



ACT Planning &  
Land Authority

# **Access and Mobility General Code**

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# Introduction

## Application of the Code

This General Code applies to developments across all zones in the ACT, except for single dwelling proposals.

## Use of the Code

Please refer to the Development Application Guide, which contains detailed information on the Territory Plan, including the use of assessment codes in the planning and development process.

The code is divided into two parts:

- a) Part A contains the general controls that apply to all development applications where this code is triggered. These controls are in addition to any relevant controls contained in Part B.
- b) Part B contains the specific controls that relate to particular types of development where access to buildings and facilities is necessary.

## Purpose of the Code

The Code aims to ensure that all members of the community have unimpeded access to buildings, services and facilities located on all land in the ACT, including a wide choice of housing, shops, office entertainment and other facilities.

## Why access and mobility is important

All members of the community should be afforded the right to access buildings and facilities, and take advantage of what is generally offered by society. Public buildings, outdoor areas and community facilities should be accessible to everyone, including people with disabilities, carers with young children, older people, anyone with a temporary disability or impairment and people from non- English speaking backgrounds. Demographic research makes it clear that the prevalence of disabilities in the population is increasing and the ageing Australian population faces increasing mobility challenges. Accessible environments make life safer and promote ease of use for everyone.

To adequately reflect the needs and diversity of the community now and in the future it is essential to work towards an accessible built environment that includes a range of housing options.

## Other relevant law

Human rights legislation at Federal and Territory levels makes it unlawful to discriminate against individuals due to specified characteristics. These laws include the *Disability Discrimination Act 1992 (Cwth)* (DDA), the *Discrimination Act 1991 (ACT)* (ACTDA), and the *Human Rights Commission ACT 2005 (ACT)*. Compliance with the Access and Mobility requirements of the BCA, AS1428.1 and this code does not necessarily mean that a development has met all of the obligations of the relevant legislation. Visit <http://www.abcb.gov.au/go/whatweredoing/workprogram/projectsae/access> for more information.

The ACTDA aims to protect the rights of people in the ACT. It makes it unlawful for a person to be treated unfavourably because of specified personal attributes, including disability, in a range of areas of public life, including access to premises. Under the ACTDA a person who believes they have been discriminated against can make a formal written complaint to the Discrimination Commissioner, located in the ACT Human Rights Commission. Unresolved complaints may be referred to the Discrimination Tribunal.

Section 19 of the Act deals specifically with access and states the following: It is unlawful for a person to discriminate against another person –

- a) By refusing to allow the other person access to, or the use of, any premises that the public or a section of the public is entitled or allowed to enter or use (whether for payment or not); or
- b) In the terms or conditions on which the discriminator is prepared to allow the other person access to, or the use of, any such premises; or
- c) In relation to the provision of means of access to such premises; or
- d) By refusing to allow the other person the use of any facilities in such premises that the public or a section of the public is entitled or allowed to use (whether for payment or not); or
- e) In the terms or conditions on which the discriminator is prepared to allow the other person the use of any such facilities; or
- f) By requiring the other person to leave such premises or cease to use such facilities.

The Act covers places that can be used by the public, or a section of the public. The definition includes schools, universities, shopping centres, public buildings, shops, car parks, parks and recreational facilities, theatres, museums and more. It also includes access to aircraft, public vehicles and vessels regardless of a requirement for entrance fees.

The Commonwealth *Disability Discrimination Act 1992* (DDA) is administered by the Human Rights and Equal Opportunities Commission. It also enables complaints to be investigated. The Act aims to eliminate bias against people with disabilities and protect their rights to equality as a community member. The Act says that it is unlawful to discriminate against another person on the ground of the other person's disability or a disability of any of those other person's associates –

- a) By refusing to allow the other person access to, or the use of, any premises that the public or a section of the public is entitled or allowed to enter or use (whether for payment or not); or
- b) In relation to the provision of means of access to such premises.

The ACTDA and DDA both cover direct and indirect discrimination.

## Summary of Standards referred to within the code

- a) AS1158.3.1 Road lighting – Pedestrian area (Category P) lighting – Performance and installation design requirements
- b) AS1428.1 Design for Access and Mobility – General Requirements for Access – New Building Work
- c) AS1428.2 Design for Access and Mobility - Enhanced and Additional Requirements – Buildings and Facilities
- d) AS1428.3 Design for Access and Mobility - Requirements for Children and Adolescents with Physical Disabilities
- e) AS1428.4 Design for Access Mobility - Tactile Indicators
- f) AS 1680.0 Interior Lighting – Safe Movement
- g) AS1735.7 Lifts, Escalators and Moving Walks –Stairway Lifts
- h) AS1735.12 Lifts, Escalators and Moving Walks – Facilities for Persons With Disabilities
- i) AS1735.14 Lifts for people with limited mobility – restricted use – low rise platforms.
- j) AS2220.2 Emergency Warning and Intercommunication Systems in Buildings - System Design, Installation and Commissioning
- k) AS2890.1 Parking Facilities: Part 1 – Off Street Car Parking
- l) AS2899 Public Information Symbol Signs - Part 1 General Information Signs
- m) AS3769 Automatic Teller Machines – User access
- n) AS4299 Adaptable Housing
- o) AS4586 Slip Resistance Classification of New Pedestrian Surface materials

## Definitions

**Access** means the provision of a barrier free environment for all including those with disabilities.

**Accessibility** - The key contributions to the accessibility of a place are providing a continuous accessible path of travel, ensuring access is available to all buildings, facilities and services and having an appreciation of how people with disabilities access and use facilities.

**Adaptability** refers to the means of designing a building that enables easy adaptation to make it fully comply with access standards.

**Adaptable housing** is housing specifically designed to enable easy modification and is recognised as a common sense approach to housing design as it involves considering a broad range of user requirements. Adaptable housing promotes convenience and safety and is based on the principle that homes should be accessible to all (children, older people and people with disabilities), making dwellings more suitable for people at all stages of their lives. This is also referred to as "Housing for Life".

**Barrier** is an object (either physical or perceived) that obstructs or impedes, for example, a physical barrier may be a step that some people are not physically capable of traversing. A perceived impediment to access may be, for example, only an impression that a ramp is too steep to negotiate. Furthermore, a lack of understanding of people's access needs can result in physical designs that pose barriers for some people.

**BCA** refers to the Building Code of Australia.

**Continuous Accessible Path Of Travel** is an uninterrupted path of travel to and within a facility (whether a building or not). This accessible path should not incorporate any steps, humps, stairways, revolving doors, escalators or other impediments, which prevent the path being utilised by people with disabilities.

**Disability** refers to a physical, intellectual, psychiatric, sensory, neurological or learning disability, physical disfigurement, or the presence of disease causing organism.

**Enhanced amenity seats** are seats that have additional space in front of and to one side to provide greater room for those with mobility impairments who are not in wheelchairs.

**Facilities** include, reception counters, gateways and checkouts, Public telephones, Drinking fountains, Vending machines, Automatic teller machines, Bus shelters, Viewing platforms, Fishing platforms, Public BBQ's , Post Boxes, Outdoor furniture including tables and seating, Refuse receptacles and playground equipment.

**Places of shared accommodation** are Boarding houses, guest houses, lodging house or hostels; residential parts of a hotel or motel; Residential part of a school; Residential part of a health care facility; and specific purpose accommodation, such as supportive housing.

**Visitability** refers to ensuring a continuous accessible path of travel is provided from the public areas to building, through the main entry and to one floor, or more, of the building.

**"Visitable"** housing enables access to and within the main entry level by aged people or people with disabilities, and should include access within the dwelling and outside to the designated private open space.

# Part A - General Development Controls

## Objectives:

- a) Ensure that all members of the community have unimpeded access to buildings, services and facilities located on all land in the ACT
- b) Ensure access is achieved through pedestrian networks, including footpaths, public arcades, underpasses and overpasses
- c) Ensure the provision of convenient access to all public open spaces including parks, reserves and shopping centres

## Element 1: Built Form

### Intent:

- a) To provide for a built form that provides safe and convenient entry to, and egress from buildings and to floors within buildings.

Rules	Criteria
<b>1.1 General Code</b>	
There is no applicable rule.	C1 The development described in Table 1 meet the Access and Mobility General Code.
<b>1.2 Doorways and Doors</b>	
R2 A statement is provided that doorways and doors are designed to meet <i>AS 1428.1 Design for Access and Mobility</i> for: <ol style="list-style-type: none"> <li>a) Main pedestrian entrances and exits;</li> <li>b) Public circulation areas; and</li> <li>c) Any common use areas.</li> </ol> Provide a statement that these doors will be designed to require a force less than 110 Newtons to open them.	This is a mandatory requirement. There is no applicable criterion.
There is no applicable rule.	C3 Automatic doors for public entrances should be installed in high use commercial and public buildings.
<b>1.3 Handrails and Grab rails</b>	
R4 A statement is provided that all handrails and grab rails meet <i>AS1428.1 Design for Access and Mobility</i>	This is a mandatory requirement. There is no applicable criterion.

<b>1.4 Lifts</b>	
R5 A statement is provided that passenger lifts are designed to meet <i>AS1735.12 Facilities for persons with disabilities</i> .	This is a mandatory requirement. There is no applicable criterion.
R6 A statement is provided that low rise platform lifting devices meet <i>AS1735.14 Lifts for people with limited mobility – restricted use</i>	This is a mandatory requirement. There is no applicable criterion.
There is no applicable rule.	C7 An audible indicator must be provided within a passenger lift that services three or more floors, which informs a person with vision impairment that an emergency call has been received.
<b>1.5 Sanitary Facilities</b>	
R8 A statement is provided that accessible sanitary facilities meet <i>AS1428.1</i> .	This is a mandatory requirement. There is no applicable criterion.
R9 A statement is provided that directional signage to sanitary facilities meets <i>AS1428.1</i> .	This is a mandatory requirement. There is no applicable criterion.
<b>1.6 ATM Facilities</b>	
R10 Evidence is provided that ATM facilities meet the requirements of <i>AS 1428.2</i> and <i>AS 3769</i> .	This is a mandatory requirement. There is no applicable criterion.



**Table 1: Development required to meet the Access and Mobility General Code**

Airport	Hazardous industry	Railway use
Ancillary use	Hazardous waste facility	Religious associated use
Animal care facility	Health facility	Residential care accommodation
Aquatic recreation facility	Hospital	Restaurant
Boarding house	Hotel	Retail plant nursery
Bulky goods retailing	Indoor entertainment facility	Retirement Complex
Business agency	Indoor recreation facility	Road
Car park	Land management facility	Rural Produce Retailing
Caravan park/camping ground	Light industry	Rural Supply retailing
Cemetery	Liquid fuel depot	Scientific research establishment
Child care centre	Mint	Serviced apartment
Civic administration	Mobile home park	Service station
Club	Motel	Special care establishment
Community activity centre	Multi-unit housing (if greater than 10 units)	Special care hostel
Community theatre	Municipal depot	Special dwelling
Corrections facility	Offensive industry	Store
Craft workshop	Office	Supermarket
Cultural facility	Outdoor recreation facility	Supportive housing
Department Store	Overnight camping area	Take-away food shop
Drink establishment	Parkland	Tourist facility
Drive-in cinema	Pedestrian plaza	Tourist resort
Educational establishment	Personal services	Transport depot
Emergency services facility	Place of assembly	Vehicle sales
Financial establishment	Place of worship	Veterinary hospital
Freight transport facility	Plant and equipment hire establishment	Warehouse
Funeral parlour	Playing field	Water based recreation
General industry	Produce market	Zoological facility
Group or organised camp	Public agency	
Guest house	Public transport facility	

## Element 2: Access

### Intent:

- a) To provide safe and convenient access to buildings and public spaces for people with a disability, or of limited mobility

Rules	Criteria
<b>2.1 Continuous Accessible Path of Travel</b>	
<p>R11</p> <p>Evidence is provided that a continuous accessible path of travel is designed in accordance with <i>AS 1428.1 Design For Access and Mobility</i>. The path must be provided:</p> <ul style="list-style-type: none"> <li>a) To all the areas and facilities of the building where there is a reasonable expectation of access by any owner, occupant employee or visitor.</li> <li>b) From accessible parking spaces and passenger drop off points to entrances of buildings.</li> <li>c) To connect buildings, facilities and spaces that are on the same block or part of the same complex.</li> <li>d) To connect accessible entrances of a building to all accessible spaces and facilities within the building.</li> <li>e) To minimise distances travelled between accessible elements of buildings and facilities.</li> <li>f) From public spaces to entrances of buildings.</li> <li>g) To all facilities required to be accessible.</li> <li>h) So that the placement of facilities do not intrude into the continuous accessible path of travel.</li> </ul> <p>Provide a statement that the continuous accessible path of travel will:</p> <ul style="list-style-type: none"> <li>a) Contain tactile ground surface indicators in accordance with <i>AS 1428.4</i> to highlight hazards or provide direction and</li> <li>b) That all external paving and ground surfaces within the Continuous Accessible Path of Travel meet <i>AS4586 Slip Resistant Classification of New Pedestrian Surface Materials</i>.</li> </ul>	<p>This is a mandatory requirement. There is no applicable criterion.</p>

Rules	Criteria
<b>2.2 Walkways</b>	
<p>R12</p> <p>Provide evidence that all walkways have a minimum width of 1800mm to allow at least two wheelchairs to pass or 1200 mm with passing spaces in accordance with <i>AS1428.2</i>.</p>	<p>This is a mandatory requirement. There is no applicable criterion.</p>
<p>R13</p> <p>Provide a statement that clear, or reflective glass, adjacent to a walkway will be defined with a continuous contrasting band across at a minimum luminance contrast of 0.3 or 30%.</p> <p>Note: Refer <i>AS1428.1</i> to calculate luminance contrast.</p>	<p>This is a mandatory requirement. There is no applicable criterion.</p>
<b>2.3 Stairways, Stairway lifts and Ramps</b>	
<p>R14</p> <p>Evidence is provided that all public stairways and ramps meet <i>AS1428.1</i> and <i>AS1428.4</i>.</p>	<p>C14</p> <p>There must be even tread/riser dimensions for the entire flight of stairs.</p>
<p>R15</p> <p>Statement is provided that stairway lifts meet <i>AS1735.7 –Stairway Lifts</i></p>	<p>This is a mandatory requirement. There is no applicable criterion.</p>
<b>2.4 Lighting</b>	
<p>R16</p> <p>A statement is provided that internal lighting along the whole of the continuous accessible path of travel meets <i>AS1428.1</i> and <i>AS1680.0</i>.</p>	<p>This is a mandatory requirement. There is no applicable criterion.</p>
<p>R17</p> <p>A statement is provided that External lighting along the whole of the continuous accessible path of travel meets <i>AS1158.3</i> and the <i>ACT Crime Prevention and Environmental Design General Code</i>.</p>	<p>This is a mandatory requirement. There is no applicable criterion.</p>
<b>2.5 Way finding</b>	
<p>R18</p> <p>A statement is provided that directional signage in accordance with <i>AS 1428.1</i> will identify the continuous accessible path of travel, accessible parts of buildings and all accessible facilities.</p>	<p>This is a mandatory requirement. There is no applicable criterion.</p>
<p>There is no applicable rule.</p>	<p>C19</p> <p>For lighted directional signs, the luminance of the letters is at least 30% in contrast to background.</p>

<b>2.6 Street Furniture</b>	
R20 Provide a statement that street furniture in public spaces meets AS1428.2.	C20 Where fixed tables and seating are provided, ensure space is provided for people who use wheelchairs.

### Element 3: Parking

#### Intent:

- a) To provide for the adequate design and location of accessible car parking spaces.

<b>Rules</b>	<b>Criteria</b>
<b>3.1 Car Parking</b>	
R21 Provide evidence that accessible car parking spaces meet AS2890.1 and AS1428.2	This is a mandatory requirement. There is no applicable criterion.
There is no applicable rule.	C22 If parallel parking is provided the parking area must be inset so that at no time does the user need to enter the vehicle circulation area.
R23 Provide evidence that car parking spaces provided for people with disabilities shall have a vertical clearance of not less than 2.5 m extending from the entrance to the space to a distance of not less than 2.16m from the front of the space.	This is a mandatory requirement. There is no applicable criterion.

## Part B - Additional Specific Controls

### Objectives:

The objectives for Part B are:

- a) To provide for adaptable dwellings that recognise the diverse needs of the community, particularly people with disabilities and older people
- b) To provide convenient access to, and within, facilities that meet the needs of all users
- c) To ensure safe and efficient parking facilities for vehicles of all users

### Adaptable Housing

#### Element 1: Built Form

##### Intent:

- a) To provide for the appropriate design and location of adaptable dwellings within multi-unit developments and places of shared accommodation

Rules	Criteria
<b>1.1 Building Design</b>	
R24 Where dwellings are required to be adaptable, the dwellings must be designed to in accordance with <i>AS4299 Class C (Adaptable Housing)</i>	This is a mandatory requirement. There is no applicable criterion.
There is no applicable rule.	C25 In multi-unit residential complexes, adaptable dwellings are to be located throughout the development, with a variety of layouts.
There is no applicable rule.	C26 For places of shared accommodation: <ol style="list-style-type: none"> <li>a) Where developments have a gross floor area not exceeding 300m<sup>2</sup>, and no more than 12 person capacity - provide 1 adaptable room</li> <li>b) Where developments have a gross floor area exceeding 300m<sup>2</sup> provide adaptable rooms at the following rates: <ol style="list-style-type: none"> <li>i) Less than 49 person capacity – 2 rooms</li> <li>ii) More than 49, but less than 99 – 4 rooms</li> <li>iii) More than 99 persons – 6 rooms.</li> </ol> </li> </ol> <p>Note - capacity based on no more than average of 2 people per room</p>

## Element 2: Access

### Intent:

- a) To provide for adequate and convenient access for owners, tenants and visitors to adaptable dwellings

Rules	Criteria
<b>2.1 Entries</b>	
<p>R27</p> <p>For multi unit developments, except attached housing, provide a statement that the principal pedestrian entry and any other major pedestrian entries must be provided in accordance with <i>AS4299 Class C (Adaptable Housing)</i>.</p>	<p>C27</p> <p>This is a mandatory requirement. There are no Criteria</p>
<b>2.2 Lifts</b>	
<p>R28</p> <p>Provide a statement that passenger lifts will meet <i>AS1735.12 Lifts, Escalators and Moving Walks – Facilities for Persons With Disabilities</i> where they are proposed as part of a multi-unit housing development, which includes adaptable dwellings.</p>	<p>C28</p> <p>Where a multi-storey –multi unit development proposal does not incorporate a lift, the building is designed to be capable of having lift access (moving stairway, lift or alternative lifting device) installed at a later time.</p>
<b>2.3 Special Purpose Developments</b>	
<p>There is no applicable rule.</p>	<p>C29</p> <p>Where complexes are specifically designed for children and adolescents, provide a statement that access will be in accordance with <i>AS1428.3 Design for Access and Mobility - Requirements for Children and Adolescents with Physical Disabilities</i> should be provided</p>
<p>There is no applicable rule.</p>	<p>C30</p> <p>A statement is provided that access in special purpose developments for older people and people with disabilities will be in accordance with <i>AS4299 – Adaptable Housing – Class C</i> and access is provided to, and within, 100% of units within the development.</p>

## Element 3: Parking

### Intent:

- a) To provide for adequate and convenient parking for owners, tenants and visitors to adaptable dwellings

Rules	Criteria
<b>3.1 Car Parking</b>	
<p>R31</p> <p>Provide evidence that a minimum of one accessible car parking space for each adaptable dwelling is to be designed in accordance with the <i>AS2890.1</i>.</p> <p>Where parking is provided in an internal car park it should be designed in accordance with <i>AS 1428.2</i>.</p>	<p>C31</p> <p>Accessible car spaces are to be located in close proximity to the entrance of the adaptable units and accessible from the main entrance of the building.</p>
<p>There is no applicable rule.</p>	<p>C32</p> <p>A lift or access ramp is to be provided from any basement or internal car parking to the floor level of any adaptable dwelling.</p>

## Fixed Seating Venue

### Element 1: Built Form

#### Intent:

- a) To provide for adequate and appropriate seating for people with disabilities and limited mobility at venues with fixed or temporary seating, for example entertainment and sporting venues

Rules	Criteria
<b>1.1 Seating Provision</b>	
<p>R33</p> <p>Provide a statement that fixed seating meets requirements of <i>AS1428.1</i>.</p>	<p>This is a mandatory requirement. There is no applicable criterion.</p>
<p>R34</p> <p>Provide a statement that a minimum of two spaces is to be provided and additional spaces provided at a rate of at least 1 space for every 100 seats or part thereof.</p>	<p>This is a mandatory requirement. There is no applicable criterion.</p>
<p>R35</p> <p>Accessible seating positions must allow users to sit in individual or paired positions, adjacent to fixed seating, or in groups of between 10-20</p>	<p>This is a mandatory requirement. There is no applicable criterion.</p>

Rules	Criteria
spaces.	
<b>1.2 Seating Location</b>	
There is no applicable rule.	<p>C36</p> <p>Enhanced amenity seats should be provided in addition to wheelchair seating. These seats should be equitably distributed at the ends of rows, or in areas in close proximity, with few steps from entrances.</p>
There is no applicable rule.	<p>C37</p> <p>At venues without fixed seating, design for removable seating should allow for wheelchair access.</p>
There is no applicable rule.	<p>C38</p> <p>For wheelchair and enhanced amenity seating, provide a range of seating options:</p> <ul style="list-style-type: none"> <li>a) Location,</li> <li>b) Level, and</li> <li>c) Sightlines.</li> </ul> <p>Comparable sightlines must be provided to all wheelchair positions as exist for other users.</p>



## Hearing Augmentation facilities

### Element 1: Hearing Augmentation facilities

#### Intent:

- a) To provide for appropriate design of hearing augmentation facilities to assist people with hearing impediments

Rules	Criteria
<b>1.1 Listening Systems for Hearing Augmentation</b>	
<p>R39</p> <p>Where a hearing augmentation system is required, provide a statement that:</p> <p>a) It will meet AS1428.2; and</p> <p>b) Operating information will be provided for users.</p>	<p>C39</p> <p>A hearing augmentation system must be available at venues which have:</p> <p>a) Speaking amplification/public address systems; or</p> <p>b) Reception and information counters where sound amplification is provided</p> <p>In venues where there are multiple public spaces, at least one of each conference room, assembly area, meeting room includes a hearing augmentation system</p>
<b>1.2 Emergency Warning Systems</b>	
<p>There is no applicable rule.</p>	<p>C40</p> <p>Visual emergency warning systems, and audible emergency warning systems are provided in areas of high public patronage and sanitary facilities and designed to AS 1428.2.</p>
<b>1.3 Public Telephones</b>	
<p>There is no applicable rule.</p>	<p>C41</p> <p>Where payphones are provided:</p> <p>a) At least one accessible payphone shall be at an accessible floor level and designed in accordance with AS 1428.2.</p> <p>b) At least one, within a suite of phones is equipped with a volume control and a built in coupler; and</p> <p>c) Access to telephone typewriter (TTY) services is considered.</p>