

# IATA

**Institute of Access Training Australia**

professional & development & training

in conjunction with

**Access Audits Australia**

Good Access is Good Business

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**Institute of Access Training Australia**

*Professional Development and Training in 'Access for All'*

## **Training Courses and Publications Guide 2010**



### **Institute of Access Training Australia**

Certificates in Access Appraisal - Buildings, Parks, Playgrounds, Open Spaces, Streetscapes  
Developing a Disability Action Plan • Disability Discrimination Act (DDA) • Disability Access  
Awareness • Understanding Barrier Free Access • Accessible Car Parking- From Disabled to  
Accessible • Tactile Ground Surface Indicators - Joining the Dots • Playgrounds, Parks and  
Outdoor areas • Access in Pedestrian Areas • Access Issues for Design staff • Children's  
Services • Home Care Staff • Libraries • Access to Functions, Festivals and Fun activities  
Customer Services • Trams, Trains and Automobiles • Publications and Communications •  
Good Access is Good Business • Improving Access to Customer Services • Built Environment

**Access for All**

ABN 17 080 605 750

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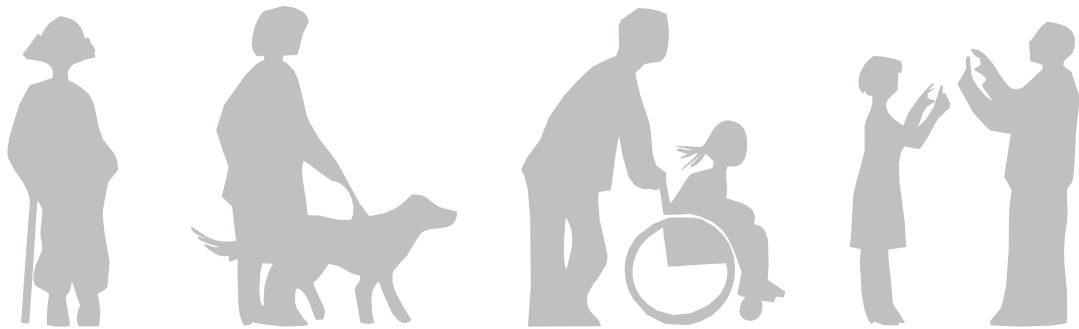
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# Introduction – What is IATA

The Institute of Access Training Australia (IATA) is the training division of Access Audits Australia (AAA), leaders in disability and barrier free access consultancy, auditing and training services. We have successfully provided services to a wide range of community, government and business organisations since 1993.

The Institute of Access Training Australia (IATA) was established to provide professional development and training in 'Access for All'. This is aimed at people with responsibilities for ensuring equitable access is provided to all services, facilities, communications, events, information, employment and the built environment, for people with disabilities and a range of access challenges. Our training programs are highly sought after by many professionals.

IATA provides professional development and training for people wishing to gain and / or upgrade their skills and knowledge in relation to understanding, identifying and addressing an extensive range of access issues.

IATA programs offer education and support to people who are responsible for developing, facilitating and implementing Disability Access Policies and Action Plans as well as undertaking access appraisals of premises including buildings, streetscapes and outdoor spaces.

IATA professional development program leaders and trainers are drawn from a range of qualified trainers and access professionals who have been delivering professional development training programs in access improvement for over 20 years and are recognised leaders in the access industry. IATA team members have extensive knowledge and experience working with government, community and business sectors and have been recognised for their contribution.

Due to popular demand we are pleased to extend our range of courses and training programs. Details regarding this training and information on our range of publications are included in this Guide.

Early booking of any course or training session via telephone, fax or email is recommended, but written confirmation of requirements is essential. A booking registration form and an Access Awareness Handbook order form are also included in this Guide. We look forward to supporting you and your organisation and encourage you to contact us if you require any further information or have any questions regarding our services.

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# Who Should Undertake IATA Courses and Programs

- Access Workers
- Asset Maintenance Staff
- Builders
- Child Care Workers
- Economic Development
- Event Organisers
- Home Care Workers
- Local Laws Officers
- Recreation Planners
- Statutory Planners
- Access Advisors
- Asset Managers
- Building Surveyors
- Customer Service Staff
- Employers
- Functions Managers
- Human Resource Staff
- Open Space Planners
- Sports Developers
- Streetscape Designers
- Architects
- Business Operators
- Marketing Personnel
- Disability Planners
- Engineers
- Government Officers
- Library Staff
- Playground Designers
- Social Planners
- Staff with Access Roles

# What People Say About IATA Training Programs

- Best training session I have ever attended!
- Fantastic, wonderful and informative. Well done and thank you
- Excellent! Wow! What great presenters
- Easy to follow, great material, very enjoyable
- Gave me heaps of confidence
- Good work guys – Thanks. Extremely valuable and relevant materials and information
- My work life will never be the same. What an insight this course has provided me
- I enjoyed the freshness, humour and passion
- You had the best information I've ever seen about the course location, transport options, time, place, preparation requirements etc, what to bring
- Passionate, dynamic presenters who make complex issues easier to understand
- Well presented by very knowledgeable people
- Would highly recommend the course to anyone looking for a good understanding of compliance
- A very practical and relevant course, easy to understand and a lot of knowledge
- Excellent course – very well run and brilliant content
- Very interesting and engrossing training, delivered with a deal of humour
- I enjoyed the combination of technical facts and human situations
- Strategic Planning, Parks and the Works Depot staff must do this training
- Great, added humour of presenters a bonus
- I want to thank you for a great informative session
- Fantastic - I got so much out of the training.

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# How IATA Programs are Delivered

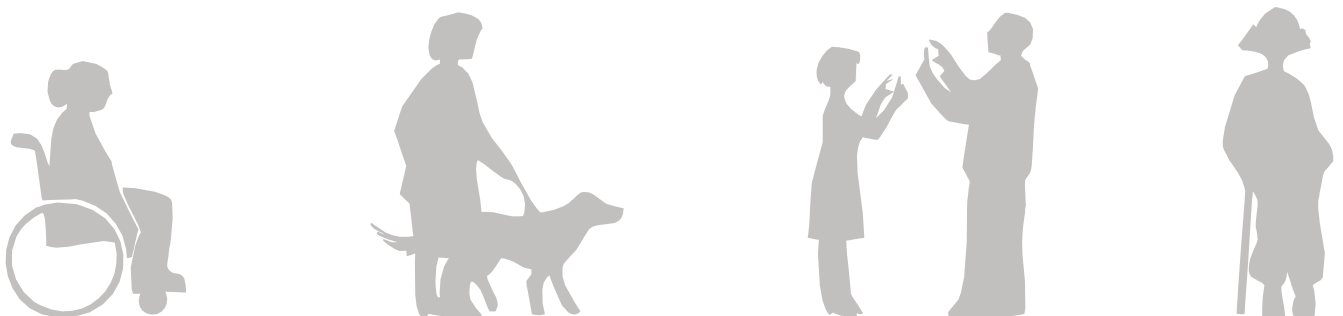
IATA incorporates a team of access professionals, who have developed a range of training programs, short courses and publications in response to identified needs. These programs are delivered across Australia at independent locations as well as into workplaces that have a specific requirement.

IATA utilises a range of teaching methodologies that incorporate presentation, discussion, participant interaction, photographs and experimental activities and, where relevant, technical exercises as well as a good dose of humour.

These methodologies provide a range of diverse learning opportunities for participants and create a learning environment that supports all participants' preferences and learning styles. It also supports a 'safe' learning environment where participants feel comfortable in expressing their concerns or limitations and are supported in developing an improved understanding of access issues and solutions.

Participants are encouraged to challenge their existing knowledge and extend their boundaries whilst they expand their skill base.

The aim of IATA programs is to provide participants with knowledge and confidence as well as a practical Tool Kit to use when undertaking their access improvement work.



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# IATA Trainers and Presenters

IATA draws from a pool of experienced and qualified trainers with extensive expertise in a broad range of access issues. These trainers include access professionals who are Accredited Members of the Association of Consultants in Access Australia (ACAA), as well as qualified trainers who have also undertaken access studies overseas. The training team also includes award winning professionals in the access industry who have implemented extensive access projects both within Australia and overseas.

Trainers in specialist access areas, as well as industry leaders are also involved, to further complement the IATA training team in program development and delivery.

## IATA Training Team

### Joe Manton – Director – Accredited Access Consultant

**Ms Joe Manton**, Director of IATA is an Australian Accredited Access Consultant and qualified Trainer. She is a member of the Committee of Management of the Association of Consultants in Access Australia (ACAA) and Convenor of the Victorian Access Consultants Network. Joe has undertaken access studies overseas and is a Fellow of the Williamson Community Leadership Program. She is a Member of the Australian Institute of Training and Development (AITD) and an affiliate of the Australian Institute of Building Surveyors (AIBS). 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, AIBS*

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## **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 and training provision. Her knowledge of technical access issues is second to none. She is an accredited member of the Association of Consultants in Access Australia (ACAA) and a qualified trainer. *Cert IV TAA*

## **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). *ACAA, BM, Cert IV TAA*

## **Michael Wheeler – Professional Development and Training Consultant**

**Michael Wheeler** is a teacher with more than 25 years experience working with marginalised communities. He is also a qualified trainer 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 curriculum development and implementation skills are second to none. Michael is an associate member of the Association of Consultants in Access Australia. *(ACAA) ACAA, BA, Dip Ed, Cert IV TAA*

## **Caroline Lewis - Senior Access Consultant**

**Caroline Lewis** is an internationally experienced Accredited Access Consultant with particular expertise in access for people with vision loss. Recognised across the private, not-for-profit and government sectors for provision of high level consultancy and training services backed by policy and research expertise.

Caroline has designed and delivered training on access issues and the Disability Discrimination Act including accredited training for architects through the Royal Institute of British Architects

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(UK) and development of an Environmental Assessment module for the Vision Australia Graduate Certificate in Vision Impairment (Orientation and Mobility).

Caroline sits on the Australian Blindness Forum Access to Premises Policy Working Group. She is an Affiliate Member of the Australian Institute of Building Surveyors and a Consultant on the Directory of Heritage Consultants WA (Universal Access). *ACAA, PG Dip Town Planning*

## **Nicole Maslin – Research, Marketing, 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*

## **Lucas Wheeler - Training and Technical Communications Consultant**

**Lucas Wheeler** is part of the IATA 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 IATA projects. He is currently completing a Bachelor of Business and is an associate member of the Association of Consultants in Access Australia (ACAA).

## **Guest Presenters**

Guest presenters in the IATA team include a range of access professionals such as architects, building surveyors, town planners and trainers with disabilities, as well as other professionals with extensive knowledge and skills. These presenters participate in sessions to provide specific information and perspectives based on their extensive experience to support a wide variety of educational and informative programs.



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## **IATA Courses and Training Programs**

### **Access to the Built Environment - Certificate Courses – 2 days**

- C1 Certificate in Access Appraisal – Buildings
- C2 Certificate in Access Appraisal – Parks, Playgrounds and Open Space
- C3 Certificate in Access Appraisal – Streetscapes

### **Access to the Built Environment – 1 day**

- C4 Addressing Access in the Built Environment
- C5 Addressing Access in Parks and Outdoor spaces

### **Disability Action Plans – 1 day**

- D1 Developing a Disability Action Plan

### **Legislation**

- L1 Introduction to the Disability Discrimination Act (DDA) and Disability Awareness
- L2 Understanding the Disability (Access to Premises – Buildings) Standards

### **Access Awareness for All**

- A1 General Disability Access Awareness for All
- A2 Barrier Free Access Awareness for Technical Staff
- A3 Barrier Free Access Awareness for Architects, Designers and Builders

### **Barrier Free Access to the Built Environment**

- B1 Understanding Barrier Free Access
- B2 Understanding Barrier Free Access for Statutory Planners and Building Certifiers
- B3 Improving Access in Playgrounds, Parks and Outdoor areas
- B4 'Joining the Dots' – Understanding Tactile Ground Surface Indicators
- B5 Improving Access in Pedestrian Areas, Streetscapes and Footpaths
- B7 Understanding Access for Management or Maintenance staff – a practical approach

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- B8 From 'Disabled to Accessible' – Car Parking compliance and common issues
- B9 Footpath Trading Policies – Developing, Consulting, Implementing
- B10 Footpath Trading Policies – Information Session for Traders

## **Barrier Free Access to Services**

- S1 Improving Access to Children's Services
- S2 Access Awareness for Home Care Staff
- S3 Access for All in Libraries
- S4 Improving Access to Functions, Festivals and Fun activities
- S5 Access Action in Customer Services
- S6 Trams, Trains and Automobiles – Access for All

## **Disability Advisory Committees**

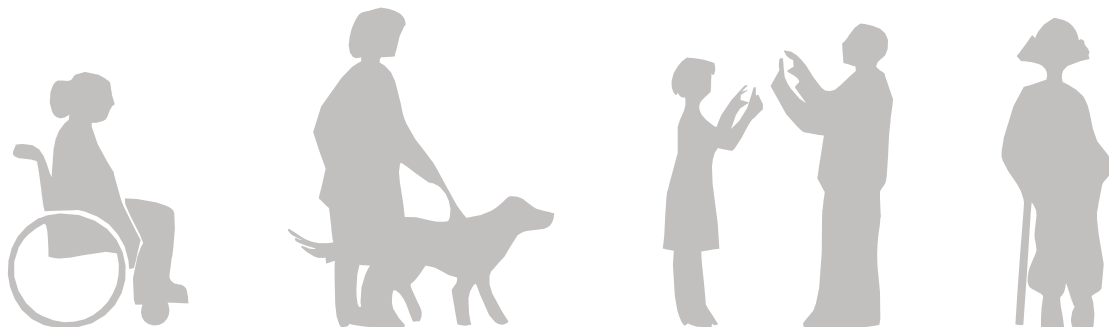
DAC1 Addressing Access Issues in Local Communities

## **Accessible Publications and Communications**

P1 Improving Access to Publications and Communications

## **Good Access is Good Business presentation**

G1 Good Access is Good Business



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# IATA Courses and Training Programs

## What is included?

- Minimum of 2 dynamic and professional presenters, including at least one presenter living with a disability, who are members of ACAA and AITD
- opportunities for experiential learning
- discussions with people with disabilities
- utilisation of audio visual material where appropriate
- provision of training handouts
- Certificates of Participation

## If courses or programs are provided into your organisation, the following are required:

- screen for use with data presentation
- accessible training room
- refreshments for participants on arrival and at breaks
- seating for up to 20 participants
- registration table, head table for trainers' equipment
- venue and accessible toilet suitable for a person using a wheelchair

An overview of each session, including costs, is provided in this **Training Courses and Publications Guide** along with a range of feedback from satisfied clients who have participated in our training programs. N.B. Additional charges for travel and accommodation, if required, may apply.



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# Certificate in Access Appraisal – 2 day courses

## Overview

Many people are often required to identify the key access issues that create barriers for people with disabilities and other access challenges when moving through and using facilities. Identification of these barriers can be used to assist in the development of action plans for upgrade and maintenance of facilities, improving management practices at facilities and in responding to users' complaints regarding access to facilities.

These barriers may have occurred due to lack of appropriate access consideration in the design of the facility, the inappropriate layout of the facility, the lack of links between elements of the facility or the management practices at the facility.

An Access Appraisal, whilst not as detailed as an Access Audit (*undertaken by an Accredited Access Auditor*), can greatly assist in identifying the key elements that need to be addressed to improve 'access for all' to the facility.

An Access Appraisal includes identification of physical access barriers as well as other practical issues that can impact on the usability of the facility. It provides recommendations for action to assist in the management of the facility and to support improved access for all users, including people with disabilities, older adults and people using mobility aids such as wheelchairs, prams, strollers or delivery trolleys.

The 'shadowing' of a person using a mobility aid is an important component of the courses, as are explanations, demonstrations and photographs of a variety of access issues relating to mobility, hearing and vision impairment that are often unintentionally designed into facilities. Solutions for removing barriers are discussed and identified.



Course participants also have ample opportunity to ask questions and discuss any aspects of the Access Appraisal process. The courses include undertaking an Access Appraisal of a facility and review of the process. They provide a 'hands on' opportunity for participants to gain an acute awareness of the key issues that must be considered in the design, development, maintenance and management of accessible facilities.

In order to gain the Certificate of Access Appraisal, participants are also required to successfully complete a 60 minute assessment, comprising both multiple choice and short answer questions and submit an Access Appraisal for review within one month of course completion. For further information see the following pages.



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# Certificate in Access Appraisal – Buildings – 2 days

This unique access course is ideal for people who have responsibility for reviewing, planning, designing, managing or maintaining buildings, as well as those who are required to provide advice to others regarding access issues in the built environment.

These issues can incorporate those experienced by people with disabilities and other access challenges including users of wheelchairs, scooters and prams, as well as people with vision and hearing impairments and cognitive issues.

The course provides a framework for participants to undertake an Access Appraisal of a building and covers the essential **key components** of access to buildings including:

- Overview of disability access issues
- Overview of relevant State and Federal legislation, Access to Premises Standards and Australian Standards for Access and Mobility
- Identification of key access issues, barriers and solutions
- Development and use of an Access Appraisal Checklist
- Undertaking an Access Appraisal of a sample facility
- Reviewing and testing of knowledge learned
- Certificate of Access Appraisal is awarded

On completion a **Certificate of Access Appraisal - Buildings** is awarded.

**Duration:** 2 days plus assessment task

**Fee:** \$1,300 per person

**Course Code:** C1



# Certificate in Access Appraisal – Parks, Playgrounds and Open Space – 2 days

This newly developed access course is ideal for people who have responsibility for reviewing, planning, designing, managing or maintaining parks, playgrounds or open space, as well as those who are required to provide advice to others regarding access issues in these areas.

These issues can incorporate those experienced by people with disabilities and other access challenges including users of wheelchairs, scooters and prams, as well as people with vision and hearing impairments and cognitive issues.

The course provides a framework for participants to undertake an Access Appraisal of a park and its facilities and covers the essential key components of access including:

- Overview of disability access issues
- Overview of relevant State and Federal legislation and Australian Standards
- Identification of key access issues, barriers and solutions
- Development and use of an Access Appraisal Checklist
- Undertaking an Access Appraisal of a sample facility
- Reviewing and testing of knowledge learned
- Certificate of Access Appraisal is awarded

On completion a **Certificate of Access Appraisal – Parks, Playgrounds and Open Space** is awarded.

**Duration:** 2 days plus assessment tasks

**Fee:** \$1,300 per person

**Course Code:** C2



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# Certificate in Access Appraisal – Streetscapes 2 days

This newly developed access course is ideal for people who have responsibility for reviewing, planning, designing, managing or maintaining streetscapes, as well as those who are required to provide advice to others regarding access issues in streetscapes.

These issues can incorporate those experienced by people with disabilities and other access challenges including users of wheelchairs, scooters and prams, as well as people with vision and hearing impairments and cognitive issues.

The course provides a framework for participants to undertake an Access Appraisal of a streetscape and covers the essential key components of access to streetscapes including:

- Overview of disability access issues
- Overview of relevant State and Federal legislation and Australian Standards
- Identification of key access issues, barriers and solutions
- Development and use of an Access Appraisal Checklist
- Undertaking an Access Appraisal of a sample streetscape
- Reviewing and testing of knowledge learned
- Certificate of Access Appraisal is awarded

On completion a **Certificate of Access Appraisal - Streetscapes** is awarded.

**Duration:** 2 days plus assessment tasks

**Fee:** \$1,300 per person

**Course Code:** C3



# Addressing Access in the Built Environment – 1 day

Many people in a wide range of roles need to be familiar with the updated requirements for access to buildings and facilities. This session provides an overview of legislation including the Disability Discrimination Act (DDA) and key Standards and regulations and issues that must be considered in the planning, design and development of accessible buildings and facilities.

The session incorporates information regarding the proposed Access to Premises Standards and provides an effective framework for all people who are responsible for access to buildings and facilities.

The session also includes practical perspectives relating to access barriers and identification of access solutions, and each participant receives a 'Tool kit' for use 'on the job'.

**Duration:** 1 day

**Fee:** \$650 per person

**Course Code:** C4



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# Addressing Access in Parks and Outdoor Spaces

## 1 day

This newly developed access course is ideal for people who have responsibility for reviewing, planning, designing, managing or maintaining parks, playgrounds or open space, as well as those who are required to provide advice to others regarding access issues in these areas.

These issues can incorporate those experienced by people with disabilities and older adults as well as others with access challenges. This includes users of wheelchairs, scooters and prams. In addition, with more grandparents taking on childcare roles, park users with disabilities such as vision and hearing impairments and cognitive issues are also on the rise. Of course, importantly, children with disabilities want to participate, play and interact in outdoor environments, not just sit and watch others enjoy these experiences.

The course provides a framework for participants to address access issues in parks and outdoor spaces and covers the essential key components of access including:

- Overview of disability access issues
- Overview of relevant State and Federal legislation and Standards
- Identification of key access issues, barriers and solutions
- Development and use of an Access Checklist

**Duration:** 1 day

**Fee:** \$650 per person

**Course Code:** C5



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# Developing a Disability Action Plan – 1 day

Many organisations have a statutory requirement to develop and implement a Disability Action Plan. Most understand that this process establishes a proactive approach to improving access and provides opportunities for all people to equitably access services, facilities, communications, employment and planning systems, as well as reducing the risk of complaints under the Disability Discrimination Act 1992 (DDA).

The task of facilitating the development of an effective Disability Action Plan is often delegated to a specific person within an organisation, which can be a daunting prospect for the delegate.

This course provides participants with the framework for facilitating the development of an effective Disability Action Plan within their organisation. It covers the key elements of effective Disability Action Plan development to comply with the requirements of the Disability Discrimination Act (DDA) as follows:

- What is a Disability Action Plan (DAP)?
- Why develop a DAP?
- What are the key elements of an effective DAP?
- Who should be involved in the DAP development process?
- How to engage relevant stakeholders in the DAP development process
- DAP report framework
- DAP implementation
- DAP monitoring
- DAP review and evaluation

**Duration:** 1 day

**Fee:** \$650 per person

**Course Code:** D1



# Introduction to the Disability Discrimination Act (DDA) and Disability Access Awareness

An understanding of the Disability Discrimination Act (DDA) is crucial for all staff within an organisation.

This introductory session provides participants with a basic understanding of the DDA. It provides a framework for participants and organisations to respond appropriately to a wide range of access issues and to understand compliance with the intent of the Disability Discrimination Act (DDA). It will assist managers and staff who have responsibility for ensuring that programs, policies and practices, communication, information and employment process are accessible to all.

This session also raises awareness of practical issues in relation to access for all utilising a range of mediums. Professional trainers with personal experience of disability detail a variety of access challenges and discuss how these can be overcome with thoughtful planning and application of the DDA.

**Duration:** 3 hours

**Fee:** \$160 per person (minimum of 10 participants or equivalent fee)

**Session Code:** L1



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# Understanding the Access to Premises Standards

The draft Access to Premises - Buildings Standards were tabled in parliament on December 2<sup>nd</sup> 2008. Consultation is finalised and it is expected that these Standards will be legislated and introduced in line with the Building Code of Australia (BCA) in 2011. They will mean significant change in the requirements for access for new and upgraded buildings in Australia.

This session provides an overview of the draft Access to Premises Standards, an update of their status and practical examples of how they will apply to buildings, using a sample multi purpose building as a template.

The session highlights the new requirements for access to buildings and demystifies the issues related to these new Standards.

The session is a must for all people who have responsibility for reviewing, planning, designing, managing or maintaining buildings as well as those who are required to certify new works or provide access advice to others.

**Duration:**            **2 hours**

**Fee:**                    **\$120 per person (minimum of 10 participants or equivalent fee)**

**Session Code:**      **L2**



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# General Disability Access Awareness for All

This general session is beneficial for all staff in any organisation, particularly those who don't even realise that access issues affect them. It is designed to raise the overall level of awareness of participants, in relation to physical, environmental, attitudinal and communication issues that often create access barriers for people with a variety of disabilities, as well as older adults, people with prams and pushers and delivery personnel.

The session is dynamic and fun. It allows participants to experience a range of access challenges and understand the impact of a variety of disabilities on people. Participants also learn how, in many cases, these barriers can be easily overcome with appropriate planning and forethought.

**Duration:**            **2 hour and 3 hour sessions available**

**Fee:**                    **\$160 for 3 hours and \$130 for 2 hours**  
**(minimum of 10 participants or equivalent fee)**

**Session Code:**      **A1**



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# Barrier Free Access Awareness for Technical Staff

This session is designed for staff working in technical areas such as building, engineering, design and maintenance that require a more detailed understanding of barrier free access issues, including standards, codes and guidelines.

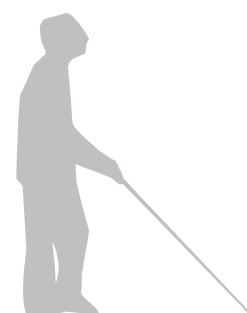
Using a 'shadowing' technique, it also provides the opportunity for participants to experience access challenges through the eyes of a person with a disability, who is a part of the IATA training team.

This 'hands on' experiential component of the session is very powerful and provides a good understanding of the practical application and need for the variety of regulations that must be met. The concept of 'barrier free access' is explored and participants gain a greater awareness of the scope of access for all.

**Duration:**           **3 hours**

**Fee:**                   **\$160 per person (minimum of 10 participants or equivalent fee)**

**Session Code:**     **A2**



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# Barrier Free Access Awareness for Architects, Designers and Builders

Building industry professionals have extensive responsibilities under the Disability Discrimination Act (DDA); however, little material is provided in their professional training covering these areas.

This session has been designed to assist building industry professionals gain an understanding of the range of access issues and challenges that must be considered in the design, planning and development of a broad range of premises. The definition of premises, as interpreted by the DDA, includes both indoor and outdoor areas.

This session provides the basis for understanding 'barrier free access', as well as relevant legislation and Standards and highlights the benefits, both social and financial, of providing access for all.

Participants will have the opportunity to explore a variety of theoretical and practical issues.

**Duration:**            **2 hours**

**Fee:**                    **\$130 per person (minimum of 10 participants or equivalent fee)**

**Session Code:**      **A3**



# Understanding Barrier Free Access

Barrier free access is the cornerstone of an effective and accessible built environment for all. It is a principle that has been embraced worldwide and supports the intent of the Disability Discrimination Act (DDA).

This general session provides an overview of barrier free access with examples of a variety of projects and developments that have been designed based on this principle. It provides participants with an understanding of the benefits and opportunities of barrier free access as well as the requirements to comply with relevant legislation, Standards and guidelines.

Key elements of barrier free access are highlighted and a checklist of issues to consider is provided to each participant.

**Duration:** 3 hours

**Fee:** \$160 per person (minimum of 10 participants or equivalent fee)

**Session Code:** B1



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# Understanding Barrier Free Access for Statutory Planners and Building Certifiers

Statutory planners and building certifiers are required to ensure that developments and premises they are responsible for comply with the requirements of barrier free access under the Disability Discrimination Act (DDA). All new developments (excluding residential premises), must provide extensive access for people with a variety of disabilities.

This session highlights the key areas that must be considered in any development and explores the variety of access issues that are involved in the planning and certification of premises.

It also provides an overview of the responsibilities of statutory planners and building certifiers as outlined by the Australian Human Rights Commission in ensuring that responsibilities under the Disability Discrimination Act are met.

A Checklist of issues to consider is provided to each participant.

**Duration:** 3 hours

**Fee:** \$160 per person (minimum of 10 participants or equivalent fee)

**Session Code:** B2



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# Improving access in Playgrounds, Parks and Outdoor areas

The Disability Discrimination Act (DDA) definition of premises includes a wide range of external spaces including playgrounds, parks and other outdoor areas.

It is therefore important to ensure that these areas are accessible to everyone including people with disabilities, parents with prams or grandparents who are enjoying a day out with the family.

This session provides an overview of the relevant legislation and highlights the key areas that must be considered in any outdoor development to ensure appropriate barrier free access is provided.

It provides an opportunity to explore an outdoor space on site, which assists in identifying the access barriers that can be eliminated with appropriate planning.

This practical session assists participants to better understand the range of access issues and to 'shadow' a person with a disability to gain an awareness of specific issues, access challenges and solutions to these.

A Checklist of access issues to consider is provided to all participants.

**Duration:** 2 hours

**Fee:** \$130 per person (minimum of 10 participants or equivalent fee)

**Session Code:** B3



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# ‘Joining the Dots’ – Understanding Tactile Ground Surface Indicators (TGSIs)

This session is ideal for professionals with responsibility for specifying, installing and maintaining tactile ground surface indicators. Key areas covered include legislation, selection, installation, maintenance, pros and cons and issues and challenges.

Information will be provided in relation to the rationale and use of TGSIs as well as appropriate configurations. An overview of the various types of TGSIs that are commonly available and used will be provided and the pros and cons of each will be identified. Information relating to maintenance of TGSIs and the traps of overuse will also be explained utilising photographs and samples.

Participants will be able to discuss issues and photographs highlighting appropriate, as well as inappropriate installations, to assist with product selection, layout design, use and installation. Specific examples can be included for review.

An optional 'walk and talk' through a local area can also be incorporated.

**Duration:** 2.5 hours

**Fee:** \$140 person (minimum of 10 participants or equivalent fee)

**Session Code:** B4



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# Improving access in Pedestrian Areas, Streetscapes and Footpaths

Footpaths, streetscapes and pedestrian areas have, for many years, been the subject of significant complaints regarding access and barriers. Most local Councils have, or are currently introducing, a range of outdoor street trading and footpath policies to try and ensure barrier free access is not compromised by inappropriate footpath trading.

In addition to this, a wide range of access issues must be considered in creating accessible pedestrian areas including design, installations, treatments, contrasts, landscaping and wayfinding, to support access for all users.

This session assists participants who are responsible for ensuring good access is provided throughout pedestrian areas, to better understand the legal requirements for access, as well as to develop appropriate strategies to respond to access issues.

The session explores a range of options for providing 'access for all' in pedestrian areas and highlights what a variety of Councils and other organisations have done to achieve barrier free access. It also discusses the various awareness tools that can be utilised to gain support and assistance from businesses and traders, whilst new approaches to access are being developed and implemented.

A Checklist of access issues to consider is provided to each participant.

**Duration:** 2 hours

**Fee:** \$130 per person (minimum of 10 participants or equivalent fee)

**Session Code:** B5



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# Understanding access for Management and Maintenance staff – a practical approach

Often drawings and plans are fine, but the management, maintenance and upgrade of premises can create access barriers or barrier free access depending upon how the work is implemented.

This practical session is aimed at staff that have responsibility for managing, maintaining and upgrading premises, including buildings and outdoor spaces.

It is a combination of information regarding the ‘whys’ of barrier free access so that participants understand the need to provide access for all, as well as an exploration of the key issues that can create access barriers for many people.

A practical ‘walk through’ of premises is provided so that participants can gain first hand knowledge of the areas to be aware of, including barrier free access design principles and key access mistakes.

Opportunities to discuss issues of particular relevance to participants’ work areas and ask questions are also provided.

**Duration:** 2 hours

**Fee:** \$130 per person (minimum of 10 participants or equivalent fee)

**Session Code:** B7



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# From 'Disabled to Accessible' – Car Parking compliance and common issues

This workshop is designed for staff who are working in asset management, design, planning, local laws, subdivisions, risk management and disability access roles within organisations that have responsibility for accessible car parking.

The session includes a wide range of photographic examples of installations to assist in highlighting the key considerations and solutions to accessible car parking issues and outcomes to achieve effective access for all.

Dynamic, professional and experienced trainers with personal experience of accessible car parking issues and hundreds of accessible car parking audits, provide this highly regarded workshop with plenty of time for participant discussion, questions and interaction.

**Duration:** 2 hours

**Fee:** \$130 per person (minimum of 10 participants or equivalent fee)

**Session Code:** B8



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# Footpath Trading Policies - Developing, Consulting, Implementing

The provision of good access along footpaths in local shopping precincts is very important for both pedestrians and traders. Commercial advertising and trading along footpaths and within streetscapes is often seen as important by traders and the ongoing developing café culture within some local shopping centres has been enhanced in many areas by outdoor dining, but conversely a range of access barriers and safety issues have been created for pedestrians and other users of footpaths. In order to meet the needs of all users it is necessary to consider the requirements of the Disability Discrimination Act (DDA) and the concept of 'Access for All' and to raise awareness of the benefits of adopting this philosophy for both traders and pedestrians.

This session is designed to assist staff who are responsible for developing and implementing Footpath Trading Policies. It provides a framework for this process that supports an effective and smooth transition from current to new and improved practices. It will assist staff to identify the benefits and opportunities of Footpath Trading Policies and includes a Tool Kit.

The session includes a wide range of photographic examples of 'policies in action' to assist in highlighting the key considerations and solutions to specific issues that can arise in developing and implementing Footpath Trading Policies.

Dynamic, professional trainers with extensive experience in Footpath Trading Policy development provide this highly regarded workshop with plenty of time for participant discussion, questions and interaction.

**Duration:** 1.5 hours

**Fee:** \$110 per person (minimum of 10 participants or equivalent fee)

**Session Code:** B9



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# Footpath Trading Policies - Information Session for Traders

The provision of good access along footpaths in local shopping precincts is very important for both pedestrians and traders. Commercial advertising and trading along footpaths and within streetscapes is often seen as important by traders and the ongoing developing café culture within some local shopping centres has been enhanced in many areas by outdoor dining, but conversely a range of access barriers and safety issues have been created for pedestrians and other users of footpaths. In attempting to meet the needs of all users it is necessary to consider the requirements of the Disability Discrimination Act (DDA) and the concept of 'Access for All' and to raise awareness of the benefits of adopting this philosophy for all users.

This session is designed to inform traders of the rationale, benefits and opportunities of a Footpath Trading Policy. It will dispel myths and traders' concerns and provide a range of practical, positive and easy to implement ways that traders can benefit from providing good access along the footpath as well as improving access to their business and services.

The session includes a wide range of photographic examples of 'policies in action' to assist in highlighting the key considerations in achieving access for all.

Dynamic, professional trainers with extensive experience of Footpath Trading Policy development provide this highly regarded workshop with plenty of time for participant discussion, questions and interaction.

**Duration:** 1.5 hours

**Fee:** \$110 per person (minimum of 10 participants or equivalent)

**Session Code:** B10



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# Improving Access to Children's Services

Most children's services are subject to State regulations regarding their operation. These regulations often create conflict with the requirement for barrier free access; however, appropriate access must still be provided for all users.

This session provides an overview of the relevant legislation and explores the practical application of this in relation to meeting both the requirements of the Children's Services Regulations and the Disability Discrimination Act (DDA).

The session explores access for both children and adults with disabilities as well as staff, parents with prams and delivery personnel. It highlights the key areas that must be considered in providing appropriate access and provides suggestions for practical solutions to encourage barrier free access which support children's safety, whilst promoting independence for all.

A Checklist of access issues to consider is provided for each participant.

**Duration:**            **2 hours**

**Fee:**                    **\$130 per person (minimum of 10 participants or equivalent fee)**

**Session Code:**     **S1**



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# Access Awareness for Home Care Staff

Home Care staff provide important support to people with a range of disabilities on a daily basis. Older adults and new parents, as well as people with specific disabilities benefit from the care and companionship of these vital service providers.

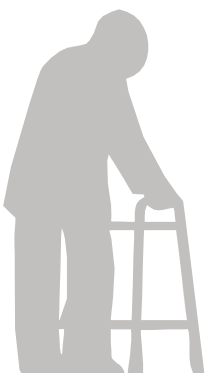
This session provides an overview of the range of access issues that may be experienced by a home care client. It provides a practical perspective for workers who will be required to assist people with household tasks, shopping and supporting general wellbeing.

The session highlights the key access issues to consider and showcases practical examples of equipment and supports that will assist clients to live more independently in their own homes. The session provides an opportunity for staff to share experiences as well as discuss particular issues of concern.

**Duration:** 2 hours

**Fee:** \$130 per person (minimum of 10 participants or equivalent fee)

**Session Code:** S2



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# Access for All in Libraries

Libraries are an important contact point for many people in the community including people with a range of disabilities. The need to provide barrier free access for all is paramount as Library services cover all age groups, from young children through to older adults.

This session aims to support Library staff in their day to day contact with Library users including those with disabilities. Access issues in relation to mobility, vision, hearing, psychiatric and intellectual disabilities are covered in this session and practical solutions are provided to address a range of access challenges.

Examples of equipment as well as suggestions for improving communication with a range of users are explored. Participants have an opportunity to discuss specific issues as well as share experiences and concerns.

A Checklist of access issues to consider is provided for each participant.

**Duration:**            **2 hours**

**Fee:**                    **\$130 per person (minimum of 10 participants or equivalent fee)**

**Session Code:**      **S3**



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# Improving Access to Functions, Festivals and Fun Activities

Functions, festivals and other fun activities attract a wide variety of people including people with disabilities, parents with prams and older adults.

This session provides the opportunity for event organisers to gain an awareness of the range of access issues that should be considered in the planning and implementation of any successful event. It also explores the concept of barrier free access.

Indoor and outdoor events will be covered as well as issues relevant to communication, publications, temporary accommodation and a variety of premises. Participants will have the opportunity to talk with presenters who have extensive experience in planning and managing successful events and to discuss the key elements of access for all.

Opportunities will also be provided for experiential learning, as this practical approach is often the most powerful for participants who will be implementing access strategies.

A Checklist of access issues to consider is provided to each participant.

**Duration:** 2.5 hours

**Fee:** \$140 per person (minimum of 10 participants or equivalent fee)

**Session Code:** S4



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# Access Action in Customer Services

As customer service staff are often the first point of contact for an organisation, it is important to ensure that they have a good understanding of the importance of access for all. This session provides an overview of the key access issues to consider in providing customer services, including communication and attitudes as well as dispelling myths and stereotypes about people with disabilities.

The opportunity is provided for experiential learning and participants are taken on a journey of discovery that will assist them to provide good customer service to others, in a dignified and supportive manner.

Participants will be provided with opportunities to explore issues in their own area of work and to share suggestions for improvements and access action.

A Checklist of access issues to consider is provided to each participant.

**Duration:** 2 hours

**Fee:** \$130 per person (minimum of 10 participants or equivalent fee)

**Session Code:** S5



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# Trams, Trains and Automobiles – Access for All

Access to community and public transport is a high priority for many people with disabilities as well as people with a variety of access challenges, including older adults and people with prams and shopping trolleys.

This session provides an overview of the Disability Discrimination Act (DDA) as it relates to Public Transport and explores the key elements of the Australian Accessible Public Transport Standard.

It provides information in relation to improving access to a range of transport options, as well as suggestions and strategies for consideration in upgrading community transport systems.

Information is provided regarding innovative uses for older vehicles as well as visual examples of new buses, trains and other vehicles that are available to provide access for all.

The concept of barrier free access is explored and an awareness of the benefits and opportunities of good access to transport is highlighted.

**Duration:** 2 hours

**Fee:** \$130 per person (minimum of 10 participants or equivalent fee)

**Session Code:** S6



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# Addressing Access Issues in Local Communities

Many local communities have developed Access Advisory Committees to assist in improving access across a wide range of areas and issues.

Many of these committees include people with disabilities, some of whom have extensive experience, whilst others may be new to this area of involvement.

This session provides an overview of the roles of the three levels of government within Australia in relation to access and disability issues i.e. federal, state and local. It provides participants with an understanding of how they can effect changes to improve access and prioritise issues for action that are likely to receive support at the various government levels. In addition, the issue of community and corporate support is also explored.

The aim of the session is to provide a framework for Access Advisory Committees to establish work plans and priorities for their term of office. It explores the role of Access Advisory Committees and the relevant contribution they can make to improving access for all.

**Duration:** 2 hours

**Fee:** \$130 per person (minimum of 10 participants or equivalent fee)

**Session Code:** DAC 1



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# Improving Access to Publications and Communications

Accessible publications and communications form the basis of effective and dynamic interactions with customers and clients. People with a variety of disabilities will benefit from accessible publications and communications, and organisations will reduce the likelihood of complaints being made against them.

This session provides an overview of organisational responsibilities relating to accessible publications and communications and highlights the key access issues to consider in development and implementation of these.

Examples of good access are discussed. Areas covered include use of language, publication styles, use of text, alternative formats, accessible communication processes and alternative communication systems.

A Checklist of issues to consider is provided to each participant.

**Duration:** 2 hours

**Fee:** \$130 per person (minimum of 10 participants or equivalent fee)

**Session Code:** P1



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# Good Access is Good Business ©

Businesses and organisations worldwide are beginning to understand that 'Good Access is Good Business'©.

This session is targeted towards any businesses keen to expand their market base, improve their services and meet the mandatory requirements of the Disability Discrimination Act (DDA).

The session provides an opportunity for business owners and operators including retail businesses, service delivery organisations, community agencies and government departments to identify the benefits and opportunities of providing barrier free access for all.

These presentations usually occur over breakfast or dinner to encourage participation by a range of business representatives. Sessions can be general or targeted to specific businesses or business groups.

Good Access is Good Business © is a registered business and trading name of IATA and has been embraced by businesses Australia wide.

**Duration:** 1.5 hours

**Fee:** \$110 per person (minimum of 10 participants or equivalent fee)

**Session Code:** G1



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## Access Tours

In response to interest from many of our clients we can undertake access tours of a wide range of facilities and premises to highlight access issues and good access practice. These facilities include playgrounds, recreation centres, swimming pools, shopping centres, streetscapes and a range of buildings and other premises. Please contact us for further information.

## IATA Publications

### Good Access is Good Business – Access Awareness Handbooks

We have produced a series of Access Awareness Handbooks designed to complement our training programs and assist specific business, corporate and government operations.

These handbooks provide a readily accessible source of background information relevant to the access needs of a particular business or operation. Included in each is a Checklist of issues to enable identification of areas where good access is already being provided and where improvements are needed.

The Checklist can also be used as a guide when planning changes or when selecting premises to establish a new business or operation. Specialist Handbooks can also be developed to meet your needs.



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# Access Guidelines and Checklists

We have developed a range of access checklists and guidelines to assist organisations in meeting the requirements of the Disability Discrimination Act (DDA) and relevant Standards and Guidelines. These are available for purchase and can be developed to meet your organisation's individual needs.

## Good Access Stickers

### Assistance Animal Welcome Stickers Customer Service Counter Cards and Stickers

Organisations can order counter cards and window and counter stickers in any combination for free for first 10 and then at a minimal cost of \$1.00 plus GST each. Please contact us to place your order by phone, fax or email.

Participants in IATA training sessions are provided with one of each sticker and counter card at no charge. Visit the **Training** page on our website for further details.



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# Access Awareness Handbooks

## **SERIES 1 - Good Access is Good Business - *How to provide better access to:***

1. Cafes and Restaurants
2. Offices and Professional Services
3. Retail Outlets
4. Tourist facilities, Services and Venues

## **SERIES 2 - Leisure and Entertainment - *How to provide better access to:***

1. Tourist Accommodation Services
2. Sporting Clubs and Recreation Facilities
3. Festivals and Outdoor Events
4. Theatres and Cultural Venues

## **SERIES 3 - Community Services - *How to provide better access to:***

1. Pre Schools and Child Care Centres
2. Maternal and Child Health Centres
3. Neighbourhood Houses
4. Libraries
5. Health Services
6. Education Services

## **SERIES 4 - Management - *Understanding access obligations for:***

1. Councillors, CEOs and Directors
2. Council Managers
3. Development and Building Staff
4. Asset Staff
5. Committees of Management
6. Boards of Directors

**PTO**

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**SERIES 5 - Information and Communication - *How to develop more accessible:***

1. Websites
2. Publications
3. Presentations
4. Communications
5. Consultations
6. Customer Services

**SERIES 6 - Outdoors - *How to develop more accessible:***

1. Streetscapes and Footpaths
2. Parks and Outdoor Areas
3. Playgrounds
4. Aquatic Areas and Facilities

**SERIES 7 - General Resources - *How to develop an:***

1. Access Guide

All handbooks are **\$15 each plus GST**. An order form is available to download from our website at [www.accessinstituteaustralia.com.au](http://www.accessinstituteaustralia.com.au) or can be sent to you if you telephone 03 9431 3472 or SMS 0419 134 849.



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# Registration of Interest Form for Courses and Training Programs

For further information regarding location and specific dates for courses or to book 'in house' sessions at times and locations to suit you, please email this form to:

[accessinstitute@bigpond.com](mailto:accessinstitute@bigpond.com) or send to IATA 92 Old Eltham Road Lower Plenty, 3093

Fax: 03 9431 3046 or

Telephone: 03 9431 3472 to talk to a Course Advisor.

**IATA will contact you on receipt of this form.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Area of Work: \_\_\_\_\_ Organisation: \_\_\_\_\_

Name of Course or Training Program \_\_\_\_\_

Course / Session code \_\_\_\_\_

*Courses are presented at various locations as well as 'in house' for organisations*

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## Contact us Now!

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professional & development & training  
in conjunction with

**Access Audits Australia**  
Good Access is Good Business

## Training Calendar 2010 Access to the Built Environment

Contact IATA for further details and to book your place – early registration is recommended as places are limited  
[accessinstitute@bigpond.com](mailto:accessinstitute@bigpond.com) Phone: 03 9431 3472 Fax: 03 9431 3046 [www.accessinstituteaustralia.com.au](http://www.accessinstituteaustralia.com.au)

Courses	February	March	May	May	June	July	August	September	October	November
Certificate in Access Appraisal Buildings 2 days	By request	Fremantle WA 15 <sup>th</sup> & 16 <sup>th</sup>	Tweed Heads 3 <sup>rd</sup> & 4 <sup>th</sup>	Melbourne 24 <sup>th</sup> & 25 <sup>th</sup>	Cairns 28 <sup>th</sup> & 29 <sup>th</sup>	Sydney 26 <sup>th</sup> & 27 <sup>th</sup>	Brisbane 23 <sup>rd</sup> & 24 <sup>th</sup>	Melbourne 13 <sup>th</sup> & 14 <sup>th</sup>	Adelaide 25 <sup>th</sup> & 26 <sup>th</sup>	By request
Draft Disability (Access to Premises – Buildings) Standards Seminar – 2 hours		Fremantle 17 <sup>th</sup>	Tweed Heads April 27 <sup>th</sup>	Melbourne 26 <sup>th</sup>	Cairns 30 <sup>th</sup>	Sydney 28 <sup>th</sup>	Brisbane 25 <sup>th</sup>	Melbourne 15 <sup>th</sup>	Adelaide 27 <sup>th</sup>	
Addressing Access in Parks and Outdoor Spaces 1 Day		Fremantle 18 <sup>th</sup>	Tweed Heads May 5 <sup>th</sup>	Melbourne 27 <sup>th</sup>	Cairns July 1 <sup>st</sup>	Sydney 29 <sup>th</sup>	Brisbane 26 <sup>th</sup>	Melbourne 16 <sup>th</sup>	Adelaide 28 <sup>th</sup>	

CPD points are available for many professionals including members of ACAA, RAIA, BDA, AIBS