# Communications toolkit – Disability Access Reporting Tool [DART]

*This content has been developed to support agencies/organisations to raise awareness of a new Disability Access Reporting Tool launched by the Office of the Commissioner for Equal Opportunity.*

# Background

The Commissioner for Equal Opportunity has launched a new tool to support people living with disability to report difficulties accessing public venues and businesses.

The Disability Access Reporting Tool (DART) is an online form that triggers an email directly to owners/operators, informing them about access issues experienced by the user and reminding them of their obligations under anti-discrimination law.

DART is accessible via: <https://forms.sa.gov.au/#/form/609b4ec5ad9c5a1fa0c424b4>

The Office of the Commissioner for Equal Opportunity does not validate the concerns raised and takes no further action unless a formal complaint is made.

# Content for potential use

## Article

*For use in newsletters/website/blogs and other publications as an overview for business.*

## New tool to help get the message across about disability access

A new tool to support people living with disability to report difficulties accessing public venues and businesses has been launched by the Commissioner for Equal Opportunity.

The Disability Access Reporting Tool (DART) is an online form that triggers an email directly to owners/operators, informing them about access issues experienced by the user and reminding them of their obligations under anti-discrimination law.

This is an opportunity to become aware of any access issues you may not know about, and take steps to address them, remembering that people living with disability should:

* be able to enter buildings and move freely inside
* have access to facilities like toilets and lifts
* not be confined to a segregated space or the worst seats
* have access to all customer and client information.

Businesses are expected to make reasonable adjustments for people with disabilities.

The [Disability (Access to Premises - buildings) Standards](https://humanrights.gov.au/our-work/disability-rights/disability-standards) set the minimum access requirements for people with a disability to publicly access buildings, services and facilities.

These standards, created under the *Disability Discrimination Act 1992*, make public buildings more accessible for people with mobility, vision and hearing impairments.

Should a business not take action to address the concerns raised via the DART email, the user may choose to make a formal complaint to the Commissioner for Equal Opportunity.

Visit [equalopportunity.sa.gov.au](https://www.equalopportunity.sa.gov.au/rights/disability-access) to learn more about disability access.

## Article

*For use in newsletters/website/blogs and other publications as an overview for people with disability.*

## Send a message on access issues

Have you encountered difficulty getting access to a venue or business? You can use the Office of the Equal Opportunity Commissioner’s online tool to notify the premises.

The Disability Access Reporting Tool (DART) is an online form that triggers an email directly to owners/operators, informing them about access issues you experienced, reminding them of their obligations under anti-discrimination law.

People with a disability should:

* be able to enter buildings and move freely inside
* have access to facilities like toilets and lifts
* not be confined to a segregated space or the worst seats
* have access to all customer and client information.

Importantly, businesses are expected to make reasonable adjustments for people with disabilities.

Should a business not take action to address the concerns raised via the DART email, you can make a formal complaint to the Commissioner for Equal Opportunity.

Visit [equalopportunity.sa.gov.au](https://www.equalopportunity.sa.gov.au/rights/disability-access) to learn more about disability access. DART can be accessed here: <https://forms.sa.gov.au/#/form/609b4ec5ad9c5a1fa0c424b4>

# Social media posts

A new tool to support people living with disability to report difficulties accessing public venues and businesses is now available. If you’ve had trouble getting into a venue, let them know via DART! [link to article/DART]

Under anti-discrimination law, businesses are obliged to ensure their venues are accessible to people living with disability. There’s now a tool that helps notify businesses if an access issue is identified. Learn more about the Disability Access Reporting Tool [link to article/DART/EOwebsite]

There’s now a Disability Access Reporting Tool that notifies businesses of an access issue via email. Make sure you’re meeting your obligations under anti-discrimination law. #accessibility #disability [link to article/DART/EOwebsite]

One in five South Australians live with disability, so making sure they can access your premises is not only required but also makes good business sense. There’s now an online tool to help people living with disability report access issues. Learn more here: [link to article/DART/EOwebsite]

Do you live with disability and recently had difficulty getting access to a venue or business? You can use the Office of the Equal Opportunity Commissioner’s online tool to notify the premises: [link to article/DART/EOwebsite]

# News

A media release is available from [equalopportunity.sa.gov.au](https://www.equalopportunity.sa.gov.au/about-us/news-and-media) with quotes from the Commissioner.

# Imagery

Graphics are available for download from [equalopportunity.sa.gov.au](https://www.equalopportunity.sa.gov.au/about-us/news-and-media).

# Flyer

A flyer is available for download from [equalopportunity.sa.gov.au](https://www.equalopportunity.sa.gov.au/about-us/news-and-media).