



**Australian Government**  
**Department of Industry, Science,  
Energy and Resources**

# How to have your say on the Premises Standards 2010

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Easy Read guide

Survey

September 2020

## How to use this guide

The Premises Standards Review Team (PSRT) wrote this guide. When you see the word 'we', it means PSRT.

The PSRT are people from:

- the Australian Government Department of Industry, Science, Energy and Resources
- the Attorney-General's Department

We have written this guide in an easy to read way.

We have written some words in **bold**. This means the letters are thicker and darker.

We explain what these words mean. There is a list of these words on page 13.

This Easy Read guide is a text summary of information on our website. This means it only includes the most important ideas.

You can find the information on our website:

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

You can ask for help to read this guide. A friend, family member or support person may be able to help you.

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## About the Premises Standards

**Access** means that you can enter a place, like a building, or use a facility, like a public swimming pool.

There is a set of rules about access.

The rules are called the *Disability (Access to Premises – Buildings) Standards 2010*.

We usually call them the Premises Standards.

These rules make sure that buildings provide the right levels of access, according to the law.

The Premises Standards started on 1 May 2011.

They:

- apply to new buildings or new parts of buildings built after this date
- cover public buildings and common areas
- cover common areas in apartments
- don't cover people's homes



*The Premises Standards apply to an entrance, lobby or lounge in a public building or apartment. Photo from Getty Images*

The Premises Standards make sure builders follow the *Disability Discrimination Act 1992* (the Act).

The Act says it's against the law for someone to treat you badly because you are different.

It protects your **rights** if you have a disability.

Rights are rules about how everybody should be treated fairly.

The Premises Standards work with the rules builders use.

These rules are called the National Construction Code.

## Why are we reviewing the Premises Standards?

The law says we must look closely at the Premises Standards every 5 years.

We call this a **review**.

We review the Premises Standards so we can:

- check if they are working well
- find ways to make them better

We reviewed the Premises Standards in the second half of 2015 and first half of 2016.

In this review, people told us how we could make the Premises Standards better.

This included making sure:

- more people know about the Premises Standards
- the Premises Standards are easy to understand
- builders follow the rules

You can download an Easy Read guide about this review on our website:

[industry.gov.au/2016PremisesStandardsReview](http://industry.gov.au/2016PremisesStandardsReview)

After the review we changed some things in the Premises Standards.

They are now clearer and easier to understand.

They also:

- work better with the National Construction Code (NCC)
- include recent updates to the NCC
- give adults with disability better access to changing rooms in public buildings

We also set up a group of experts who give us advice when we need it.

We are starting our second review now.

In this review, we'll:

- check to see if things got better in the past 5 years
- look at new ways we can make the Premises Standards better

This is the **discovery** part of our review.

Discovery is a process to find out what people think.

## What do we want to find out?

We want to hear from people with disability about how well they think the Premises Standards work.

We really want to learn about their experiences.

We also want to hear from:

- their family members, carers and friends
- **advocates**

Advocates are people who speak up for people with disability. They can:

- help you have your say
- give you information and advice

We also want to hear from people in:

- organisations that help with disability
- the building industry
- governments and local councils

Your feedback will help us work out what to focus on in our review.

Later we'll ask for more feedback.



## Questions to think about

There are 3 questions we want you to think about before having your say.  
You don't have to tell us what you think about all of them.

The questions are about equal access to public buildings.

They are for:

- people with disability
- family members, carers and friends
- advocates

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

The questions are on the next page.

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

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

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

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

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

A complaint is when you tell someone about:

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

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.

## How can you have your say?

You can have your say in different ways.

All of the ways are **accessible**.

When something is accessible, everyone can use it.

You can answer the questions in our online survey.

You can also answer the questions:

- as a video
- as an audio recording
- in a written **submission**

Submissions are documents people write and send in to tell somebody what they think.

You can submit these online at:

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

You can also download a form with the questions.

You can fill it in and email it to [PremisesStandards@industry.gov.au](mailto:PremisesStandards@industry.gov.au)

Or you can mail it to:

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

You can send your written submission, video or audio with the form.

We are also available by phone. Call us on 02 6213 6764.

We will ask you the questions to find out about your experiences and what you think. We can also fill in the form for you.

If you have problems with English call the Translating and Interpreting Service on 131 450. It costs the same as a local call.

The service is open 24 hours a day, 7 days a week. They translate over 160 languages.

## When can you have your say?

The discovery part of our review:

- starts on 8 September 2020
- ends on 2 November 2020

## Word list

### **Access**

You can enter a place, like a building, or use a facility, like a swimming pool.

### **Accessible**

When something is accessible, everyone can use it.

### **Advocates**

Advocates are people who speak up for people with disability. They can:

- help you have your say
- give you information and advice

### **Complaint**

A complaint is when you tell someone about:

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

### **Discovery**

A process to find out what people think.

**Review**

To look something over and see how well it has been going.

**Rights**

Rights are rules about how everybody should be treated fairly.

**Submission**

Documents people write and send in to tell somebody what they think.

## Contact us

You can contact us to find out more about:

- our review
- this discovery process
- other ways to have your say

Email: [PremisesStandards@industry.gov.au](mailto:PremisesStandards@industry.gov.au)

Phone: 02 6213 6764

Web: [industry.gov.au/PremisesStandardsReview](http://industry.gov.au/PremisesStandardsReview)