



Access Audits Australia

disability access  advice  training

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Access Audits Australia

Company Profile



Access Audits Australia

- Access Audits • Access Appraisals • Training • Disability Action Plans • Publications, Signage and Way finding • Project Development Advice • Keynote Speakers and Facilitation of Consultations • Footpath Trading Policies • Consultations • Mobility Maps and Access Guides • Access Checklists and Publications • Access Complaints Resolution • AAA Team • AAA Clients • Recent Projects • Response Times • References • AAA Fees • **Access for All**

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AAA - Who We Are

Access Audits Australia (AAA) is the leader in the disability access industry. We provide an extensive range of access audits, appraisals, research and evaluation projects, consultations, advisory and training services across Australia. We work with you to ensure that you can meet your requirements under the Disability Discrimination Act (DDA) and that the benefits and opportunities of an 'access for all approach' are maximised across all projects and organisations.

We have been operating since 1997. We incorporate a multi disciplinary team of highly experienced and qualified professionals. Our team members have extensive expertise in all areas of access work and have been recognised through a variety of awards over a number of years. We have undertaken extensive work on a wide variety of access improvement projects for a diverse number of organisations across Australia and overseas. This work includes both social planning and technical access projects.

AAA has provided services to over 200 organisations including more than 100 local Councils, 20 State and Commonwealth government agencies and 100 other businesses and community based organisations.

Our training programs are highly sought after and our new training division the **Institute of Access Training Australia** has been established in response to a growing demand for our services in the professional development and training area.

We are flexible, creative and innovative in our approach and work with clients to achieve maximum access improvements and outcomes. We are highly competent project managers with extensive experience in social planning, community consultation and community development processes. In addition we provide high quality access advice and undertake projects relating to technical access issues in the built environment including buildings, streetscapes, playgrounds, open space, businesses, events, services, communications and publications.

We work collaboratively with you to deliver high level, effective, relevant, sustainable outcomes which will support access for all.

Why Choose AAA

- We are leaders in the disability access industry in Australia and have implemented a wide variety of innovative access projects both within Australia and overseas.
- Our AAA team members have over 25 years of personal and professional experience in assisting organisations to address access issues.
- We are recipients of a number of awards for services related to the disability access industry.
- We incorporate accredited and experienced access professionals with both Australian and overseas experience who are members of the Association of Consultants in Access Australia (ACAA) and the Australian Institute of Training and Development (AITD).
- We have qualifications and experience in access, social planning, marketing, management, research and teaching.
- We are the major provider of Access Audits and Appraisals in Australia.
- We are a major developer of Disability Action Plans.
- We have extensive experience and expertise in facilitating consultations and community engagement strategies.
- We provide dynamic, informative, relevant and fun filled training programs.
- We are client focussed, flexible and innovative. We deliver high quality outcomes on time.
- We have stringent quality control and risk management plans and mechanisms.
- We manage all projects to minimise the need for administrative input from your organisation.

AAA Company Details

Company name: Achievability Pty Ltd
ABN: 17 080 605 750
ACN: 080 605 750

Trading as: **Access Audits Australia** (since 1993)

Address: 92 Old Eltham Road Lower Plenty 3093
Phone: 03 9431 3472
Fax: 03 9431 3046
Email: AAAaxs@bigpond.net.au
Website: www.accessauditsaustralia.com.au

Company Director: Ms. Joe Manton 0419 134849

Company Consultants: Mr. Anthony Nichols
Ms. Kellie Millar
Ms. Nicole Maslin
Mr. Michael Wheeler
Mr. Lucas Wheeler
Mr. Nick Linton

Insurances: Professional Indemnity 10M
Public Liability 10M
Work Cover

Bankers: Commonwealth Bank of Australia

Qualifications and memberships:

Centre for Accessible Environments United Kingdom
Access Auditing and Consultancy Studies
Fellow – Leadership Victoria
Association of Consultants in Access – Australia
Accreditation Auditing, Training and Advisory Services
Australian Institute of Training and Development
Masters Marketing
Bachelor of Arts and Education
Post Graduate Diploma Welfare Administration
Certificate IV Workplace Training and Assessment

What We Do

Access Audits

Access Audits Australia incorporates Australian accredited access professionals who have also undertaken access studies overseas. We undertake comprehensive access audit programs to meet your requirements. These can range from an individual facility to several hundred as required. Reports are provided that can complement and link with your asset management system requirements.

Access audits are undertaken on a wide range of premises including buildings, parking bays, streetscapes, play spaces, business precincts, sporting, recreation and leisure facilities, parks and reserves and any other area of the built environment. Service and communications audits and evaluations are also provided.

Access Appraisals

We undertake disability access appraisals of premises, services, events, streetscapes, play space precincts and all manner of outdoor environments. General or specific access guidelines are also developed for a range of events.

Training

Through the **Institute of Access Training Australia (IATA)**, we provide an extensive range of training and awareness programs and courses to meet the access needs of individuals and organisations. Our highly regarded Certificate in Access Appraisal – Buildings course is highly sought after by many organisations.

We have undertaken many hundreds of presentations in relation to Disability Access Awareness issues. These have included generic cross - organisational programs and inductions as well as service specific programs covering a wide range of areas. These include Disability Access Awareness for Libraries, Festivals and Events, Customer Services, and issue specific sessions regarding Accessible Car Parking, Tactile Ground Service Indicators, Planning and Development, Built Environment, Assets, Playgrounds, Streetscapes and Disability Action Plans as well as many others. A full listing is available in our **Training Courses and Publications Guide** which is available to download from our website at www.accessauditsaustralia.com.au.

Disability Action Plans

We assist many organisations in developing effective Disability Action Plans to provide a framework for appropriately addressing access issues across the whole organisation.

We have been involved with the training and / or development of more than 60 organisations in relation to Disability Action Plans including Local and State government, businesses and community based organisations.

Publications, Signage and Wayfinding

We evaluate publications and signage and develop guidelines and Wayfinding strategies to meet your organisation's requirements. We provide a detailed review of accessibility, together with appropriate recommendations to improve content, designs and layouts to enhance access for all.

AAA has developed 32 Access Awareness Handbooks covering a wide range of topics which are listed on our website at www.accessauditsaustralia.com.au. We are currently developing further handbooks to support client's needs including handbooks covering issues relating to Positive Ageing and Barrier Free Housing. We also produce our free **Access News** on a quarterly basis.

Project Development Advice

It is more time and cost effective to 'design in' access than to attempt to later modify barriers inherent within a project. We provide specialist advice to support accessible design and project development.

We have provided project development advice to 100's of professionals in the building and development area to ensure that access rather than barriers is incorporated into design and development of any project.

Keynote Speakers and Facilitation of Consultations

We provide dynamic, motivating speakers for conferences, seminars and workshops who will engage and encourage participants to recognise the wide ranging benefits of achieving access for all. Our presentations are in demand for local, state national and international events.

Footpath Trading Policies

We assist Councils to develop Footpath Trading Policies to meet the mutual requirements of pedestrian access, trader access and the Disability Discrimination Act. We also provide education to traders in relation to the benefits and opportunities of providing access for all through shopping precincts. We have assisted many local Councils with the development of Footpath Trading Policies.

Consultations

We facilitate consultations to inform many access improvement projects such as Disability Action Plans, Car Parking Strategies, Signage Strategies, Community Planning Projects, Streetscape upgrades, Communications Strategies and Marketing and Business Plans as well as community Mapping processes.

Good Access is Good Business

We developed and own **Good Access is Good Business**® – an access improvement program for businesses. We develop publications and present a range of services and education programs to support business in improving access to their premises, services and communications to support access for all.

Mobility Maps and Access Guides

We collect data and develop Mobility Maps and Access Guides for organisations that are keen to ensure that all users can easily find, move around and utilise their services, programs and environments. These have included the Maribyrnong Highpoint Mobility Map, City of Melbourne Docklands Mobility Map and City of Darebin Mobility Map, City of Melbourne – City Eating – An Access Guide, City of Port Phillip – an Access Guide to Eateries and the City of Melbourne Bars Guide. We also developed the AAA Tourism Access Information Program for 17,000 Australia wide members, City of Port Phillip Dining Guide, Active City – Sports Guide City of Melbourne.

AAA Team

Joe Manton – Director – Accredited Access Consultant

Ms Joe Manton, Director of AAA is an Australian Accredited Access Consultant and qualified Trainer. She has undertaken access studies overseas and is a Fellow of the Williamson Community Leadership Program. She is an Accredited and Committee Member of the Association of Access Consultants Australia (ACAA), Convenor of the Victorian Access Consultants Network (VACN), a Member of the Australian Institute of Training and Development (AITD) and an Affiliate Member of the Australian Institute of Building Surveyors. Joe is a highly regarded access professional with more than 30 years working with governments, businesses and organisations to improve access for all. She has been recognised for her work in the area and is a highly sought after presenter.

Joe has undertaken many hundreds of access audits and appraisals as well as the development of many Disability Action Plans and other access research and improvement projects. She leads a multi-disciplinary team of experienced access professionals and trainers who have extensive skills gained from both professional and personal experience in addressing a wide range of access issues. *GDWA, ACAA, AITD, WCLP Cert IV WTA*

Kellie Millar - Senior Access Consultant

Kellie Millar has extensive experience both in Australia and the United Kingdom that provides the basis for a comprehensive and detailed appraisal of access barriers and recommendations to remove these. Kellie's understanding of technical access issues including relevant Standards and regulations provides the basis for high quality access audits. Her knowledge of technical access issues is second to none. She is an Accredited Member of the Association of Consultants in Access Australia. *ACAA, Cert IV WTA*

Anthony Nichols – Training and Access Consultant

Anthony Nichols is a sought after presenter who has extensive experience and expertise in developing and presenting disability access training to a wide range of organisations. He is a qualified trainer and his personal experience of disability

provides the basis for practical and insightful presentations as well as interesting and fun filled training sessions.

Anthony is also an important member of the access appraisal team and is an Accredited Member of the Association of Consultants in Access Australia. *ACAA BM, IV WTA*

Nicole Maslin – Research, Marketing and Community Engagement Consultant

Nicole Maslin is highly skilled in community engagement and has worked extensively with businesses and organisations to develop and improve services, programs, facilities and events which incorporate access for all. She is a dynamic business strategist with a Masters in Marketing. Nicole is the President of Community Business Centres Victoria and has extensive experience in implementing a wide range of Good Access is Good Business initiatives. *BA, GDB, Masters Marketing*

Michael Wheeler – Professional Development and Training Consultant

Michael Wheeler is a teacher with more than 25 years experience working with marginalised communities. He is a prolific writer and has consulted on a variety of teaching mediums for use in training programs relating to access for all. He has undertaken access audits on a range of community facilities and his project development and implementation skills are second to none. Michael is an Associate member of the Association of Consultants in Access Australia. *BA, Dip Ed*

Lucas Wheeler - Training and Technical Communications Consultant

Lucas Wheeler is part of the AAA management and training team. He has been involved in a wide range of access initiatives and presents as part of the training and professional development team. His high level technical communication skills and creativity, support development of a range of training mediums. Lucas' perspective on issues relating to young people with disabilities provides a unique insight to AAA projects. He is currently completing a Bachelor of Business. Lucas is an Associate member of the Association of Consultants in Access Australia.

AAA Clients

Access Audits Australia personnel have provided services to a wide range of organisations including:

Government

- 100 plus Local Governments
- Australian Sports Commission
- Australian Sports Federation
- Australian Tax Office
- Commonwealth Office of Local Government
- Department of Education, Employment and Training
- Department of Human Services Victoria
- Department of Infrastructure Victoria
- Department of Planning and Community Development
- Department of Sport and Recreation
- Disability Advisory Council of Victoria
- Local Government Association
- Melbourne 2006
- Metro Tasmania
- Ministry of Education
- Municipal Association of Victoria
- Office for Disability
- Parks Victoria
- Australian Productivity Commission
- South Australian Police
- VicRoads

Libraries

- ALS Library Services
- Banyule Library Service
- Brimbank Library and Information Service
- Central Northern Libraries
- Darebin Library Service
- Eastern Regional Libraries
- Hervey Bay Library

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- Mornington Peninsula Library Service
- Port Augusta Public Library
- Queanbeyan City Library
- Richmond Tweed Regional Library

Arts, Leisure and Recreation

- ACMI
- Arts Centre Melbourne
- Arts In Action
- Commonwealth Games
- Definitive Events
- Eastern Recreation and Leisure Services
- Frankston Arts and Cultural Centre
- GippSport
- Karralyka Centre
- Leisure Link Up
- Melbourne Cricket Ground
- Melbourne Museum
- Merrigong Theatre Company
- Moonee Valley Racing Club
- National Sport Information Centre
- Plenty Ranges Arts and Cultural Centre
- The Arena Geelong
- The Centre Ivanhoe

Health

- Ambulance Service Victoria
- Mitchell Community Health Services
- Ranges Community Health Service
- St. Vincent's Health
- Wonthaggi and District hospital

Education

- Chisholm Institute
- Monash University
- South West TAFE
- Swinburne University
- TAFE Victoria
- University of Tasmania
- University of Technology, Sydney
- William Angliss

Business

- AAA Tourism
- ARRB
- ASU
- Australian Institute of Building Surveyors
- Building Appeals Board
- Burns Bridge Australia
- Diversity @ Work
- Grand Prix Corporation
- IGA Supermarkets
- IPR Shandwick
- McDonalds Restaurants
- Melbourne Parks and Waterways
- Melbourne Zoo
- Melbourne Fire Brigade
- Myer Grace Bros
- Telstra
- The Book House
- The Buchan Group
- Tomkins Shaw & Evans
- VECCI
- Vic Alps Winery Co.

Transport

- Bus Association Victoria
- Mtram and Mtrain
- National Express Group
- Swanston Trams
- Taxi Industry Training Board
- V/Line
- Yarra Trams

Community

- Care Connect
- DAIS – Albury – Wodonga
- Family Care
- Finbar Neighbourhood House
- Good Sheppard Services
- Guide Dogs Victoria
- Loddon Mallee Housing Services
- Paraquad Victoria
- Pascoe Vale Uniting Church
- Ross House Association
- Sandybeach Centre
- Shepparton Access
- The Disability Trust
- Villamanta Legal Service
- Vintage Drivers Club of Victoria
- Wimmera Uniting Centre

Examples of Recent Projects

Some of AAA's recent Projects have included:

- Access Review – Community Labyrinth Project Healesville
- Accessible Car Parking Strategy – Yarra and Shepparton
- Access Guide to Cafes and Restaurants – Port Phillip
- Access to Port Phillip Bay Project
- Accessible Signage Guidelines – Darebin
- Appraisal of Library Service – Darebin
- Awareness in School Project – Department of Human Services
- Bars - An Access Guide - Melbourne
- City Eating – An Access Guide - Melbourne
- Communications Strategy Review - Monash
- DDA Compliance Project – VicRoads
- Disability Action Plan Training – Statutory Bodies in Victoria- DPCD
- Footpath Trading Policy – Maroondah, Mornington Peninsula and Whittlesea
- “Having a Say Conference” – Geelong
- Inclusiveness Planning Project – Murrindindi
- Institute of Access Training Australia
- Melbourne 2006 Commonwealth Games
- Melbourne Mobility Centre Review
- Melbourne Museum – Mind Exhibition
- Mobility Map - Docklands
- National Access Information Program – AAA Tourism
- Positive Ageing Project – Knox
- Review of Bus Stop Guidelines - Metro Tasmania
- Scooter Etiquette – Melbourne, Maroondah and Knox
- Streetscape and Shopping Precinct Access Appraisals – Darebin
- Stringybark Festival Appraisal - Knox
- University of Technology Sydney – Playground Course

As well as a wide variety of access audits and training programs to various organisations

Response Times

- AAA has the capacity to respond to your requirements within realistic timelines relating to the particular service required.
- AAA organises and manages all work to provide high quality outcomes with minimal reliance on clients for management and administration. AAA has a blemish free record in regard to meeting timelines and deadlines for all work undertaken.

Referees

Extensive listing of referees is available for all AAA projects and services.

AAA Fees

AAA fees are competitive and cost inclusive. Detailed information and quotations for projects and services can be obtained by contacting the AAA office as follows:

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