



AIS Aquatic and Fitness Centre Disability Access Guidelines

Purpose and Scope

The ASC's AIS Aquatic Centre Disability Access guideline outlines the services provided to patrons with disabilities who utilise and attend events in the AIS Aquatic Centre's facilities. In this guideline, the ASC recognizes its obligation to provide, where practicable, equity in access to facilities and services to all patrons and to provide safe and secure environment for those patrons.

While this Management Plan focuses primarily on wheelchair bound patrons, other people with disabilities will be assisted on a case-by-case basis.

Definitions

ASC – Australian Sports Commission

SVC – Sports Visitors Centre

AIS Aquatic Centre – Australian Inst. of Sport Aquatic Centre

Related Documents

The Disability Discrimination Act makes it unlawful to discriminate against people with disabilities, or their associates, in relation to access and use of premises that the general public is entitled to enter and use for entertainment purposes.

ASC Management will therefore take whatever practicable steps it can to ensure that it is able to cater for the needs of patrons with disabilities.

Guidelines

Access

All patrons utilising the AIS Aquatic Centre's facilities enter the complex through the automatic doors at the front of the complex. There is dedicated parking for disabled patrons opposite the SVC (4 parking bays), in front of the ASC Administration building (8 bays) and in the gravel car park in front of the complex.

Delineated set down areas are provided for all patrons in the road lay-by outside the main entrance to the Aquatic Centre. The boom gate located at the front of the lay-by may also be raised under special circumstances to allow patrons to be dropped off at the front doors to the facility.

Access to the Gym for wheelchair bound patrons can be via the ramp located out the front of the main entrance and then through the doors on the balcony on the first floor.

Action	Responsible Officer
Ensure that existing disabled parking bays are available to patrons who meet the ACT code for access to reserved parking by policing parking.	ASC Site Security
Ensure that the set down area is cleared quickly.	ASC Site Security/ Event Supervisor

Amenities

Toilets for patrons with disabilities are located in the Centre's main public change rooms. The change rooms are located behind the centre's reception area on the ground floor. Shower facilities are also offered here.

Action	Responsible Officer
Ensure that existing concourse level toilets are clean and available to patrons with disabilities.	Venue Supervisor

Seating Arrangements

During normal operations wheelchair bound patrons may position themselves in any areas that do not directly affect the operations of the centre and/or obstruct emergency exits. Centre staff will appropriately direct patrons if needed.

The primary location of seating area for wheelchair bound patrons during an event will be on the northern side of the competition pool. Depending on the type of event the area between the announcers table and the portable grandstands is the ideal location for wheelchair seating. Seating can also be arranged on the 50 meter pool balcony. Both of these sections are of sufficient size to cater for patrons either seated in wheelchairs or in chairs. The availability of these sections however can vary depending on the type of event being staged.

Notwithstanding this potential limitation, for all events a designated section will be available for patrons in wheelchairs. This section is to be of sufficient size to cater for patrons either seated in wheelchairs or in chairs. People without disabilities can therefore be seated next to wheelchair-bound patrons.

Action	Responsible Officer
Ensure appropriate designated sections are available to patrons with disabilities for all events.	Events Coordinator
Determine spectator layout for each event, locating and reserving wheel chair seating spaces.	Events Coordinator
Determine seating for each event for visually impaired patrons	Events Coordinator

Egress (Normal and Emergency)

Normal egress for wheelchair-bound patrons is via the automatic doors at the front of the complex. Alternatively, during an event patrons can leave via the fire exit door adjacent to the centre's reception. Normal egress from the gym is via the press release door on the balcony (fitness staff will assist with opening the door).

In the event of emergency patrons have a variety of exits available, all marked appropriately with emergency exit signs. Centre staff will direct and assist patrons in the event of an emergency situation.

Action	Responsible Officer
Ensure security and facilities staff are trained in emergency egress procedures, including the need to identify patrons with disabilities who will require assistance to escape the building in an emergency and the selection of correct egress paths.	Operations Manager
Identify patrons with disabilities at events who will require assistance and assign specific staff to them to ensure they are able to safely escape the building in an emergency.	Events Supervisor

Staff Education

Management recognises the need for continuous educational programs to ensure that all personnel and particularly those who have direct contact with patrons are made fully aware of their responsibilities. This training will be provided by the ASC for its entire salaried staff and will be arranged for all contract staff through their company management.

With a high incidence of casual staff members and facility hirer's engaged to provide car parking, ticket collection, ushering, crowd control, bars and concession outlets, management recognises the need for continuous educational programs to ensure that all personnel and particularly those who have direct contact with patrons are made fully aware of their responsibilities.

Action	Responsible Officer
Ensure all ASC staff are adequately trained to assist patrons with disabilities.	Operations Manager
Ensure all contract staff are adequately trained.	Operations and Events Managers

Complaint Handling

All complaints concerning the ASC's service to patrons utilising and attending events at the AIS Aquatic Center should be dealt with in accordance with the ASC Complaints Handling Framework.

Version	Created By	Originating Program	Approved by	Date	Revision Date	C.M. Reference
Version 1.0	P. Raines	Facilities Services		13 April 2010	13 April 2012	
Version 1.1	S. Salvestro	Site Commercial		16 October 2018	16 October 2020	