

# Accessibility Fact Sheet



The 2011 Census shows that of Manningham's 116,958 residents, 21,460 or 19.3% are aged 65 or over. Manningham has a higher proportion of people aged 65 and over than metropolitan Melbourne and statistics show that disability increases with age.

It was also reported through the 2011 Census that in Manningham there are 11,150 people providing unpaid assistance to a person with a disability and 5,026 people needing assistance in their day to day lives (people with a profound or severe disability).

Having a disability is more limiting when a person cannot undertake everyday tasks because their social and physical environment does not provide for their impairment.

The Doncaster Hill Principal Activities Area provides an opportunity to increase access and inclusion for all members of the community. Considering the current number of people with a disability in Manningham and the increase of disability with age, developers and business owners need to be aware of the specific requirements for accessibility.

The Manningham Planning Scheme states that "the needs of people with a disability must be taken into account in the design of all proposed developments".

A development or business that is accessible will attract all members of community, including people with a disability, mobility issues and parents with prams.

Tips for providing good accessibility include:

### **Physical Access**

- Have a flat level entrance
- Easy to open doors (width 850mm)
- Ensure goods are within reach of someone in a wheelchair
- Clear and wide pathways
- Slip-resistant surfaces.

### **Customer Service**

- Service counter should be at a height accessible to all customers
- Aisles should be wide to allow people with a mobility aid to manoeuvre themselves
- Take the time to communicate, be welcoming and use clear plain language.

### **Signage**

- Signage should be clearly visible and in plain English
- Appropriate illumination for day and night
- Minimum of 14 point font for publications
- Dark text on a light background.

To find out more about accessibility, call Council's Metro Access Officer on 9840 9333.

