



***Arena***

**Disability Access and Inclusivity Plan  
2018 - 2022**

# DOCUMENT REVISION

Revision	Date	Description	Page	Reviewed By	Approved By
1	Nov 2012	New Document Issues for use	All		VenuesWest
2	18 Dec 2017	Review, inclusion of improvements	All	B Jeffries (PA)	Michael Scott (PA)
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# 1. INTRODUCTION

The RAC Arena Disability Access and Inclusion Plan (DAIP) 2018 – 2022 is designed to ensure that the Arena’s services, information and facilities are accessible for people with a disability.

## 1.1. RAC Arena

RAC Arena is owned by the Western Australian Sports Centre Trust, trading as VenuesWest, a statutory authority established and constituted under the *Western Australian Sports Centre Trust Act 1986* (the Act), with functions as specified in s.8 of the Act.

VenuesWest wishes to optimise the use and patronage of the RAC Arena to maximise the economic and social benefit to Western Australia and has appointed AEG Ogden under a Management Agreement to manage, operate and market the Arena.

AEG Ogden is responsible for specific obligations under the Management Agreement, including abiding by this DAIP.

This DAIP has been developed for the RAC Arena as collaboration between VenuesWest and AEG Ogden with reference to the Disability Services Act (1993) and a guide to Disability Access and Inclusion Plans (DAIPs) for State Government contract managers.

# 2.COMMITMENT TO ACCESS AND INCLUSION

RAC Arena is committed to ensuring that people with a disability, their families and carers have the same opportunities to access sports and entertainment events, information and facilities at the Arena. Management and staff at RAC Arena are also committed to ensuring that people with a disability can participate in shaping services and initiatives through a review and feedback process.

## 2.1 Purpose

To promote and develop entertainment and sporting events that are accessible to all.

## 2.2 Objectives

The DAIP identifies areas and strategies where access and inclusion can be or has been implemented. These strategies work towards a number of access and inclusion outcomes.

There are six access and inclusion objectives aimed at providing a means of ensuring that people with a disability:

- Have the same opportunities to access the services of and attend all events at RAC Arena.
- Have the same opportunities to access RAC Arena and other facilities of the Arena.
- Receive information in a format that will enable them to access that information readily.
- Receive the same level and quality of service from staff at RAC Arena.

- Have the same opportunities to provide compliments or complaints to RAC Arena.
- Have the same opportunities to obtain and maintain employment at RAC Arena.

This DAIP is subject to review and may be amended and extended as priorities, funding, operations and or legislation changes.

### 3. DISABILITY ACCESS AND IMPLEMENTATION PLAN

In the design and build phase of RAC Arena a number of disability access and inclusion features were incorporated. :

1. Initial functions, facilities and services designed and implemented to meet the needs of people with disabilities.
  - Companion Cards are recognised to provide complimentary tickets to Carers.
  - A hearing augmentation system is installed and available to patrons.
  - An accessible events checklist which can be provided to event promoters.
2. Access to buildings and facilities.
  - Up to two percent of the Arena's seating capacity caters specifically for wheelchair patrons and their companion.
  - Wheelchair positions are configured to enable wheelchair patrons and their companion to sit together.
  - The main public points of entry to the Arena are fully accessible; Entry A, Entry B and the Corporate Suite Entrance. All levels of the building are accessible via lifts located adjacent to each entry and all patron lifts are fully accessible. 14 ACROD bays in the RAC Arena underground car park.
  - Dedicated restroom facilities have been designed for patrons with special needs and are easily accessible on every level.
  - Accessible facilities are provided in change rooms for teams, officials and artists as well as Counters at ticket windows and food concession outlets are provided at a height accessible for wheelchair use.
  - Service Animals (trained Assistance Dogs) are always welcome at RAC Arena.
  - A courtesy phone is available at the Information Desk in the entrance foyer to assist patrons to arrange or coordinate transport/pick up.
  - All emergency response wardens are trained to identify and facilitate the evacuation of persons with disabilities, in line with the Emergency Management Plan (OSH.16) and the Evacuation Response Procedures (OSH.OP03)
3. Information about functions, facilities and services is provided in formats which meet the communications needs of people with disabilities.
  - RAC Arena's Ticketing website meets WC3 compliance standards.
  - All information documents are available in accessible formats.
4. Staff awareness of the needs of people with disabilities and skills in delivering services is maintained.
  - Disability awareness training is included as part of staff training.

- Induction Tours are conducted to familiarise staff with venue facilities and services available.
5. Opportunities are provided for people with disabilities to provide feedback.
- Feedback mechanisms are provided on the RAC Arena’s website, through social media platforms, as well as in the Venue.
6. Opportunities are provided for people with disabilities to participate in any public consultation.
- Any agreed initiatives or outcomes from consultations or public forums conducted by VenuesWest will be forwarded to the RAC Arena’s Operator for review and implementation where it is agreed appropriate.

### 3.1 Initiatives during Design

During the design phase of RAC Arena, the Architects regularly consulted with a local Disability and Access Consultant and the City of Perth's Access Working Group were provided opportunities to comment throughout the project.

At project completion, certified compliance with 2010 ADA Standards for Accessible Design was obtained (ADA - Americans with Disabilities Act).

The ADA Standards set minimum requirements for RAC Arena in both scoping and technical aspects for newly designed and constructed State and local government facilities, public buildings and commercial facilities in the USA.

The ADA standards included a broader scope of elements than the Australian Premises Standards including dressing and fitting rooms, work-surfaces and benches. While some of these elements are addressed in the Australian Standard (AS 1428.2) some were not and while the ADA Standards differed from AS 1428.2 in some respects, they offered useful references. The Arena’s Advisory Notes recommend that where there was a difference between the Australian Premises Standards and USA Standards, the higher levels of access be adopted.

The ADA Standards can be found at [www.ada.gov/2010ADASTandards\\_index.htm](http://www.ada.gov/2010ADASTandards_index.htm)

### 3.2 Improvements to Venue Facilities and Processes

Since opening a number of procedural and structural improvements have been made allowing for improved accessibility and inclusivity at RAC Arena.

- Upgrades to hearing augmentation system;
- Increase lift services from basement to venue entry on ground floor;
- Increase number of wheelchair seating within the arena, Currently 122 positions.
- Priority access to lift services during egress after event

- Installation of water fountains at differing heights for wheelchair access in Ground floor lounge
- Priority Door allocated for disability patrons at Entry A
- Wheelchair viewing platform/riser offered for general admission ground floor.
- Stairs to Corporate suite entry on Wellington street removed, replaced by large ramp access
- Improvement to emergency response procedures, accounting for those with disabilities and restricted mobility. Personalised Emergency Evacuation Plans (PEEP) developed, upon request.

## 4. IMPLEMENTATION, REVIEW AND REPORTING OF THE DAIP

Responsibility and monitoring of progress on the DAIP is vested in the Owner and the RAC Arena operator. The Owner will report annually on the implementation of its DAIP to the Disability Services Commission. This report will provide information on:

- progress towards implementing new initiatives,
- progress of agents and contractors towards meeting DAIP outcomes,
- strategies used to inform key stakeholders of the DAIP.

The Owner will also detail progress towards implementing major initiatives in its Annual Report.

All key stakeholders of RAC Arena will be provided with a copy of the venue's DAIP and where appropriate services provided by contractors will comply with RAC Arena's DAIP.

Further amendment and accomplishments will be documented in future reviews (for the period 2023 – 2028).

This DAIP expires 31 December 2022.

## 5. COMMUNICATION OF THE DAIP

The DAIP will be communicated via:

- The RAC Arena website - [www.RACarena.com.au](http://www.RACarena.com.au)
- Public Notice placed in the print version of the West Australian newspaper,
- Broadcast email to key stakeholders.