




**Invisible Disabilities Australia**<sup>®</sup>  
AUSTRALIA'S PEAK BODY



<p><b>GENERAL</b></p> <p>Designing for disabilities advantages both the general community and business.</p>	<p><b>DEFINITION OF DISABILITIES</b></p> <p>The definition of disabilities is narrow &amp; the cause of widespread abuse and exclusion for people with invisible disabilities and medical conditions. Their needs are not considered or included leading to lack of inclusion in built environment and misunderstanding by society.</p> <p>Over the last 50 years while the definition of disabilities has changed, community understanding, facilities, facility signage, and access has stayed the same. Invisible disabilities are not immediately obvious making it harder for organisations to fulfil their legal obligations to comply with anti-discrimination laws.</p> <p>This can lead to loss of business, unintentional injury to staff and clients, public condemnation, or litigation.</p> <p>People who have temporary issues or do not regard themselves as disabled, eg people with stomas (External pouches that collect medical waste) undergoing chemotherapy, intermittent conditions, chronic pain.</p>	<p>Change definition and signage to include people with medical conditions and invisible disabilities.</p> <p>1960's wheelchair logo use is unregulated and is the cause of misperceptions of disability and widespread abuse.</p> <p>IDA is open to any options for national use of its logo and regulation of its use.</p>	
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**RECOGNITION OF PEOPLE WITH DISABILITIES.**

Discrimination under human rights law is a serious issue for people with disabilities and other medical conditions. This is particularly the case at airports and when using transport generally.

This severely limits social inclusion, access to work and can exacerbate feelings of helplessness, cause anxiety, PTSD and self-isolation and can trigger suicide.

Invisible disabilities are not immediately obvious making it harder for organisations to fulfil their legal obligations to comply with anti-discrimination laws. This can lead to loss of business, unintentional abuse, discrimination, injury to staff and clients, public condemnation, or litigation.

National Access Card, medical Emergency Cards and Lanyard provide a simple means of discreet communication and recognition.

The cards are worn Australia wide, and available using NDIS Funding (self and plan managed participants)

The Cards have QR Code that directly links the card wearer to human rights obligations of those they ask to scan the cards.

The QR code advises people asked to scan the card of their human rights obligations to the card wearer.

The PLEASE OPEN IN EMERGENCY card has contact and medical details that are added in by the card holder.

Giving permission to others to open the card.

The \$25 Cards and Lanyard are available to people using NDIS Funding (*Plan & Self-Managed Participants and will soon be available*

<https://www.invisibledisabilities.com.au/access-card-lanyard/>



Note QR Code on card links to human rights obligations, Standard and Toilet Access on back of card.






**Currently worn by people Australia wide to great effect.**


**MEDICAL CARD INCLUDED WITH LANYARD**





		<p>through agency managed funds).</p>	
<p>RECOGNITION</p>	<p>On arrival at airports, train and bus stations there is no way to find support without having to enter buildings and walk, sometimes hundreds of metres, to find airport or other transport counter staff.</p> <p>People with disabilities report being grilled about their disability or being asked medical details instead of about the assistance they need. Reports of inadvertent abuse and assault by untrained security staff is not uncommon and not isolated to airports and travel.</p> <p>Similarly abuse and serious misunderstandings occurs across society in similar queues at courts, tourist venues, events, hospitals and other places.</p>	<p>IDA's Friendly Organisation Program includes Badge Ambassador training program and a requirement for Badge Ambassadors to be easy to identify and find at entrances of airports, train &amp; bus stations and other travel locations.</p> <p>When IDA Card and Lanyard holders see <a href="#">Ambassador Badges and Safe Zones</a>, they know they can be trusted to recognise, understand and support them. They know that you understand they might be struggling, might need priority queueing, extra time, a seat, or emergency toilet access and you will treat them with kindness and respect.</p>	<p><b>BADGE AMBASSADOR PLEDGE</b></p>  <p><b>EASY TO FIND NATIONALLY RECOGNISED ENTRY STAND</b></p> <p><a href="https://www.invisibledisabilities.com.au/our-ambassadors/">https://www.invisibledisabilities.com.au/our-ambassadors/</a></p> 

<p><b>COMPLIANCE OR VOLUNTARY PARTICIPATION BASED ON BENEFITS</b></p>	<p>Currently there is no consistent national way for people with disabilities to find supportive airports, travel organisations or other support places.</p> <p>Organisations install disabled toilets and wheelchair signage without any obligation to ensure compliance with basic standards.</p> <p>Unregulated design standards and exclusive wheelchair signage results in triggering of mental health</p> <p>Toilets are inaccessible, unusable, or used as storage rooms causing anxiety and unfortunate toilet spills and mishaps to toilet users.</p> <p><i>NOTE Please see attached letter form Stomal Therapy Nurses Association (over 365 nurses)</i></p>	<p><b>SAFE PLACES APPLICATION MAP</b></p> <p>Over 600 Safe Places on IDA’s website map. Will include toilets, Because We Care Chairs, Ambassador Organisations.</p> <p>*Soon to be app</p> <p>Disability Support Organisations Mental Health Well Being Support Ostomy Supply Associations Ostomy Support Groups Stoma/Ostomy Nurses</p>	<p><a href="https://www.invisibledisabilities.com.au/ida-map/">https://www.invisibledisabilities.com.au/ida-map/</a></p>  <p>The map shows Australia with numerous black pins indicating 'Safe Places' across all states and territories. The pins are most densely clustered in the eastern and southern coastal regions, particularly around major cities like Sydney, Melbourne, and Brisbane. Labels on the map include 'WESTERN AUSTRALIA', 'NORTHERN TERRITORY', 'QUEENSLAND', 'SOUTH AUSTRALIA', 'NEW SOUTH WALES', 'VIC', 'TASMANIA', 'Arafura Sea', 'Solomon Sea', 'Timor Sea', 'Coral Sea', 'Great Australian Bight', and 'Melbourne'.</p>
<p><b>STAFF TRAINING</b></p> <p>Awareness raising is not enough</p>	<p>Employees at airports, security queues represent the greatest number of complaints IDA receives.</p> <p>Employees need formal simple training in human rights and customer support.</p>		<p>Entrances to travel including airports, bus and train stations need to display “inclusive” disability signage manned by trained staff.</p>

<p><b>SIGNAGE</b></p>	<p>The 1960's logo commonly used to denote disability access contributes to the misunderstanding of disabilities.</p> <p>People are regularly abused, shouted at and shamed for using disabled toilets and parking for not looking like the wheelchair disability logo.</p> <p>Needs of people with a range of invisible disabilities are not included in disabled toilets.</p> <p>Audit, regulation and location.</p>	<p><b>PROBLEM</b> <b>Exclusive Sign</b></p> 	<p><b>SOLUTION</b> <b>Inclusive Sign</b></p> 
<p><b>COUNTER TOPS AND RECEPTION AREAS</b></p>	<p>Counter tops and reception areas are too high for a large sector of the disability community.</p> <p>People in wheelchairs, older people, short statured people struggle to be seen and have to suffer the humiliation of calling out to reception staff to be noticed.</p> <p>Short statured people or people in wheelchairs have physical or pain related problems reaching for papers or atm swipe machines.</p> <p>People with disabilities who have balance issues or problems standing and or queuing can injure, or exclude, themselves.</p>	<p>Counter tops at all reception areas and counter tops across the country need to be low enough to have both seating and wheelchair access only.</p>	

<p><b>SEATING</b></p> <p>Appropriate for the needs of a range of people with disabilities and medical conditions.</p> <p>Chair signage links seating to people with disabilities.</p> <p>Chairs need the following to reduce injuries.</p> <p><u>Strong frame</u></p> <p>to prevent falls</p> <p><u>Extra seat height</u></p> <p>low seats are difficult to stand on and sitting often requires a person to drop down onto low seat.</p> <p><u>Back</u></p> <p>for support and strong</p> <p><u>Strong appropriate height arms</u></p> <p>for older people and people without strong core</p> <p>to support arms lifting body</p> <p>to allow client to lower gently onto seat</p> <p>appropriate ergonomically designed seating and wheelchair access located at every counter and public location.</p> <p>Location of each chair encourages people with disabilities to feel safe in location and encourages organisations to install them</p>			<div data-bbox="1122 411 2112 644" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>SAFE PLACES APPLICATION MAP</b></p> <p>Each chair on IDA's Map (soon to be app) encourages people with disabilities to find chairs and encourages and organisations to install them</p> </div> <div data-bbox="1104 676 2130 1402" style="border: 1px solid black; padding: 10px;"> <p><b>MILLIONS OF AUSTRALIANS NEED CHAIRS LIKE THESE</b></p>  <div data-bbox="1173 975 1637 1329" style="border: 1px solid black; padding: 5px;"> <p><u>Because we care chairs</u></p> <ul style="list-style-type: none"> <li>• Strong ergonomically supportive arms,</li> <li>• Extra seat height • Extra width &amp; strength</li> <li>• Extra weight • Pressure sensitive seating</li> <li>* Back of base designed to stop wall damage</li> </ul> <table border="0"> <thead> <tr> <th style="text-decoration: underline;">Specifications</th> <th style="text-decoration: underline;">Dimensions</th> </tr> </thead> <tbody> <tr> <td>Crypton Waterproof Fabric</td> <td>Width 775 mm</td> </tr> <tr> <td>BHP Australian made steel</td> <td>Depth 630 mm</td> </tr> <tr> <td>Dunlop Rubber Foam</td> <td>Seat Height 485mm</td> </tr> <tr> <td>Metal reinforced urethane arms</td> <td>Back Height 855mm</td> </tr> <tr> <td colspan="2">Joints fully welded</td> </tr> <tr> <td colspan="2">Frames 25 mm diameter</td> </tr> </tbody> </table> </div> </div>	Specifications	Dimensions	Crypton Waterproof Fabric	Width 775 mm	BHP Australian made steel	Depth 630 mm	Dunlop Rubber Foam	Seat Height 485mm	Metal reinforced urethane arms	Back Height 855mm	Joints fully welded		Frames 25 mm diameter	
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<p><b>ON BOARD SEATING</b></p>	<p>Must be at the front and close to entrances and clearly marked and prioritised for people with disabilities, inclusive signage.</p>		
<p><b>TOILETS</b></p>	<p>The common and unregulated use of disability wheelchair logo on toilets can mislead and distress people with medical needs and/or disabilities.</p> <p>Most disabled toilets do not meet the needs of over 50,000 people with stomas (External medical Appliances)</p> <p>This can and does trigger stress, trauma and medical accidents and humiliating faeces or urine spills.</p> <p>Please see attached from Stomal Therapy Nurses Association (Over 365 Nurses Australia wide)</p> <p>People with invisible disabilities and medical issues are regularly abused for using disabled toilets and parking and not looking like the wheelchair logo.</p>	<p>Use of disability logo needs to be audited to ensure compliance and easy to locate eg IDA's map Application.</p> <p>All public toilets should have a grab bar to divert people who don't require disability toilets into general toilets.</p> <p>Every toilet, especially men toilets, should have suitable garbage disposal system. Men with incontinence or stomas need disposal systems to avoid the humiliation of carrying bowel or urine waste as they leave toilet cubicles.</p>	<p>IDA have worked with ACT courts to upgrade toilets to suit people with ostomies and ACT Facilities management are planning to do the same.</p> <p>Upgraded toilets will be included in IDA Map and display signage as below.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>
<p><b>AIRPORTS</b></p> <p><i>Similar issues and solutions also apply to;</i></p> <p>Train stations Bus stations Ferry and ship terminals</p>	<p>Airports typically refer people with disabilities to airlines leaving people with no support from kerb set down, baggage check in, through security and border security, to departure gate.</p> <p>Travellers not asked about support needs when ticket is booked are often told that support is not possible at any later stage.</p>	<p><b>RECOGNITION</b> Invisible Disabilities Australia Initiatives Provide a consistent National Training Program for recognition of people needing support across all built environments including airports.</p>	<p><b>PARKING</b> Disability parking location and drop off assistance needs to be prioritised and regulated and located immediately at the door of airports and other places. Well within the 100 metres walking distance required for disable parking permit holders.</p> <p>Support assistance to assess passengers needs and prevent booking of cars where necessary.</p>

	<p>Airline booking forms have drop down boxes with options limited to wheelchairs and visible disabilities.</p> <p>This excludes over 5 million people with invisible disabilities, mental health, PTSD.</p> <p><b>PARKING</b> Lack of parking located close to entrances of airports; train &amp; bus stations severely limit access.</p> <p>Close drop off points do not allow cars to be left unattended leaving people with disabilities without support.</p>		<p><b>SUPPORT FROM KERB TO DEPARTURE LOCATION</b></p> <p>Easy to find entrance booths with trained staff, "Badge Ambassadors" who recognise and support.</p>
<p><b>PHONE BOOKINGS LINE</b></p>	<p>People with disabilities often find it difficult to hold the phone for a considerable time or are unable to follow prompts, causing anxiety and social isolation.</p>	<p>Priority line with first selection button connecting to trained disability support staff.</p>	