



Second review of the Premises Standards 2010: survey

Offline submission form

About the survey

We're reviewing the Disability (Access to Premises – Building) Standards 2010. This is our second review of the Premises Standards. All of the information and supporting materials you need to have your say are available on our Consultation hub:

<https://consult.industry.gov.au/premises-standards-review-team/2020-premises-standards-review-discovery/>

How to use this form

If you are unable to take the online survey, you can use this form to send us your feedback.

We ask several open questions about your knowledge of the Premises Standards and experience with disability access in buildings. We give you prompts to guide your thinking.

There are questions for:

- people living with a disability, assisting or advocating for them
- industry, builders, designers and government

They are optional and you can choose not to answer them. Instead you can make a general comment.

You will need to read and accept our privacy collection statement to complete the form.

Send by email

Fill in your responses and email the form to PremisesStandards@industry.gov.au

Send by mail

Fill in your response and mail the form to:

Premises Standards Review Team,
Industry Growth Division,
Department of Industry, Science, Energy and Resources,
GPO Box 2013, CANBERRA ACT 2601

Talk to our team

Our team is available to hear your feedback by phone. We can ask you the questions to find out about your experiences and what you think. We can also fill in the form for you.

Call 02 6213 6764.

Privacy Collection Statement

This is a privacy collection statement required by the Privacy Act.

Our department is collecting your personal information to review the Disability (Access to Premises – Buildings) Standards.

Your personal information may be:

- used by the review team to contact you about your submission
- disclosed to other staff in our department, staff in the Attorney-General's department, responsible Ministers and their staff

We will store and hold your personal information in accord with the Archives Act. We will not publish or disclose your confidential information to any other third party without your consent. We will not publish your comments.

For more information, please see [our department's privacy policy](#).

You can email us at PremisesStandards@industry.gov.au for a detailed copy of the privacy statement.

Do you agree to the Privacy Collection Statement?

Choose one of the following options (Required):

- Yes, I agree
- Yes, I agree and would like to make a confidential submission
- No, I don't agree (We can't accept your submission if you choose this option)

Your personal details

Before we ask questions to help us with the review, we want to know some basic details about you.

You need to answer some questions to complete the survey, some are optional.

What is your name?

Name (Required):

What is your email?

Email (Required):

Would you like emails about the Premises Standards Review?

Choose one of the following options (Required):

- Yes
- No

What state or territory do you live in?

Choose one of the following options (Required):

- Australian Capital Territory
- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania
- Victoria
- Western Australia
- Outside Australia

What area best describes where you live?

Choose one of the following options (Required):

- City
- Regional area
- Remote area

Are you doing the survey as an individual/s or for an organisation?

Choose one of the following options (Required):

- Individual or individuals
- Organisation

Your organisation details

You only need to fill this in if you are doing the survey for an organisation.

What is your organisation's name?

Organisation name (if relevant):

Your motivation and awareness

We want to know why you are interested in taking this survey. You need to answer this question to complete the survey.

We would also like to know how much you know about the Premises Standards.

What best describes you?

Choose one of the following options (Optional):

- I am a person living with disability
- I am a carer, family member or friend of a person with a disability
- I am an advocate for people with disability or work for a disability organisation
- I am an access consultant or an Australian Standards specialist
- I am a building developer (property developer, building designer, builder, building surveyor)
- I am a building manager (property owner or lessee, project manager, operational staff)
- I am a building certifier (private certifier, government employed certifier)
- I am from the government (federal, state or territory, local government)
- Other (please specify in the next question below)

If you chose 'other', what best describes you?

Put your response below (Optional):

How familiar are you with the Disability (Access to Premises – Building) Standards 2010?

Choose one of the following options (Optional):

- I have never heard of the Standards
- I am aware of the Standard but have never read them
- I am aware of the Standards and am somewhat familiar with the details in them
- I am very aware of the Standard and am very familiar with the details in them

For people with a disability, assisting or advocating for them

These questions are about equal access to public buildings.

They ask about your experiences of:

- access to public buildings and common areas
- things that work or don't work well when you access them
- new buildings or new parts of old buildings following the Premises Standards

If you advocate or develop policy for people with disabilities, consider their experience when answering the questions.

You can answer all the questions or just ones relevant to your experience.

If you only want to make a general comment, you can [skip ahead to the general comments section](#).

What has been your experience of access to and within public buildings?

When answering the question, you can think about:

- travelling from home to work, study, shop day to day
- things that work or don't work well when you access public buildings like shopping centres and common areas like apartment lobbies

Put your answer below (Optional):

What do you think the Premises Standards Review should focus on?

When answering the question, you can think about:

- things that work or don't work well when you access public buildings like shopping centres and common areas like apartment lobbies
- areas that could be improved
- differences in new buildings and old buildings with new parts

Put your answer below (Optional):

If you have a problem with access to public buildings do you know what options there are to make a complaint?

When answering the question, you can think about:

- government (like local councils, state and territory governments, and the Australian Government departments)
- building managers and owners
- the Australian Human Rights Commission (AHRC)

The AHRC looks into complaints about people's rights.

A complaint is when you tell someone about:

- something that has gone wrong
- a problem you want fixed

Put your answer below (Optional):

For industry, builders, designers and government

These questions are about equal access to public buildings and fulfilling responsibilities under the Disability Discrimination Act 1992.

They ask about your experiences and thoughts on:

- compliance with the Premises Standards and National Construction Code
- whether there is enough information about implementing access requirements
- exemptions and concessions, and if they are working fairly and consistently
- improvements to the Premises Standards or associated processes

You can answer all the questions or just ones relevant to your experience.

What has been your experience complying with the Premises Standards via the National Construction Code?

When answering the question, you can think about:

- the information available to understand the Premises Standards requirements
- differences in each state and territory's approach to exemptions and concessions

Put your answer below (Optional):

Where do you see opportunities for improvements in the Premises Standards?

When answering the question, you can think about:

- better alignment between changes in the Premises Standard and the National Construction Code
- better education and access to information about requirements and processes associated with Premises Standards amendments
- better coordination among disability reviews across government (for example transport, accessible housing and education)
- important areas to focus on in this review
- implications for Premises Standards from the Royal Commission into Aged Care Quality and Safety

Put your answer below (Optional):

General comments and files

Do you have any general comments?

Put your comments below (Optional):

Do you want to send us a video, audio, image or written submission?

You can send them by email or mail with your form.

We accept files up to 100MB by email. They can be any format (for example .wav, .jpg, .tiff, .pdf, .docx etc.)

You can send more than one.

You can also give us links to files hosted elsewhere below (Optional):

Submit your survey

Now that you have completed the survey you can submit your answers in any of the ways we listed at the start of this document:

- [Send by email](#)
- [Send by mail](#)
- [Talk to our team](#)

Call us on 02 6213 6764. If you need help.

End of document.