doorways minimum 1600mm</li> <li>e) setbacks varies – from 400mm</li> <li>f) lighting Australian Standard P2</li> <li>g) surface tolerances (adjacent and perpendicular to path of travel) 5mm.</li> </ol> </li> </ol>	<p>City of Sydney Cycle Strategy and Action Plan 2007 – 2017</p> <p>City of Sydney Standard Cycleways Treatments Overview</p> <p>Sydney Streets Technical Specifications Roads and Maritime Service (2005) NSW Bicycle Guidelines</p> <p>Austroads Guide to Road Design Part 6A: Pedestrian and Cyclist Paths.</p>

Performance Standards	Reference
<p>2. Shared paths on the streetscape will incorporate a series of pavement markings in accordance with the City of Sydney Shared Pathways Pavement Markings Guide. The guide provides a tiered approach to signage that recognises different levels of risk in different contexts, and requires signage responses to address those risks.</p> <p>a) All shared paths to have mandatory shared path markings, line markings, symbols and text elements.</p> <p>b) Common zones of higher risk to be managed by an incremental system.</p> <p>c) Driveways:</p> <ul style="list-style-type: none"> <li>i. Type 1 - Commercial – low use</li> <li>ii. Type 2 - Industrial / commercial – frequent use</li> <li>iii. Type 3 - Parking on/adjacent path.</li> </ul> <p>d) Bus shelters:</p> <ul style="list-style-type: none"> <li>i. Type 1 - All bus stops on the shared pathways</li> <li>ii. Type 2 - Limited width for travel behind the shelter</li> <li>iii. Type 3 - Limited width for travel in front of the shelter only.</li> </ul> <p>e) Occasional points of increased risk where regulatory messages may be necessary.</p> <p>Note: All paths within parks are designated as shared paths. Only where the shared path within a park intersects with a shared path on the street will be pavement markings be incorporated.</p>	<p>City of Sydney Shared Pathways Pavement Markings Guide</p>
<p>3. The use of bollards and chicanes across shared path must comply with Austroads Guide to Road Design Part 6A: Paths for Walking and Cycling (2017 Edition). They will provide minimum clearance of 1400mm between bollards.</p>	<p>Austroads Guide to Road Design Part 6A: Paths for Walking and Cycling (2017 Edition)</p>

## 1.24 Public domain lifts

From time to time lifts in the public domain provide access in areas with challenging topography, making areas accessible to wheelchair users, people with prams and people with limited mobility.

### Objectives

1. New public domain lifts, escalators and moving walkways will be designed to be accessible in accordance with current Australian standards.
2. Circulation space at the entrance of public domain lifts will consider nearby hazards.
3. Lifts and moving walkways will be connected to a continuous accessible path of travel.
4. Public domain lifts, escalators and moving walkways will be easily located.

Performance Standards	Reference
1. Public domain lifts will be designed to be compliant with AS1735.12 (1999).	AS1735.12 (1999)
2. Walkways and escalators will be designed in accordance with AS1428.1 (2009) clause 2.4.	AS1428.4.1 (2009) Clause 2.4
3. Public domain lifts, walkways and escalators will be connected to a continuous accessible path of travel.	Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture Clause 8.2.2
4. Appropriate and safe circulation space at the entrance of lifts shall be provided in accordance with AS1428.1 (2009) clause 13.	AS1428.1 (2009) Clause 13
5. As far as is practicable, where the circulation space is adjacent to descending stairs, additional circulation space should be provided to ensure safe circulation space for to minimise conflict with the landing area for people climbing the stairs.	



# Parks

## PART 02



# Designing inclusive and accessible parks

People socialise, exercise, play and relax in green open spaces. These spaces support people in living active and healthy lives and provide numerous opportunities for social connection. The City is committed to delivering inclusive, dignified and equitable access to parks and playgrounds and to the experiences they offer to everyone.

There are more than 400 parks and open spaces in the local area. The City of Sydney's parks cover an area of more than 188 hectares. There are a variety of parks in the City of Sydney, of varying size and functions:

- **Iconic parks** – Parks of significance in size, botanical features, heritage, or containing significant facilities attracting high visitation
- **Neighbourhood parks** – typically parks above 1500m<sup>2</sup> that contain a range of recreational facilities such as playground and/or courts and/or toilets and/or off-leash areas and/or sports fields and/or BBQ picnic shelters
- **Pocket parks** – typically less than 1500m<sup>2</sup>. Some may include recreational facilities such as small playgrounds and/or off-leash area
- **Sportsfields** – Sportsfields and facilities that provide opportunities for active recreation and ball games typically less than 1500m<sup>2</sup>. Some may include recreational facilities such as small playgrounds and/or off-leash area.

Not all parks are large enough to accommodate amenities and infrastructure to meet all needs. When planning parks and playgrounds, the City adopts a network approach to ensure that within a network of parks within each neighbourhood, on balance a variety of experiences and amenities are provided.

These guidelines require that the City's pocket parks and playgrounds be designed to be as accessible as possible, by ensuring the provision of a continuous accessible path of travel and accessible furniture where provided and inclusive play spaces and play elements, where they are provided.

Neighbourhood and district parks and playgrounds will typically provide the opportunity for best practice inclusive park design and amenity, toilets, shade, seating and parking and or drop off points.

The guidance in this chapter will be reflected in future revisions of the Sydney Parks Design code.

For design guidance on the following elements within parks please refer to part 1 and the Sydney Streets Code:

- Stairs and ramps
- Kerb ramps
- Tactile ground surface indicators
- Bollards and crowded place management
- Drainage grates and pits
- Public art and other design features
- Lighting
- Public toilets
- Shared paths
- Shared zones
- Bridges with pedestrian facilities.

## 2.1 The continuous accessible path of travel in parks

Within the context of a park, the continuous accessible path of travel is the critical piece of infrastructure that connects all the different opportunities for recreation, exercise, relaxation and enjoyment of nature available. It benefits not only wheelchair users, but also people with mobility disabilities and parents with prams, through step free access. The path also enables people who are blind or have low vision to navigate the space with greater confidence by providing a texturally contrasting element to surrounding materials such as grass and softfall, which can be used as a shoreline to navigate the space.

### Objectives

1. As far as possible, a continuous accessible path of travel will provide equitable access to all elements within a park.
2. The continuous accessible path of travel will be made of materials that are stable, durable and slip resistant.
3. Pavement edging will provide shorelines to assist people who are blind or have low vision to navigate the path with confidence.
4. Where a hazard exists or protrudes within the continuous accessible path of travel, additional hazard warnings will be included to alert people who are blind or have low vision.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. As far as possible, a continuous accessible path of travel will provide equitable and dignified access to all elements (where provided) in the park, including:               <ol style="list-style-type: none"> <li>a) playgrounds and play experiences</li> <li>b) playing fields and sporting facilities including sports fields, ovals, courts and other sport infrastructure such as ping-pong tables, rebound walls, practice courts/keys, cricket nets</li> <li>c) fitness equipment and fitness areas</li> <li>d) public art, memorials and other design elements</li> <li>e) seating</li> <li>f) picnic areas and BBQ facilities</li> <li>g) community gardens</li> <li>h) nature experiences</li> <li>i) accessible toilets and change facilities, and</li> <li>j) parking, drop off points and nearby public transport connections.</li> </ol> </li> </ol>	<p>Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture Clause 8.2.2</p>
<ol style="list-style-type: none"> <li>2. The preferred minimum width clearance for a continuous accessible path of travel in parks and playgrounds is:               <ol style="list-style-type: none"> <li>a) 2000mm</li> <li>b) Where this is not feasible, 1800mm is acceptable</li> <li>c) In circumstances where the path of travel is less than 20m in length, a minimum of 1200mm is acceptable</li> </ol> </li> <li>4. A minimum of 2000mm height clearance should be provided and maintained on all continuous accessible paths of travel.</li> <li>5. Where the path is a shared path, a minimum height clearance of 2400mm should be provided.</li> </ol>	<p>Australian Human Rights Commission: Access to Premises – Frequently Asked Questions</p> <p>Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture</p> <p>City of Sydney Standard Cycleways Treatments Overview</p>

Performance Standards	Reference
<p>3. While a path necessarily follows the natural topography of the area, in the best possible circumstances a continuous accessible path of travel along within a park will:</p> <ul style="list-style-type: none"> <li>a) have a gradient of no steeper than 1 in 20</li> <li>b) have a cross fall of no steeper than 1 in 40 (or no steeper than 1 in 33 for bitumen surfaces)</li> <li>c) be as smooth as possible without raised or cracked paving or tree root damage, and</li> <li>d) have a slip resistant surface during dry and wet conditions. Specifically, footpath materials will have a minimum slip resistance rating: <ul style="list-style-type: none"> <li>i. P 5 for ramps and footpaths steeper than 1:14.</li> <li>ii. P 4 for ramps and footpaths under 1:14.</li> </ul> </li> </ul>	<p>Australian Human Rights Commission: Access to Premises – Frequently Asked Questions AS 4586 (2013)</p>
<p>4. Paving materials will be made of materials that are stable and durable. Irregular paving materials with varied textures and heights will be avoided for the continuous accessible path of travel. Examples can include some cobblestones, stepping stones, loose pebbles or gravel, large pebblecretes and decking.</p>	<p>AS 4586 (2013)</p>
<p>5. The continuous accessible path of travel will incorporate defined pathway edgings that include a continuous physical element which provides a detectable horizontal or vertical outline or edge for navigation. Examples of shorelines provided by landscaping include:</p> <ul style="list-style-type: none"> <li>a) An adjacent building walls</li> <li>b) An adjacent raised landscape fixture or planting that incorporates either kerb, low height wall, raised planting area</li> <li>c) An adjacent flush landscape fixture or planting (e.g. mulch or lawn).</li> <li>d) Pavement edging shall: <ul style="list-style-type: none"> <li>i) have minimum 30% luminance contrast with main paving material</li> <li>ii) consider textural contrast, and</li> <li>iii) incorporate 500mm clearance in front of seating.</li> </ul> </li> </ul>	<p>Draft Australian Standard AS1428.4.2 (2015) AS 1428.2. Clause 27</p>

Performance Standards	Reference
6. Suspended pathways will be made of long lasting materials to take the weight and usage of all users with wheeled chairs, prams or barrows. 7. Where suspended walkways are provided they shall: <ul style="list-style-type: none"> <li>a) have a minimum width of 2000mm</li> <li>b) have a minimum height of 2000mm</li> <li>c) have minimum slip resistance of P4</li> <li>d) be no steeper than in 1 in 33, and</li> <li>e) include an adjacent raised kerb edge with a minimum height of 150mm as per AS1428.1 (2009) Clause 10.2.</li> </ul>	Australian Human Rights Commission: Access to Premises – Frequently Asked Questions  AS1428.1 (2009) Clause 10.2

## 2.2 Planting

The choice and placement of plantings can enhance access by creating shorelines with adjacent pathways that assist with navigation for people who are blind or have low vision. Planting choices should be carefully considered to ensure they do not create trip and slip hazards or obstruct sight lines.

### Objectives

1. Planting will be considered to ensure that it does not drop excessive debris along the continuous accessible path of travel and over areas where plants are intended to provide shade elements.
2. Consideration will be given to ensure planting does not encroach the continuous accessible path of travel or obstruct sight lines.
3. Landscape elements used for planting should incorporate effective contrast between those elements and adjacent surfaces.
4. Pavement edging or landscaping elements will provide effective shorelines for wayfinding for people who are blind or have low vision.

Performance Standards	Reference
1. In areas adjacent to the continuous accessible path of travel, and places where landscape elements are used to provide shade, such as play spaces and seating, the use of landscaping elements that drop excessive debris will be avoided.	Sports and Recreation Victoria (2015) Design for Everyone Guide
2. Planting shall not encroach into lines of sight for users of the area. <ol style="list-style-type: none"> <li>a) Planting shall be setback a minimum of 500mm from any pathway.</li> <li>b) Maximum height at top of hedges or similar fences shall be 1050mm above ground level.</li> </ol>	Sports and Recreation Victoria (2015) Design for Everyone Guide
3. Landscape elements used for planting – such as raised planter beds, integrated planter boxes, and kerb rails for garden beds – should incorporate a minimum 30 % luminance contrast between landscape installations and background and adjacent surfaces.	Sports and Recreation Victoria (2015) Design for Everyone Guide
4. Landscape design should consider the needs of people with disability and consider incorporating design cues. These may include: <ol style="list-style-type: none"> <li>a) colour and scent cues, and</li> <li>b) structures at entry and exit points.</li> </ol>	Sports and Recreation Victoria (2015) Design for Everyone Guide

## 2.3 Park furniture including picnic settings

Seating and furniture in parks provides everyone with the opportunity for rest and respite, and places to socialise and share a meal. This furniture includes permanent fixed park furniture, or moveable and temporary furniture.

### Objectives

1. Park furniture will not obstruct the continuous accessible path of travel, but will be connected to a continuous accessible path of travel to ensure everyone can easily find use the amenities without a barrier.
2. Furniture will be accessible and visually detectable to users with a range of ability and vision.
3. Within iconic and neighbourhood parks, seating will be provided at key locations and at regular intervals to provide predictable rest opportunities.
4. Where numerous seating opportunities are available within a park, a diversity of seating options may be provided.
5. Sufficient spaces will be provided to ensure people who use wheelchairs, mobility scooters and people with prams will be able to be seated with family and friends in parks and picnic areas.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. As far as possible:               <ol style="list-style-type: none"> <li>a) Furniture will be connected to a continuous accessible path of travel.</li> <li>b) Seats shall be set back by a minimum of 500mm away from the continuous accessible path of travel, and</li> <li>c) Furniture will located on an accessible surface.</li> </ol> </li> <li>2. Seating placement should ensure equitable access to seating opportunities in different locations within the park.</li> </ol>	<p>Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture Clause 8.2.2 AS1428.2 (1992) Clause 27.1</p>
<ol style="list-style-type: none"> <li>3. If furniture does protrude onto the path of travel, appropriate hazard warnings will be incorporated into the design. These may include but are not limited to:               <ol style="list-style-type: none"> <li>a) higher luminance contrast (45–60%) of furniture materials with surrounding paving materials, and</li> <li>b) appropriate use of hazard TGSIs to warn of obstacle.</li> </ol> </li> </ol>	<p>Alternative solution</p>
<ol style="list-style-type: none"> <li>4. Permanent furniture, including seating, tables, water fountains, planter boxes, and bins will be designed to be compliant with AS1428.2 Clause 27.               <ol style="list-style-type: none"> <li>a) In particular, permanent furniture will be made of materials that have a minimum luminance contrast of 30% as per AS1428.2 Clause 27.1 (b). The contrast will be assessed with surrounding paving materials.</li> </ol> </li> </ol>	<p>AS1428.2 (1992) Clause 27</p>

Performance Standards	Reference
<p>5. Where only one style of permanent seating is provided, it will be designed to be compliant with AS1428.2 Clause 27. In particular:</p> <ul style="list-style-type: none"> <li>a) Compliant seating will generally be a consistent height of 450mm as per AS1428.2 Clause 27.2.</li> <li>b) Compliant seating will include arm rests and backs to support people who have difficulty being seated or getting up from a seated position.</li> </ul> <p>6. Within larger parks that provide numerous different seating opportunities, in addition to compliant seating (minimum 25%), a range of different seating types may be provided. These may include integrated seating and bespoke items. Where possible:</p> <ul style="list-style-type: none"> <li>a) A range of different seating heights (350mm, 450mm and 520mm) consistent with guidelines in AS1428.2 Clause 27 will be provided.</li> <li>b) Integrated seating will provide backrests and arm rests for approx. 25% of available seats.</li> </ul>	<p>AS1428.2 (1992) Clause 27</p> <p>Australian Network on Disability (2016) Design for Dignity Guidelines</p>
<p>7. Consideration of the needs of wheelchair and mobility scooter users and people with prams will be made as far as possible throughout the site. This includes:</p> <ul style="list-style-type: none"> <li>a) A minimum of 1200mm circulation space around picnic furniture will be provided and maintained.</li> <li>b) Where a row of continuous seating is provided (either as singular unit or several units side by side), spaces for wheelchairs and prams will be provided at regular intervals so that people can sit with their family and friends.</li> </ul>	<p>AS1428.2 (1992) Clause 24.1</p>

## 2.4 Barbeques and cooking facilities

The design and placement of outdoor cooking facilities should allow everyone to cook and share a meal together.

### Objectives

Barbeques and cooking facilities should include:

1. controls that are easy to see and use at the front of the hot plate
2. controls that can be used with a closed fist or open palm
3. controls that incorporate raised tactile and braille elements
4. hot plates that can be reached by a person when standing or seated, and
5. some low height benches with adequate leg clearance underneath, adjacent to the barbecue hot plate.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. The top of the low height bench space should be at a height between 830 – 870mm above the floor or ground level with leg clearance at a height of 800 – 840mm underneath for minimum of 900mm.</li> <li>2. Appropriate reach ranges and controls should be incorporated in accordance with AS1428. 2 Clauses 22 and 23.</li> <li>3. Consideration should be given to size and location of the hard surface on which the cooking facilities are located, to ensure that over time trip hazards do not arise where heavy wear of grass surfaces in the immediate vicinity causes a substantial drop in height between the hard surface and the grass.</li> </ol>	<p>Sports and recreation Victoria (2015) Design for Everyone Guide AS1428.2 1992 Clauses 22 and 23</p>

## 2.5 Outdoor fitness equipment

Everyone should be able to use fitness equipment. Its location and the availability of apparatus that can be used by wheelchair users are key considerations.

### Objectives

1. Fitness equipment will be connected to a continuous accessible path of travel.
2. A variety of activities and heights of equipment, including fixtures for wheelchair transfer will be provided to enable people of varied abilities to use the equipment.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. As far as possible, the fitness equipment will be accessed by continuous accessible path of travel. See 3.1 for further detail.</li> <li>2. Fitness equipment will be installed on a wheelchair accessible surface.</li> </ol>	<p>Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture Clause 8.2.2</p>
<ol style="list-style-type: none"> <li>3. Where fitness equipment is provided, a diversity of apparatus to meet the exercise needs of all people including people using mobility aids will be provided, including provisions for wheelchair transfer where appropriate.</li> <li>4. Appropriate wheelchair transfer fixtures will be provided.</li> <li>5. Instructions will include tactile elements and consideration of audible and mobile technology.</li> </ol>	

## 2.6 Playspaces and recreation spaces for young people

The City provides a variety of playspaces and play apparatus for the recreational and developmental needs of children and young people of all ages.

- Playgrounds and play apparatus typically include traditional, adventure water-play equipment and natural play experiences depending on the available space and park demographic.
- Recreation spaces for young people include skate facilities and rebound walls for ball practice and games.

Where possible, given constraints of topography and size of parks, the City will provide a diverse, inclusive and accessible range of playspaces and youth recreation spaces for all children and young people at strategic locations across the City's park network.

Neighbourhood and district parks and playgrounds will typically provide the opportunity for best practice amenity, including toilets, shade, seating and parking and or drop off points.

### Objectives

1. All playspaces will be designed to consider layout, signage, wayfinding and access to ensure everyone can find their way to, in and around the playspace.
2. Inclusive playspaces/play equipment and recreation spaces for young people, should be located in an accessible area of the park. Ideally, they will be located near to an accessible drop off point, parking (where provided) or/and public transport link.
3. All playspaces, should be designed to ensure the play experience as a whole, including equipment and surfacing, enables everyone to experience a variety of challenging and engaging play opportunities in a way that suits them.
4. Where possible, inclusive play spaces will be located near amenities such as shade and toilets.

Performance Standards	Reference
<p><b>Can I get there?</b></p> <ol style="list-style-type: none"> <li>1. All playgrounds and recreation spaces for young people will be connected to a continuous accessible path of travel. See 2.1 for further detail.</li> <li>2. Play spaces/play equipment and recreation spaces for young people should be located in an accessible area of the park. They will be ideally located near to accessible drop of points and parking (where provided).</li> <li>3. Entry points will be positioned in reasonable locations that can be easily identified.</li> <li>4. Where playspaces are fenced, accessible entry points will be provided. <ol style="list-style-type: none"> <li>a) Where a child-proof gate is employed, alternative opening mechanisms will be provided for people who cannot reach the lift and pull mechanism.</li> <li>b) Gates, doors and other entrances will be designed and oriented to be accessible to all users. <ol style="list-style-type: none"> <li>i. Gates and doors should be a minimum of 850mm wide.</li> <li>ii. Appropriate and safe circulation space at the entrance of all fenced areas, (including courts, stadia and ovals), and in conjunction with chicanes shall be provided in accordance with clause 13 of AS1428.1 (2009).</li> <li>iii. Gates and doors in outdoor courts, ovals and stadia, in particular the reach ranges and controls will be designed in accordance with AS1428.2 Clauses 22, 23 and 28.</li> <li>iv. The use of turnstiles should be avoided.</li> <li>v. If fenced, the gate will have accessible entry mechanisms for people who use wheelchairs or have limited manual dexterity. This may include foot pedal operated gates and sensor operated controls that activate by sensing movement.</li> </ol> </li> </ol> </li> </ol>	<p>Everyone Can Play Design Guidelines Sports and Recreation Victoria – Design for Everyone Guide</p> <p>AS1428.2 (1992) Clause 7(e)</p> <p>AS1428.2 (1992) Clauses 22, 23 and 28</p> <p>AS1428.1 (2009), Clause 13</p>

Performance Standards	Reference
<p><b>Can I play?</b></p> <ol style="list-style-type: none"> <li>5. Where playspaces are provided, consideration will be given to the Everyone Can Play in NSW Design Guidelines. In particular, the design will consider the principles of Choose, Fit, Find, Thrive, Join In and Belong, and address the Best Practice Design Recommendations, as far as is feasible.</li> <li>6. All playspaces should provide multiple play opportunities (sensory, manipulative, imaginary) for people of all ages and abilities and a variety of multi user equipment pieces.</li> <li>7. At district and neighbourhood parks, more than half of the play equipment pieces within the playspace should be accessible. Consideration will be given to the <i>USA Access Board: A Summary of Accessibility Guidelines for Play Areas</i>. In particular: <ol style="list-style-type: none"> <li>a) The design will consider <i>U.S. Access Board (2005) Summary of Accessibility Guidelines</i> in determining the appropriate variety and balance play components. The intent of this requirement is to provide a variety of experiences for individuals who choose to remain with their mobility devices, or choose not to transfer to elevated play components.</li> <li>b) At least one of each type of ground-level play component (for example rocking, swinging, climbing, spinning, and sliding) that is present in the play area must be linked by a continuous accessible path of travel.</li> <li>c) Where elevated play equipment is provided, as far as is practicable a minimum of 50% of the components will be accessible via a ramp.</li> </ol> </li> </ol>	<p>Everyone Can Play Design Guidelines U.S. Access Board (2005) Summary of Accessibility Guidelines for Play Areas</p>
<p><b>Can I stay?</b></p> <ol style="list-style-type: none"> <li>8. Where playspaces are provided, consideration will be given to the Everyone Can Play in NSW Design Guidelines. As far as is possible, they will: <ol style="list-style-type: none"> <li>a) be located near to accessible toilets (where provided), and</li> <li>b) incorporate shade/shelter or be located with the vicinity of shade/shelter</li> </ol> </li> </ol>	<p>Everyone Can Play Design Guidelines</p>

## 2.7 Playing fields – including outdoor courts, ovals and sports fields

Ensuring fields of play – outdoor courts, ovals and sports fields – meet the needs of as many people as possible is a key way to ensure everyone has the opportunity to benefit from the physical, social and emotional wellbeing that sports and recreation activity offers.

### Objectives

1. All playing fields will be connected by a continuous accessible path of travel to other key elements within the park.
2. Equitable access for all users will be provided to all playing fields.
3. Surfaces of courts will be accessible and slip resistant.
4. Adjustable nets and hoops on courts should be provided to facilitate the participation of everyone, including people with disability.
5. Consideration will be given to mitigating the risk of the balls entering inaccessible areas which cannot be retrieved by people with disability.

Performance Standards	Reference
1. All courts, ovals, and fields of play will be accessible via a continuous accessible path of travel. See 2.1 for more detail.	Sports and Recreation Victoria (2015) <i>Design for Everyone Guide</i>
2. Accessible entry points will be provided to all fields of play, including sports fields and ovals. 3. Gates, doors and other entrances on outdoor ovals, courts and fields of play will be designed and oriented to be accessible to all users. a) Gates, doors and turnstiles should be a minimum of 850mm wide. b) Appropriate and safe circulation space at the entrance of courts, stadia and ovals shall be provided in accordance with clause 13 of AS1428.1 (2009). c) Gates and doors in outdoor courts, ovals and stadia, in particular the reach ranges and controls will be designed in accordance with AS1428.2 Clauses 22, 23 and 28. d) The use of turnstiles should be avoided. e) Where a child proof gate is employed, alternative opening mechanisms will be provided for people who cannot reach the lift and pull mechanism.	AS1428.2 (1992) Clauses 22, 23 and 28 AS1428.1 (2009), Clause 13
4. Surfaces of courts will be accessible and slip resistant. 5. Consideration will be given to the use of synthetic materials to enhance accessibility of sports fields in strategic locations.	Sports and Recreation Victoria (2015) <i>Design for Everyone Guide</i>

Performance Standards	Reference
<p>6. Consideration will be given to enclosure of ball game areas, particularly at key locations such as behind scoring points. This reduces the need to chase balls outside the play area into what could be difficult or inaccessible terrain, and assists in protecting spectators from injury.</p> <p>7. Where practicable, such as at staffed facilities, adjustable nets and hoops will be provided. For example, basketball and netball goal posts that can be adjusted to various heights are important for children and wheelchair athletes.</p> <p>8. Space may be required for officials of some sports to operate from the 'boundary' of the playing field or court, for example, football, soccer, rugby, netball, basketball and hockey.</p>	<p>Sports and Recreation Victoria (2015) <i>Design for Everyone Guide</i></p>
<p>9. Wider areas should be provided at these locations to ensure there is sufficient space for activities to be undertaken by a number of people including those who may be using mobility aids or sporting equipment or providing first aid.</p>	

## 2.8 Spectator and viewing areas

Spectator and viewing areas can include:

- **Formal spectator areas** that are designed for the primary purpose of spectating and are defined as spectator spaces. These include platforms without seating or stadia style seating.
- **Informal viewing areas** that provide opportunity for spectating, but have other uses. Examples include integrated amphitheatres or bleacher style seating.

### Objectives

All formal spectator areas and informal viewing areas:

1. will be connected to a continuous accessible path of travel from the site entry
2. will be located off the continuous accessible path of travel, so they don't create an obstruction to path users
3. will be on an accessible surface
4. will provide clear lines of sight to activities, events or a scene being viewed, and
5. should incorporate shade and shelter over at least part of permanent viewing and spectator areas that are located outdoors.

Where formal spectator areas include seating:

1. Seating will not obstruct the continuous accessible path of travel.
2. Where there is seating in rows, adequate space between the rows will be provided to allow people to easily move through.
3. Accessible seating spaces will be available in a variety of equitable locations throughout the formal spectator area. These will allow wheelchair users, people with prams or a person using an assistance animal to sit together with friends and family.
4. An appropriate kerb and handrails will be provided on any raised viewing platform to prevent people from falling or rolling over an edge.
5. A hearing augmentation system is provided where an inbuilt amplification system is used.

Where informal viewing areas are provided:

1. Bleacher style seating will be designed to be distinguishable from stairs and incorporate appropriate design features to minimise risk to people who are blind or have low vision.

Performance Standards	Reference
<b>Formal spectator areas and informal viewing areas</b> <ol style="list-style-type: none"> <li>1. A continuous accessible path of travel will be provided from the site entry to and through any formal spectator areas and informal viewing areas.               <ol style="list-style-type: none"> <li>a) See 2.1 for detailed criteria of a continuous accessible path of travel.</li> <li>b) If a ramp is required, appropriate turning points and handrails will be provided in accordance with AS1428.1 Clause 10 and 11.</li> </ol> </li> </ol>	Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture Clause 8.2.2 AS1428.1  Sports and Recreation Victoria (2015) Design for Everyone Guide
<ol style="list-style-type: none"> <li>2. All formal spectator areas and informal viewing areas should include a hardstand area to allow people who use wheelchairs to spectate.</li> <li>3. All formal spectator areas and informal viewing areas should be set back by a minimum of 500mm from the continuous accessible path of travel.</li> </ol>	
<ol style="list-style-type: none"> <li>4. All formal spectator areas and informal viewing areas should provide clear lines of sight to activities, events or a scene being viewed, including for people who need to remain seated, in areas where viewing is predominantly undertaken by people who are standing.</li> </ol>	Sports and Recreation Victoria (2015) Design for Everyone Guide

Performance Standards		Reference
5. Where formal spectator areas with seating are provided, seating will not obstruct the continuous accessible path of travel. a) Seating shall be set back by a minimum of 500mm away from the path of travel.		AS1428.2 (1992) Clause 27
6. Consideration should be given to the provision of shade and shelter over parts of the formal spectator areas and informal viewing areas that are located outdoors.		Sports and Recreation Victoria (2015) Design for Everyone Guide
<b>Formal Spectator Areas</b> 7. Seating in formal spectator areas, will, as far as possible, include back rests and arm supports in a minimum of 25% of spaces should provide: a) arm rests at a height between 220mm and 300mm above seat b) a minimum of 1000mm space between rows of seating in viewing areas as far as possible. Where this is not feasible, a minimum of 1000mm in areas that provide access to allocated wheelchair seating spaces must be provided c) additional space available next to seating for assistance animals, prams, or other items. 8. Wheelchair spaces will be a minimum of 850mm wide (800mm acceptable if located at the end of a row) and a minimum of 1250mm deep. 9. Formal spectator areas will include appropriate number and distribution of spaces to accommodate wheelchair users as defined by the <i>Disability (Access to Premises - Building) Standards (2010)</i> for class 9b Buildings.		Disability (Access to premises – Building) Standards 2010
Number of fixed seats in a room or space	Number of wheelchair seating spaces	Grouping and location
Up to 150	3 spaces	1 single space; and 1 group of 2 spaces
151 to 800	3 Spaces plus 1 additional space for each additional 50 seats or part thereof in excess of 150 seats	Not less than 1 single space; and not less than 1 group of 2 spaces; and not more than 5 spaces in any other group
801 to 10,000	16 spaces plus 1 additional space for each additional 100 seats or part thereof in excess of 800 seats	Not less than 2 single spaces; and not less than 2 group of 2 spaces; and not more than 5 spaces in any other group; and the location of the spaces is to be representative of the range of seating provided
More than 10,000	108 spaces plus 1 additional space for each additional 200 seats or part thereof in excess of 10,000 seats	Not less than 5 single spaces; and not less than 5 group of 2 spaces; and not more than 10 spaces in any other group; and the location of the spaces is to be representative of the range of seating provided

Performance Standards	Reference
<p>10. An appropriate kerb and handrail should be provided on any raised viewing platform to prevent people from falling or rolling over an edge.</p> <p>a) A minimum 150mm kerb on raised viewing platforms where required for safety.</p> <p>b) Appropriate handrails will be provided in accordance with as AS1428.1 Clause 10.3 and 12. Care will be taken to ensure rails do not obstruct sight lines, including for people who are not able to stand.</p>	AS1428.2 (1992) Clause 27
<p>11. Where a public-address system is installed, a hearing augmentation system should be provided.</p> <p>12. The system should cover 80% of the floor area served by inbuilt amplification or 95% of the space if a system using receivers or the like is in use.</p>	Sports and Recreation Victoria (2015) Design for Everyone Guide
<p><b>Informal viewing areas</b></p> <p>13. Where stairs are incorporated within integrated seating for example bleacher seating:</p> <p>a) TGSIs shall only be included at the top and bottom of the stair component – not at the top and bottom of the any other integrated elements, such as seating – so that people who are blind or have low vision do not confuse the bleacher for stairs and can easily identify a safe place to descend/ascend stairs.</p> <p>b) Stairs shall be easily discernible from surrounding bleacher seating and have defined and consistent edging. This can be achieved through:</p> <p>i. the use of contrasting materials for the stairs and seating (minimum 30% luminance contrast), and</p> <p>ii. defined edges, and/or</p> <p>iii. luminance contrasting strips on the nose of the bleacher seating, in addition to those required on the nose of the stair riser. Both minimum 30% luminance contrast.</p> <p>c) As far as possible additional elements will be put in place to prevent people who are blind or have low vision from stepping off the top bleacher. These can include, but are not limited to:</p> <p>i. barriers</p> <p>ii. seating</p> <p>iii. planting.</p> <p>14. Integrated seating such as bleacher style seating should consider the provision of the following where possible:</p> <p>a) backrests and arms rests for some of the seating element</p> <p>b) additional space available next to seating for assistance animals, prams, or other items.</p>	Additional Guidance AS1428.2 Clause 27.1 (b)

## 2.9 Nature experiences

Parks provide opportunity to experience a variety of natural environments. Where possible parks should be accessible and provide a range of experiences that are inclusive of everyone, regardless of their ability. However, some parks feature natural environments like wetlands that are by their very nature, inaccessible to some people, because of the gradient, surface materials and other aspects.

### Objectives

1. Where nature experiences are available in parks, people with disability will be provided with a safe and equitable experience of nature.
2. Wherever possible, parks will be designed so that people can experience nature elements in a variety of different ways and through a variety of senses.

Performance Standards	Reference
1. As far as possible, the nature experience will be accessed by continuous accessible path of travel. See 2.1 for further detail.	Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture Clause 8.2.2
2. If the natural element cannot be accessed via a continuous accessible path of travel, then the natural element can be experienced in an alternative manner.  For example, by provision of an accessible viewing platform (connected to a continuous accessible path of travel), or nearby accessible seating, that allows an alternative sensory enjoyment of the element through sound, smell or other sensory opportunities.	Alternative solution
3. Nature elements will provide a range of sensory experiences, sound, touch, smell and sight.	Best practice

## 2.10 Wayfinding within parks and civic spaces

A successful wayfinding system should minimise anxiety and confusion, should be easy to understand and allow for everyone to equitably access all information provided. Wayfinding relies on a succession of communication clues provided throughout an environment. Clues may be visual, audible or tactile.

### Objectives

Wayfinding signage systems in parks will assist everyone, including people with disability to locate key amenities and destinations within the park with ease and confidence. As far as possible, wayfinding signs in parks will:

1. be legible to people who are blind or have low vision
2. be located in prominent positions adjacent to the continuous accessible path of travel so people can easily find and access information, particularly information in braille and tactile formats
3. clearly identify the location of key destinations and amenities within the park or civic space
4. indicate the accessible path of travel within the park or civic space, and
5. indicate the presence of any stairs.

Performance Standards	Reference
1. Wayfinding signage in parks will be designed to be legible to people who are blind or have low vision. They will: <ol style="list-style-type: none"> <li>a) incorporate tactile and braille elements, with appropriate sizing and viewing distances consistent with current access and legibility standards AS1428.2 (1992) Clauses 16 and 17.1, 17.2 and 17.3</li> <li>b) use appropriate logos and international symbols for access, and</li> <li>c) use legible typeface with a minimum of 30% luminance contrast to base colour of the sign.</li> </ol>	AS1428.2 (1992) Clauses 16 and 17.1, 17.2 and 17.3
2. Wayfinding signage will be located: <ol style="list-style-type: none"> <li>a) in accordance with parts (a), (b) and (c) of clause 17.4 of AS1428.2</li> <li>b) in prominent positions, such as the entry point to parks, and</li> <li>c) adjacent to the continuous accessible path of travel and as far as possible on an accessible surface, so as to not obstruct the continuous accessible path of travel.</li> </ol>	AS1428.2 (1992) Clause 17.4 parts a b and ac Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture
3. As far as possible, wayfinding signage in larger parks will identify the following information: <ol style="list-style-type: none"> <li>a) the accessible entry points to the park and key recreational facilities</li> <li>b) the accessible path of travel within/through a park</li> <li>c) the location of key destinations and amenities within the park, including public toilets, drop off points and mobility parking if provided, and</li> <li>d) the location of any stairs.</li> </ol>	Best practice
4. Where wayfinding signage provides direction to a destination that involves an access barrier such as stairs on the route, the signage will indicate: <ol style="list-style-type: none"> <li>a) the kind of barrier in the route, and</li> <li>b) the alternative accessible route and the distance to that route.</li> </ol>	Best practice

## 2.11 On-site mobility parking in conjunction with parks

Not everyone is able to use public transport, or walk long distances. The availability of onsite mobility parking spaces can greatly support people with limited mobility to enjoy parks and open spaces.

### Objectives

In association with neighbourhood and iconic parks:

1. Where on-site parking is provided at parks, dedicated mobility parking spaces will be provided. They will be designed to comply with Australian Standards.
2. Where only on-street parking is available, as far as is feasible, a designated on street mobility parking space should be provided in close proximity to the park.
3. Where space and topography permits, an accessible parking bay will be provided at each sport and recreational facility.
4. Where space and topography permits, an entry point and accessible set-down area for park visitors using vans or small buses will be provided to allow set down and pick-up of people with disability at sport and recreation centres/venues.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. Where on-site mobility parking is provided, a minimum of one dedicated accessible parking space for every 50 car parking spaces or part thereof, shall be provided and reserved for mobility permit.</li> <li>2. Where only on-street parking is available, a designated on street mobility parking space should be provided near the park main entrance and/or at the entrance closest to recreational facilities.</li> </ol>	Building Code of Australia - table D3.5 Car parking numbers for people with a disability Alternative solution
<ol style="list-style-type: none"> <li>3. Where provided, on site mobility parking spaces will be designed to be compliant with AS2890.6 – 2009 Off-street parking for people with disabilities. Spaces should be, as far as is possible, 7.8m long and 3.2m wide as required by AS2690.</li> </ol>	AS2890.6 (2009)
<ol style="list-style-type: none"> <li>4. Where a fully compliant space cannot be delivered, the most accessible designated on street mobility parking space within the each vicinity should be delivered. It should comply with AS2890.5 (1993) Parking facilities Part 5: On Street Parking as far as possible, and the following considerations will be made to maximise access outcomes for each space:               <ol style="list-style-type: none"> <li>a) Mobility parking spaces should be placed at the end bay in the block to provide close proximity to the entrance/exit of car park.</li> <li>b) The placement of new mobility parking spaces will take into consideration objects and infrastructure surrounding the car park to ensure there are no obstructions to access between the parking space and the kerb.</li> <li>c) As far as is feasible, future mobility parking spaces will not be placed on uphill gradients, to avoid the risk of wheelchair users rolling back as they enter and exit the vehicle.</li> <li>d) As far as is feasible, future mobility parking spaces will not be placed on areas with low visibility to other motorists.</li> </ol> </li> </ol>	Alternative solution AS2890.5 (1993)
<ol style="list-style-type: none"> <li>5. Where space and topography permits, an accessible entry point and accessible set down area for park visitors using vans and small buses will be provided to allow set down and pick-up of people with disability at sport and recreation centres/venues.</li> </ol>	Best practice





# Management

## PART 03

Introduction

Part 1: Streets

Part 2: Parks

Part 3: Management

Appendices

# Managing the use of the public domain

The way public domain spaces are used can introduce new access barriers in an otherwise accessible public domain environment.

As the consent authority for a range of activities and uses in the public domain, the City can set minimum requirements and provide guidance for those seeking to use public spaces so that they do not create barriers. Further, where possible, the City aims to encourage activities to be as inclusive as possible.

The Guidelines inform those seeking to use public space of relevant access and inclusion requirements and considerations for the following activities:

- markets
- community gardens
- footpath garden
- construction activity
- filming activity
- the operation of certain street vending kiosks on footpaths.

Where relevant, the guidelines will also inform how the City assesses and manages these requests.

The content of these guidelines will be incorporated into other relevant policies and guidelines including, but not limited to, those listed below:

- Markets Policy and Guidelines
- Community Gardens Guidelines
- Footpath Gardening Policy and Guidelines
- Hoardings and Scaffolding Policy and Guidelines.

For outdoor dining, please refer to the City's Outdoor Dining Policy and Guidelines.

For outdoor events, please refer to the Events Guidelines and the appended Disability Inclusive Events Guidelines.

### 3.1 Markets

The following tables outline minimum requirements for the accessibility of all outdoor markets in the City of Sydney.

#### Ensure the continuous accessible path of travel is provided and maintained

Performance Standards	Reference
<ol style="list-style-type: none"> <li>All markets should provide an accessible entrance that is:               <ol style="list-style-type: none"> <li>step free and flat, or</li> <li>accessible via a ramp that is no steeper than 1 in 14 incline.</li> </ol> </li> <li>As far as possible, a continuous accessible path of travel should be available within the markets. A continuous accessible path of travel is a route within an outdoor venue that is:               <ol style="list-style-type: none"> <li>free of steps, turnstiles, and obstructions such as signs and stalls, furniture or temporary infrastructure such as power cabling or art installations</li> <li>provides minimum of 1200mm in width, with 1800mm pass spaces every 20 metres</li> <li>provides a minimum of 2000mm height clearance, and</li> <li>avoids surfaces such as grass and rough gravel as they can be a risk and trip hazard for people who are blind or have low vision, older people, and people using wheelchairs or who have spinal sensitivity.</li> </ol> </li> <li>All outdoor market layouts, in particular the location of stalls and amenities will be designed to maximise access and circulation for people with disability. In particular:               <ol style="list-style-type: none"> <li>Market layouts will maximise the use of existing accessible paths and kerb ramps by locating key infrastructure near to them.</li> <li>The location of stalls and other infrastructure (such as traffic control barriers during street closures) will not block existing kerb ramps.</li> <li>As far as possible, stairs must not form part of the continuous accessible path of travel. Where stairs are provided, an accessible ramped entry will be provided within 50m, and signage indicating its location will be provided.</li> <li>Where market infrastructure is not accessible from existing access paths, the market producer shall provide temporary access matting to ensure access to amenities, food service areas, ticketing and information areas and designated accessible seating or viewing areas.                   <ol style="list-style-type: none"> <li>The path they create must be continuous and not have gaps that break the access path.</li> </ol> </li> </ol> </li> </ol>	<p>Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture</p> <p>Disability (Access to premises – Building) Standards 2010</p> <p>AS1428.1 (2009)</p>
<ol style="list-style-type: none"> <li>Where temporary ramps, stairs, cable trays and matting are used they should comply with AS1428.1.</li> </ol>	AS1428.1 (2009)
<ol style="list-style-type: none"> <li>Where temporary stairs are provided, consideration should be given to the provision of an alternative accessible entry point to the same part of the market. The accessible entrance should be clearly signposted.</li> </ol>	Disability (Access to premises – Building) Standards 2010

Performance Standards	Reference
<ol style="list-style-type: none"> <li>6. Vehicles, equipment and materials setting up during bump in and out must not block the continuous accessible path of travel.</li> <li>7. Temporary art installations and signage will not obstruct the continuous accessible path of travel.</li> <li>8. Where these elements encroach on the continuous accessible path of travel, temporary installations will have: <ol style="list-style-type: none"> <li>a) a minimum 2000mm height clearance</li> <li>b) be detectable at ground level, or</li> <li>c) incorporate the use of tactile hazard warnings or barricades.</li> </ol> </li> </ol>	Best practice

### Accessible toilets

All markets should provide accessible toilets, either permanent facilities that exist within the public domain, or through the hire of portable accessible toilets.

There are many types of accessible portable toilets on the market, however not all comply with current standards. Ensuring as far as

possible that portable toilets comply with current accessibility standards and giving careful consideration as to their placement at outdoor markets, will also ensure that people who need them can use them, and that unintended barriers caused by poor design and placement are avoided.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. All accessible portable toilets will be compliant with AS1428.1 as far as possible. Key considerations for the choice of accessible portable toilets include: <ol style="list-style-type: none"> <li>a) avoid a foot pump operated sinks, and</li> <li>b) provide maximum circulation space.</li> </ol> </li> <li>2. Accessible toilets should not be locked, or used as a storage area.</li> </ol>	AS1428.1 (2009)
<ol style="list-style-type: none"> <li>3. The provision of temporary toilet facilities for persons with a disability at outdoor markets will ensure a ratio of 1 inclusive access toilet per 10 standard units, with 1 inclusive toilet as a minimum.</li> </ol>	Best practice NZS 4241 (1999) Public Toilets City of Sydney (2014) Public Toilet Strategy
<ol style="list-style-type: none"> <li>4. In addition, the portable accessible toilets at outdoor markets must be: <ol style="list-style-type: none"> <li>a) connected to a continuous accessible path of travel, and</li> <li>b) located on firm, level ground or accessible via ramp no steeper than 1 in 14 (when not located on level ground).</li> </ol> </li> </ol>	Disability (Access to premises – Building) Standards 2010

## Temporary structures

All markets should provide equitable and dignified access into any temporary structures.

Performance Standards	Reference
1. Temporary structures will be designed and installed in accordance with Australian Building Codes Board Temporary Structures Standards 2015.	Australian Building Codes Board (2015) Temporary Structures Standards
2. Temporary structures will be accessible to wheelchair users via the provision of an access ramp. In particular: <ul style="list-style-type: none"> <li>a) Access to the structure will be provided by a ramp compliant with AS1428.1.</li> <li>b) As far as possible, the ramped entry to the temporary structure will be the primary entrance.</li> <li>c) Where the accessible entrance is not the primary entrance, the accessible entrance will be no further than 50m away from the primary entrance.</li> <li>d) Where the accessible entrance is not the primary entrance, the location of the accessible entrance will be clearly signposted at the main entrance.</li> <li>e) Where the accessible entrance is separate to the primary entrance, it will be clearly sign posted as an accessible entrance.</li> </ul>	Additional requirements
3. Where it is not feasible to provide ramped access, an alternative means of access, such as a platform lift, should be provided.	Alternative solution

## Temporary wayfinding and signage

Wayfinding and signage assists people with navigation to and around the market venue. While wayfinding signage is not required at all markets, where it is provided, the following guidelines apply.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>Where temporary wayfinding signage is provided at markets, temporary wayfinding systems at markets should: <ul style="list-style-type: none"> <li>– have a consistent colour palette with a minimum of 30% luminance contrast</li> <li>– use large sans-serif font</li> <li>– avoid using all capital text (capitalise the first letter)</li> <li>– use directional arrows</li> <li>– have signage located at key decision points such as entrances</li> <li>– provide direction to key market destinations such as performance areas and</li> <li>– food service areas</li> <li>– provide direction to accessible infrastructure such as accessible toilets, and</li> <li>– accessible seating and viewing areas, and</li> <li>– have signage at the destination points to confirm location.</li> </ul> </li> <li>Placement of the signage should not obstruct the continuous accessible path of travel and not be placed on the continuous accessible path of travel. In particular signage should: <ul style="list-style-type: none"> <li>– not obstruct kerb ramps, and</li> <li>– provide minimum 2000mm height clearance.</li> </ul> </li> </ol>	Best practice

### 3.2 Community Gardens

Community gardens are typically located on public land within parks and other green spaces, such as footpath verges. They are self-managed by the community primarily for production of food and provide a demonstration site for learning and sharing knowledge about sustainable living practices. They also contribute to the health and wellbeing of residents by connecting people.

The provision of well designed and maintained community gardens will support access to the garden and inclusive participation of people with disability.

The following guidelines will be provided to community garden groups to inform the design, maintenance and management of community gardens.

#### Objectives

1. Where community gardens are established in parks and open spaces:
  - a) A continuous accessible path of travel should provide equitable access to and within the community garden
  - b) some garden beds should be designed to be accessible to existing and potential gardeners who use wheelchairs or those that are less mobile.
2. Where community gardens are established in footpath verges, garden beds will:
  - a) not obstruct the continuous accessible path of travel, and
  - b) be visually detectable by people with low vision.
3. All community gardens will be managed and maintained to ensure:
  - a) plantings don't encroach on the continuous accessible path of travel, and
  - b) paths are free from trip hazards.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. As far as possible, a continuous accessible path of travel should provide equitable and dignified access to the community garden area.               <ol style="list-style-type: none"> <li>a) A continuous accessible path of travel should be the most commonly used and direct path of travel. If for any reason this is not possible, clear signage of the alternative accessible route should be provided.</li> <li>b) Features such as stairways, furniture, landscaping, art and design features, where they exist, should not obstruct the continuous accessible path of travel.</li> <li>c) The preferred minimum width clearance for a continuous accessible path of travel in the City of Sydney is:                   <ol style="list-style-type: none"> <li>i. 2000mm</li> <li>ii. Where this is not feasible, 1800mm is acceptable, as it allows two wheelchair users to pass each other comfortably</li> <li>iii. In circumstances where the path of travel is less than 5000mm in length, a minimum of 1200mm is acceptable.</li> </ol> </li> <li>d) A minimum of 2000mm height clearance should be provided and maintained on all continuous accessible paths of travel.</li> </ol> </li> </ol>	Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture Clause 8.2.2

Performance Standards	Reference
<p>2. While a path necessarily follows the natural topography of the area, in the best possible circumstances a continuous accessible path of travel along a path will:</p> <ul style="list-style-type: none"> <li>a) have a gradient of no steeper than 1 in 20</li> <li>b) have a cross fall of no steeper than 1 in 40 (or no steeper than 1 in 33 for bitumen surfaces)</li> <li>c) be as smooth as possible without raised or cracked paving or tree root damage, and</li> <li>d) have a slip resistant surface during dry and wet conditions</li> </ul>	AS 4586 (2013)
<p>3. The main paths in the community gardens will be made of long lasting materials to take the weight and usage of all users with wheeled chairs, prams or barrows.</p> <ul style="list-style-type: none"> <li>a) It is recommended that stable and durable materials are chosen and that paving materials with varied textures and heights should be avoided. (Examples can include some cobblestones, stepping stones, loose pebbles and gravel, large pebblecretes and decking).</li> </ul>	
<p>4. Paths between garden beds should offer appropriate clearance to accommodate people using wheelbarrows, wheelchairs, prams, strollers and mobility scooters comfortably and safely. In particular, they will:</p> <ul style="list-style-type: none"> <li>a) provide a minimum clearance of 1200mm between garden beds to allow wheelchair users to circulate safely</li> <li>b) be free of obstructions which can prevent access for wheelchair users and create hazards for people with low vision.</li> </ul>	
<p>5. All paths, including the materials they are made of will be regularly maintained to ensure that they are free of weeds and depressions where water can collect, are clear of overhanging vegetation and that trip hazards are removed.</p>	
<p>6. The City will encourage community garden groups to provide a minimum of one raised garden bed in each new community garden that is accessible to existing and potential gardeners who use wheelchairs and those that are less mobile. As far as possible:</p> <ul style="list-style-type: none"> <li>a) Accessible garden beds will be at an accessible height in accordance with the 'zone of common reach' as defined by AS1428.2 1992 Clause 22.4. This will enable both wheelchair users and those with ambulant disabilities who may have trouble bending their knees to reach the garden bed.</li> <li>b) The path to the garden bed shall be made of an accessible surface and provide adequate clearance (minimum 1200mm wide) and a turning space for wheelchair users and people using other mobility aids.</li> </ul>	AS1428.2 1992 Clause 22.4

Performance Standards	Reference
<p>7. Where community gardens are established in footpath verges:</p> <ul style="list-style-type: none"> <li>a) Garden beds will be placed kerbside on the street to maintain the continuous accessible path of travel.</li> <li>b) Garden beds should be made of materials that provide colour and luminance contrast with surrounding paving materials so they are visually detectable for people with low vision.</li> <li>c) Plantings should be maintained to ensure they don't encroach on the continuous accessible path of travel.</li> </ul>	<p>Community Gardens Policy and Guidelines</p> <p>Footpath Gardening Policy</p>
<p>8. Community gardens should be maintained to ensure plantings don't encroach on the continuous accessible path of travel. It is recommended that:</p> <ul style="list-style-type: none"> <li>a) Branches and leaves are maintained to ensure they do not encroach at ground level into the path of travel to avoid trip hazards.</li> <li>b) Where trees and other plants hang over the path of travel, a minimum of 2500mm clearance will be maintained to avoid obstructions for people who are blind or have low vision.</li> </ul>	

### 3.3 Footpath Gardens

Careful consideration must be given to the placement of footpath plant and flower boxes used for footpath gardening to ensure the continuous accessible path of travel is maintained, and that no further hazards and barriers to access are created.

Performance Standards	Reference
<p>1. Seasonal plant and flower boxes and footpath gardens will be placed on the footpaths in accordance with the City's Footpath Gardening policy. In particular they:</p> <ul style="list-style-type: none"> <li>a) must be located on the kerb line and allow a minimum pedestrian clearance of 1500mm on residential streets, 1800mm on major streets and 2000mm on shared path</li> <li>b) will not create access barriers or hazards for pedestrians, road users including public transport, neighbouring properties, public utilities, trees and services.</li> </ul>	<p>City of Sydney (2014) <a href="#">Footpath Gardening Policy and Guidelines</a></p>

### 3.4 Construction activity

The installation of hoardings and scaffolding, and general construction activity can potentially temporarily restrict or limit access in the public domain, particularly around construction site entrances and on the footway.

Performance Standards	Reference
<p><b>General requirements applying to all works and activities undertaken on City-controlled roads</b></p> <ol style="list-style-type: none"> <li>1. Kerb ramps must not be obstructed.</li> <li>2. The footway adjoining the work area, roadway, vehicular crossing and kerb gutter must be kept safe, accessible, clean and free of debris at all times.</li> <li>3. Building material, spoil and/or skip bins must not be placed on the public way.</li> <li>4. Temporary vehicular crossings and pedestrian crossings must be kept open to the public and remain safe and accessible at all times.</li> </ol>	Local Approvals Policy and Code of Practice for Construction Activities in Public Places
<p><b>Hoarding and Scaffolding (including temporary fencing)</b></p> <ol style="list-style-type: none"> <li>5. Where a hoarding is installed, full compliance with the City's Guidelines for Hoardings and Scaffolding must be achieved.</li> <li>6. Where temporary fencing is used it must comply with AS4687 (2007) 'Temporary fencing and hoardings'.</li> <li>7. Temporary fencing must not be placed on City land.</li> </ol>	City of Sydney Hoardings and Scaffolding Policy and Guidelines AS4687 (2007)
<p><b>Temporary structures and works on footways</b></p> <ol style="list-style-type: none"> <li>8. Pedestrian movement through and around worksites must provide and maintain accessible pathways. <ol style="list-style-type: none"> <li>a) As guidance, for temporary structures and works on footways in low pedestrian density areas, at least half of the existing clear footway width or 1200mm (whichever is the larger) must be provided and maintained through the works.</li> <li>b) In exceptional circumstances 1000mm may be allowed subject to acceptable site conditions and as determined by City officers.</li> <li>c) Where cables are placed over a footway, accessible cover plates must be provided to provide safe pedestrian movement past the worksite</li> </ol> </li> </ol>	Local Approvals Policy and Code of Practice for Construction Activities in Public Places
<ol style="list-style-type: none"> <li>9. Where accessways are obstructed alternative access ways and traffic control mechanisms must be in place. <ol style="list-style-type: none"> <li>a) Where an alternative accessway is provided on the road, pedestrians must be protected by either a concrete or water-filled Armor style traffic barrier that complies with AS1742.3.</li> <li>b) Alternative accessways must be clearly signposted in accordance with AS1742.3 Manual of Uniform Traffic Control Devices</li> <li>c) Where alternative temporary accessways is provided on the road, a temporary ramp must be provided to facilitate access from the kerb to the roadway.</li> </ol> </li> </ol>	City of Sydney Hoardings and Scaffolding Policy and Guidelines – section 3.10.1

Performance Standards	Reference
<p><b>Design criteria for temporary pedestrian ramps over pump-lines</b></p> <p>10. Where approval is granted for at-grade concrete pump-lines due to site-specific needs as determined by the City, pump-lines must be bridged by a durable aluminium or galvanised steel ramp having a slip-resistant (chequer-plate or similar finish) walkway surface and comply with the principal design provisions of AS1428.1 'Design for access and mobility – General requirements for access' and specifically as follows</p> <ul style="list-style-type: none"> <li>a) maximum ramp gradient shall be 1:14</li> <li>b) have a non-slip surface</li> <li>c) have a minimum landing length of 1200mm</li> <li>d) the height of the landing above a pump-line must be minimised</li> <li>e) handrails (865mm to 1000mm high) and kerbs (65mm to 150mm high) in accordance with AS1428.1</li> <li>f) the ramp surface/footway interface must not exceed 5mm</li> <li>g) the ramp width must be maximised. In areas of high pedestrian density as determined by the City, ramps must match the clear existing pedestrian width of the footway. Where a ramp is used in conjunction with a hoarding placed on the footway, the width of the ramp must also be maximised i.e. between the hoarding site fence and the support columns and/or street furniture/infrastructure (poles, trees, parking control stems etc.).</li> </ul>	Local Approvals Policy and Code of Practice for Construction Activities in Public Places

### 3.5 Filming activity

Filming in the public domain requires a permit from the appropriate consent authority. Filming activities can potentially temporarily restrict or limit access in the public domain. The following will be included as conditions of consent for filming activity.

Performance Standards	Reference
<ol style="list-style-type: none"> <li>1. A minimum of 1200mm access will provided on existing public footpaths.</li> <li>2. Kerb ramps must not be obstructed.</li> <li>3. The public way is to be maintained in a clean and tidy state at all times.</li> <li>4. Accessible cable trays must be used when cables are run over the footpaths.</li> <li>5. Where footpaths are obstructed alternative access ways and traffic control mechanisms must be in place.</li> <li>6. Alternative accessways must be clearly signposted in accordance with AS1742.3 Manual of Uniform Traffic Control Devices traffic control for works on roads. AS 1742.3–2009, Manual of uniform traffic control devices: traffic control for works on roads.</li> </ol>	<p>AS14 AS1428.2 (1992) Clause 6.4</p> <p>28.2 (1992) Clause 6.4</p> <p>Department of Local Government (2009) Local Government Filming Protocol</p>

### 3.6 Street Vending Kiosks

The City of Sydney has a range of street vending kiosks which are used by the City to provide information to residents, workers and visitors, or are leased to commercial business for the sale of goods such as fruit, flowers and newspapers.

All street vending kiosks are currently located kerbside, or within a large open civic space. Kiosks that sell fruit and flowers are generally allowed to use a defined area on the footway known as a licensed area for displays for the sale of fruit and flowers – these can include stands and tables.

The following guidelines ensure the design and placement of street vending kiosks does not obstruct the continuous accessible path of travel, and that any tables and stands used by operators are placed carefully and do not create trip hazards.

#### Performance Standards

1. Clear path of travel for pedestrians
  - a) Any display will be located to allow for a consistent and predictable clear path of travel along the whole of the street block.
  - b) The clear path of travel will be at least 2 metres wide, except in a signposted 'shared zone' where the clear path of travel should be at least 4 metres wide.
2. Clearances around the display
  - a) The display will be placed to leave the following clearances around it, when measured from the nearest point of the display to the nearest point of the identified item:
    - **1 metre** from any service object including fire hydrant, utility pit, grate, vents, drains, public seat, bike rack or ring, pay phones, parking meters, rubbish bins and the like
    - **1 metre** from any landscaped area
    - **0.8 metres** from any street tree pit or grate – measured from the outside of the pit or grate, and
    - **2 metres** from the corner alignment of the building at street intersections. This is to allow for a clear line of sight to the intersection.
  - b) The display will be located to allow:
    - i. unobstructed access to public transport stops, public transport access points, and taxi stands, and
    - ii. for passengers to have unobstructed access to the kerb when disembarking from public transport.

## Performance Standards

### 3. Location of the Display

The display will be located within the agreed lettable area associated with the street vending kiosk.

### 4. Display structure – dimensions

The goods will be displayed on a structure or stand:

- a) no more than 600mm deep, when measured perpendicular to the street vending kiosk
- b) with the lowest 60mm being solid and of a contrasting colour to the pavement (allowing it to be detected by pedestrians with low vision or using a cane), and
- c) no more than 1200mm high (including the goods) to allow views between the road, the footway and the building.

### 5. Display structure – design

The display structure will be designed:

- a) to keep the street tidy and free of clutter
- b) to be durable and weather resistant
- c) to prevent goods being blown about by wind
- d) so as not to comprise trolleys, shopping baskets, crates or packing boxes
- e) without electrical power, lighting, heating or refrigeration, and
- f) without mirrored or reflective surfaces.

# Appendices

## Related legislation, standards, polices and guidelines

### Laws

- Disability (Access to Premises Standards – Buildings) Standards 2010
- Disability Discrimination Act 1992
- Disability Inclusion Act 2014 and the Disability Inclusion Regulation 2014
- Disability Standards for Accessible Public Transport 2002
- Environmental Planning and Assessment Act 1979 and Regulations
- Local Government Act 1993
- New South Wales Anti-Discrimination Act 1977
- Roads Act 1993

### Standards

- AS 1428.1 (2009) Design for access and mobility: General requirements for access – New building work
- AS 1428.2 (1992) Design for access and mobility: enhanced and additional requirements – buildings and facilities
- AS 1428.4.1 (2009) Design for access and mobility: means to assist the orientation of people with vision impairment: tactile ground surface indicators.
- AS 1428.5: (2010) Communication for People who are Deaf or Hearing Impaired
- AS 1735.12 (1999) Lifts, escalators and moving walks - facilities
- AS 1742.3 (2009) Manual of uniform traffic control devices: traffic control for works on
- AS2890.5 (1993) Parking facilities Part 5: On Street Parking
- AS 2890.6 (2009) Parking facilities Part 6 Off-street parking for people with disabilities.
- AS 4586 (2013) Slip Resistance Classification of New Pedestrian Surface Materials

- AS 4687 (2007) Temporary fencing and hoardings
- Australian Building Codes Board (2015) Temporary Structures Standards
- HB197 (1999) An Introductory Guide to the Slip Resistance of pedestrian Surface Materials)
- NZS 4241 (1999) Public Toilets

### City of Sydney Design Codes and Technical Specifications

- Legible Sydney Design Manual (2014)
- Sydney Parks design Code
- Sydney Lights Code 2015
- Sydney Signage Code
- Sydney Streets Code
- Sydney Streets Technical Specifications

All available at: <http://www.cityofsydney.nsw.gov.au/development/planning-controls/development-policies/public-domain-design-codes>

### City of Sydney Policies and Guidelines

- A City for All: Social Sustainability Policy and Action Plan 2018–2028
- Asset Management Policy and Strategies
- Central Sydney Parking Policy
- Community Gardens Policy and Guidelines
- Connecting Our City (2012)
- Events Guidelines (and appended Disability Inclusive Event Guidelines)
- Footpath Gardening Policy and Guidelines
- Greening Sydney Plan
- Hoardings and Scaffolding Policy and Guidelines
- Inclusion (Disability) Action Plan 2017–2021
- Legible Sydney Design Manual
- Legible Sydney Wayfinding Strategy
- Local Approvals Policy and Code of Practice for Construction Activities in Public Places
- Markets Policy and Guidelines

- Neighbourhood Parking Policy
- Open Space and Recreational Needs Study (2016)
- Outdoor Dining Policy and Guidelines
- Public Art Policy
- Public Art Strategy
- Public Toilet Strategy
- Sydney Lights Code
- Urban Forest Strategy and Street Tree Masterplan Part D

### Australian Human Rights Commission

- Australian Human Rights Commission (2010) Guideline for promoting compliance of bus stops with the *Disability Standards for Accessible Public Transport 2002*. Available at <https://www.humanrights.gov.au/australian-human-rights-commission-accessible-bus-stops-guidelines>
- Australian Human Rights Commission (2013) Advisory Note on Streetscapes, public outdoor areas, fixtures, fittings and furniture. Available at [https://www.humanrights.gov.au/sites/default/files/2013\\_AdvisoryNoteStreetscape.pdf](https://www.humanrights.gov.au/sites/default/files/2013_AdvisoryNoteStreetscape.pdf)
- Australian Human Rights Commission: Access to Premises – Frequently Asked Questions, Available at <https://www.humanrights.gov.au/frequently-asked-questions-access-premises>

### Austroroads /Roads and Maritime Services

- Austroroads (2017) Guide to Road Design Part 6A: Pedestrian and Cyclist Paths.
- RMS (2012) Shared Zone Policy
- RMS (2005) NSW Bicycle Guidelines
- RMS Technical Direction TDT2010/07 Use of Variable Message Signs – RTA Policy
- RMS Technical direction TDT2011/01A – Pedestrian Refuges
- RMS Technical Direction TDT 2013/05 - Continuous footpath treatments
- RMS Technical Direction TTD 2016/001 – Design and implementation of shared zones including for parking
- TfNSW (2017) Customer Services Division Wayfinding Program Draft Wayfinding Planning Guide: Bus stops and Interchanges

### Other

- Australian Network on Disability - Design for Dignity Guidelines available at <https://www.and.org.au/DFD/index.html>
- Australian network on disability – Event Accessibility Checklist – available at <https://www.and.org.au/pages/event-checklist.html>
- Australian New Zealand Counter Terrorism committee (2017) Hostile vehicle guidelines for crowded places available at International Standards Organisation (ISO), International Workshop Agreement (IWA) 14-1 & 14-2. 2013
- Department of Finance and Deregulation (2010) Web Accessibility National Transition Strategy (NTS)
- GAATES (Global Alliance on Accessible Technologies and Environments) 2014 The Illustrated Technical Guide to the Accessibility Standard for the Design of Public Spaces available at <http://gaates.org/resources-build-environment/>
- Guide Dogs NSW/ACT - Pathways to Inclusion – available at [https://www.guidedogs.com.au/sites/default/files/pathways\\_to\\_inclusion.pdf](https://www.guidedogs.com.au/sites/default/files/pathways_to_inclusion.pdf)
- International Standards Organisation (ISO), International Workshop Agreement (IWA) 14-1 & 14-2. 2013
- Meetings and Events Australia (2012) Accessible Events: A Guide for Meeting and Event Organizers, available at [http://www.meetingevents.com.au/downloads/Accessible\\_Events\\_Guide.pdf](http://www.meetingevents.com.au/downloads/Accessible_Events_Guide.pdf)
- NSW Department of Local Government (2009) Local Government Filming Protocol
- NSW Department of Planning (2018) Everyone Can Play Design Guidelines – available at [https://www.planning.nsw.gov.au/~/\\_media/Files/DPE/Guidelines/everyone-can-play-draft-for-exhibition-guideline-2018-08.ashx](https://www.planning.nsw.gov.au/~/_media/Files/DPE/Guidelines/everyone-can-play-draft-for-exhibition-guideline-2018-08.ashx)
- NSW Taxi Council (2008) Taxi Zone Guidelines, available at <https://www.nswtaxi.org.au/sites/default/files/Taxi-Rank-Guidelines-1a.pdf>
- Sports and Recreation Victoria (2015) *Design for Everyone Guide*, available at <http://sport.vic.gov.au/publications-and-resources/design-everyone-guide>

## Definitions

Term	Meaning
Accessible	<p>Commonly associated with access and mobility standards and safety compliance, accessibility refers to the physical ability of people to access a place or thing.</p> <p>Source: NSW Department of Planning – Everyone Can Play Design Guidelines.</p>
Audio Tactile Push Button (ATPB)	<p>Audio Tactile Push Buttons (ATPBs) are mechanical or electronic devices connected to the pedestrian ‘call button’ box on crossing poles that pulse (which can be detected by someone’s hand) and emit a ticking or beeping sound. Audio tactiles are designed to synchronise with the slow clicking phase (when the red man is illuminated) and fast clicking phase (when the green man is illuminated) of traffic signals.</p> <p>Source: Burt, D (2014). Road Safety Audit Tool for Pedestrians who are Vision Impaired, Vision Australia (Victoria), Melbourne, page 6</p>
Accessible Bus Stop	<p>The Australian Human Rights Commission defines an accessible bus stop as one that has an even boarding point and a sign indicating the bus stop and the provision of Tactile Ground Surface Indicators. The provision of seating, shelter (such as an awning), or purpose built bus stop infrastructure that incorporates seating and shelter is not a requirement of an accessible bus stop.</p> <p>Source: Australian Human Rights Commission (2010) Accessible Bus Stops Guidelines available at their website</p>
Bus Stop Infrastructure	<p>Bus stop infrastructure is purpose built infrastructure that provides seating and shelter from sun, rain and wind in one unit. This infrastructure can also include space for bus service information such as timetables, and dedicated advertising space, although these components are not mandatory.</p>
Civic Spaces	<p>Civic spaces are open public squares and malls in urban areas that have high visitation with formal and informal use. They are typically hard-paved areas like plazas and malls. Examples include Martin Place, Union Square, and Green Square Plaza.</p>
Colour contrast	<p>When the difference between colours enables elements to be distinguished.</p> <p>Source: AS1428.4.2 (2018) Design for access and mobility part 4.2: means to assist the orientation of people with vision impairment – wayfinding sign</p>
Community gardens	<p>Community gardens are typically located on public land. They are self-managed by the community primarily growing food and provide a demonstration site for learning and sharing knowledge about sustainable living practices. They also contribute to the health and wellbeing of residents by connecting people and encouraging inclusion in the local community.</p>
Continuous accessible path of travel	<p>Continuous accessible path of travel (CAPT) is ‘an uninterrupted route to and within an area providing access to all features, services and facilities. It should not incorporate any step, stairway, turnstile, revolving door, escalator, hazard or other impediment which would prevent it from being safely negotiated by people with disability’ (Australian Human Rights Commission (2013) Advisory Notes on Streetscapes).</p> <p>The continuous accessible path of travel is sometimes also known as a clear path of travel or an accessway.</p>

Term	Meaning
Clear path of Travel	The area of the footway maintained for safe and equitable pedestrian circulation. A clear path of travel is free from obstructions and assists in wayfinding and navigation. Also sometimes referred to as the continuous accessible path of travel.
Continuous Footpath Treatments	Pedestrian movement at intersections can be prioritised through the provision of continuous footpath treatments. Continuous footpath treatments must be approved by the Traffic Committee and should be designed in accordance with RMS Technical direction Continuous footpath treatments TDT 2013/05.
Construction Activity	<p>Construction activity is approved work and/or the installation of temporary structures or operation of plant and equipment within a public place and includes excavation works.</p> <p>Activities that can impact accessibility in public spaces include:</p> <ul style="list-style-type: none"> <li>– <b>Temporary works</b> refers to when a footpath or roadway needs to be temporarily closed or partially obstructed during development or works activity. A temporary works approval is required.</li> <li>– <b>Road openings</b> include any type of intrusive digging into a road or footpath.</li> <li>– <b>Works zones</b> allow for access to construction sites from the street. They are provided to aid the efficient and safe operation of construction activity at development sites.</li> <li>– <b>Hoarding and scaffolding</b> – where erected on a public road and/or footpath.</li> </ul>
Crowded place protection	<p>Current public security threats worldwide may require responses in the public domain to ensure protection of crowded places.</p> <p>Protection measures are include various design elements which are strategically placed to prevent vehicle access to crowded places and slow down hostile vehicles.</p> <p>Source: Australia New Zealand Counter Terrorism Committee– (2017) Hostile Vehicle Guidelines For Crowded Places</p>
Dedicated off street accessible parking space	An off-street dedicated accessible parking space is a parking space set aside exclusively for the parking of vehicles used by people with disability. They are commonly designed with additional access features such as extra width, and more recent spaces should be compliant with the requirements of AS2890.6. They are commonly located within a car parking structure.
Disability	<p>The <i>Disability Inclusion Act 2014</i> defines disability in relation to a person, as including a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others.</p> <p>While the <i>Disability Discrimination Act 1992</i> uses a 'medical model' to define disability, it is important to distinguish between a person's impairment and the social context in which it occurs.</p> <p>A 'social model' of disability suggests that disability is a product of the barriers that communities allow to remain in place. Such barriers may be physical, such as inaccessible streetscapes; or social, such as a lack of information in accessible formats and attitudes of people. When a community removes those barriers, the majority of people with disability can function at much higher levels.</p>

Term	Meaning
Display of goods	The display of goods for sale, associated with a lawfully operating retail outlet which does not involve spruiking or sales activity.
Exempt development	Development which does not need development consent under the Environmental Planning and Assessment Act 1979, but which may still need some other approval.
Footpath (or footway)	A footway is the part of a road that is set aside or formed as a path or way for pedestrian traffic (whether or not it may also be used by bicycle traffic). May also be referred to as a footpath. Commonly referred to as a footpath. Source: Roads Act 1993.
Hazard	Any area or object in or immediately adjacent to a direction of travel, which may place people at risk of injury. These may include: <ul style="list-style-type: none"> <li>– trip hazards such as unstable paving or tree roots, damaged TGSIs</li> <li>– protrusions and obstructions into the path of travel, such as vegetation or objects placed in the path of travel, and</li> <li>– objects adjacent to the path of travel with insufficient warning from TGSIs or luminance contrast.</li> </ul> Source: Draft Australian Standard AS1428.4.2 (2015)
Inclusion	The <i>NSW Disability Inclusion Act 2014</i> describes inclusion as when “people with <u>disability</u> can access general <u>supports</u> and <u>services</u> available in the community, and can participate fully in the community”.
Inclusive	As well as providing access, inclusive spaces, infrastructure and activities strive to remove obstacles and barriers that prevent people of all ages and cultural backgrounds, people with disability and people with a lived experience of mental health issues from being able to participate.
Inclusive Playspace	A playspace is the area within a park with playground equipment and any immediately adjacent supporting amenities, such as toilets, car parking, bike paths, picnic facilities, and open space or landscape areas. Inclusive playspaces are easy to access, easy to move around in, provide a range of play types and challenges, and are equipped with appropriate amenities, in a comfortable environment. Inclusive playspaces allow everyone to stay as long as they choose. Source: NSW Department of Planning – Everyone Can Play Design Guidelines
Luminance Contrast	The light reflected from one surface or component when compared to the light reflected from another surface or component. Source: AS1428.4.2 (2018) Design for access and mobility part 4.2: means to assist the orientation of people with vision impairment – wayfinding signs

Term	Meaning
Mobility Parking	<p>The Mobility Parking Scheme provides parking concessions for holders of a Roads and Maritime Services (RMS) issued Mobility Permit. The scheme does not include provisions for the design of the parking spaces to be accessible, but instead aims to provide concessions for permit holders on cost and time conditions for on street parking, and allow provisions for authorities to ensure the provision of dedicated spaces for the exclusive use of permit holders. In general, there are two kinds of Mobility Parking:</p> <p><b>Designated Mobility Parking Spaces</b> can be used only by motorists holding or transporting a Roads and Maritime Services (RMS) issued Mobility Permit. Some designated mobility parking spaces are designed to include additional space and access features such as kerb ramps to make them accessible and safe for people with mobility disabilities to get in and out of their vehicle, and may be designed to comply with AS2890.5 or AS2890.6. However a designated mobility parking space does not require these features to be designated as such.</p> <p><b>General Parking</b> – A vehicle displaying a valid Roads and Maritime Services (RMS) issued Mobility Permit:</p> <ul style="list-style-type: none"> <li>– can park in metered, coupon or ticketed parking areas at no charge, and</li> <li>– can park in time limited parking areas for longer time periods.</li> </ul> <p>Source: Roads and Maritime Service (2016) Parking Concessions – available at RMS website</p>
Pedestrian Refuge Island	<p>Pedestrian refuge islands are waiting spaces. They are installed on busy or wide roads to help pedestrians cross in two stages. Sometimes they are used with a pedestrian crossing when a staged crossing is required.</p>
Pinch Point	<p>A pinch point is a narrow part of a footway, path or shared path where the width of the path is 1200mm for a length of no more than 20 metres without an 1800mm wide passing zone.</p>
Primary path of travel	<p>The primary path of travel is the most direct pedestrian route between places. As far as possible the continuous accessible path of travel should also be the primary path of travel.</p>
Park and outdoor spaces furniture	<p>Includes seating (including fixed benches, moveable seating and informal spectator seating such as bleachers), picnic tables, cooking equipment such as BBQs, water fountains, bicycle parking infrastructure, bins, bollards and signage.</p>
Renewal and upgrade	<p><b>New</b> public domain infrastructure includes public domain infrastructure that is provided in circumstances where similar infrastructure did not exist before. New public domain infrastructure is designed to comply with contemporary access and performance standards, where applicable.</p> <p><b>Renewal:</b> Work to redesign and build public domain infrastructure to comply with current standards and policies is called renewal. The level of service provided by that infrastructure however remains similar to what was provided previously.</p> <p><b>Upgrade:</b> Upgraded infrastructure replaces similar public domain infrastructure and assets that existed before, but in doing so provides an improved level of service, for example, replacing asphalt with a granite surface. Upgraded infrastructure is designed to comply with contemporary access and performance standards, where applicable.</p>

Term	Meaning
Separated Cycleway	<p>A length of path where a separate and exclusive bicycle path is laid adjoining a footway.</p> <p>Separated cycleways are designed primarily for cyclists but they also provide additional accessible pathways that can be used wheelchair users and motorised scooter users. They are located on the roadway, with separation from vehicular traffic.</p> <p>Source: RMS (2005) NSW Bicycle Guidelines</p>
Shared Path	<p>Area open to the public that is designed to support multiple recreation and transportation opportunities, including walking, cycling and skateboarding for example.</p> <p>Shared paths are typically located on footways and paths within parks and are used by pedestrians and bicycle riders.</p> <p>Source: RMS (2005) NSW Bicycle Guidelines</p>
Shared Zone	<p>A shared zone is a road where the road space is shared by vehicles and pedestrians and where pedestrian priority and quality of life take precedence over ease of vehicle movement.</p> <p>The shared zone is a dedicated shared traffic environment for pedestrian, cyclist and vehicle movement. All shared zones are approved by the Roads and Maritime Service (RMS). Local councils, in partnership with RMS, design and install shared zones in accordance with the Transport for NSW Shared Zone Policy and technical directions.</p> <p>Shared zones can vary in size, from small laneways to large shared environments such as the shared zone in Pitt Street Mall.</p> <p>Adapted from RMS technical Direction TTD 2016/001 – Design and implementation of shared zones including for parking and RMS 2012 Shared Zone Policy</p>
Shoreline	<p>A continuous physical element which provides a detectable horizontal or vertical outline or edge for navigation.</p> <p>Shorelines provide a detectable, functional and preferably continuous element permitting a person who is blind or has low vision to travel through open areas or between key destinations, where a person who is sighted would use visual information for navigation or directionality.</p> <p>A shoreline is part of a wayfinding path and consists of the continuous accessible path of travel in conjunction with one or more of the following:</p> <ol style="list-style-type: none"> <li>1. an adjacent building wall</li> <li>2. an adjacent raised landscape fixture or planting that incorporates either kerb, low height wall, raised planting area</li> <li>3. an adjacent flush landscape fixture or planting (such as mulch or lawn)</li> <li>4. directional Tactile Ground Surface Indicators</li> <li>5. textural surface contrast.</li> </ol> <p>Source Draft Australian Standard AS1428.4.2 (2015)</p>

Term	Meaning
Street Furniture	Street furniture includes public seating, garbage bins, water fountains, bicycle parking infrastructure, tree guards and bollards. This infrastructure provides safety and amenity and supports people to enjoy their outing or journey in the public domain.
Street Vending Kiosk	Street Vending Kiosks are located on the footway or in hard paved civic spaces, and are used to sell fruit, flowers and newspapers. They are public domain infrastructure that is owned or managed by the City of Sydney.
Tactile Ground Surface Indicators	<p>Tactile Ground Surface Indicators (TGSIs) help people who are blind or have low vision navigate in the public domain. TGSIs are discerned underfoot, by cane tip or by their contrasting colour. There are two types of TGSIs:</p> <ol style="list-style-type: none"> <li>1. Raised dots are hazard or warning TGSIs which indicate a nearby hazard. A grid of hazard bumps indicates the ground surface will be changing – a ramp, stairs or train platform or light rail corridor edge may be imminent.</li> <li>2. Parallel raised lines are directional TGSIs, which indicate the direction of travel.</li> </ol>
Temporary Structures	<p>Temporary structures are used for a variety of functions at public and private events. They may provide viewing facilities such as temporary tiered seating; shelter, such as tents and marquees; and platforms and supports for performers, such as stages, and portable toilets. These types of temporary structures are commonly found at sporting events, such as racing events, circuses, concerts and festivals and social occasions, such as weddings.</p> <p>Source: ACBC (2015) Temporary Structures Guidelines</p>
Wayfinding	<p><b>Wayfinding system</b></p> <p>A series of wayfinding information and wayfinding decision points connected by wayfinding paths enabling a person to travel independently.</p> <p>A good wayfinding system will allow people to reach their destination easily and quickly by providing the cues and information to: know where you are, where you are headed, and how best to get there; and recognise when you have reached your destination.</p> <ul style="list-style-type: none"> <li>– <b>Wayfinding decision points:</b> A place or location where clear and legible information is provided to enable a pedestrian to make informed choices about their location and intended destination(s).</li> <li>– <b>Wayfinding destinations:</b> Places or areas that are the intended end points of a wayfinding journey.</li> <li>– <b>Wayfinding information points:</b> A place or location which enables a building user to identify the building and the wayfinding destinations at the initial pedestrian arrival points, via the provision of information that is legible to the user and which connects them to wayfinding decision points via wayfinding paths.</li> <li>– <b>Wayfinding path:</b> An enhanced continuous accessible path of travel which includes features and finishes which enables the path and associated elements to be detectable, and visually distinguishable from the surrounding surfaces.</li> </ul> <p>Note: For people who are blind or have low vision and other persons with non-mobility related disabilities, a wayfinding path may include steps and stairs. Some people who are blind or have low vision do not use lifts, preferring to use stairs, travelators or escalators.</p> <p>Source: Draft Australian Standard AS1428.4.2 (2015)</p>

### Disability peak bodies

The following peak bodies could be consulted during design of public domain spaces.

[Australian Federation of Disability Organisations](#)

[Australian Network on Disability](#)

[Autism Aspergers Advocacy Australia](#)

[BEING – Mental Health and Wellbeing](#)

[Consumer Advisory Group](#)

[Brain Injury Association NSW](#)

[Cerebral Palsy Alliance](#)

[Children and Young People with Disability Australia](#)

[Council of the Ageing NSW](#)

[Deaf Australia](#)

[Deaf Society of NSW](#)

[Deaf Sports Australia](#)

[Deafness Forum of Australia](#)

[Dementia Australia](#)

[Disability Advocacy Network Australia](#)

[Down Syndrome Australia](#)

[First Peoples Disability Network Australia](#)

[Guide Dogs NSW](#)

[Mental Health Australia](#)

[Multicultural Disability Advocacy Association](#)

[National Ethnic Disability Alliance](#)

[NSW Council for Intellectual Disability](#)

[Paraquad NSW](#)

[People with Disability Australia](#)

[Physical Disability Australia](#)

[Royal Society for the Blind](#)

[Spinal Cord Injuries Australia](#)

[Vision Australia](#)

[Wheelchair Sports NSW](#)

[Women with Disabilities Australia](#)



# **Attachment C**

## **Inclusive and Accessible Event Guidelines**



Sydney2030/Green/Global/Connected



# A City for All

## Inclusive and accessible event guidelines

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# Background and introduction

Inclusive and accessible events provide equitable opportunities for people who live, work and visit the City of Sydney local government area to enjoy and participate in the amazing social and cultural events on offer.

There are significant economic opportunities associated with catering tourism and recreational services for people with disability.

Tourism Research Australia's (TRA) National Visitor Survey (NVS) 2017 first quarter data on day and overnight trips shows that:

- People with disability spent \$3.3 billion on tourism services, accounting for 17 per cent of all tourism expenditure
- On average, people with disability spent more on day trips than people without disability, \$111 compared with \$106
- People with disability took around 9 million day trips, which accounted for 21 per cent of all day trips
- People with disability spent on average \$615 on overnight trips compared with \$677 for people without disability
- Expenditure was \$2.9 billion for older people and \$2.7 billion for young families.

## Purpose

These guidelines provide event organisers with minimum requirements and a best practice framework to ensure consistent practice and positive outcomes across a diverse range of events. The guidelines outline key access and inclusion considerations that should be referred to when planning and delivering events within outdoor spaces in the City of Sydney area.

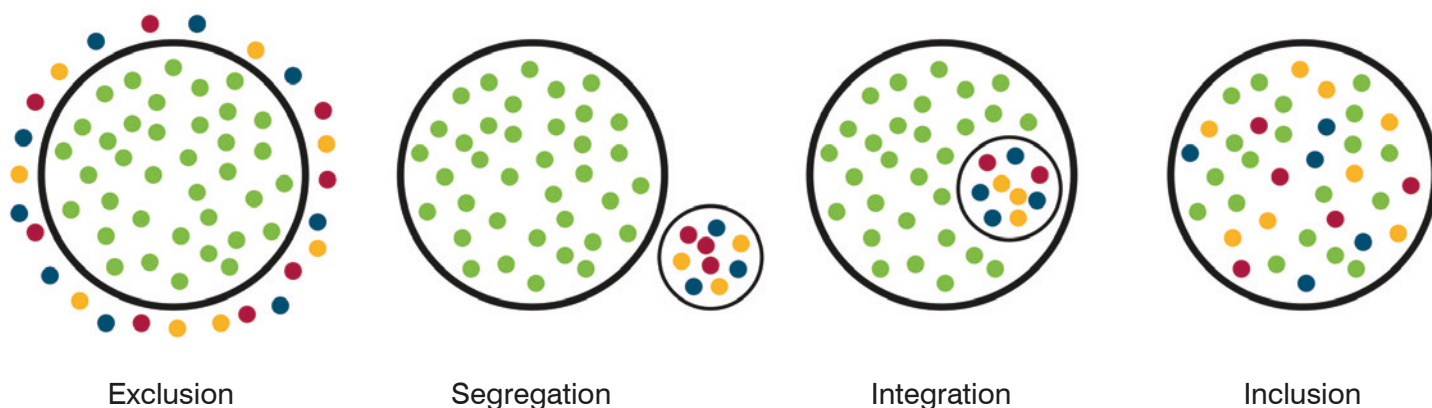
## Legislative and policy context

These guidelines are informed by and meet the requirements under the *Disability Discrimination Act 1992* and the objectives of A City for All: Social Sustainability Policy & Action Plan 2018–2028 and the Inclusion (Disability) Action Plan 2017–21.

The *Disability Discrimination Act 1992* makes it against the law to discriminate against a person because of disability when providing goods, services or facilities, or access to public premises. This includes venues in which events are held, and the activities, performances and services available at events.

These guidelines are intended to ensure that everyone has equitable and dignified opportunities to attend and participate in events.

These guidelines will be provided to all event organisers who seek outdoor permits for events and festivals, as part of the City's Event Guidelines.



## People with disability

One in five people in Australia have a disability. Disability may be acquired at birth or early in life or may be the result of accident, illness or injury throughout life. Disability becomes more likely as we age, with more than half of people aged over 65 living with disability.

When planning inclusive events, it is important to understand the different barriers faced by people with disability.

General barriers include:

- **Physical barriers** – lack of access to premises where event activities are held
- **Communication barriers** – lack of information and communications in accessible formats
- **Attitudinal barriers** – lack of disability awareness, including use of respectful language, and assumptions that people with disability can't participate in certain activities or have unique interests and perspectives
- **Socioeconomic barriers** – the cost of events can impact on making them truly inclusive for everyone.

Understanding the different types of disability and each person's needs will assist in the design, development and implementation of inclusive events. Different people face different barriers, depending on their experience of disability. The experience of disability and the barriers faced by individuals may also vary day to day. For example, people with:

- **Physical disability** – may face physical barriers in accessing an event venue
- **Cognitive disability** such as developmental delay, intellectual disability and acquired brain injury – may face communication barriers and barriers in accessing information about events
- **A lived experience of mental health issues** may face attitudinal barriers, i.e. assumptions that they can't participate in activities or events, or become easily overwhelmed by noisy environments
- **Sensory disability** such as a person who is Deaf or is hard of hearing, blind or has low vision, autism spectrum disorder and sensory processing disorder – may face communication barriers and barriers in accessing information or may require support to attend an activity of event.

It is the responsibility of events organisers to provide everyone with equitable opportunities for inclusive participation.

Remember that each person is different. What works for one person may not work for another, even if both people have the same disability. No two people will have the same need, expectations, skills and aspirations. So while it is important to plan events to be as inclusive as possible, being flexible, respectful and asking people if and how you can help can go a long way.

### Principles of event access

The following four principles provide a framework for planning inclusive and accessible events



#### Accessible venues and spaces:

- The activity or event is held in an accessible venue or space
- Appropriate infrastructure is used to maximise access within and around the venue or space
- The access features of the venue or activity are communicated in promotional materials, so that people with disability are able to make an informed decision about their participation before the event.



#### Opportunities for inclusive participation and experiences:

- Event activities and services can be experienced by people with disability in a shared and inclusive manner
- Inclusive communication at events such as presentations, announcements and speeches are provided in accessible formats.



#### Accessible materials and information:

- Event materials, including promotional, documents, PowerPoint presentations, plans, designs and maps – both print and online – are accessible and/or available in different formats.



#### Staff awareness and attitudes:

- Events staff are welcoming and confident to communicate with people with disability, and have sound disability awareness.

## Types of events and access requirements

Accessible and inclusive events benefit everyone. Particular groups that benefit include people with disability, their carers, family and friends, older people, families with young children, people from culturally and linguistically diverse backgrounds (CALD) and visitors.

There are simple and easy ways to make an event inclusive and accessible if you take time to plan and consider these guidelines.

Access and inclusion requirements should be considered early in the event planning process.

All event organisers should strive for best practice accessibility, as outlined in these guidelines, however, smaller events may have limited resources available to deliver all best practice inclusion and accessibility event features.

All events should meet the minimum requirements set out in the table below.

Minimum requirements	
Venue (both indoor and outdoor)	The venue is wheelchair accessible, with step free entry, and a continuous accessible path of travel to all destinations of the event
	There are accessible toilets available at the event
Opportunities for inclusive participation	Auslan interpreters, live captioning and audio description are provided upon request (when the type of event, size and budget allows this to be achieved)
Accessible materials and information	Where possible, ensure event websites and digital documents comply with Web Content Accessibility Guidelines WCAG 2.1
	Avoid using PDF invitations in digital communications
	Event promotions should provide detail of the access features available at the event where provided such as hearing loops and interpreters
	Provide contact details of event organiser, including telephone number, email address and website so people who need more information about the venue can contact with someone who can answer questions
	Ask guests about individual accessibility support needs they may have (within invitations and promotional materials)
	Be prepared to provide accessible communications if requested
Staff attitudes and behaviours	All staff preparing or participating in an event, including contractors such as security and catering, and volunteers, should be briefed by the event organiser about key access features of the event space

Media Access Australia has a [Service Providers Accessibility Guide: a quick reference guide for accessible communications](#). Slide Genius has a useful guide on how to make [PowerPoint slides accessible](#).

# Accessible venues and spaces



The venue or space, whether it is indoors or outdoors, is one of the most important planning considerations for accessible and inclusive events. If the venue is physically inaccessible, your event may exclude a number of people, including people with disability, families with young children and older people.

## Minimum requirements

### Accessible entrance and the continuous accessible path of travel

An accessible entrance (step free) and a continuous accessible path of travel throughout your event will support independent and dignified access for people with disability.

All events should provide as far as feasible an accessible entrance that is:

- step free and flat, or
- accessible via a ramp that is no steeper than 1 in 14 incline (See Australian Standards 1428.1), or
- accessible via lift.

As far as possible, a continuous accessible path of travel should be available. A continuous accessible path of travel is a route within a building, venue or space that is:

- Free of steps, turnstiles, and obstructions such as signs and stalls, furniture or temporary infrastructure such as power cabling or art installations

- Provides a minimum 1000mm wide clearance (indoors) and as far as possible 1200mm in width (outdoors). For high volumes of attendees a 1800mm passing spaces should be provided every 20 metres (outdoors)
- Provides a minimum of 2000mm height clearance
- Includes temporary ramps and cable trays for outdoor events as required
- Avoids surfaces such as grass and rough gravel as they can be a risk and trip hazard for people who are blind or have low vision, older people, and people using wheelchairs or have spinal sensitivity.

### Accessible toilets

All events should provide accessible toilets, either permanent facilities that exist within the public domain, or through the hire of portable accessible toilets.

There are many types of accessible portable toilets on the market, but not all comply with current standards. Ensuring as far as possible that portable toilets comply with current accessibility standards and are placed at an easily accessible location. See glossary for definitions of wheelchair accessible and ambulant toilets.

As a minimum the provision of wheelchair accessible toilets must:

- Have a minimum ratio of 1 wheelchair accessible toilet per 10 standard toilets<sup>1</sup>
- Not be locked or used as a storage area.



People interacting with the Infinite Choir at Pitt Street mall in the Sydney CBD. The Infinite Choir was set up as part of the Sydney Christmas events 2013. / Photographer: Damian Shaw

In addition, the portable wheelchair accessible toilets at outdoor events must be:

- As accessible as possible – no foot pump operated sink, maximum circulation space: W 1900mm min and L 2300mm min. (See Australian Standards 1428.1 Clause 15)
- Located next to an continuous accessible path of travel
- Include a landing at the top of the ramp for wheelchairs to stabilise and manoeuvre appropriately
- Located on firm, level ground or accessible via ramp no steeper than 1 in 14 incline (when not located on level ground). Accessible temporary structures
- Where more than one portable accessible toilet is provided, provide a mix of toilets with left and right hand transfer configurations.

### Temporary structures

All outdoor events should provide equitable and dignified access into any temporary structures where event performances and activities occur.

- Temporary structures must be accessible to wheelchair users via the provision of an access ramp. In particular:
  - Access to the structure will be provided by a ramp compliant with Australian Standards 1428.1
  - As far as possible, the ramped entry to the temporary structure will be the primary entrance
  - Where the accessible entrance is not the primary entrance:
    - The accessible entrance should be no further than 50m away from the primary entrance
    - The location of the accessible entrance will be clearly signposted at the main entrance
    - It will be clearly sign posted as an accessible entrance.

Where it is not feasible to provide ramped access, an alternative means of access, such as a platform-lift, should be provided.



City of Sydney was a proud sponsor of the Sydney Festival 2017. Photographs of sponsorship and marketing material / Photographer: Katherine Griffiths

### Event wayfinding and signage

Wayfinding and signage assists people to find their way to and around an event venue or space. Wayfinding signs and maps allow people to understand the event environment, and be confident about attending the event and participating in the activities on offer.

As a minimum, wayfinding systems and signage where provided at events should:

- Provide good colour visibility/contrast between one surface or component and another surface or component. You can use Vision Australia's [Colour Contrast Analyser](#) to check foreground and background colour combinations to determine if they provide good colour visibility (See glossary).
- Use large sans-serif font
- Be minimum 18 point font
- Avoid using all capital text (capitalise the first letter)
- Use directional arrows
- Be located at decision points such as entrances
- Provide direction to key event destinations such as performance areas and food service areas
- Provide direction to accessible infrastructure such as accessible toilets, and accessible seating and viewing areas
- Have signage at the destination points to confirm location

- Provide directional signage at a height that can be seen from a distance, taking into consideration crowd density and people who use wheelchairs
- Ensure signage does not obstruct the continuous accessible path of travel or kerb ramps
- Provide minimum 2000mm height clearance
- Be located near to a continuous accessible path of travel or service area and at a height to enable use by people with low vision or wheelchair users. See Wayfinding Standard (AS 1428.4.2) for details.

### For outdoor events

Providing good access at outdoor events requires some additional considerations

- Event layouts should maximise the use of existing footpaths (footways) and kerb ramps by locating key infrastructure next to these pathways such as stalls, accessible, toilets, drop off zones, stages, emergency egress
- Key event infrastructure such as stalls, signs and traffic control barriers, should not block existing kerb ramps
- Where there is no permanent footpath (footway) forming a continuous accessible path of travel, use temporary access matting compliant with AS1428.1 to ensure there is a flat and clear pathway to key event infrastructure
- The pathway must be continuous, with no breaks or gaps



City of Sydney NAIDOC in the City event held at Hyde Park. Pascal Donfsck with his family. / Photographer: Katherine Griffiths

- Where there are stairs, consideration should be given to the provision of an alternative accessible path of travel such as a ramp or lift
- Trucks setting up during bump in and out must not block the continuous accessible path of travel
- Where temporary ramps, stairs, cable trays and matting must be used then they must comply with AS1428.1.

### Other things to remember

- Inappropriately placed event infrastructure can create barriers to access. Ensure that infrastructure such as signs, furniture and stalls do not impede the continuous accessible paths of travel within the event venue or space
- Uneven surfaces such as grass and loose gravel/pebbles can be difficult to traverse, particularly if someone is using a wheelchair or mobility aid
- The use of a microphone at an event, even at small events, can assist people who are hard of hearing
- People who use mobility scooters may need access to power points to recharge their scooter. It is important that power points are at an appropriate height for people in mobility scooters to be able to reach them. (between 230mm and 1350mm high). Don't assume that everyone will be able to reach a power point without assistance
- Where temporary seating is used, aim to provide a minimum of 25% of seating with back and arm rests.



City of Sydney Cycling and Walking team presents 'Light the City'. / Photographer: Katherine Griffiths

### Best practice considerations

#### Emergency egress

Being able to evacuate in an emergency is just as important as being able to get into an event. In addition to general event emergency evacuation procedures, event organisers should consider the following as part of event planning:

- Use accessible communication strategies such as:
  - Visual Alerts during an emergency for Deaf people or people who are hard of hearing
  - Calmly explaining to people with intellectual disability what to do during an emergency
- Identify designated event staff or appropriate emergency services to provide additional assistance for people with disability if required
- Identify multiple accessible evacuation routes to emergency evacuation assembly points and make sure staff are aware of these.

#### Public transport and accessible alternatives

Planning an inclusive event means considering how people can get there. Key considerations include:

- Accessible public transport – identify and communicate the different types of accessible transport options available to and from your event.
- Identify step free routes to your event, avoid steep gradients and where possible have regular rest points along the walking route (every 50 – 75 metres).

Active transport options such as walking and cycling are the City of Sydney's preferred mode of transport. However for some people with disability this is not feasible. Accessible parking, drop off points and buggy services can make events accessible to people with limited mobility:

- Aim for a minimum of 1% of on-site parking spaces to be accessible
- Where accessible parking cannot be provided onsite, provide information about the closest on street mobility parking spaces and commercial parking stations with accessible parking
- Where major events have a traffic management plan, consider providing designated drop off areas for people with limited mobility (subject to approval of the local Traffic committee)
- For smaller events, identify safe and accessible set down points (no stopping zones) near the venue. These can be used for up to 5 minutes as set down areas (as long as driver remains within 3m of the vehicle).
- Consider providing alternative options for people who are not able to walk to the event from public transport locations, such as community transport or buggy services for people with restricted mobility.



Good Neighbourhood BBQ in Foley Park Glebe, August 2018 / Photographer: Katherine Griffiths

The City of Sydney has a publicly available list of designated on-street mobility parking spaces on our [website](#).

All information on accessible transport, parking and drop off zones must be provided on the event website or within promotional materials.

### **Wayfinding and signage**

Good wayfinding at a large event helps people to find their way around independently. Major events and festivals should have wayfinding systems that include venue maps at entrances and exits, as well as in promotional materials and on websites. Ideally maps should indicate the continuous paths of travel, key destination points and accessible toilets.

A large part of wayfinding and information services during an event comes from staff and volunteers. Ensure staff know the layout of events and accessible paths of travel, and consider disability awareness training to ensure staff are confident to interact with people with disability.

# Opportunities for inclusive participation and experiences



Now that your event is accessible, and people can get there, consideration should be given to how people with different disabilities can participate in and enjoy your event.

## Accessible seating

Consider these points when planning your event:

- Check whether the ticketing system allows people to book a range of seating that best suits their abilities and allows people to sit with friends and family<sup>1</sup>. Alternatively provide contact details so that it can be done manually
- Ensure that Deaf people or people who are hard of hearing are able to choose seats that are in a location with clear sightlines to Auslan interpreters and screens with captioning
- Ensure that blind people or people who have low vision are able to be seated within close proximity to presenters, stages or performance areas where it is better to hear
- Ensure rows of seats have appropriate space between them for people to manoeuvre and provide spaces at the end of the row for people who use mobility devices such as walking frames
- Ensure some seating includes arm and back rests
- Seating for people using wheelchairs should be dispersed with non-wheelchair spaces to allow people with disability to be seated with friends and family.
- Consider this guidance for appropriate grouping and distribution:

Number of fixed seats in a room or space	Number of wheelchair seating spaces	Grouping and location
Up to 150	3 spaces	1 single space; and 1 group of 2 spaces (mixed)
151 to 800	of 150 seats	other group

These requirements should be communicated to event staff, booking operators and security staff so that they are able to communicate this information and assist people to specific seating options. These staff should also be familiar with the different seating options and their locations.

## Accessible viewing areas

Where there is only general spectator viewing, consider providing no standing areas or designated accessible viewing areas or platforms:

- A no standing area is a location within a venue or at an event that accommodates everyone, particularly people who use wheelchairs or other mobility devices or people who prefer to sit instead of stand
- An accessible viewing area is a location within a venue or at an event that is accessible for everyone, including people who use wheelchairs, mobility scooters, walking frames or other mobility devices.



Sydney New Years Eve 2016. Auslan interpreter projected on to Sydney Harbour Bridge Pylon / Photographer: City of Sydney

These areas should be:

- Located next to a continuous accessible path of travel
- Within clear sightlines to the event or screens for viewing of alternative accessible communication e.g. Auslan interpreters, live captioning and audio description
- Clearly indicated on the event map
- Promoted on the event website and if possible available for booking
- Inclusive of friends and family of people with disability
- Be described as an “accessible seating or viewing area” or “no standing area” – NOT disabled or wheelchair areas
- where feasible, consider providing shelter for these areas in the event of rain.

### Why is this important?

Accessible seating and viewing areas are important because:

- Just like anyone else, people with disability have the right to choose their seat and the opportunity to sit with family and friends
- People who use wheelchairs may not be able to view the event due to the lowered seating position as well as other members of the public standing in front of them
- Deaf people or people who are hard of hearing need clear sightlines to see Auslan interpreters, live captioning and to lip read
- Having seating that includes back and arm rests is beneficial particularly older people and people who may have reduced core strength, or may need to rest.



Parallel Parks. People explore the Great Barrier Reef at Customs House Library using Virtual reality headsets / Photographer: Katherine Griffiths

### Accessible service areas

Service areas include ticket booths, reception areas, sign-in areas or food and beverage stalls. When planning your event, think about the following to maximise the accessibility of service areas:

- Provide accessible counter heights of approximately 800–850mm
- If accessible counter heights are unable to be provided, ensure there are additional staff available to assist people with disability in accessing services that may be located behind the service area
- Have large print menus (minimum font 18pt) and menus with pictures available on request
- Avoid hand written menu boards as they can sometimes be difficult to read from a distance. Consider each of the following format and style suggestions when developing signs that may be viewed from different distances within service areas:
  - minimum 18 point size font
  - sans serif font
  - single spacing between lines
  - different font sizes to distinguish between headings.

See [Vision Australia's assistive technology and accessibility guidelines](#) for further requirements.

### Why is this important?

- If a service area's counter is too high, then it can be difficult for someone in a wheelchair to access and communicate with dignity
- Blind people and people with low vision, people with intellectual disability and people from culturally and linguistically diverse backgrounds may have difficulty reading signage that is too small or hand written
- A service area that is more accessible and equitable for everyone can also increase business.

## Remember

If your event provides inclusive experiences that if someone requests access supports such as those described on the following pages, all event organisers have a responsibility under the *Disability Discrimination Act 1992* to provide these where possible.

### Making events inclusive of people with sensory disabilities

Over the next few pages are some examples of technologies, services and spaces that can make your events more welcoming and inclusive of people with sensory disability, and enable them to access content of the performances.

#### Audio description

For major events, consider providing audio description of performances or installations to provide people who are blind or have low vision with an equivalent experience of visual elements in an event or performance.

Audio description is designed for people who are blind or have low vision. A live narrator or audio recording describes what is visually happening in a performance or film, or describes visual elements of an artwork for example.

Video content can also be audio described. A video only requires audio description if there is something that needs to be audio described. If a video shows the Australian Prime Minister delivering a speech, then audio description is not required as the primary content is already provided through the dialogue. These are known as talking head videos.

However, if that same video had text on screen that wasn't described by the audio, or if the Prime Minister pointed to an object but didn't refer to it in his speech, then the information would not be perceived by someone who is blind or has low vision and audio description provides equivalent access.



Photographer: Joanne Chan

## Case Study

In 2019, the City of Sydney hosted two separate tours of the Lunar Lantern exhibition for people who are blind or have low vision.

The audio-described tours were led by professional audio describer Fran Mathey, who describes for the City's New Year's Eve fireworks on the ABC.

The tours also featured interaction tactile elements of the lanterns, top enable patrons to interact gain a tactile and audio experience of the lunar lanterns.



Photographer: Joanne Chan

### Making events inclusive of Deaf and hard of hearing people

When planning an event, it is important to understand that different accessible communications technologies benefit different people in different ways.

 <b>Auslan</b>	 <b>Live Captioning</b>	 <b>Hearing Augmentation</b>
<b>Auslan the sign language of the Australian Deaf community</b>	<b>Captions composed of text, are created as an event takes place and are displayed on a screen. This enables people to access content delivered by spoken words and sounds in text format.</b>	<b>Makes amplified sound easier for people with hearing aids to hear.</b>
<b>How does it work</b> In an event or performance context, an interpreter translates speeches and other performances with spoken word into Australian Sign Language. The interpreter is often on stage so spectators can see the translator and performance together. Some interpreters specialise in interpreting music, but will need music and lyrics ahead of time to rehearse.	<b>How does it work</b> A professional captioner types all audio content on their device which publishes transcript as it is typed on a weblink. The live transcript can be displayed on any screen at the event via accessing the weblink. Captions can be open or closed. The captioner is either at the event or works remotely using an audio feed.	<b>How does it work</b> Transmits sounds from inbuilt amplification system to the hearing aid of an individual. There are various types of hearing augmentation systems and hearing aid devices, using different technologies. This fact sheet provides a useful overview, but ask the facilities or venue manager for more detail when you book.
<b>Auslan benefits the Deaf community</b> – which largely but not exclusively - includes people who were born Deaf and have grown up in Deaf culture. It is estimated that less than 0.05 % of the population in greater Sydney use Auslan . For many Deaf people, Auslan is their first language, and not all Deaf people are confident with English. Auslan does not meet the needs of people with hearing loss. The majority of people with hearing loss acquire it as they age and are less likely to have learnt and or use Auslan.	<b>Live captioning benefits most people with hearing loss</b> (1 in 7 people or 14.5% of people) Not all Deaf people are fluent in English, so captioning does not always meet their needs. Captioning can benefit the broader audience, particularly if acoustics are challenging at the venue, or speakers are hard to understand.	<b>Hearing Augmentation benefits some people with hearing loss who use hearing aids.</b> Not everyone with hearing loss uses hearing aids, and not all hearing aids are compatible with hearing augmentation systems.
<b>When should it be provided</b> Available on request for all events. While demand for Auslan may not be as high as captioning for example, providing Auslan at events can be used as a way to share Deaf culture with the wider community and foster better awareness and more positive attitudes towards people with disability. If the event includes Auslan, make sure it is for all event proceedings (not just speeches).	<b>When should it be provided</b> Available on request for all events. Where acoustics are poor. For major events where feasible.	<b>When should it be provided</b> Some indoor venues have hearing augmentation as a part of the requirements under the Disability (Access to Premises – Building) Standards 2010. For outdoor events, you may elect to hire portable hearing augmentation systems – these are typically FM receiver based.



Sydney Rides Festival - Photographer Katherine Griffiths, City of Sydney

### **Making events inclusive of people with Autism and other sensory processing disorders and mental health issues**

A sensory space is a designated space in an event or venue specifically created with tools and equipment to help children and adults with sensory processing disorders regulate their senses, especially when they are experiencing sensory overload or a meltdown.

Sensory processing disorders are commonly (but not always) associated with being on the Autism Spectrum also known as Autism or Asperger's syndrome).

People with a sensory processing disorder, can be particularly sensitive to light, sounds, textures, flavours, smells and other sources of sensory input. Symptoms of sensory processing disorders may include:

- **Hypersensitivity:** Hypersensitive (or oversensitive) people may have an unexpected response to loud noises and /or notice sounds that others do not. They may dislike being touched, even by people they know. They may be fearful in crowds, and therefore be reluctant to participate for fear of being bumped into. People who are sensitive to touch may avoid handing objects over to others.
- **Hyposensitivity:** Hyposensitive (or under sensitive) people lack sensitivity to the surroundings. They might have a high tolerance for, or indifference to pain. They may be "sensory seeking" meaning they have constant need to

touch people or things – even when it is not appropriate. Others who are sensory seeking have a lower proprioception - or sense of their body in the world - resulting in a person needing to spin, swing or use another form of movement in order to feel regulated.

In young children and some adults, these sensitivities can result in challenging behaviours, or severe withdrawal. Children and adults may experience a meltdown, which can be mistaken – particularly by on lookers - as a temper tantrum.

For many children and adults with sensory processing disorders or mental health issues such as anxiety, having access to a sensory room means they have a safe space of their own where they can go to feel regulated and calm.

Sensory spaces can be places of sensory stimulation and/ or sensory de-stimulation.



Destructive Steps - Street dance competition 2017 - Photographer: Katherine Griffiths City of Sydney

### ***Sensory de-stimulating spaces (quiet space):***

A quiet space is specifically used for people who need to avoid sensory stimulation (including some people with Autism) and others who may become overwhelmed in certain busy event environments, for example people with anxiety.

Key features of a quiet space include:

- A space like a tent, where the person can get away from noise, light, sound, other people, and other stimuli
- Noise cancelling headphones for people who are overstimulated by noises
- If within a venue, calming lighting
- Comforting blankets and pillows.

### ***Sensory stimulating spaces***

Key features to include for sensory stimulation include:

- Fidget toys, like fidget spinners – to allow people to satiate the desire for constant movement
- Weighted toys and blankets
- Toys and books with stimulating textures, like sequins, knots.

### ***Sensory adjusted performances***

Sensory adjusted performances are designed to create a performing arts experience that is welcoming for people on the autism spectrum, or for others with disabilities that create a sensitivity to sensory input.

Often the lights are turned on and the sound is turned down, so children and adults can dance, walk, yell or sing! As with all children, it is important that kids with autism or other disabilities are exposed to different situations in order to broaden their experiences, but visual and verbal prompts are key to helping them cope with and enjoy these experiences. Features of sensory adjusted performances can include:

- **Relaxed Environment:** a relaxed and safe environment with limited crowds and visitors and extra staff to help as well. The most important aspect of these types of performances is that it's a non-judgmental environment, especially if children are exhibited challenging behaviours. Parents and carers can relax and worry less about disturbing others.
- **Modified Sounds:** lowered sound levels throughout the performance benefit for children who are sensitive to loud noises.
- **Adjusted Lighting:** Low lighting, especially lighting focused on the audience, helps some children who have difficulty taking in sensory input such as bright lights.



Chinese New Year 2017- Photographer Katherine Griffiths, City of Sydney

- **Extra Space:** Since crowds are limited, extra space is available throughout the venue for standing, walking and dancing, and this can benefit children who are sensory seeking and need to move to regulate.
- **Quiet space or sensory space** – A child may be over stimulated from sensory input and need a quiet place to de-stress
- **A Social Story** provided to parents, so they can share with their children prior to the performance. Showing children what you want them to do and what is expected helps them prepare for the day
- **Sensory Maps** that identify which places might be noisy, bright, dark, busy, have a strong smell, or where people might be able to go when you want to get away from these places (i.e. quiet space or sensory space). These easy to read maps help people to understand the environment and prepare for the journey.
- **Explanation of the ‘Hidden Curriculum’:** The ‘Hidden Curriculum’ is the type of behaviour rules that most people just seem to know for a certain situation or context. Some people with sensory processing disorders might need help understanding the types of things are allowed and expected in the event context. These might include things like if people are expected to remain quiet during performance or not, whether people are allowed to touch the art or if they can just look at it, for example.
- **Allow for the use of communication devices such as iPads and other tablet devices.** Some children on the spectrum use electronic devices to communicate as they are unable to speak. Allowing them to use these devices, gives these children the opportunity to express their feelings about the show as well as ask questions.
- **Trained Staff** who know what to expect during the performance. Having staff that can be clearly identified, and understand the needs of people with sensory issues makes the experience easier and more comfortable for the entire family.
- **Orientation Visits** – offering orientation visits for families and children attending sensory adjusted performances allows families to familiarize themselves with the venue. Allowing a child to see the venue before a show helps decrease the anxiety of attending. It also takes away the fear of the unknown and creates a sense of familiarity on the day of the performance

# Accessible materials and information



Now that your event is accessible and includes opportunities for inclusive participation, it is important to provide information about these features and promote these features of your event to people with disability.

People with disability rely on quality information about an event to make an informed decision on how they may attend and participate. They may consider ease of access to the venue and if the venue has features such as accessible paths of travel. They may also consider the available communication methods, such as Auslan interpreting, captioning, audio description and assistive listening devices such as hearing loops. Good quality information helps people with disability to participate with confidence.

Historically, the needs of people with disability have not been considered at many events, and people with disability aren't yet used to being included. It is important to actively promote what's on offer so people with disability are aware and feel welcome.

Make sure you provide information about events in accessible formats. People with disability rely on a range of alternative formats to access information. For example, a person with low vision may use a screen reader, a person with an intellectual disability may prefer to access information in Easy English.

## Online information

All government agencies organizing events are required to comply with web accessibility standards WCAG 2.1 in their digital communications, in line with the Web Accessibility National Transition Strategy that mandates that all government websites were expected to meet Level AA conformance by the end of 2014. The NSW Government made a commitment to adhere to the National Transition Strategy.

If your event has its own website, consider developing a dedicated accessibility webpage that outlines key access features of the event and is easy to find from the main page:

- The web page should be digitally accessible and compliant with the WCAG 2.1 standards
- All downloadable documents should be made available in alternative formats (as a minimum a Word version formatted for accessibility)
- The online booking system should allow people to book accessible seats and request support without having to speak to someone.



Crowds pictured at Dawes Point during the New Year's Eve fireworks, 2015 / Photographer: Cole Bennetts/ City of Sydney

The following information that should be included on a dedicated event website:

### **Getting there**

- nearest accessible public transport location
- nearest on-street mobility parking and/or commercial car park with accessible parking
- nearest accessible drop-off zone
- the location/names of roads that may be closed or affected

### **Venue accessibility**

- maps that include key event destinations, accessibility infrastructure and continuous accessible paths of travel
- accessible seating and viewing area
- accessible toilet locations

### **Opportunities for inclusive participation**

- whether hearing augmentation, Auslan interpreting, captioning and audio description is provided
- whether other supports are provided – such as quiet spaces or sensory adjusted performances.

### **Booking information**

- How to book for any access features, including dedicated drop of areas , accessible viewing areas, or sensory adjusted performances etc
- Whether the Companion Card is accepted (for paid events) .

### **Contact Information**

- How to contact the event organiser to discuss your access needs - including email, contact number, and the National Relay Service, and
- Contact details for assistance on the day.
- Use relevant accessibility icons to help communicate these features.
- If your event does not have its own website, but uses event listings pages, at minimum include information about venue accessibility and how to contact the event organiser to discuss your access needs.



Nicole Holmes from Guide Dogs NSW/ACT uses Tactile and Braille Street signs at Hyde Park / Photographer: Katherine Griffiths

### Communications and Marketing

Now that your event is accessible, and includes opportunities for inclusive participation, it's important that you communicate and promote these features of your event.

Your event communications, such as invitations and flyers, should at minimum

- Ask participants to notify you about any specific accessibility support needs or requirements
- Communicate specific access services and opportunities for inclusive participation (where provided).
- Provide direct contact details, should people need to ask questions about accessing the event – including a direct telephone number, email address and website.

When promoting your event through digital communication channels, avoid using PDF invitations only. Instead use accessible HTML formats, Word documents, accessible PDF documents, or plain text. This will assist people who use screen readers to access information.

### Recommended inclusion statement for events

We aim to deliver inclusive and accessible events. If you have any particular access or communication needs please contact

<insert name and role> on  
< insert phone number> >.

### Best practice considerations

#### *Print accessibility*

When promoting your event with print communications, consider the following print accessibility requirements:

- Sans-serif font
- Aim for 12 point font size (10.5 is the absolute minimum)
- Avoid using all capitals (use upper and lower case) and italics
- A minimum of 30% colour contrast between background and key information text
- Ensure text is horizontal and straight (not vertical)
- Using accessibility icons if relevant

#### *Actively promote to people with disability*

To maximise attendance of people with disability at your event, promote your event to disability organisations and peak bodies. Some strategies include:

- Email details of your inclusive event to local disability services and or peak bodies.
- Promote your event on social media, and tag local disability groups and service providers
- Some groups, such as Guide Dogs NSW/ACT have regular electronic newsletters, you may be able to promote your event in their newsletter. Please note this may involve a fee.

# Staff attitudes and awareness



Staff and volunteers play a key role in ensuring that events and programs are inclusive and accessible. Disability awareness will enable event producers and staff to better plan and deliver accessible and inclusive events.

Appropriate communication and etiquette is important to making everyone welcome. In many cases, disability awareness partnered with respectful communication can overcome many barriers.

## Minimum requirements

All staff preparing or participating in an event, including contractors such as security, catering and volunteers, should be briefed about key access features including:

- Appropriate language and strategies for communicating with people with disability
- Locations of viewing areas, accessible facilities, paths, ramps, entrances and exits, lifts and other features
- Availability of captioning, audio description and/or assistive listening technology such as hearing loops
- Information about both the accessible and inaccessible features of the event activities and performances

- Emergency evacuation procedures for everyone, including requirements of people with disability
- An understanding and awareness of assistance and companion animals, particularly Guide Dogs. Further information on what to consider can be found on the [Guide Dogs NSW/ACT website](#).

## Remember

Each person is different. What works for one person may not work for another, even if both people have the same disability. No two people will have the same need, expectations, skills and aspirations.

So while it is important to plan events to be as inclusive as possible, being flexible, respectful and asking people if and how you can help can go a long way.



City Talks featuring Auslan interpreter / Photographer: Katherine Griffiths

### Best practice considerations

All major events should also, where feasible:

- Provide staff with disability awareness training, and consider annual refreshers to this training
- Consider providing staff with Deaf awareness training
- Ensure at least one event staff member has a Mental Health First Aid Certificate
- Where there are dedicated access officers, or staff with specialist knowledge – ensure staff and event participants have contact details for them.

### Why is this important?

- Low levels of disability awareness and negative views about people with disability are one of the main barriers to participation
- Sound disability awareness and staff attitudes increases the satisfaction and the likelihood of people with disability attending an event or service again.

### Remember

that each person is different. What works for one person may not work for another, even if both people have the same disability. No two people will have the same need, expectations, skills and aspirations.

So while it is important to plan events to be as inclusive as possible, being flexible, respectful and asking people if and how you can help can go a long way.

# Appendices:

## Inclusive and accessible event checklists

### Appendix A: Accessible venues and spaces

The following checklist outline the minimum and best practice requirements for inclusive and accessible events.

- The minimum requirements provide are designed to ensure that all events include a continuous accessible path of travel, appropriate supply of accessible toilets, a single point of contact for accessibility enquiries and good information about accessing the venue and event
- The best practice considerations are those the City encourages all event organisers to achieve where feasible.

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Accessible entrance</b>					
Step free entrances to venue.	x				
Lift access for events not on the ground floor.	x				
Temporary ramps are no steeper than 1 in 14 incline (refer to Australian Standard 1428.1).			x		
<b>Continuous accessible path of travel (indoors)</b>					
Provide continuous accessible path of travel with the following considerations: <ul style="list-style-type: none"> <li>• No steps, turnstiles, and obstructions such as signs and stalls, furniture or temporary infrastructure such as power cabling or art installations</li> <li>• A minimum 1000mm wide clearance</li> <li>• A minimum of 2000mm height clearance.</li> </ul>	x				

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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### Continuous accessible path of travel (outdoor)

Provide continuous accessible path of travel with the following considerations: <ul style="list-style-type: none"> <li>No steps, turnstiles, and obstructions such as signs and stalls, furniture or temporary infrastructure such as power cabling or art installations</li> <li>A minimum 1200mm wide, with 1800mm pass spaces every 20 metres</li> <li>A minimum of 2000mm height clearance.</li> </ul>	x				
Avoid as far as possible uneven surfaces such as grass and gravel for the continuous accessible path of travel.	x				
Maximise the use of existing footpaths and kerb ramps by locating infrastructure adjacent to these pathways. Examples are: stalls, accessible toilets, drop off zones, stages.	x				
Ensure that key event infrastructure such as stalls, signage and traffic control barriers, do not block existing kerb ramps.	x				
Use temporary access matting compliant with Australian Standards 1428.1 to ensure there is a flat and clear pathway to key event infrastructure, where there is no permanent path available. Include temporary ramps and cable trays for outdoor events as required.	x				
All pathways are continuous, with no breaks or gaps.	x				
Indicate the alternative continuous accessible paths of travel where there are stairs.	x				
Ensure relevant people who are responsible for bump in and bump out are aware that they must not block the continuous accessible paths of travel.	x				
Temporary art installations do not obstruct the continuous accessible path of travel.	x				

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Accessible toilets</b>					
Minimum 1 wheelchair accessible toilet per 10 standard toilets. These toilets must be as accessible as possible, i.e. no foot pump operated sink, maximum circulation space: W 1900mm min and L2300 min (See Australian Standards 1428.1 Clause 15).	x				
Accessible toilets are not locked or used as storage.	x				
Locate outdoor portable toilet near to the continuous accessible path of travel and on a level ground via ramp no steeper than 1 in 14 incline (See Australian Standard 1428.1).	x				
<b>Accessible temporary structures</b>					
Temporary structures have been designed and installed in consideration of the Australian Building Codes Board 'Temporary Structures Standard (2015)'.	x				
Where the primary entrance to the temporary structure is not accessible, signage has been provided at the primary entrance indicating the location of the accessible entrance. The accessible entrance is also clearly signposted.	x				
Temporary structures are accessible to wheelchair users via the provision of an access ramp no more than 1 in 14 incline (See Australian Standards 1428.1). Where this is not possible a stair lift may be used.	x				

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Wayfinding and signage</b>					
<p>Where event signage is provided it:</p> <ul style="list-style-type: none"> <li>• Should provide good visibility/contrast between one surface or component and another surface or component. See Vision Australia's Colour Contrast Analyser to determine whether the colour palette is appropriate</li> <li>• Uses large sans-serif font</li> <li>• Avoids the use of all capital text (capitalise the first letter)</li> <li>• Uses directional arrows and symbols where possible</li> <li>• Provides direction to key event destinations such as performance areas and food service areas</li> <li>• Provides direction to accessible infrastructure such as accessible toilets, and accessible seating and viewing areas</li> <li>• Is located at destination points to confirm location</li> <li>• Is located at an appropriate distance and height from a continuous accessible path of travel or service area so that people with low vision or wheelchair users are able to access information. See Draft Wayfinding Standard (AS 1428.4.2) for details.</li> </ul>	x				
<p>For major events signage and wayfinding systems are supported by:</p> <ul style="list-style-type: none"> <li>• Venue maps at entrances and exits, as well as in promotional materials and on websites</li> <li>• Maps indicate the continuous paths of travel and key destination points and accessible toilets.</li> </ul>		x	x		

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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### Public transport and accessible alternatives

Step free continuous accessible path of travel between key transport hubs and drop-off/pick-up zones and the event has been identified and communicated as part of the event communications.		x	x		
Accessible public transport options are identified and communicated as part of the event communications.		x	x		
Existing available accessible parking (incl. designated on street mobility parking spaces and accessible spaces within nearby parking stations), are identified and communicated as part of the event communications.		x	x		
Designated drop off areas provided as part of the traffic management plans of major events.		x	x		
Safe and accessible set down points (no stopping zones) near the venue are identified and communicated for events without traffic management plans.		x	x		
Where designated drop off points or not stopping zones are more than 400m from the venue, mobility buggies are available to people who are less mobile.		x	x		

## Appendix B: Opportunities for inclusive participation and experiences

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Accessible seating</b>					
Seating for people using wheelchairs is to be dispersed with non-wheelchair spaces to allow for people with disability to be seated with friends and family.	x				
Ensure that there is seating with back and arm rests available.	x				
Where wheelchair seating bays can be booked, the ticketing system allows people to book online. Alternatively ensure a phone is provided so seats can be booked over the phone.		x	x		
Ensure that Deaf people or people who are hard of hearing are able to choose seats that are in a location with clear sightlines to Auslan interpreters and screens with captioning, where that is provided.			x		
Ensure that people who are blind or have low vision are able to be seated within close proximity to presenters, stages or performance areas where it is better to hear.			x		

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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### Accessible viewing areas

Where there is only general spectator viewing, consider providing no standing areas or designated accessible viewing areas or platforms. Ensure that these viewing areas are:

- Located next to a continuous accessible path of travel
- Within clear sightlines to the event or screens for viewing of alternative, accessible communication such as Auslan interpreting, audio description and captioning
- Clearly indicated on the event map
- Promoted on the event website and if possible available for booking
- Inclusive of friends and family of people with disability
- Be described as an “accessible seating or viewing area” – not disabled or wheelchair areas.

X

X

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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### Accessible Service Areas

As far as possible:

- Provide accessible counter heights of approximately 800–850mm
- If accessible counter heights are unable to be provided, ensure there are additional staff available to assist people with disability in accessing services that may be located behind the service area
- Avoid hand written signs. Aim to produce signs in the following format:
  - minimum 18 point size font
  - sans serif font
  - single spacing between lines
  - different font sizes to distinguish between headings.

x

x

### Temporary and moveable furniture

Ensure there is seating with back and arm rests available.

x

x

Minimum clearance 1200mm provided around and between dining settings.

x

x

Minimum 25% of tables at accessible height with appropriate clearance for wheelchair users.

x

x

Accessible tables have height ranges of 750–770mm, with a 720–740mm underside clearance, and minimum 850mm clearance between legs.

x

x

Furniture has good colour contrast.

x

x

Provide access to power points for people who use mobility scooters to recharge their scooter.

Ensure that power points are at an appropriate heights (between 230mm – 1170mm) for people in mobility scooters to be able to reach them.

x

Task	Upon Request	Major Events	Yes/ No/Not Applicable	Comments
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### Making events inclusive of Deaf and hard of hearing people

Provide assistive listening devices such as hearing augmentation via hearing loops (within the venue facility) or portable hearing loops (for outdoor events and activities).	x	Best Practice		
Provide microphones where possible at outdoor and indoor events as they assist people who are hard of hearing.	x	Best Practice		
Provide captioning of spoken content on large screens or via tablet, including video content.	x	Recommended		
Provide audio description of visual elements like performance, art, fireworks and video content.	x	Best Practice		
Provide Auslan (Australian Sign Language) interpretation for spoken word, such as talks, speeches or performances.	x	Best Practice or where you want to promote and share Deaf culture		
Provide sensory adjusted performances for people on the autism spectrum.		Recommended (where appropriate)		
Provide sensory spaces for people with sensory processing disorders and or lived experience of mental health issues.	x	Recommended (where appropriate)		

## Appendix C: Accessible Materials and Information

Task	All Events	Major Events	Best Practice	Yes/ No/Not Applicable	Comments
Online information					
Online event information is digitally accessible.	Minimum requirement for government agencies	Recommended	x		Note: All government agencies organising events should ensure all digital communications comply with WCAG 2.1 Web Accessibility Standards.
Downloadable documents are available in alternative formats (at a minimum a Word version formatted for accessibility).	Minimum requirement for government agencies	Recommended	x		Note: All government agencies organising events should ensure all digital communications comply with WCAG 2.1 Web Accessibility Standards.
Provide information outlining key access features of your event and contact details for people to seek further information. This can be either through <ul style="list-style-type: none"> <li>• A dedicated accessibility web page for a major event, or</li> <li>• information within the event listing.</li> </ul>	x				

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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### Online information (continued)

#### Venue accessibility

- maps that include key event destinations, accessibility infrastructure and continuous accessible paths of travel
- accessible seating and viewing area
- accessible toilet locations.

#### Opportunities for inclusive participation

- whether hearing augmentation, Auslan interpreting, captioning and audio description is provided
- whether other supports are provided – such as quiet spaces or sensory adjusted performances.

#### Booking information

- How to book for any access features, including dedicated drop of areas , accessible viewing areas, or sensory adjusted performances etc.
- A contact phone # for book these services if it cannot be done on line
- Whether the Companion Card is accepted (for paid events).

#### Contact Information

- How to contact the event organiser to discuss your access needs - including email, contact number, and the National Relay Service, and
- Contact details for assistance on the day.

X

X

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Communications and marketing</b>					
<p>Event communications, invitations and flyers include the following:</p> <ul style="list-style-type: none"> <li>• Ask participants to notify you of access requirements</li> <li>• Information about what kinds access services and opportunities for inclusive participation will be available</li> <li>• Direct contact details of appropriate staff member should someone needs to discuss their access requirements</li> </ul>	x				
<p>Print accessibility requirements for print materials has been considered.</p> <ul style="list-style-type: none"> <li>• aim for 12 point size font (10.5 minimum)</li> <li>• Sans serif font</li> <li>• Single spacing between lines</li> <li>• Avoid using all capitals (use upper and lower case) and italics</li> <li>• A minimum of 30% colour contrast between background and key information text</li> <li>• Text horizontal and straight (not vertical)</li> <li>• Use accessibility icons if relevant</li> <li>• Advertise acceptance of companion cards.</li> </ul>		x	x		
<p>The inclusive event has been promoted to people with disability.</p>		x	x		

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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### Emergency information

Ensure there are designated staff or appropriate emergency services that are able to provide additional assistance for people with disability if required.		x	x		
Identify and communicate (appropriately such as through event guides, event website, marketing material) the locations of the continuous accessible paths of travel for egress to emergency evacuation points.		x	x		
Ensure designated staff are aware of these paths.					

## Appendix D: Staff attitudes and awareness

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Staff attitudes and awareness</b>					
<p>Brief staff, contractors such as security, catering and volunteers about the key access features of the event.</p> <p>This may include:</p> <ul style="list-style-type: none"> <li>• A basic induction for appropriate language to use when communicating with people with disability</li> <li>• The locations of viewing areas, accessible toilets, paths, ramps, entrances and exits, lifts and other features</li> <li>• The availability of captioning, audio description and/or assistive listening technology such as hearing loops</li> <li>• The availability of Auslan (Australian Sign Language) and the most appropriate viewing locations</li> <li>• Information about both the accessible and inaccessible features of the event</li> <li>• Emergency evacuation procedures for everyone, including requirements and considerations of people with disability.</li> </ul>	x				
<p>Disability awareness training has been provided to event staff.</p> <p>At least one event staff member has a Mental Health First Aid Certificate.</p> <p>Consider staff with Deaf awareness training.</p>		x			
<p>Provide a dedicated access officer or staff member with specialist access or disability knowledge as part of your event.</p> <p>Provide their contact details as part of key marketing material and invitations.</p>		x			

## Further resources

- Meetings Australia in conjunction with the Australian Human Right commission has developed Accessible Events: A Guide for Meeting and Event Organisers to help event organisers plan and deliver accessible events and meet their responsibility to provide accessible services under the *Disability Discrimination Act 1992*.
- Victorian Government – Accessible events guidelines and checklists for organisers, chairs, speakers and MCs - <https://providers.dhhs.vic.gov.au/sites/.../Accessible-events-guidelines-checklist.doc>
- Mental Health First Aid Australia - Mental health first aid is the help provided to a person who is developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis. The first aid is given until appropriate professional help is received or the crisis resolves. <https://mhfa.com.au>
- WayAhead – Mental Health Association NSW provides mental health information – the WayAhead Directory, Mental Health Factsheets and information and education seminars; and runs anxiety support groups in NSW <https://wayahead.org.au>

## Glossary

Term	Meaning
<b>Accessible</b>	Commonly associated with mobility standards and safety compliance, accessibility refers to the physical ability of people to access a place or thing. Source: NSW Department of Planning - <i>Everyone Can Play</i> Design Guidelines.
<b>Access and mobility map</b>	A walking route map that provides access features such as continuous accessible path of travel, rest points along this route as well as accessible toilets in the vicinity. An access and mobility map also indicates any physical barriers such as stairs and steep hills.
<b>Accessible communication</b>	Accessible communication, or sometimes known as alternative formats is a piece of communication designed to provide information for people with disability, where print or oral communication is a barrier. The type of accessible communication may vary depending on the person's access requirements. Types of accessible communication includes: <ul style="list-style-type: none"> <li>• Auslan interpreting (Australian Sign Language)</li> <li>• Captioning</li> <li>• Audio description</li> <li>• Easy Read English</li> <li>• Accessible digital documents</li> <li>• Large print</li> <li>• Braille</li> </ul>
<b>Accessible toilets</b>	Accessible toilets are specifically designed to provide enough space to accommodate wheelchair access, and assistance when transferring from wheelchair to closest pan. Accessible toilets include features such as lower mirrors and washbasins, contrasting toilet seat colour, grab rails and braille signage.
<b>Ambulant toilets</b>	Ambulant toilets are specifically designed for those with ambulant disabilities that do not require the extra space that is provided by accessible toilets. People who have ambulant disabilities are people who have a mobility disability but are able to walk.
<b>Colour contrast</b>	When the difference between colours enables elements to be distinguished Source: AS1428.4.2 (2018)
<b>Continuous accessible path of travel (CAPT)</b>	Continuous accessible path of travel (CAPT) is 'an uninterrupted route to and within an area providing access to all features, services and facilities. It should not incorporate any step, stairway, turnstile, revolving door, escalator, hazard or other impediment which would prevent it from being safely negotiated by people with disability'. Source: Australian Human Rights Commission (2013) Advisory Notes on Streetscapes

Term	Meaning
<b>Disability</b>	<p>The definition includes a disability that:</p> <ul style="list-style-type: none"> <li>• Presently exists, or</li> <li>• Previously existed but no longer exists, or</li> <li>• May exist in the future, or</li> <li>• Is imputed to a person.</li> </ul> <p>While the <i>Disability Discrimination Act 1992</i> uses a ‘medical model’ to define disability, it is important to distinguish between a person’s impairment and the social context in which it occurs.</p> <p>A ‘social model’ of disability suggests that disability is a product of the barriers that communities allow to remain in place. Such barriers may be physical, such as inaccessible streetscapes; or social, such as a lack of information in accessible formats and attitudes of people. When a community removes those barriers, the majority of people with disability can function at much higher levels.</p>
<b>Egress</b>	<p>A means of egress is a continuous and unobstructed way of exit travel from any point in a building or structure to a public way and consists of three separate and distinct parts: the way of exit access, the exit, and the way of exit discharge.</p>
<b>Inclusive</b>	<p>As well as providing access, inclusive spaces, infrastructure and activities strive to remove obstacles and barriers that prevent people of all ages, abilities (both physical and mental) and cultural backgrounds from being able to participate.</p>
<b>Key event destinations</b>	<p>Key event destinations are locations within the event that support and enhance the attendees’ experience. This includes:</p> <ul style="list-style-type: none"> <li>• Entrances</li> <li>• Toilets including accessible toilets</li> <li>• Information points and stalls</li> <li>• Food service areas</li> <li>• Ticketing booths</li> <li>• Accessible seating and viewing areas</li> <li>• Exits.</li> </ul>
<b>Luminance Contrast</b>	<p>The light reflected from one surface or component when compared to the light reflected from another surface or component.</p> <p>Source: AS1428.4.2 (2018).</p>

Term	Meaning
<b>Major Event</b>	<p>Major Events include those which meet any of the following criteria:</p> <ul style="list-style-type: none"> <li>• Outdoor events that are over numerous sites</li> <li>• Outdoor events and festivals that run over two or more consecutive days</li> <li>• Outdoor events that involve road closures</li> <li>• Outdoor events with anticipated attendance of over 500 people</li> </ul> <p>Due to the nature of different events, the activities, scale and locations can have a determination on whether the event is classified as major or minor. The above list is indicative of regular triggers for major events, however case by case assessments may be required at pre-production and application stage to determine the classification for a specific event proposal.</p>
<b>Mobility Parking</b>	<p>The Mobility Parking Scheme provides parking concessions for holders of a Roads and Maritime Services (RMS) issued Mobility Permit. The scheme does not include provisions for the design of the parking spaces to be accessible, but instead aims to provide concessions for permit holders on cost and time conditions for on street parking, and allow provisions for authorities to ensure the provision of dedicated spaces for the exclusive use of permit holders.</p> <p><b>Designated Mobility Parking Spaces</b> can be used <i>only</i> by motorists holding or transporting a Roads and Maritime Services (RMS) issued Mobility Permit. Some mobility parking spaces are designed to include additional space and access features such as kerb ramps to make them accessible and safe for people with mobility disabilities to get in and out of their vehicle. However a dedicated mobility parking space does not require these features to be designated as such.</p> <p>Source: Roads and Maritime Service (2016) <i>Parking Concessions</i> – available at <a href="https://rms.nsw.gov.au">rms.nsw.gov.au</a></p>
<b>Sensory Space</b>	<p>A sensory space is a designated space in an event or venue specifically created with tools and equipment to help children and adults with sensory processing disorders regulate their senses, especially when they are experiencing sensory overload or a meltdown.</p>
<b>Sensory adjusted performances</b>	<p>Sensory adjusted performances are designed to be welcoming and inclusive of people on the autism spectrum or for other disabilities that create a sensitivity to sensory input. The performances include adjustments to lights and sounds and may include additional features such as story maps to help people understand the environment and the social context.</p>

Term	Meaning
Shoreline	<p>A continuous physical element which provides a detectable horizontal or vertical outline or edge for navigation.</p> <p>Shorelines provide a detectable, functional and preferably continuous element permitting a person who is blind or vision impaired to travel through open areas or between key destinations, where a person who is sighted would use visual information for navigation or directionality.</p> <p>A shoreline is part of a wayfinding path and consists of the continuous accessible path of travel in conjunction with one or more of the following:</p> <ul style="list-style-type: none"> <li>• An adjacent building wall.</li> <li>• An adjacent raised landscape fixture or planting that incorporates either kerb, low height wall, raised planting area.</li> <li>• An adjacent flush landscape fixture or planting (such as mulch or lawn).</li> <li>• Directional tactile ground surface indicators.</li> <li>• Textural surface contrast.</li> </ul> <p>Source: Draft Australian Standard AS1428.4.2 (2015)</p>
Temporary Structure	<p>Temporary Structures are used for a variety of functions at public and private events. They may provide viewing facilities (temporary tiered seating), shelter (tents and marquees), platforms and supports for performers (such as stages) and portable toilets. These types of temporary structures are commonly found at sporting events, such as racing events, circuses, concerts and festivals and social occasions, such as weddings.</p> <p>Source: ACBC (2015) <i>Temporary Structures Guidelines</i></p>
Wayfinding	<p><b>Wayfinding system</b> A series of wayfinding information and wayfinding decision points connected by wayfinding paths enabling a person to travel independently.</p> <p>A good wayfinding system will allow people to reach their destination easily and quickly by providing the cues and information to: know where you are, where you are headed, and how best to get there; and recognise when you have reached your destination.</p> <p><b>Wayfinding decision points:</b> A place or location where information is provided to enable a pedestrian to make informed choices about their location and intended destination(s) via the provision of information that is legible to the user.</p> <ul style="list-style-type: none"> <li>• <b>Wayfinding destinations:</b> Places or areas that are the intended end points of a wayfinding journey.</li> <li>• <b>Wayfinding information points:</b> A place or location which enables a building user to identify the building and the wayfinding destinations at the initial pedestrian arrival points via the provision of information that is legible to the user and which connects them to wayfinding decision points via wayfinding paths.</li> <li>• <b>Wayfinding path:</b> An enhanced CAPT which includes features and finishes which enables the path and associated elements to be detectable, and visually distinguishable from the surrounding surfaces.</li> </ul> <p>Note: For persons with impaired vision and other persons with non-mobility related disabilities, a wayfinding path may include steps and stairs. Some persons with impaired vision will not use lifts, preferring to use stairs, travelators or escalators.</p> <p>Source: Draft Australian Standard AS1428.4.2 (2015)</p>



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# **Attachment D**

<p><b>Table of Amendments – Inclusive and Accessible Public Domain Policy and Guidelines</b></p>
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**ATTACHMENT D: Inclusive and Accessible Public Domain Policy and Guidelines - Table of Amendments.**

Change	Page and section	Content changes Note: deletions are shown with <del>strikethrough</del> , additions are <u>underlined</u> .
<b>INCLUSIVE AND ACCESSIBLE PUBLIC DOMAIN GUIDELINES</b>		
Additions and amendments	At various points	<p>Use of terms such as “as far as is possible/feasible/practicable... XXXX will....” has been amended to more simply state “XXXX should....” In the following sections.:</p> <ul style="list-style-type: none"> <li>• 1.4 Stairs and ramps – Performance standards 1a, 2b and 4c.</li> <li>• 1.6 Street Furniture – Performance standards 1, 6 and 6aii</li> <li>• 1.7 Bollards and crowded place management – Performance standard 7</li> <li>• 1.10 Lighting – Performance Standard 3</li> <li>• 1.11 Signage and wayfinding – Objective 1</li> <li>• 1.12 Public toilets - Performance Standard 2</li> <li>• 1.14 Street trees, verge gardens and other street greening – Objective 1</li> <li>• 1.16 Taxi ranks – Performance Standard 1b.</li> <li>• 1.18 Pedestrian refuge islands – Performance Standard 1b</li> <li>• 2.1 The continuous accessible path of travel in parks – Performance Standard 3a</li> <li>• 2.2 Planting – Objective 2, Performance Standard 3</li> <li>• 2.3 Park furniture including picnic settings – Performance Standard 6</li> <li>• 2.6 Playspaces and recreation spaces for young people – Performance Standard 2</li> <li>• 2.7 Playing fields – including outdoor courts, ovals and sports fields - Objective 4</li> <li>• 2.8 Spectator and viewing areas - Objective 5 – Performance Standards 7, 13c and 14</li> <li>• 2.9 Nature experiences – Performance Standard 2</li> <li>• 2.10 Wayfinding within parks and civic spaces – Performance Standard 3</li> <li>• 3.1 Markets – Performance Standards 1 and 4</li> <li>• 3.2 Community Gardens – Objective 1, Performance standards 1ci and 6</li> </ul>
Addition	1.4 Stairs (Page x)	<p><b>Objectives</b></p> <p>5. <u>Stairs with diminishing risers will have additional contrast to be visually detectable from a range of approaches.</u></p> <p><b>Performance standards</b></p>

Change	Page and section	Content changes Note: deletions are shown with <del>strikethrough</del> , additions are <u>underlined</u> .
		<p>1) Stairs will be designed to be compliant with AS1428.1 and AS1428.4.1, specifically:</p> <ul style="list-style-type: none"> <li>a) Handrails shall be provided for all stairs in the public domain. They shall be designed to be compliant with AS1428.1 Clauses 11.2 and 12. <u>Handrails should be provided on both sides of the stairs. Where this is not feasible, then a central handrail is acceptable.</u></li> <li>b) As far as is practicable stairs shall be set back by a minimum of 900mm so that the handrail and the TGSIs do not interrupt the continuous path of travel in accordance with AS1428.1 Clause 11.1 part (a).</li> <li>c) Stairs shall have opaque risers in accordance with AS1428.1 Clause 11.1 part (c).</li> <li>d) <u>Stair risers should be consistent in height, and in the range between 115mm and 190mm height for each riser</u></li> </ul> <p>5) <u>Where stairs in the public domain are provided on sloping topography resulting with diminishing risers, both stair risers and stair nosing's shall have a minimum 30% luminance contrast with surrounding stair materials.</u></p>
Deletions and additions	1.7 Bollards and Crowded Place Management (Page x)	<p><b>Performance standards</b></p> <p><del>Where bollards and other elements are provided as hostile vehicle mitigation measures, they will be placed so as to provide exactly 1200mm between the outside edges of bollards/elements to provide minimum access along the continuous accessible path of travel, while meeting requirements of the maximum spacing of the <i>Hostile Vehicle Guidelines for Crowded Places</i></del></p> <p>1) <u>Where bollards and other elements are provided as crowded place protection measures:</u></p> <ul style="list-style-type: none"> <li>a) <u>they will be placed no less than 1200mm from the outside edges of bollard/elements to provide minimum access along the continuous accessible path of travel. The maximum distance between these bollards should be based on the type and speed of vehicle and likely paths of travel.</u></li> <li>b) <u>they should be placed in a consistent and predictable manner in each precinct, with uniform distances between each element.</u></li> </ul>
Additions	1.14 Street Trees (Page x)	<p><b><u>Street trees, verge gardens and other street greening</u></b></p> <p>Street trees, <u>verge gardens and other planting on the street</u> beautify and soften streetscapes, provide wildlife habitat and play a significant role in determining the urban character of the city. Trees are critical in the maintenance of a healthy urban environment as they produce oxygen, trap airborne pollutants and absorb carbon dioxide.</p> <p><b>Objectives</b></p>

Change	Page and section	<b>Content changes</b> Note: deletions are shown with <del>strikethrough</del> , additions are <u>underlined</u> .
		<ol style="list-style-type: none"> <li>1. Streetscapes should be designed so that street trees, <u>verge gardens and other greening elements</u> do not obstruct the continuous accessible path of travel.</li> <li>2. Elements on the streetscape, including street trees, will be coordinated to minimise pinch points.</li> <li>3. Tree pit surfaces will be level with surrounding paving.</li> <li>4. Where tree guards are used they will be visually detectable to all users.</li> <li>5. <u>Where verge gardens and other street greening requires mulch, mulching material will be chosen to avoid potential slip and trip hazards</u></li> </ol> <p><b>Performance Standards</b></p> <ol style="list-style-type: none"> <li>1) Street trees <u>and verge gardens</u> will be located within the street furniture zone of the footpath so as not to obstruct the continuous accessible path of travel.</li> <li>5) <u>Where verge gardens or gardens in kerb extensions require mulch, the use of loose hard pebbles should be avoided.</u></li> </ol>
Deletion and insertion	1.16 Taxi Ranks (Page x)	<p><b>Objectives</b></p> <ol style="list-style-type: none"> <li>1. Super taxi ranks will be designed to be accessible and safe for wheelchair users.</li> <li>2. All taxi ranks will be detectable for people who have low vision.</li> <li>3. <u>Taxi ranks on one way streets will be located to ensure safe access for all passengers to the front passenger seat.</u></li> <li>4. Information will be provided about accessibility features of taxi ranks.</li> </ol> <p><b>Performance Standards</b></p> <ol style="list-style-type: none"> <li>4) <u>Where taxi ranks are located on one way streets – they will be located on the left side of the street in the direction of travel– to provide safe access for everyone- including people with assistance animals – to the front passenger seat.</u></li> </ol>

Change	Page and section	Content changes Note: deletions are shown with <del>strikethrough</del> , additions are <u>underlined</u> .
<b>DISABILITY INCLUSIVE EVENT GUIDELINES</b>		
Deletion and Addition	Cover Page	<del>Disability Inclusive and Accessible</del> Event Guidelines Cover page, and headers throughout the document.
Amendment	Various (Page 4, 20, 34)	Web Content Accessibility Guidelines <del>WCAG2.0</del> <u>WCAG2.1</u>
Addition	<b>Accessible venues and spaces</b> (Page 6)	<b><i>Accessible toilets</i></b>  – <u>Where more than one portable accessible toilet is provided, provide a mix of toilets with left and right hand transfer configurations.</u>
Deletion	<b>Accessible venues and spaces</b> (Page 8)	<b>Other things to remember</b>  – <del>Inappropriately placed event infrastructure can create Physical barriers to access. and structures can impact on people accessing an event. It is important to.</del> Ensure that physical barriers infrastructure such as signs, furniture and stalls do not impede continuous accessible paths of travel within the event venue or space. <del>Steps at an entrance to a venue or space can also be a physical barrier</del>
Addition	<b>Accessible venues and spaces</b> (Page 9)	<del><b>Mobility Parking and public transport</b></del> <b>Public transport and accessible alternatives</b>  <u>Active transport options such as walking and cycling are the City of Sydney's preferred mode of transport. However, for some people with disability this is not feasible. Accessible parking, drop off points and buggy services can make events accessible to people with limited mobility:</u>  – <u>Aim for a minimum of 1% of on-site parking spaces to be accessible</u>  – <u>Where accessible parking cannot be provided onsite, provide information about the closest on street mobility parking spaces and commercial parking stations with accessible parking.</u>  – <u>Where major events have a traffic management plan, consider providing designated drop off areas for people with limited mobility (subject to approval of the local traffic committee).</u>  – <u>For smaller events, identify safe and accessible set down points (no stopping zones) near the venue. These can be used for up to 5 minutes as set down areas (as long as driver remains within 3m of the vehicle)</u>

Change	Page and section	<b>Content changes</b> Note: deletions are shown with <del>strikethrough</del> , additions are <u>underlined</u> .
Additions and deletions	Opportunities for inclusive participation and experiences (Pages 11 and 12)	<p><b><del>Accessible seating and viewing areas</del></b></p> <p><b><u>Accessible Viewing areas</u></b></p> <p>Where there is only general spectator viewing, consider providing no standing areas or designated accessible viewing areas or platforms:</p> <ul style="list-style-type: none"> <li>– A no standing area is a location within a venue or at an event that accommodates everyone, particularly people who use wheelchairs or other mobility devices or people who prefer to sit instead of stand.</li> <li>– An accessible viewing area is a location within a venue or at an event that is accessible for everyone, including people who use wheelchairs, mobility scooters, walking frames or other mobility devices .</li> </ul> <p>These areas should be:</p> <ul style="list-style-type: none"> <li>– Next to a continuous accessible path of travel.</li> <li>– Within clear sightlines to the event or screens for viewing of alternative accessible communication such as Auslan interpreters, live captioning and audio description.</li> <li>– Clearly indicated on the event map.</li> <li>– Promoted on the event website and if possible available for booking.</li> <li>– Inclusive of friends and family of people with disability.</li> <li>– Be described as an “accessible seating or viewing area” or “no standing area” – NOT disabled or wheelchair areas</li> <li>– <u>Where feasible, consider providing shelter for these areas in the event of rain.</u></li> </ul> <p><del>Consider providing a quiet space near to the event or activity for people on the Autism spectrum to be able to access if they need to de-sensitise and relax.</del></p>
Additions	Opportunities for inclusive participation and experiences (Page 13)	<p><b>Accessible service areas</b></p> <p>Service areas include ticket booths, reception areas, sign-in areas or food and beverage stalls. When planning your event, think about the following to maximise the accessibility of service areas:</p> <ul style="list-style-type: none"> <li>– Provide accessible counter heights of approximately 800-850mm.</li> <li>– If accessible counter heights are unable to be provided, ensure there are additional staff available to assist people with disability in accessing services that may be located behind the service area.</li> <li>– <u>Have large print menus (minimum font 18pt) and menus with pictures available on request.</u></li> </ul>

Change	Page and section	Content changes
Additions	Opportunities for inclusive participation and experiences Pages 14-19	<b>Making events inclusive of people with sensory disabilities</b>  6 pages of new content, pages 14 -19 inclusive.
Additions and deletions	Accessible materials and information Pages 20	<p><u>Now that your event is accessible and includes opportunities for inclusive participation, it is important to provide information about these features and promote these features of your event to people with disability.</u></p> <p><del>To enable people with disability to participate with confidence, good quality information about the accessibility fo hr event should be provided.</del></p> <p><u>People with disability rely on quality information about an event to make an informed decision on how they may attend and participate. They may consider ease of access to the venue and if the venue has features such as accessible paths of travel. They may also consider the available communication methods, such as Auslan interpreting, captioning, audio description and assistive listening devices such as hearing loops. Good quality information helps people with disability to participate with confidence.</u></p> <p><u>Historically, the needs of people with disability have not been considered at many events, and people with disability aren't yet used to being included. It is important to actively promote what's on offer so people with disability are aware and feel welcome.</u></p> <p><u>Make sure you provide information about events in accessible formats. People with disability rely on a range of alternative formats to access information. For example, a person with low vision may use a screen reader, a person with an intellectual disability may prefer to access information in Easy English.</u></p> <p><del>Planning for accessible and inclusive event information and materials should occur early.</del></p> <p><del>Aim for all materials and communications for the event to be accessible.</del></p> <p><del>Why is this important?</del></p> <p><del>Accessible and meaningful information and materials for events is important for the following reasons:</del></p> <p><del>People with disability rely on quality information about and event to make an informed decision on how they may attend and participate. They may consider ease of access to the venue and if the venue has features such as accessible paths of travel. They may also consider the available communication methods, such as Auslan interpreting, captioning, audio description and, assistive listening devices such as hearing loops.</del></p>

Change	Page and section	Content changes
		<p>Note: deletions are shown with <del>strikethrough</del>, additions are <u>underlined</u>.</p> <p><del>If such information is not provided for an event, it is likely that people with disability may not attend.</del></p> <p><del>Quality and clear information about an event supports participation of the whole community such as use of plain English and symbols or pictograms to convey information.</del></p> <p><del>People with disability rely on a range of alternative formats to access information. For example a person with low vision may use a screen reader, a person with an intellectual disability may prefer to access information in Easy English.</del></p>
Additions and deletions	<p>Accessible materials and information</p> <p>Pages 20-21</p>	<p><b>Online information</b></p> <p><del>If your propose to create an event website</del> <u>event has its own website</u>, consider developing a dedicated accessibility webpage that outlines key access features of the event and is easy to find from the main page:</p> <p>The following information that should be <del>provided</del> <u>included on a dedicated event website</u>:</p> <p><b><u>Getting there</u></b></p> <ul style="list-style-type: none"> <li>– nearest accessible public transport location</li> <li>– nearest on-street mobility parking and/or commercial car park with accessible parking</li> <li>– nearest accessible drop-off zone</li> <li>– the location/names of roads that may be closed or affected</li> </ul> <p><b><u>Venue accessibility</u></b></p> <ul style="list-style-type: none"> <li>– maps that include key event destinations, accessibility infrastructure and continuous accessible paths of travel</li> <li>– accessible seating and viewing area</li> <li>– accessible toilet locations</li> </ul> <p><b><u>Opportunities for inclusive participation</u></b></p> <ul style="list-style-type: none"> <li>– whether hearing augmentation, Auslan interpreting, captioning and audio description is provided</li> <li>– <u>whether other supports are provided – such as quiet spaces or sensory adjusted performances.</u></li> </ul> <p><b><u>Booking information</u></b></p> <ul style="list-style-type: none"> <li>– <u>How to book for any access features, including dedicated drop of areas , accessible viewing areas, or sensory adjusted performances etc</u></li> <li>– <u>Whether the Companion Card is accepted( for paid events) .</u></li> </ul> <p><b><u>Contact Information</u></b></p> <ul style="list-style-type: none"> <li>– <u>How to contact the event organiser to discuss your access needs - including email, contact number, and the National Relay Service, and</u></li> </ul>

Change	Page and section	Content changes
		<p>Note: deletions are shown with <del>strikethrough</del>, additions are <u>underlined</u>.</p> <ul style="list-style-type: none"> <li>– Contact details for assistance on the day.</li> </ul> <p>Use relevant accessibility icons to help communicate these features.</p> <p>If your event does not have its own website, but uses <b>event listings pages</b>, at minimum include information about <u>venue accessibility and how to contact the event organiser to discuss your access needs</u>.</p>
Additions and deletions	<p>Accessible materials and information</p> <p>Page 22</p>	<p><b><u>Communications and Marketing and Invitations</u></b></p> <p><u>Now that your event is accessible, and includes opportunities for inclusive participation, it's important that you communicate and promote these features of your event.</u></p> <p><u>Your event communications, such as invitations and flyers, should at minimum:</u></p> <ul style="list-style-type: none"> <li>– <u>Ask participants to notify you about any specific accessibility support needs or requirements</u></li> <li>– <u>Communicate specific access services and opportunities for inclusive participation</u> (where provided).</li> <li>– <u>Provide direct contact details, should people need to ask questions about accessing the event – including a direct telephone number, email address and website</u></li> </ul> <p>When promoting your event through digital communication channels, avoid using PDF invitations only. <u>Instead use:</u></p> <ul style="list-style-type: none"> <li>– <u>accessible HTML formats, Word documents, accessible PDF documents, or plain text. This will assist people who use screen readers to access information.</u></li> </ul> <p><b>Best practice considerations</b></p> <p><b><u>Print accessibility</u></b></p> <ul style="list-style-type: none"> <li>– <del>Minimum</del> <u>Aim</u> for 12 point font size (<u>10.5 is the absolute minimum</u>)</li> </ul> <p><b><u>Actively promote to people with disability</u></b></p> <p><u>To maximise attendance of people with disability at your event, promote your event to disability organisations and peak bodies. Some strategies include:</u></p> <ul style="list-style-type: none"> <li>• <u>Email details of your inclusive event to local disability services and or peak bodies.</u></li> <li>• <u>Promote your event on social media, and tag local disability groups and service providers</u></li> <li>• <u>Some groups, such as Guide Dogs NSW/ACT have regular electronic newsletters, you may be able to promote your event in their newsletter. Please note this may involve a fee</u></li> </ul>

Change	Page and section	Content changes Note: deletions are shown with <del>strikethrough</del> , additions are <u>underlined</u> .
Additions	<b>Staff attitudes and awareness</b>  <b>Apge 24</b>	<b>Best practice considerations</b>  All major events should also, where feasible: <ul style="list-style-type: none"> <li>– Provide staff with disability awareness training, and consider annual refreshers to this training</li> <li>– <u>Consider providing staff with Deaf awareness training</u></li> <li>– Ensure at least one event staff member has a Mental Health First Aid Certificate.</li> <li>– Where there are dedicated access officers, or staff with specialist knowledge – ensure staff and event participants have contact details for them.</li> </ul>
Amendments	<b>Appendices</b>	Heading for checklists have been revised.  Instead of Minimum Standard and Best Practice, the check list now identifies whether the guidance is required at, <u>All Events, Major Events</u> , or is <u>Best Practice only</u>
Amendments	<b>Appendices</b>	Content of checklists have been amended to reflect other edits on the documents outlined above
Additions	<b>New definitions Glossary</b>	<b><u>Major Events</u></b>  <u>Major Events include those which meet any of the following criteria:</u> <ul style="list-style-type: none"> <li>- <u>Outdoor events that are over numerous sites</u></li> <li>- <u>Outdoor events and festivals that run over two or more consecutive days</u></li> <li>- <u>Outdoor events that involve road closures</u></li> <li>- <u>Outdoor events with anticipated attendance of over 500 people</u></li> </ul> <u>Due to the nature of different events, the activities, scale and locations can have a determination on whether the event is classified as major or minor. The above list is indicative of regular triggers for major events, however case by case assessments may be required at pre-production and application stage to determine the classification for a specific event proposal.</u>  <b><u>Sensory Space</u></b>  <u>A <b>sensory space</b> is a designated space in an event or venue specifically created with tools and equipment to help children and adults with sensory processing disorders regulate their senses, especially when they are experiencing sensory overload or a meltdown.</u>

Change	Page and section	<b>Content changes</b> Note: deletions are shown with <del>strikethrough</del> , additions are <u>underlined</u> .
		<p><b><u>Sensory adjusted performance</u></b></p> <p><u>Sensory adjusted performances are designed to be welcoming and inclusive of people on the autism spectrum or for other disabilities that create a sensitivity to sensory input. The performances include adjustments to lights and sounds and may include additional features such as story maps to help people understand the environment and the social context.</u></p>

# **Attachment E**

<p><b>Public Exhibition – Submissions and Feedback</b></p>
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# Submission and feedback on the draft Inclusive and Accessible Public Domain Policy and Guidelines

## General Comments

Comments and Feedback	Source	City of Sydney Response
<b>Comments in support of the policy and guidelines</b>		
The Draft policy and guidelines are very comprehensive and we believe they are an effective, positive resource to remove barriers and improve participation of all people in our community.	Written submission- Walk Sydney Incorporated	Noted.
Physical Disability Council of NSW would like to commend the City of Sydney on their detailed Policy and Guidelines. We strongly support City of Sydney's principal aim of ensuring all public domain spaces and events in the City of Sydney are inclusive and accessible for all members of the community. PDCN commends the City of Sydney for its commitment to a best practice framework that ensures consistent, vibrant, diverse and positive events for all who live, work or play in the City of Sydney, and looks forward to working collaboratively on future accessible projects with the City of Sydney.	Written submission- Physical Disability Council of NSW	Noted
BIKEast support this policy and guidelines document and look forward to improved accessibility and movement of people around our city.	Written submission- BIKEast	Noted.
The Design Advisory Panel commended staff for the work and clear presentation. The Panel supported the integration of the guidelines into the City's Public Domain Design Codes.	Design advisory panel meeting	Noted

Comments and Feedback	Source	City of Sydney Response
<b>Agreed in principle. These suggestions have been addressed already or will be explored in the context of a different policy or action plan.</b>		
<b>Measuring performance and progress</b> <ol style="list-style-type: none"> <li>1. Use the pedestrian access and mobility audit to identify areas for priority to be upgraded to meet current access standards.</li> <li>2. Use a pedestrian access and mobility audit as the base line measure to determine progress. This could include measures such as #/% of compliant kerb ramps.</li> </ol>	Peer led workshops	<p>An audit of the City's footpath network was conducted in 2015, and identified a range of conditions including widths, condition of surface materials, and whether kerb ramps are, missing, misaligned and or non-compliant with current accessibility standards.</p> <p>This audit has informed the development of footpath and pedestrian ramps upgrade renewal programs since that time.</p> <p>The City will explore the feasibility of using such data as a baseline measure to determine progress.</p>
<b>Providing feedback</b> <ul style="list-style-type: none"> <li>• Too many silos between government agencies. There needs to be better interagency communication and cooperation on emerging access issues in public spaces.</li> <li>• People with disability would like one clear point of contact where the issues can be raised, and they are confident a solution will be achieved, especially where there are numerous agencies involved. e.g. someone will effectively case manage their enquiry and ensure all relevant parties contribute to the response. They wanted more accountability, responsiveness and follow up between agencies.</li> <li>• The snap send solve app is great, but the City's report an issue web page is hard to use and is not WCAG compliant. Ensure there is clear information about alternative ways to provide feedback about access issues in public spaces.</li> </ul> <p>Educate the disability community on the processes to raise issues, encourage, and welcome the feedback.</p>	Peer led workshops	<p><b>Customer Service</b></p> <p>Where the City's Customer Service Team receives feedback regarding an accessibility issue in public spaces that is the responsibility of another agency, the Customer Service Teams current practice is to report that issue directly with the appropriate agency through their mainstream channels. The Customer Service Team use this approach to provide a more streamlined experience for the customer, while educating the customer on how to report issues with the relevant agency. The customer is then provided the relevant reference details of the issue logged so they can follow up directly with the appropriate agency.</p> <p>For more complex issues where there may be numerous agencies involved, the City endeavours to work with agencies to develop a coordinated response in a timely fashion, but this relies on the timely cooperation of other agencies. The City will explore the feasibility of designating key customer service</p>

Comments and Feedback	Source	City of Sydney Response
		<p>staff as point person to act as liaison for complex accessibility issues across the City and with other agencies as relevant.</p> <p><b>Report an issue</b></p> <p>The City's Report an Issue App was converted to HTML5 responsive design in October 2017, and before its release, the report an issue page was tested by a third party confirming it passed WCAG2.0 level AA.</p> <p>The Snap Send Solve product works by generating an email to council. While it has a clean user interface, as it is a general product, it captures only some basic data. The City's Report An Issue page asks more questions and collects more data, that is written directly to the City's systems to enable further response/resolution of the issue notified. This means the City is able to investigate the issue and report back to the customer the outcome in a more efficient way. Customers are also able to call customer service on 02 9265 9333, 24 hours a day, 7 days a week to report access issues.</p> <p>The City will consider including a project to provide additional community education aimed at people with disability about reporting access issues as part of future Inclusion (Disability) Action Plans.</p>
<p><b>Need for greater whole of government approach</b></p> <ul style="list-style-type: none"> <li>With so many different agencies responsible for public space, the City has limited authority to ensure the policy is adhered to. This will impact how effective the policy is. Work closely with other authorities to ensure this policy and guidelines will be applied fairly in all situations around the LGA.</li> </ul>	<p>Peer led workshops Written Submission – WalkSydney Inc</p>	<p>The City collaborates with other landowners and agencies on how public spaces and public space infrastructure are designed in a number of ways, including through:</p> <ul style="list-style-type: none"> <li>Most public domain projects rely on coordination and collaboration with state government agencies.</li> </ul>

Comments and Feedback	Source	City of Sydney Response
		<ul style="list-style-type: none"> <li>• Ongoing engagement and collaboration on key public domain projects such as light rail</li> <li>• Engagement with the Transport for NSW CBD Coordination working group which has meant that The City's Wayfinding Map and Signage Suite has been used in precincts not under the City's management such as Darling Harbour, Darling, Square, Circular Quay, South Eveleigh and Barangaroo.</li> <li>• Ongoing collaboration on traffic matters includes representatives from City of Sydney Council, NSW Police, Roads and Maritime Services, State Transit Authority and Property NSW.</li> <li>• Collaboration of all landowners is a key feature of major events such as New Year's Eve and Vivid.</li> </ul> <p>Following endorsement of this policy, City staff will meet with agencies in the local government area to discuss implementation and how they can use the policy and guidelines to guide the design, maintenance and management of public spaces they are responsible for.</p>

Comments and Feedback	Source	City of Sydney Response
<b>Agreed. Amendments have been made.</b>		
<p>The policy and guidelines are great and very comprehensive.</p> <p>In some parts, they could be stronger. Avoid stating “where possible” in the design objectives and performance standards, as it makes it easy for designers and agencies to say it’s not possible and not try to meet the standards.</p>	<p>Peer led workshop</p>	<p>The guidelines recognise that applying access standards in public spaces can be very difficult as result of constraints such as heritage, topography, and elements in public spaces under the control of other agencies. The principles for addressing complex design scenarios (p.3) is designed to allow some flexibility, stating that “where full compliance with is not possible, ensure the design complies with as many of the relevant performance standards and access standards set out in the guidelines/design code as is practicable”. Given this overarching principle informs users of the guidelines on how to apply the standards, use of terms such as “as far as is possible/feasible/practicable... XXXX will....” has been amended to more simply state “XXXX should....”.</p> <p>However, there are a few instances where “as far as is possible/feasible/practicable... “remain in specific performance standards, in recognition that applying standards in these scenarios is particularly complex. These scenarios include:</p> <ul style="list-style-type: none"> <li>• Providing ramps within 50m of stairs – topography and space constraints can make this very challenging</li> <li>• Designing on street mobility parking spaces to comply with width dimensions of relevant standards – the size of existing roads and footways in the City is narrower than contemporary standards assume is available in many circumstances</li> <li>• Providing inclusive play experiences in every playground – smaller playgrounds may not</li> </ul>

Comments and Feedback	Source	City of Sydney Response
		<p>have adequate space to meet all needs</p> <ul style="list-style-type: none"> <li>• Ensuring wayfinding systems are consistent in areas managed by other agencies</li> <li>• Providing kerb ramps with associated super taxi ranks – this requires a very wide footway to work effectively.</li> </ul>

**Comments and feedback on the Design of Streets, Parks and public domain infrastructure  
(Chapters 1 and 2)**

Comments and Feedback	Source	City of Sydney Response
<b>Agreed. Amendments have been made.</b>		
<p><b>Pebbles in (verge) gardens</b></p> <p>Some planter boxes on Devonshire street have the white pebbles in them. When it rains they move onto footpath creating slip and trip hazards, which could be far more dangerous than softer bark material used further up Devonshire street.</p>	<p>Meeting of Public housing Neighbourhood advisory Boards</p>	<p>The guidelines have been updated to include this consideration in association with verge and kerb extension gardens. The City's Footpath Gardening Policy requires that verge gardens should be built and maintained so as to prevent run-off of materials onto the footpath.</p>
<p><b>Stairs</b></p> <ul style="list-style-type: none"> <li>Contrasting nosing on stairs in public spaces should be required as standard. At present, it is inconsistent in certain parks, e.g. Hyde Park and Surry Hills. Designs should be more standardised.</li> <li>Don't build stairs with open or transparent risers. This can be really scary for people with intellectual disability, or anyone who isn't good with heights.</li> <li>Some steps are too high, make sure they aren't too high</li> <li>The distance between stairs and nearest access ramp is often too far. Try and make them closer.</li> </ul> <p>Disappearing stairs - on Martin Place there are several sets of stairs that reduce to one or no stairs on one edge. These are very hard to see for people with low vision, and there should be greater contrast provided.</p>	<p>Peer led workshops</p>	<p>The Draft Inclusive and Accessible Public Domain Guidelines require stairs in the public domain are built in accordance with AS1428.1 (2009). This standard requires stairs are built with minimum 30% luminance contrast on the nosing, without transparent risers.</p> <p>These standards do not dictate appropriate height of risers. However the Volume 2 of the 2019 National Construction Code recommend that stairs are constructed with minimum height of 115mm and maximum height of 190mm per stair. The guidelines will be updated to include this range.</p> <p>Further the guidelines require that where a ramp cannot be provided near to stairs, that the location of the alternative accessible route is clearly indicated.</p> <p>Providing stairs on inclines, such as at Martin Place often results in what is described as "disappearing stairs". As noted above, all new stairs constructed will be required to have contrasting nosing as per AS1428.1 (2009), however this does make the stairs legible from a distance.</p> <p>The guidelines have been amended to articulate that where stairs on the public domain are provided on sloping topography resulting with diminishing risers, nosing should also be visible on the riser (not just the step) to increase visibility to everyone, including people with low vision.</p>

Comments and Feedback	Source	City of Sydney Response
<p><b>Taxi Ranks on one way streets</b></p> <p>Accessing the passenger seat when the taxi rank is located on the right hand side of a one way street is not safe for guide dog users as they must navigate around the front/back of the taxi and walk along the road.</p> <p>Where taxi ranks are located on one way streets – as far as possible locate them on the left side, so that passengers using assistance animals can access the front passenger seat safely from the footway. The most appropriate seat for guide dog users to use is the front passenger seat. This seat has enough space for the person and their guide dog to sit at their feet.</p>	<p>Peer led workshops</p>	<p>The draft Inclusive and Accessible Public Domain Guidelines have been updated to include this requirement for future taxi ranks provided on one-way streets.</p>
<b>Agreed in principle – already addressed by the policy and guidelines.</b>		
<p><b>Bollards and crowded place management</b></p> <p>The current design and placement of the concrete blocks along George St is hazardous for a number of reasons:</p> <ul style="list-style-type: none"> <li>• They are too close together, and not placed in a consistent manner which makes it very difficult to navigate using a motorised scooter. Some scooter users have damaged their scooters as a result. The Guidelines should consider the biggest wheelchair and accommodate that.</li> <li>• They are not visible enough – people trip over them and walk into them. Consider making them more visible and detectable, e.g. through LED Light strips</li> </ul>	<p>Meeting of Public housing Neighbourhood advisory Boards</p>	<p>The Inclusive and Accessible Public Domain Guidelines (see 1.7) require</p> <ul style="list-style-type: none"> <li>• A minimum of 1200mm clearance between bollards and crowded place measures. The 1200mm dimension accounts for 90% of all wheelchair dimensions to travel safely between elements.</li> <li>• That where bollards and crowded place measures cross the path of travel, they should include high luminance contrasting to make them more visible to everyone, including people with low vision.</li> </ul> <p>The City has considered LED strips, but bright lights can in fact be disorienting for people with low vision.</p>
<p><b>Onsite mobility parking</b></p> <p>The ratio of onsite accessible parking spaces should be increased to a minimum of 2% of all parking spaces, to allow for a growing cohort of people who hold accessible parking permits (from elderly through to those with disability)</p>	<p>Written submission Physical disability council of NSW</p>	<p>Part 2.11 on the inclusive and accessible public domain guidelines requires that where on site mobility parking is provided in association with parks, that a minimum of one dedicated accessible space is provided for each 50 parking spaces – which is equivalent of 2%.</p> <p>This is consistent with requirements of the Building Code of Australia.</p>

Comments and Feedback	Source	City of Sydney Response
<p><b>Planting</b></p> <p>BikEast support more effective choice and placement of plantings. They advise some of their elderly riders on blood thinners were injured whilst cycling on cycleways - scratched by sharp twigs.</p> <p>On Page 44, we suggest that alongside pathways, that cycleways be mentioned specifically to be explicitly included in this requirement.</p>	<p>Written Submission - BikEast</p>	<p>While effective planting choices can minimise potential hazards, ultimately all plantings next to cycle ways and footways should be maintained to ensure the plantings do not encroach on the continuous accessible path of travel.</p> <p>The policy requires “tree and plant (horticultural and arboricultural) pruning and maintenance to prevent obstructions and litter on the continuous accessible path of travel”.</p>
<p><b>Seating</b></p> <p>More seating, particularly around Circular Quay.</p> <p>This will make it easier for people who cannot walk far easily to walk from Circular Quay to the Opera House if more frequent rest points are provided.</p>	<p>Peer led workshops</p>	<p>The Liveable Green Network aims to create a pedestrian and cycling network that connects people with the city and village centres as well as major transport and entertainment hubs, cultural precincts, parks and open spaces.</p> <p>The provision of regular seating opportunities has been identified as a priority as part of the Liveable Green Network. The Sydney Streets Design Code (p.122) requires that Seats are provided generally every 100–250m with max 30–50m spacing along main Village Streets.</p> <p>This is reflected in the Guidelines at 1.6 Street Furniture which states that seating will be provided at regular intervals to provide predictable rest opportunities, as informed by the streets code.</p> <p>However, the City is not the managing landowner at Circular Quay. This feedback will be passed on to Property NSW.</p>
<p><b>Agreed in principle. These suggestions have been addressed already or will be explored in the context of a different policy or action plan.</b></p>		
<p><b>Assistance animal watering and toileting points</b></p> <p>There need to be more green spaces especially in the CBD where people can toilet their assistance animals. These should be mapped and communicated with assistance animal users.</p>	<p>Peer led workshops</p>	<p>The City will consider identifying the location of appropriate assistance animal watering and toileting points within existing parks and open spaces as part of the as part of future Inclusion (Disability) Action Plans.</p>
<p><b>Automated Public Toilets</b></p> <p>In general more outdoor toilets is important, and there should be an advertised list of where they are.</p>	<p>Peer led workshops</p>	<p>The City’s Public Toilet Strategy (adopted 2014) determines the where and when public toilets are provided, including automated public toilets.</p>

Comments and Feedback	Source	City of Sydney Response
<p>Where they are provided ensure:</p> <ul style="list-style-type: none"> <li>• Accessible toilets doors do not open inwards. These are hard to get in and move around if the door is in the way</li> <li>• There are clear easy to understand instructions about how to operate and access the automated public toilets, including: <ul style="list-style-type: none"> <li>○ Which button to press to open close – ensure it is a button that is easy to press, and is easily located</li> <li>○ How long the door will remain open for. People using wheelchairs or others within limited mobility get worried the door will close on them while they are still making their way through.</li> </ul> </li> </ul>		<p>The draft inclusive and accessible public domain policy and guidelines includes certain design requirements for accessible public toilets.</p> <p>The Guidelines require that all public toilets are built to comply with AS1428.1 (2009). The Australian Standards outline requirements for</p> <ul style="list-style-type: none"> <li>• Outward opening doors or sliding doors (Clause 15.2.9)</li> <li>• Maximum force to open door (Clause 13.5.29e).</li> </ul> <p>All of the City of Sydney s Automated Public Toilets have operating instructions in various formats including tactile buttons, tactile signage, Braille elements, and audible instructions. Some models have an intercom to staff who can provide assistance.</p> <p>The doors are similar to the automated doors on lifts and will reopen if the sensor detects a person or object is in the way and will not close.</p> <p>Note that the maximum force to open a door is not applicable here because the door opening and closing mechanism is automated.</p> <p>The City's Public Toilet Strategy will be reviewed in consultation with the disability community and the wider public in the coming year.</p>
<p><b>Accessible adult change facilities aka Changing places toilets</b></p> <p>Two submissions and several participants of the peer led workshops noted that there needs to be more Accessible adult change facilities in the City of Sydney. It's hard to spend time in the city for work or social activities, and participate in events when there you can't go to the toilet</p> <p>They are essential to help people with profound disabilities participate in activities in the City.<sup>1</sup></p>	<p>Peer led workshops</p> <p>Written submission – Individual</p> <p>written Submission Physical Disability Council of NSW</p>	<p>Accessible Adult change facilities are generally provided in buildings, and as such are outside the scope of this policy and guidelines, as the policy and guidelines only apply to outdoor spaces and infrastructure.</p> <p>The City of Sydney's Inclusion (Disability) Action Plan 2017-2021, commits the City to exploring ways in which we can facilitate the delivery of Changing Places toilets /Adult change facilities in our area.</p> <p>The City has recently installed a Changing Places toilet at the Abraham Mott Hall in Millers Point, and a further Changing Places Facility will be provided at the Gunyama Park Aquatic Centre. The City managed changing places facilities are/will be publicly accessible</p>

Comments and Feedback	Source	City of Sydney Response
		<p>with entry not restricted to patrons of the Pool or the Centre.</p> <p>In addition, an Adult change facility will be provided as part of the new Sydney Football Stadium.</p> <p>Together with similar existing facilities at Westfield shopping centre Pitt St, the International Convention Centre and Parliament House, there are 4 existing and two planned in the local government area.</p> <p>Furthermore, from 1 May 2019, the Building Code of Australia requires Adult Change facilities in Class 9b public assembly buildings, including:</p> <ul style="list-style-type: none"> <li>• sports venue that has design occupancy of not less than 35000 spectators, or</li> <li>• sports venue that contains a swimming pool with perimeter of 70M or greater</li> <li>• museum art gallery or the like with design occupancy of not less than 1,500 patrons</li> <li>• Theatre or the like with design occupancy of not less than 1,500 patrons</li> </ul> <p>These requirements will need to be met by the City at such time as relevant public buildings are upgraded.</p>
<p><b>Drop off Points</b></p> <ul style="list-style-type: none"> <li>• There are not enough formal drop off points, like the kiss and ride areas near train stations. These allow people with disability and others with limited mobility people to be dropped near their destination, especially when available parking is not near the destination while the people they are with go and park the car, which often too far away for those people to walk. It also means that more people can use the drop off point near the destination as compare to one mobility parking space.</li> <li>• Provide better information about where drop points are located, e.g. signs and maps.</li> </ul>	<p>Peer led workshops</p>	<p>Holders of mobility parking permits are legally allowed to stop for up to 5 minutes to drop off or pick up passengers or goods in areas marked 'No Parking'.</p> <p>As part of the next review of the City's Neighbourhood Parking Policy and Central Sydney On Street Parking Policy, the City will explore a more strategic approach to the provision of formal drop-off points and no stopping zones at key destinations.</p> <p>The City will consider making more information available about the locations of drop off areas and no stopping areas as part of future Inclusion (Disability) Action Plans.</p>

Comments and Feedback	Source	City of Sydney Response
<ul style="list-style-type: none"> <li>There should be exemptions for people with disability to use no stopping zones as drop off points.</li> </ul>		
<p><b>Sensory Gardens</b></p> <p>Some parks can be difficult for people with disability to experience. Create more sensory gardens in the City of Sydney area that enable people with a range of disabilities to experience nature.</p>	<p>Peer led workshops</p>	<p>The Inclusive And Accessible Public Domain Guidelines (part 2.9) encourage a range of <b>sensory experiences</b> (sound, touch smell and sight) are provided in parks, especially where nature experiences may by their nature may not be accessible to everyone.</p> <p>However, a <b>sensory garden</b> is a self-contained area that uses plants and other materials with a variety of aromas, textures, colours, noises and shapes, allowing everyone – including people with various disabilities - to enjoy a wide variety of sensory experiences. Sensory gardens are designed to provide opportunities to stimulate the senses, both individually and in combination, in ways that users may not usually encounter.</p> <p>Sensory gardens require careful design including consideration of plantings and other materials, and careful maintenance programs to ensure the plants continue to provide sensory experiences over time. The ongoing maintenance of plantings is often more resource intensive than other parks and gardens.</p> <p>It is not possible to provide sensory gardens in every park, and it is outside the scope of this policy to determine when and how the City could deliver specific sensory gardens.</p> <p>The City will consider including a project to investigate opportunities to provide a dedicated sensory garden in our area as part of future Inclusion (Disability) Action Plans.</p>

Comments and Feedback	Source	City of Sydney Response
<b>Noted. No amendments made.</b>		
<p><b>Bus stop design and placement</b></p> <p>Before upgrading bus stops to the Disability Standards for Accessible Public Transport look at moving to a safer location (after intersection)</p> <p>Reduce clutter from within bus stops to allow disabled easier access to public transport</p>	Written submission – Individual	<p>Bus stop locations in the City of Sydney area are determined by Transport for NSW are installed to comply with the <i>Disability Standards for Accessible Public Transport 2002</i>. It is not always possible to locate bus stops after intersections.</p> <p>The City is responsible for Tactile Ground Surface Indicators at existing bus stops.</p> <p>The City aims to ensure the placement of all elements on the footway, including street furniture, bus stops and signs are coordinated to minimise clutter and facilitate good access for everyone. Further the City works with other agencies as far as possible to coordinate these elements.</p>
<p><b>Commercial Car Parking</b></p> <p>Many commercial parking stations aren't accessible to people using mini buses with hoists. There simply isn't enough height clearance. This makes it hard for group trips into the City (especially from local respite services), and very few come into the City because of this reason.</p>	Peer led workshops	<p>Commercial car parking structures are outside the scope of the Inclusive and Accessible Public Domain Policy and Guidelines, as commercial car parks are buildings that are required to be designed in accordance with the Building Code of Australia.</p> <p>The Building Code of Australia and AS2690.6 (2009) requires minimum height clearance of 2500mm above the dedicated space and 2200mm on the path to the dedicated space.</p>
<p><b>Footpath and Kerb Ramp Upgrade program</b></p> <ol style="list-style-type: none"> <li>1. The Druitt street footpath, especially outside the Town Hall is really bumpy and has narrow footpaths. This should be renewed as a priority.</li> <li>2. The City should prioritise the provision of missing kerb ramps and realignment of misaligned kerb ramps as a priority. This will improve access on the street scape for many people. There are still too many non complaint and missing kerb ramps.</li> <li>3. Take care of potholes in the road, especially where pedestrians cross</li> </ol> <p>Where there are inclines, it is really important the paved surface has enough slip resistance to provide traction for</p>	<p>Peer led workshops</p> <p>Meeting of Public Housing Neighbourhood Advisory Boards</p>	<p>The public domain renewal program is outside the scope of this policy. The draft Policy and Guidelines will not retrospectively apply and will not determine when public domain spaces and infrastructure are renewed to current standards. Existing approaches to scheduling public domain capital works projects apply.</p> <p>However in response to these specific comments about the City's renewal program for footpaths and kerb ramps:</p> <ol style="list-style-type: none"> <li>1. The Druitt Street Footway will be scheduled for renewal after the completion of works on George Street.</li> <li>2. In general, the City does not renew kerb ramps in isolation.</li> </ol>

Comments and Feedback	Source	City of Sydney Response
<p>wheelchairs. Parts of Martin Place (especially near the train station) have so little traction that people using wheelchairs (both manual and power chairs) cannot travel up, even with people pushing them, because the surface has become so polished and slippery, and natural incline is so steep.</p>		<p>Instead, the City prefers to renew the footway and associated infrastructure of the whole block to address all aspects of pedestrian amenity and accessibility on that block. This reduces the occasions on which footways are out of use from renewal activity, and provides greater economies of scale for the projects, delivering greater value for ratepayers and the community.</p> <p>The majority of intersections in the City of Sydney have been renewed to ensure provision of kerb ramps where they were once missing, or new kerb ramps installed to ensure correct alignment and provision of Tactile Ground surface Indicators in line with the Australian standards.</p> <p>Those outstanding include:</p> <ul style="list-style-type: none"> <li>• Ramps within signalised intersections are the responsibility of Roads and Maritime Service (now Transport for NSW), and often involve other changes such as new lane markings.</li> <li>• Intersections where existing services and above ground electrical infrastructure need to be relocated in order to position and align kerb ramps according standards.</li> </ul> <p>In both these scenarios, the renewal of kerb ramps involves greater coordination with other services and agencies and significantly higher costs associated with relocating services.</p> <p>3. At present the City manages local roads in our area, and that includes maintaining road surfaces. The City regularly inspects the pedestrian crosswalk area of intersections to ensure</p>

Comments and Feedback	Source	City of Sydney Response
		<p>the surface remains safe and accessible.</p> <p>4. The granite used on some footways and open spaces can over time lose some if its slip resistance due to build-up of grime. In affected areas, such as Martin Place, high-pressure steam cleaning is used to remove grime and restore slip resistance.</p>
<p><b>Kerb ramp design</b></p> <ol style="list-style-type: none"> <li>1. All new or upgraded ramps should be the full width of pedestrian crossing more than 2.4 metres</li> <li>2. Kerb ramps that have a lip can be hazardous for people walking and those using wheels. Include a specific requirement for kerb ramps to be smooth (and not have a lip) in the guidelines</li> <li>3. Line pedestrian ramps up with pedestrian push button allowing wheelchairs direct access.</li> </ol>	<p>Written submission – Individual</p> <p>Written submission- Walk Sydney Incorporated</p>	<p>The design of pedestrian kerb ramps in Australia generally follows the design requirements of Australian Standards AS1428.4.1 (2009) Design for access and mobility part 4.1 and AS1428.1 (2009).</p> <ol style="list-style-type: none"> <li>1. The width of kerb ramps is determined by the amount of pedestrians traffic and Australian Standards. Providing kerb ramps that are the width of the pedestrian crossing would create a risk to pedestrians safety, as it would enable vehicles to mount the footway more easily.</li> <li>2. The Draft guidelines (1.5) already include a requirement for “a smooth transition from the roadway to the ramp”.</li> <li>3. The location of push button assemblies in relation to the kerb ramp is ultimately at the discretion of the Roads and Maritime Service as part of their approval of the Traffic Signals Control Plan. The location of the push button assembly is required to be no more than 700mm from the ramp incline.</li> </ol>
<p><b>Pedestrian crossings</b></p> <ul style="list-style-type: none"> <li>• Extend Auto-Introduction of pedestrian crossings to 24hrs a day 365 days a year same as NYC</li> </ul> <p>Install more Pedestrian Countdown Timers at all crossings without vehicle conflict</p>	<p>Written submission – Individual</p>	<p>The NSW Roads and Maritime Service has primary responsibility for signalised intersections in NSW, including determining where signalised intersections are located and the phasing of traffic signals - even on local roads. As such, is it outside the scope of this policy to mandate the phasing of signalised pedestrian crossings. However the City is advocating for better crossing opportunities for pedestrians in</p>

Comments and Feedback	Source	City of Sydney Response
		<p>a number of projects, including collaboration with the NSW Government. Pedestrian countdown timers provide increased safe and legal crossing opportunities. They are authorised for use in appropriate locations. The City supports the installation of more countdown timers and is working with the NSW government to identify intersections where they should be provided as a priority.</p>
<p><b>Phone holders in public spaces</b></p> <p>Deaf people who sign as their main form of communication use FaceTime to communicate. To sign using FaceTime you need to have both hands free. It would be great to see the provision of phone holders in some key locations where power points are, and on trains. Like the adjustable ones used in cars.</p>	<p>Peer led workshops</p>	<p>The City currently does not provide such infrastructure in public spaces, and the design of much of the street furniture palette (including seating, bollards, tree-guards) is already established and endorsed via the Sydney Streets Public domain design codes.</p> <p>The inclusion of such small and potentially breakable items in public domain furniture is not considered feasible at this time.</p> <p>This feedback will be provided to Transport for NSW to consider on trains.</p>
<p><b>Shared Paths</b></p> <p>Deaf people and the hard of hearing find shared paths difficult as they cannot hear bicycle bells. Consider installing the fisheye reflective mirrors in high traffic areas and high conflict areas so people can see if there are people who cycle approaching from behind.</p> <p>BikEast support the City of Sydney's proposed standard of 2m for shared paths and to advocate for wider paths, especially around recreational areas to accommodate diverse mobility options.</p> <p>BikEast support that all paths within parks are designated as shared paths.</p>	<p>Peer led workshops</p> <p>Written Submission - BikEast</p>	<p>The provision of such mirrors is not currently part of the City's design for shared paths. Mirrors are highly vulnerable to vandalism, and any benefit they may provide must be considered in the context of wider amenity, including any negative impact of maintaining a clear accessible path of travel.</p> <p>The City is committed to educating people walking and riding about courteous behaviour on shared paths. The City's Share the Path Program is a face-to-face education program held four times a week where City staff talk to people walking and riding about courteous behaviour. Staff remind people to always give way to people walking, slow down, pass at a safe distance, and 'ring their bell early' as a courtesy when passing. Staff also remind people walking to be alert to people on bikes, listen out for bells and keep left.</p> <p>It is acknowledged that Deaf and hard of hearing people are not able receive warnings from bicycle bells. However, people riding are required to give way to people walking on shared paths at all</p>

Comments and Feedback	Source	City of Sydney Response
		times, and the City's Share The Path program will continue to reinforce this message and raise awareness amongst people who ride that not everyone can hear the bell.
<p><b>Wayfinding infrastructure and signage</b></p> <ul style="list-style-type: none"> <li>• Reduce the number of sign stems by installing signs onto smart poles same as NYC, and where possible putting multiple signs on the one smart pole.</li> <li>• Wayfinding signage should not indicate the distance in minutes, but rather distance. Using instead the distance is a more equitable measure, as each person is able to estimate how long that would take to travel based on their own abilities, which will vary.</li> <li>• There needs to be clearer signage identifying where lifts in public spaces are located.</li> <li>• Deaf people and people with intellectual disability aren't confident asking strangers for directions. Consider developing self-serve digital touch screen kiosks that provide directions – like they have in shopping centres. This will allow people to gain this information independently. The kiosk could include features such as Video (with Auslan) and live messaging to a customer service operator or emergency services in case of need for assistance</li> <li>• Use raised paint similar to road rumble strip to direct blind pedestrians along centre of footpath</li> </ul> <p>The Design Advisory Panel recommended the following:</p> <ul style="list-style-type: none"> <li>• The City consider working with app developers like Google to provide accessible wayfinding solutions using technology, including the development of accessible wayfinding maps and applications.</li> </ul>	<p>Peer led workshops</p> <p>Written submission – Individual</p> <p>Design Advisory Panel</p>	<p><b>Smart Poles</b></p> <p>Where smart poles are provided, they are used to accommodate a range of signs to minimise the number of poles. However, it is not appropriate to move all signage to a smart pole. Some signage, such as regulatory signage about parking restrictions must be placed in proximity to the parking area.</p> <p><b>Wayfinding signage</b></p> <p>The City of Sydney's on Street Wayfinding Signage and Infrastructure is outlined in the Legible Sydney Wayfinding Strategy endorsed in 2013. New signage has been progressively rolled out across the City since that time. The signage uses pictograms and provides walking estimates in minutes, not distance.</p> <p>The current design - featuring average minutes to walk to a destination - was based on extensive international research that shows most pedestrians have a better understanding of distance as shown in minutes walking – as opposed to distances in metres and kilometres. Many visitors and people born overseas are more familiar with the imperial system, so can find it difficult to conceptualise metres and kilometres. The time distance is based on an average walking speed of 5km per hour. In regards to signage identifying where lifts are located, the City's on Street Wayfinding System includes details of lifts accessible to the public. These are detailed on the precinct maps as part of the pylon signs, and where a key destination involves a lift on the route, the lift is indicated on a directional sign next to the destination.</p> <p>The City is also working to collate this information and include on the City of Sydney online accessibility map.</p> <p><b>Digital Information Kiosks</b></p>

Comments and Feedback	Source	City of Sydney Response
<ul style="list-style-type: none"> <li>Where there is steep typography, the use of physical signs would be less effective than an app.</li> </ul>		<p>On street digital kiosks are currently provided in limited locations as part of Telstra Payphones, and the content is managed by Telstra.</p> <p>The City of Sydney's Digital Strategy identifies digital infrastructure as a key element of a Smart City, but acknowledges that most digital infrastructure improvements will require partnerships with public and private sectors.</p> <p>The City would need to consider in detail the benefits of on street digital information kiosks compared to information accessed in personal computing devices) and also consider feasibility and viability in consultation with relevant public and private sector partners. This has not been identified as a priority for the City at this time.</p> <p><b>Digital Wayfinding</b></p> <p>The City's Inclusion (Disability) Action Plan 2017-2021 includes a commitment to maintain the City's online access map and explore emerging technologies to empower all people, including people with disability to navigate public spaces independently. The City's online access map currently includes information about topography and identifies where there are moderate and steep inclines. The City will explore how this data can be used by mainstream navigation and map services to provide route navigation tools that allow people with disability and access needs to plan routes that avoid barriers, including stairs and inclines.</p>

## Comments and feedback on the management of public spaces (Chapters 3)

Comments and Feedback	Source	City of Sydney Response
<b>Agreed in principle. These suggestions have been already addressed or will be explored in the context of a different policy, strategy or action plan.</b>		
<b>Bike sharing bikes</b> Obstructing the path of travel is a real hazard for people who are blind or have low vision, as well as people with limited mobility who cannot manoeuvre around them safely.	Peer led workshops	<p>The <i>Guidelines for bike share operators: Inner Sydney bike share guidelines</i> include the following requirements for safe bike placement</p> <ul style="list-style-type: none"> <li>Bikes must be parked in an upright position and not placed on footpaths that are narrow, or where they could pose a safety hazard.</li> <li>Bike placement must not interfere with pedestrian access or amenity. Bikes should be placed kerbside away from the building. Operators will educate customers on the impacts of bike placement to mobility and vision impaired.</li> </ul> <p>Since the NSW Government introduced higher fines for share bikes, operators have improved compliance and now respond quickly to complaints from the public.</p>
<b>Blocked footways/Driveways</b> Cars parking across driveways and footways are a big barrier for people who are blind or have low vision. There should be more community education around how this impacts people who are blind or have low vision and other pedestrians.	Peer led workshops	<p>While not mentioned explicitly in the Inclusive and Accessible Public Domain Policy and Guidelines, the City Rangers are responsible for enforcing parking controls. If our rangers observe illegal or unsafe parking – including illegal parking on footways or across driveways - they will issue a penalty notice in line with the road rules.</p> <p>Rangers also play a customer service role – informing and educating people about a range of topics. Where people report illegally parked cars, City Rangers will investigate, and where possible speak with those who have parked illegally about impacts on people with vision impairment and issue penalties as appropriate.</p>
<b>Construction Activity</b> There has been a lack of planning in some instances for the provision of safe and inclusive access during temporary disruptions, including in works to construct/renew cycleways. Two recent examples include: <ul style="list-style-type: none"> <li>Closure of Bourke St Cycleway resulting from Light rail works - , parents with cargo bikes carrying their children, and people with</li> </ul>	Written submission- Walk Sydney Incorporated  Written submission- BikeEast	<b>Cycleway construction/renewal</b> Where cycleways are constructed or renewed as part of the City's capital works program, staff and contractors are required to ensure that where access to the footway and or cycleway is temporarily obstructed, that safe alternative access is provided for both people walking and people riding bikes. This City is committed to improving how these spaces are managed during construction and renewal.

Comments and Feedback	Source	City of Sydney Response
<p>wheelchairs were obstructed from continuing their daily travel.</p> <ul style="list-style-type: none"> <li>Closure of Kent street footpath and cycleway, pedestrians were diverted across a cycleway and into oncoming traffic without traffic control.</li> </ul> <p>Consider stronger consideration for detours and distances needing to be travelled around construction. The recent works on Devonshire street meant elderly people and less mobile must detour long distances to get where they are going.</p> <p>On page 70, it states “kerb ramps must not be obstructed”. As sometimes kerb ramps are obstructed, we suggest adding a note that temporary kerb ramps must be installed to facilitate safe travel.</p> <p>Map information about construction activity in real time. The City should explore requiring developers whose work will impede access on public spaces to upload details of when and where this will occur on a publically available map and maintain this throughout construction. This should be a condition of consent. For example the construction areas on George Street move almost daily as they resurface the footway. This is incredibly hard for people who are blind or have low vision to navigate, and will also impact those who go a certain way to avoid stairs.</p>	<p>Peer led workshops</p>	<p>Depending on the specific context, this may mean safe access on the other side of the street, and traffic control where necessary. However, other agencies and developers will from time to time effectively close cycleways and footways to facilitate works nearby.</p> <p>The Bourke Street cycleway closure was managed by Transport for NSW to facilitate works associated with light rail. The City’s usual consent powers in relation to the road and footpath have been diluted by the declaration of the route as a Light Rail Route. This declaration enables RMS to act as the consent authority, meaning the City was not the approver for this closure and was not able to impose conditions.</p> <p>The Kent Street cycleway closure was to allow hoisting of materials to a work site. The <i>Draft local approvals policy and code of practice: hoisting and construction activities in public places</i> requires that where hoisting activity occurs “appropriate and adequate traffic control measures including:</p> <ul style="list-style-type: none"> <li>detour signs and traffic control personnel;</li> <li>pedestrian exclusion barriers; and</li> <li>safe movement of traffic, bicycles and pedestrians,</li> </ul> <p>must be fully implemented and in place at all times during the placement and operation of the hoisting device”</p> <p>Some of the above requirements may also form conditions of an approval (permit).</p> <p>The City’s Local Pedestrian, Cycling and Traffic Calming Committee and the Construction Regulation Team are responsible for granting approvals for full and partial temporary lane roadway and footway closures to allow hoisting operations over public roads using mobile devices. The Construction Regulation team also monitors some worksite operations that affect public places to check for compliance with relevant conditions of development consent and permits. The team are not able to supervise all activity to ensure compliance in all instances, as in this instance. The Construction Regulation Team will discuss this issue with the relevant developer.</p>

Comments and Feedback	Source	City of Sydney Response
		<p><b>Temporary Kerb Ramps</b></p> <p>The Local Approvals Policy and Code of Practice for Construction Activities in Public Places and the Hoardings and the Scaffolding Policy and Guidelines require that kerb ramps are never obstructed.</p> <p>However, there are times where construction activity means that the footway is no-longer accessible, and temporary footway is provided on a roadway. The guidelines have been updated to require ramps with appropriate transition from the kerb to the roadway to facilitate access from the kerb to the temporary footway.</p> <p><b>Mapping Construction Activity</b></p> <p>The City will consider including a project to explore the feasibility of mapping such construction activity and its impacts on access in public spaces as part of future Inclusion (Disability) Action Plans.</p>
<b>Noted. No amendments made.</b>		
<p><b>Community Gardens</b></p> <p>The community garden within the Lawrence Hargreave Reserve was designed with accessibility in mind, and the thoroughfares within the garden are wide enough for wheel chairs, walkers and prams. We plan to have a garden bed with space for a wheel chair user to work in phase 2 of the Garden.</p>	<p>Kings Cross Community Gardening group</p>	<p>Community Garden design and management requirements from the policy and guidelines will be incorporated into future revisions of the Community Gardens Guidelines.</p> <p>The City of Sydney Community Garden and Volunteer Coordinator will continue to work with community garden groups to ensure that the design and management of community garden is as inclusive and accessible as possible.</p>
<p><b>Utility and telecommunications providers not adhering to standards</b></p> <ul style="list-style-type: none"> <li>Utility and telecommunications providers often install infrastructure that creates barriers for people with disability in public spaces, including installation of utility pits and towers occurs in that obstruct access.</li> <li>An example is poorly located Ausgrid boxes on Devonshire street created two obstructions in the centre of a walking and cycling space / intersection on Devonshire street.</li> </ul>	<p>Written submission- Walk Sydney Incorporated</p> <p>Peer led workshops</p>	<p><b>Regulation of works and items installed by Utilities in public spaces</b></p>

Comments and Feedback	Source	City of Sydney Response
<ul style="list-style-type: none"> <li>At other times damage to footways a result of utilities accessing their service for repair or upgrade is not restored in a timely manner</li> <li>Set up compliance and inspection mechanisms and fine the non-compliant agencies as a deterrent.</li> </ul>		<p>Utility service providers including water, and energy and telecommunications services have infrastructure throughout the City of Sydney. They regularly need to conduct works on roadways and footways to access these services for repair or upgrade. In some instances, developers will require similar access to arrange the installation and connection of new utility services to developments. The provision of new services may also require installation on City infrastructure including pillar-boxes and other “low impact facilities”.</p> <p>Where access is required, the partial temporary closure of a road or footway may be necessary. The City has little control over the works undertaken by utility service providers and their contractors. In many cases, the legislation governing utility provides overrides City approval processes including the imposition of conditions to limit potential adverse impacts, or issue fines or penalties.</p> <p>While the City does not have oversight of the installation and access for low impact facilities, there are protocols, guidelines and standards that various utilities have developed to minimise impacts of these works on the local community.</p> <p><b>Inspection and Compliance</b></p> <p>In the instance of utility works accessing footways, there are three stages:</p> <ol style="list-style-type: none"> <li>1. Works in progress: the utility provider is responsible for providing <i>temporary restorations</i> while the work is in progress. These may include steel plates and asphalt over pits for example. Such temporary restorations are often put in place to ensure safety once work has finished for the day, but allow continued access the following day.</li> <li>2. Once the work is completed, the utility is generally responsible for temporary restorations for a further 6 months or until the completion of the permanent restoration – whichever happens earlier.</li> <li>3. Utilities may elect to do their own permanent restorations or pay the City to do them. Once the permanent restoration is finished responsibility for the site reverts to the City.</li> </ol>

Comments and Feedback	Source	City of Sydney Response
		<p>The City works with utility authorities and private developers in an effort ensure the City's footways and roadways remain accessible and are maintained. However, utilities are responsible for the management and control of their temporary restorations – the City has limited capacity to direct them to deliver them to its own standards.</p> <p><b>Ausgrid Pillar Boxes in Devonshire St</b></p> <p>With regard to the particular Ausgrid pillar boxes on Devonshire street, electrical services along the length of Devonshire Street have been changed as part of the light rail work. Ausgrid assets including the pillars have been altered and upgraded to their network standard. This network standard includes the use of above-ground pillars to serve each property.</p> <p>Section 8.5 of Ausgrid's <a href="#">Network Standard NS224</a> requires that for the location of the pillars <i>“Designers shall give consideration to visually impaired persons when determining the location of the cabinet and base unit combination (pillar). Wherever possible, pillars shall be installed adjacent to an existing pillar or within an existing set-back along the frontage.”</i></p> <p>The new pillars along Devonshire Street have been placed against the building line. They are not next to existing pillars, nor are they placed within a setback.</p> <p>The City's usual consent powers have been diluted by the declaration of the route as a Light Rail Route. This declaration enables RMS to act as the consent authority, meaning Ausgrid does not require the City's approval for the placement of these pillars on the footway of Devonshire Street.</p> <p>City staff, have and continue to raise concerns with appropriate utilities about the impacts of their works and low impact infrastructure on the accessibility of footpaths, noting that placemen of pillars on the building line can create hazards and barriers for pedestrians with low vision. City staff have been advised Ausgrid will not entertain moving these pillars underground or kerbside.</p>

## Comments and feedback on the Disability Inclusive Event Guidelines

Comments and Feedback	Source	City of Sydney Response
<b>Agreed. Amendments have been made to the guidelines.</b>		
<b>Name of the events Guidelines</b> Rather than <i>Disability Inclusive Events</i> , call it <i>Inclusive and Accessible Events Guidelines</i> . This is more welcoming of people who don't identify as having a disability but benefit from good access.	Property NSW Peer Led workshops	The content of the guidelines indicates one of the main areas of focus is disability inclusion. The title has been amended to <i>A City for All: Inclusive and Accessible Events Guidelines</i> .
<b>Accessible viewing areas</b> <ul style="list-style-type: none"> <li>When there is bad weather, provide shelter for accessible viewing areas - e.g. tent</li> <li>In addition to the ticketed accessible viewing area, consider establishing a flex zone, for those presenting at the last minute requiring access.</li> </ul>	Peer led Workshops	Consideration of shelter will be added as a best practice consideration for accessible viewing areas in the guidelines.  The City has considered the suggestion of the flex zone for Major events. Given large volumes of spectators and participants at major events, quarantining spaces for exclusive use of people with disability (and family, friends) in addition to accessible viewing areas already provided would result in a loss of potential spectating space for the broader community. The City must balance the needs of all spectators, and the provision of existing type of accessible viewing areas is appropriate. The City will continue to monitor the demand of accessible viewing areas for the major events it delivers.  However, where accessible viewing areas are provided, the City's current practice are to make any spaces left vacant by no-shows or early departures to others who present on the day requiring the accessible viewing area.
<b>Accessible seating</b> Should be a minimum requirement for all events for this to be provided	Peer led Workshops	The events guidelines have been updated to require accessible seating options at all events.
<b>Food trucks/catering at events:</b> Food trucks are hard to order from for people who use wheel chairs, Deaf people and people who are blind and have low vision.	Peer led Workshops	The event guidelines include suggestions about making services areas more accessible to people with disability, (page 13). It includes providing accessible counter heights or alternative means for people who

Ensure food truck operators and event caterers have in place mechanisms to help people order independently, including large print menus etc, are able to come from behind the counter to take orders. The height of counters on food trucks can be very limiting.		can't see over high counters to order, e.g. staff be to assist people with disability in accessing services that may be located behind the service area.  The guidelines will be updated to more explicitly suggest having large print menus available
<b>Hearing Augmentation, Captioning and Auslan interpretation</b>  Captioning should be minimum at big events, not Auslan. Captioning meets the needs of majority of people who are Deaf <b>and</b> hard of hearing, whereas Auslan only meets the needs of Deaf people whose first language is Auslan. Most people with hearing loss acquire it through ageing and are less likely to learn Auslan is they were born with hearing.  <b>Personal captioning devices at cinemas</b> The Deaf community really dislike these. They not only draw attention to the user and make them feel different, but they are often not synchronised with the film, or even worse there have been times where the captioning was for the wrong film. Deaf people would prefer more sessions had captioning on the main screen. It would make them feel more included. More captioning at outdoor cinemas would make them far more inclusive and make it easier for everyone to understand.	Peer led Workshops	<p>The event guidelines state that all event organisers must provide services such as Auslan and or captioning when requested by audience members (with reasonable notice), in order to meet their obligations under the <i>Disability Discrimination Act 1992</i>.</p> <p>However, it is clear that not all event organisers have a clear understanding of these different formats, and in particular who each format benefits and why.</p> <p>The guidelines have been updated to include a pop out feature on Hearing Augmentation, Auslan Interpretation and Live Captioning to detail what it is, how it works, who it helps, and when it should be provided.</p>
<b>Online booking and information</b>  Where tickets for people with access needs are to be booked, make sure that the booking experience is equitable. E.g. if other tickets can be booked online, the access tickets should also be able to be booked online.  It should be explicitly stated that this be a requirement for events with online bookings, and if this is not feasible, there be a dedicated phone number provided for accessible bookings, with trained staff who are aware of all available options.  For major events, ensure information is available in an easy English format.	Peer led Workshops  Written submission – Physical Disability Council of NSW	<p>The events guidelines require that where on line booking is available “the online booking system should allow people to book accessible seats and request support without having to speak to someone” ( p.15)</p> <p>The guidelines will be updated to note that, where this is not possible, a phone number is provided.</p> <p>The Sydney New Year’s Eve event guide is available in easy English format which is available on line via the website.</p>
<b>Parking and drop off</b> <ul style="list-style-type: none"> <li>More designated drop off points associated with major events. If these</li> </ul>	Peer led Workshops	Some major events such that involve road closures, such as Sydney New Year’s Eve and Vivid, provide temporary designated drop off points

<p>cannot be provided close to the destination, then more mobility buggies should be provided.</p> <ul style="list-style-type: none"> <li>• Designated drop off points should also be available to use by taxis and ride share services.</li> </ul>		<p>for the events. These are approved by the local Traffic Committee as part of the Traffic Management Plan required for any temporary road closure associated with an event.</p> <p>The guidelines will be updated to reflect that:</p> <ul style="list-style-type: none"> <li>• While the City encourages the use of public transport to events, for major events where there is a traffic management plan, that event organisers should consider providing temporary drop off points for people with limited mobility, subject to approval of the local traffic committee.</li> <li>• For smaller events that do not involve road closures, no stopping areas can be used as drop off points (for up to 5 minutes, and as long as the driver remains within 3m of the vehicle). The event organiser should identify where the nearest appropriate no stopping area is, and communicate this as part of accessibility information about the event.</li> </ul> <p>Ride share vehicles are not permitted to use Taxi Ranks, but they can use no stopping areas - (for up to 5 minutes, and as long as the driver remains within 3m of the vehicle).</p>
<p><b>Sensory spaces at Major Events</b></p> <p>Provide areas for rest and respite and sensory spaces at major outdoor events.</p> <p>An excellent example of inclusion is the Elder's tent at Yabun Day. It's a great place to take a seat, have a bite, and this type of tent would also be good for people with disability who may also need a space to rest, and people on the Autism spectrum who may benefit from a space to access sensory equipment to help them desensitise.</p>	<p>Meeting of Public housing Neighbourhood advisory Boards Peer led workshop</p>	<p>The event guidelines have been updated to include this as a best practice consideration for major events.</p> <p>A pop out feature has been added describing the purpose and benefits of sensory spaces.</p>

**Agreed in principle. These suggestions have been addressed already or will be explored in the context of a different policy or action plan.**

<p><b>Accessible Toilets</b></p> <p>There should be a minimum of 2 accessible toilets at every event, in case one is occupied. Ensure they are one each of left hand and right hand transfer to accommodate a wider range of needs and preferences.</p> <p><b>Portable accessible adult change facilities aka Changing places toilets</b></p> <p>Three submissions recommended that, where possible, the City of Sydney go a step further and ensure a <i>Changing Places</i> facility be provided. <i>Changing Places</i> are a 'step up' from accessible toilets again, allowing people with severe or profound disabilities, whom need adult change tables and hoisting arrangements, to attend and make for truly inclusive and accessible events.</p> <p>Provide portable changing places toilets at outdoor events.</p>	<p>Written submission – Individual</p> <p>Written submission - Physical disability Council</p> <p>Peer led workshops</p>	<p>The events guidelines require event organisers to provide a ratio of one accessible portable toilet to 10 standard portable toilets. However the guidelines will be updated to encourage a mix of left and right hand transfer options where more than two portable accessible toilets are provided.</p> <p>Where events are held inside, the availability of accessible toilets will depend on the venue.</p> <p>At present there are no such portable 'changing places' toilets available for hire in NSW. At such time as they become commercially available for hire in NSW, the City will explore providing them major events delivered by the City and encouraging other event organisers to consider this.</p>
<p><b>Crowd control and safety</b></p> <p>Crowded events and night time events can feel unsafe for some people with disability. Try and make them as safe as possible with</p> <ul style="list-style-type: none"> <li>• crowd control</li> <li>• good lighting</li> <li>• friendly security staff and others volunteers who can help. Make sure they wear clear uniforms in bright colours so we know they are meant to be friendly</li> </ul>	<p>Peer led Workshops</p>	<p>Crowd control and safety are a vital consideration for major events. City of Sydney produced major events such as New Year's Eve include an integrated crowd management plan.</p> <p>Spectator Services staff are provided with disability awareness training and wear brightly coloured t-shirts to make them easily identifiable.</p> <p>The guidelines encourage event organisers to ensure staff have disability awareness training.</p>
<p><b>Disability awareness training</b></p> <p>Ensure staff have disability awareness training. It would be great to include Deaf awareness training amongst that.</p>	<p>Peer led Workshops</p>	<p>The Guidelines encourage event organisers to ensure their staff have disability awareness training. We will update the guidelines to encourage major event organisers to consider Deaf Awareness training for staff as well.</p>
<p><b>Event set up and bump in</b></p>	<p>Peer led Workshops</p>	<p>Already included in the event guidelines p.8</p> <p>"Trucks setting up during bump in and out must not block the continuous accessible path of travel"</p>

<p>Trucks often-obscure footways during bump in for events. Ensure event organisers are well-briefed to not to do this or at least ensure safe accessible alternative paths of travel, which may include traffic controller where necessary.</p>		
<p><b>Marketing and communication</b></p> <ul style="list-style-type: none"> <li>• Make sure you promote the event to people with disability. People with disability are used to being excluded, so major events like New Year's Eve should invest in a long campaign promoting the access and inclusion features and services.</li> <li>• Develop a marketing strategy/ campaign for major events to promote to people with disability. The campaign should use a range of channels to reinforce to the community they are welcome. It not enough to list on a website, there must be active and sustained marketing.</li> <li>• These channels should definitely include social media. People with disability use social media extensively. Social media posts from the City shared with key groups are very effective as they are shared widely in the disability community. Even if they are not just directed at disability groups, but general public, most people know someone with disability.</li> <li>• Auslan needs to be strongly promoted, as the Deaf community are used to being excluded. When Auslan is provided and it is widely promoted, the Deaf community feel welcomed and included. It helps to break the stigma.</li> <li>• Promote via peak groups. Many such as Guide Dogs NSW/ACT have Electronic newsletters, make sure to contact the group with enough time to ensure this is in their EDM. Some may charge a fee, but they are effective.</li> </ul>	<p>Peer led Workshops</p>	<p>The events guidelines encourage event organisers to promote their events to people with disability.</p> <p>Events in the City of Sydney area are delivered by a range of organisations and groups, and each will have different marketing approaches budgets.</p> <p>The guidelines will be updated to include social media, and EDM opportunities as potential channels.</p> <p>In terms of the City of Sydney's current practice in promoting our own events to people with disability, a range of strategies are used including:</p> <ul style="list-style-type: none"> <li>• Media releases</li> <li>• Emails sent to specialist disability services and peak bodies</li> <li>• What's on listings tagged as "disability inclusive events".</li> <li>• Community radio</li> <li>• Outdoor advertising</li> <li>• Print advertising</li> <li>• E-newsletters</li> </ul> <p>The City will consider recommendations regarding investment in sustained approaches to communicating and promoting access and inclusion features of events, including electronic direct mail newsletters from peak groups.</p>
<p><b>Public Transport to major events</b></p> <p>Make sure to promote road closures and public transport changes during major events to people with disability.</p> <ul style="list-style-type: none"> <li>• Big changes to transport is especially difficult for people with intellectual disability who can become distressed if they don't know how to get home.</li> </ul>	<p>Peer led Workshops</p>	<p>The City of Sydney works with Roads and Maritime service and Transport for NSW on the major events the City delivers.</p> <p>The City will pass on this feedback to relevant agencies for Major Events, and the Transport for NSW</p>

<ul style="list-style-type: none"> <li>• Make sure to communicate changes to roads and public transport to travel training providers across NSW</li> <li>• For the Deaf community, it is important this is done using Auslan. For many deaf people, English is not their first language and they find websites with lots of information really hard to understand – they rely on word of mouth.</li> </ul> <p>When people with intellectual disability need help with public transport, they often ask transport staff, however because they are often unfriendly, people with intellectual disability may avoid asking for help. Transport for NSW and Sydney trains in particular need to learn more about intellectual disability. Transport providers should do NSWCID inclusive practices training – the staff aren't always friendly.</p>		<p>Accessible Transport Advisory Committee.</p>
<p><b>Wayfinding at events:</b></p> <ul style="list-style-type: none"> <li>• Venue maps should be available online to allow people with disability to understand what access is available and to plan their attendance at major events. This should be a minimum for all major events. These maps should include <ul style="list-style-type: none"> <li>○ Key event locations</li> <li>○ Location of mobility accessible parking and drop off points</li> <li>○ Key transport hubs</li> </ul> </li> <li>• Trial the use of iBeacon wayfinding technology at outdoor events to help people who are blind or have low vision to navigate more independently. They should help people find key destinations in the outdoor event, including help, toilets and identify the location of barriers such as stairs.</li> </ul>	<p>Peer led workshop</p>	<p><b>Online venue maps</b></p> <p>The event guidelines suggest that where a major event has its own webpage, that an online map is provided to enable people with disability to plan their journey and attendance (p.30)</p> <p><b>Beacon Technology</b></p> <p>The City's current Inclusion (Disability) Action Plan 2017-2021 commits the City to exploring "the use of emerging technologies to empower all people, including people with disability, to independently navigate and access public spaces". The City's first Disability Expo in June 2019 featured beacon wayfinding technology provided by Bindi Maps.</p> <p>The market for such innovative technology is still emerging and City will explore opportunities and the feasibility of using beacon technologies into the future.</p>
<p><b>Collaborate</b></p> <p>For major events like New Year's Eve, ensure to collaborate with Transport for NSW, other land owning agencies and key destinations like Museum of Contemporary</p>	<p>Peer led workshop</p>	<p>For New Year's Eve and other major events, the City works extensively with NSW Police, Transport for NSW, Department of Premier and Cabinet, Royal Botanical Gardens, the Opera House, Destination NSW, Place Management NSW and other</p>

Art and the Opera House to ensure a seamless experience.		partners to ensure a coordinated event experience.
<p><b>Feedback and continuous improvement</b></p> <ul style="list-style-type: none"> <li>• Ensure that there are opportunities for event patrons to provide feedback on accessibility features in an easy way. One option could be to have anonymous access reviewers attend events and give the event organisers some feedback on the accessibility of the event. There is always room for improvement, and ensuring people with disability are part of the feedback loop is essential. There is always room for improvement, and ensuring people with disability are part of the feedback loop is essential.</li> <li>• The City should have a full time inclusive events coordinator, to ensure events the City delivers and collaborates on the delivery. However, they recommended that this position be full time. It could support the development of the above working groups.</li> <li>• Establish an inclusive events working group to ensure the City and other major events organisers the City sponsors or collaborates with share learning and best practice, and foster a culture of continuous improvement.</li> </ul>	Peer led workshop	<p>The City will explore user experience surveys for the accessible viewing areas it manages for New Year's Eve and the use of event reviewers with lived experience of disability as part of major outdoor events it delivers from the 2020 summer season.</p> <p>The City of Sydney major events unit has a dedicated access officer in place from mid-November to mid-January each year. Their role is to manage and respond to all customer enquiries regarding accessible areas for Sydney New Year's Eve, liaise with other stakeholders regarding access, availability of tickets and communication of vantage point information. They also manage the City's accessible golf cart service, and ensure all communications surrounding accessibility are accurate and distributed to the correct channels.</p> <p>The City collaborates with its delivery partners to ensure New Year's Eve and other events we deliver are inclusive and accessible</p> <p>The City will consider including a project to explore the establishment of an inclusive events working group - subject to interest from the sector and available resourcing – as part of future Inclusion (Disability) Action Plans.</p>

Noted		
<p><b>Concession ticket naming</b></p> <p>Expressed concern about naming of concession tickets. For example if a person with a disability asks for a Senior Ticket, then the ticket should be described as a senior ticket, not a disability ticket.</p>	<p>Written submission – Individual</p>	<p>The naming of different tickets is at the discretion of the event organiser.</p> <p>Some events may have concession tickets for seniors. Other events accept companion cards allowing the companion of a person with disability to attend at no charge. There may also be ticketed entry to accessible viewing areas at certain events.</p> <p>The City is not aware of any examples of events where there are tickets labelled as disability tickets, but there are commonly accessible viewing areas for events, some of which are ticketed. The Event Guidelines recommends these areas are labelled as “accessible viewing areas” instead of “disabled seating”.</p>

**Item 7.****Post Exhibition - Markets Policy****File No: S077647****Summary**

At its meeting on 24 June 2019, Council unanimously endorsed the public exhibition of the draft Markets Policy, for a period of 28 days.

During the exhibition period, Sydney Your Say received 129 unique visits, 144 total page visits and the draft Markets Policy was downloaded 21 times.

No comments were received during the public exhibition period.

The draft Markets Policy outlines the City of Sydney's approach to the approval of markets and sets out the requirements of market operators to achieve quality market operations. The Policy is designed to create well managed markets that contribute to and support local communities and local businesses.

Markets can improve access to quality food and produce, improve social interaction, and provide opportunities for innovative ideas and businesses to develop. Research commissioned in Australia and internationally has consistently shown that markets can benefit local communities and businesses. People who visit markets also spend money at nearby shops.

The Markets Policy (Policy) was approved by Council on 29 June 2015 and reviewed in June 2019. Minor amendments were made to update the Policy.

This report recommends that Council adopt the draft Markets Policy.

## **Recommendation**

It is resolved that:

- (A) Council adopt the draft Markets Policy as shown at Attachment A to the subject report; and
- (B) authority be delegated to the Chief Executive Officer to make and approve minor housekeeping and editorial amendments to the adopted Markets Policy, as may be required from time to time.

## **Attachments**

**Attachment A.** Draft Markets Policy

## Background

1. On 29 June 2015, Council adopted a Markets Policy with the purpose of providing a standard approach to the approval of markets. The Policy also provides an assessment framework for the City to approve ongoing markets.
2. The Policy was developed to set an assessment framework, respond to the relevant key directions in Sustainable Sydney 2030, encapsulate legislative requirements and incorporate non-statutory community consultation into the market application process.
3. The Policy has been reviewed. Minor amendments were made to update the Policy and enhance ease of use. These amendments did not alter the intent of the Policy.
4. The Policy provides the City with:
  - (a) guiding principles and decision making criteria for assessing market proposals;
  - (b) strategies to minimise or eliminate any adverse impact of markets on the local community and to maximise overall community benefit;
  - (c) a step-by-step guide for setting up a market; and
  - (d) processes for consulting the community about market proposals.
5. At its meeting on 24 June 2019, Council unanimously endorsed the public exhibition of the draft Market Policy, for a period of 28 days.
6. During the exhibition period, Sydney Your Say received 129 unique visits, 144 total page visits and the draft Policy was downloaded 21 times.
7. No comments were received during the public exhibition period.

## Key Implications

### Strategic Alignment - Sustainable Sydney 2030 Vision

8. Sustainable Sydney 2030 is a vision for the sustainable development of the City to 2030 and beyond. It includes 10 strategic directions to guide the future of the City, as well as 10 targets against which to measure progress. This policy is aligned with the following strategic directions and objectives:
  - (a) Direction 1 – A Globally Competitive and Innovative City – Strategic direction 1.3 states: The city economy is an integrated network of sectors, markets, and high performing clusters. Reviewing the Markets Policy ensures that it is kept up to date to facilitate this.
  - (b) Direction 6 - Vibrant Local Communities and Economies - Strategic direction 6.1 refers to a 'city of villages' - for communities to live, meet, shop, study, create, play, discover, learn and work. Strategic direction 6.3 indicates that local economies meet the needs of their community, and provide opportunities for people to realise their potential. The Market Policy addresses both these directions.

- (c) Direction 7 - A Cultural and Creative City – as a gathering place for the local community, markets can bring together demographically, economically and culturally diverse communities. Markets foster interaction and cohesion by connecting communities over food, children and cultural diversity. Markets also help build a shared sense of identity.

### **Budget Implications**

- 9. Implementation of the Policy will have no significant budget implications.

### **Relevant Legislation**

- 10. Local Government Act 1993
- 11. Crown Land Management Act 2016.
- 12. Roads Act 1993.
- 13. Environmental Planning and Assessment Act 1979.
- 14. Disability Discrimination Act 1992.
- 15. Food Act 2003.
- 16. Protection of Environmental Operations Act 1997.
- 17. Sydney Local Environment Plan 2012.

### **Public Consultation**

- 18. The draft Policy was placed on public exhibition for a period of 28 days, closing 5pm, Monday 12 August 2019.
- 19. No comments were received during the public exhibition period.
- 20. During the exhibition period, Sydney Your Say received 129 unique visits, 144 total page visits and the draft Policy was downloaded 21 times.

### **DAVID RIORDAN**

Director City Services

Melanie Penicka-Smith, Events, Markets and Busking Coordinator

# **Attachment A**

<b>Draft Markets Policy</b>
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# Markets Policy

## Purpose

The purpose of this policy is to establish the City of Sydney's approach to approval of markets and the level of commitment it requires from market operators to achieve quality market operations. It aims to facilitate well managed markets that help to support and contribute to local communities, complementing the offerings of local businesses.

## Scope

The Markets Policy applies to ongoing markets on Council land within the City of Sydney Local Government Area. Ongoing markets are classified as markets that operate more than four occasions in their first 12 months of operation.

The Markets Policy provides an assessment framework for the City to approve ongoing markets.

In addition to obtaining Market Approval, ongoing markets that operate for more than 52 days (whether or not consecutive) in any 12 months period or operate on sites containing heritage items, are required to submit a development application and obtain development consent before operation. Other approvals may also be required. It is the Market Operators responsibility to obtain all necessary consents/approvals to operate the market.

## Markets not covered by this Policy

### Temporary markets on Council land

The Markets Policy and Guide do not apply to temporary markets on Council land. Temporary markets are classified as markets that operate on up to four occasions in every 12 months of operation. To be added (Refer [City of Sydney Event Guidelines](#)).

The City of Sydney's Events Guidelines, intended for one-off and temporary events, apply to temporary markets. Temporary markets must meet requirements of the Events Guidelines and receive an Event Approval before operation. A copy of the Events Guidelines is available on the City of Sydney website.

### Markets on land other than Council land

The market policy does not apply to markets that are not on Council land, including private property, other State Government Agencies or Statutory Authorities. Contact Council if you would like more information about conducting markets on land other than Council land.

## Definitions

Term	Meaning
Council land	Land owned or controlled by the City. Land owned by the City includes operational and community land; land controlled by the City includes roads (including footways) and Crown reserves.
Market Approval	Formal approval granted by the City for a market to begin operation.
Market Operator	The individual or group who intend to operate the market and who will enter into an agreement with the City for the use of the site.
Market Proposal	A detailed document describing the layout, management and preliminary operational plans for a market. The Market Proposal is submitted after a Market Site Application is approved.
Market Site Application	An application form enabling Market Operators to indicate interest in using a site on Council land to operate a market.
Ongoing Market	A regularly scheduled outlet for the sale of goods and services at the same or similar location, with the majority of goods and services provided by the producer, grower, craftsperson or service person.

## Policy statement

The City of Sydney (the City) supports quality markets in the Local Government Area (LGA). Markets provide for the needs of the community, ranging from the provision of fresh food to goods and services.

The City recognises the potential contribution of markets to community life and local economies. Markets can complement the offerings of local businesses and provide opportunities for emerging enterprises.

The following principles encapsulate the City's approach to approval of markets and the level of operational performance the City requires of Market Operators.

The City will:

- apply a consistent assessment framework to the approval of Market Site Applications and Market Proposals
- require Market Operators to demonstrate capacity to meet community needs, contribute to social cohesion, strengthen the local economy, and complement the offerings of local businesses
- consult the community about new Market Proposals by providing consultation opportunities for the community to comment.
- Market Operators will be required to:
- minimise the impact of their market on the environment, local residents and

- nearby businesses
- ensure market sites are well-maintained and accessible for all members of the community
- prioritise community health and safety by rectifying hazards and problems immediately

## Approval of Markets

The City receives regular requests from commercial enterprises, community groups, not-for-profit organisations and the general public about establishment of new markets on Council land. This section outlines the market approval process and conditions.

## Identification of Market Sites

The City encourages Market Operators to identify appropriate market sites. New market sites are proposed by:

- Market Operators – through the submission of a Market Site Application to the City
- The City – where a site has been identified to meet community needs

## Market Approval Stages

There are six basic steps to setting up markets on Council land in addition to any development consent requirements:

- Choose a market type – identify the primary purpose of the market
- Identify a suitable site – hard stand areas are preferred for the placement of stalls and other infrastructure
- Submit a Market Site Application – the City assesses the capacity and suitability of a site. The application will not proceed to the next step if the site is considered to be unsuitable
- Plan your market –prepare a detailed Market Proposal and market impact report, which addresses the impact of the market on the surrounding residents, businesses and the environment
- The City will undertake community consultation - including letters to residents and businesses in the area, notification displayed at the site and on the City's website
- Set up market –pending approval, a formal agreement will be drawn between the City and the market operator. The City will monitor performance of the market.
- Use of the site may be subject to tender.

Market applications will be assessed against criteria based on the principles set out in this policy and the Markets Guide. The City will not proceed with Market Site Applications and Market Proposals that do not meet assessment criteria, tendering briefs where applicable, and the needs of the community identified by the City.

## Market Agreements/Consents

Before Market Approval is granted, the proposed Market Operator will be required to obtain the City's consent. These documents will contain conditions regarding the use of the land and the operation of the market.

## Community Consultation

The City will consult the community about proposed use of Council land for markets. Consultation provides opportunity for community needs and concerns to be addressed in the assessment of Market Proposals. There are two types of community consultation.

### Statutory Public Notice

The City is required to place public notice of proposals to grant a lease or licence on community land or Crown land in accordance with all relevant legislation. The City is not required to give public notice for use of operational land, roads and footways.

### Community Consultation

In addition to any public notice required by law for certain agreements for the use of community or Crown land, the City will undertake community consultation to address any community needs and concerns as part of the assessment of Market Proposals by:

- sending notification letters to residents and businesses, within reasonable distance of the market, inviting them to comment on market proposals
- public exhibition of market proposals on the City's website
- displaying a notice of any proposed market use on the site
- Submissions received following public exhibition will be considered in the final Market Approval.

## Market Management

### Ongoing review

Market Operators are required to participate in regular meetings and performance reviews with the City. Meetings and reviews provide opportunities for resolution of issues raised by the community, the Market Operator and the City.

### Health and Safety

Market Operators are responsible for ensuring all stallholders involved in the preparation, sale or provision of food comply with the provisions of *Food Act (NSW) 2003*. Market Operators must also ensure stallholders hold current City Temporary Food Premises permits and comply with permit conditions. Further information may be found online at City of Sydney and NSW Food Authority websites. The City and other authorities may inspect markets and individual stallholders at any time to ensure public health and safety.

## Site Accessibility

Market Operators ensure market site configurations encourage community participation and ease of access. Market Operators are responsible for site accessibility, safety of crowd movements and compliance with legislation; including but not limited to the *Disability Discrimination Act 1992*, *Roads Act 1993*, *Work Health and Safety Act 2011* and other conditions set out in the market agreements. Market Operators are also required to minimise market impact on the environment.

## Fees and Charges

The City's Fees and Charges Schedule includes fees for markets. Commercial Market Operators pay a commercial fee. Not-for-profit organisations are offered a lower fee structure. (Refer [Fees and Charges](#)).

Market land use fees are based on a percentage of a market's forecasted annual gross revenue. The fee is estimated at the beginning of each financial year by calculating the number of market stalls approved on a site and the fees charged by the Market Operator to stallholders. Other revenue generated by the Market Operator in relation to the use of Council land is also included in the calculation.

A site maintenance fee is charged by the City to the Market Operator to cover maintenance costs incurred by the City as a result of market use of a site.

## Equal Opportunity Land Use

The City will determine the appropriate length of any agreement or consent on a case-by-case basis. No term will be longer than five years.

To ensure markets retain community use and participation, Market Operators are required to dedicate a stall space for use by community groups, social enterprises, not-for-profit organisations and new start-up businesses.

## Variances to the policy

The City reserves the right to review, vary or revoke this policy.

## References

### Laws and standards

- Local Government Act 1993
- Crown Land Management Act 2016
- Roads Act 1993
- Environmental Planning and Assessment Act 1979
- Disability Discrimination Act 1992
- Food Act 2003
- Protection of Environmental Operations Act 1997
- Sydney Local Environment Plan 2012

### Policies, procedures and guidelines

- City of Sydney Markets Guide to Setting Up a Markets on Council Land
- Sustainable Sydney 2030
- City of Sydney Plans of Management for Parks and Reserves
- City of Sydney Sustainable Events Management Policy
- City of Sydney Events Markets Guideline
- City of Sydney Aboriginal and Torres Strait Islander Cultural Practice Policy
- Markets Guideline
- City of Sydney Performance Bonds Policy
- City of Sydney Procurement Policy
- City of Sydney Inclusive and Accessible Public Domain Policy and Guidelines

### Approval status

The Chief Executive Officer / Council approved this policy/procedure on XXX.

(A copy of the CEO's signature should be inserted here.)

### Approval history

Stage	Date	Comment	TRIM Reference
Original Policy	29 June 2015	Approved by Council	2015/326743
Review	24 June 2019	Approved by Council/ Endorsed by the Executive	X003411.002
Next review	June 2022		

## Ownership and approval

Responsibility	Role
Author	Events, Markets and Busking Coordinator
Owner	Manager, Venue Management
Endorser	City of Sydney Executive
Approver	City of Sydney Council/Chief Executive Officer