

Design for Inclusion

People

Credit: 34

Points: 3

Outcome

The building is welcoming to a diverse population and is welcoming to their needs.

Criteria

Credit Achievement	2 points	<ul style="list-style-type: none"> The building is designed and constructed to be inclusive to a diverse range of people with different needs. A needs analysis is conducted as a result of an engagement with target groups.
Exceptional Performance	1 point	<p>In addition to the <i>Credit Achievement</i>:</p> <ul style="list-style-type: none"> The building delivers three or more inclusive design actions that are beyond the <i>Credit Achievement</i> checklist.

Additional information

Stage implementation

Strategy	Brief	Concept	Design	Tender	Construction	Handover	Use
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Synergies with other credits

- Responsible Construction
- Inclusive Construction Practices

Sustainable Development Goals

- Goal 5 (Gender Equality)
- Goal 8 (Decent Work and Economic Growth)

Relevant reporting initiatives

- None

Requirements

Credit Achievement

The project must comply with the following criteria:

- Inclusive Design
- Needs Analysis

Inclusive Design

To be compliant, the building's design and construction must be able to be navigated and enjoyed by stakeholders of diverse ages, genders, and physical and mental abilities. This applies to common spaces, bathroom facilities, and amenities provided within the building. This must achieve.

- **Equal access to the building:** Provide equitable, appealing, safe, and secure access in a manner that does not segregate or stigmatise users through all principal entrance points and main thoroughfares inside and outside the building.
- **Diverse wayfinding:** Introduce visual, physical, olfactory, and auditory solutions to help individuals navigate the site in a safe and enjoyable manner.
- **Inclusive spaces:** Introduce internal and external spaces for a diverse range of users, (for example parenting and family restrooms, emergency rooms, quiet rooms, and social interaction rooms). These rooms must be accessible to all users.

Project team members must achieve the above performance requirements through completing the checklist in the submission form including, but not limited to:

Approachability

- | | |
|---|---|
| 1 | Level access from the streetside and carparking area into the buildings main entrance is required. Should ramping be unavoidable then ramps shall have a maximum slope of 1:14 |
| 2 | Surfaces for areas of accessible carparking shall provide a firm surface such as concrete or asphalt and not exceed 1:50 in any direction with the carparks located as close as possible to the buildings main entrance, or if required then the closest point of the accessible route connecting to the buildings main entrance. |
| 3 | Clear signage directing people from the streetside and carparking area to the main entrance of the building is required if the building access is not directly off the streetside. |
| 4 | Any furniture, bins etc on the accessible routes leading to the building shall be located to one side of the pathway fully outside of the clear path of travel. |
| 5 | A flush non-stepped threshold is provided at the main building entry. This may require that an entrance canopy, or adjustment of site gradients could be required to meet the external moisture requirements of NZBC E2. |

Note: 20mm weather threshold steps are not considered as meeting this requirement, if a weather threshold step is required then it shall be constructed as a ramped threshold.

If a ramped threshold is necessary, then Automatic opening doors must also be used at the main entrance.

Accessibility

- | | |
|---|--|
| 6 | All stairs within the building are to be fitted with a rounded contrasting stair nosing in line with requirements below.
Contrast shall be minimum 30% luminance contrast. <ul style="list-style-type: none"> • Nosings shall cover the full width of the stair • Nosings shall have a rounded leading edge • Nosings shall contrast with both the stair tread and riser • The contrasting nosing shall extend at least 50mm back from the front edge of the tread, and 25mm from the top of the riser. |
| 7 | Tactile warning and directional Indicators (TGSI) are to be installed at the top and bottom of all stairs and ramps in line with requirements of AS 1428.4 for internal TGSI and RTS14 for any external TGSI |

8	Any handrails within the building that have extensions (e.g. those for accessible stairs) shall where possible have the extensions fully protected by walls, wing walls or other solid detectable barriers.
9	A tactile and preferably contrasted change in floor surface shall be included to guide people from the main entrance to the reception area and lifts on the main entrance level. For example a combination of vinyl and carpet could be used to define the path of travel.
10	A reception desk/counter is designed to be accessible for the activities of both staff and visitors to the building with any 'accessible' section located in a prominent position of the desk/counter. <i>Use of Assistive Hearing Devices such as Directional Microphone Technology with Telecoil Features or Portable Hearing Loops to be a consideration in the design of the reception desk/counter.</i>
11	Selected floor coverings do not have complex or bold patterns that could be potentially confusing for people with sensory impairments.
12	All doors on the accessible route shall have a clear open width of 850mm. For dual panel doors at least one panel shall achieve 850mm clear. <i>Note: Corridor widths may need to be increased beyond 1200mm width to achieve this in some cases to achieve the NZBC D1/AS1 requirement of 300mm clearance to the handle side of the door where it opens into an enclosed space.</i>
13	All doors within the building (including entrance doors, lift doors etc) must achieve a minimum 30% luminance contrast with their surrounds.
14	Door hardware shall contrast with the door panel.
15	All doors must demonstrate the minimum force necessary to operate and in the case of fire doors the minimum force necessary to operate, immediately self-close and latch for compliance with the relevant fire NZBC requirements and standards. For all non-fire doors the force required to push or pull open a door to not exceed: <ul style="list-style-type: none"> • 38N for any exterior hinged door • 22N for any internal hinged door • 22N for any sliding or folding doors Wherever possible consideration to the use of complying hold open devices should be used for fire and smoke control doors.
16	Ramps within the building shall have a maximum slope of 1:14 and should target gentler gradients where space permits.
17	Automatic doors shall stay open for at least 5 seconds and have a sensor that will detect approach from a shallow angle (e.g along the building edge) in addition to front on. Additionally, if fully glazed the moving vertical edges of the automatic door shall have a 10mm wide (min) contrasted strip applied.
18	Additional to the requirements of NZS4332 Where any full height glazing may be mistaken for a doorway or an unimpeded path of travel, visibility strips of at least 100mm in height must be fixed to the glazing between 800mm – 1200mm above floor level. Manifestations covering the full height from ground to 1200mm are most effective. <i>Please Note: Visibility strip graphics must be easily discernible from both directions and under all light conditions, and different areas of a building may have different surrounds (backdrop) which will mean that one designs colour and opacity may not be suitably visible for all locations.</i>
19	Where seating arrangements are provided there must be a range of seating options including raised seating, back and armrest supports along with flexible seating options that allow for the inclusion of the wheelchair user at the seating locations set outside of the path of travel. A minimum of 30% of seating provided must be in line with the above, additionally each group of seating must have at minimum one accessible seat with armrests and a backrest as well as wheelchair compatible space.
20	Wherever groups of toilets are located there must be one all-gender accessible toilet facility with baby change table located as part of the group. These cubicles in addition to meeting the NZBC G1 requirements shall have: <ul style="list-style-type: none"> • An extension of the wall with the baby change table mounted on it of at least 600mm minimum* • Increased floor area to permit at minimum a full 1500mm turning circle clear of any obstruction when viewed in plan. This turning circle should not pass under the basin or other items fixed at height within the cubicle, and not encroach into the baby change tables 600mm extension strip.

- A shelf near the WC pan at a reachable height for the storage of medical items or handbag, preferably as part of the handbasin.
- At least one colour contrasting clothes hanging device installed at a height of 1200mm above finished floor level.
- Finished wall colour that creates a strong contrast (minimum 30% luminance contrast) with the fittings and fixtures within the cubicle.
- Colour contrasted toilet seats to the WC pan.
- Signage to accessible toilet to incorporate a 'RH', 'LH' or a diagram to indicate to wheelchair users whether transfer to the toilet is from left- or right-hand side.

*The 600mm minimum extension is required to enable the accessible toilet cubicle to function in the event the baby change table is left down, and to permit accommodation of other desirable features such as floor mounted bins or shelving/cupboards on the same wall.

- 21 Wherever a shower or group of showers is located in the building:
- The shower must be accessible, or
 - There must be an accessible shower located nearby.
- 22 All amenities' blocks, cubicles or rooms (including those that are not designated accessible) shall have a finished wall colour that creates a strong contrast (minimum 30% luminance contrast) with the fittings and fixtures within the cubicle to assist navigation for people who are blind or low vision.
- 23 Where groups of toilet facilities are provided there shall be inclusion of at least one ambulant enhanced amenity toilet to accommodate older and larger people. For gender separated blocks there shall be one within each gender's space, but preferably one gender neutral cubicle could be provided instead. This toilet to provide:
- A toilet cubicle of minimum 800mm width
 - At least 750mm clear space to the front of the toilet pan with an outward swinging door.
 - Accessible model WC pan with backrest, 460-480mm seat height and raised flush controls.
 - Colour contrasting grab rails installed to both sides of the toilet cubicle.
 - A colour contrasting clothes hanging device installed between 1200mm – 1400mm above the finished floor level.
- 24 Braille and raised text/pictograms are to be included in all reachable wayfinding signage to provide additional levels of support for people who are blind or low vision. Refer [Blind and low vision NZ: Accessible signage guidelines](#)

Usability

- 25 If destination control lifts or lifts including touch screens are to be part of the building, then these lifts must be fitted with fully NZS4121 compliant accessible tactile lift controls adjacent to the destination and touch screen system. Touch screen controls with a voice assistance button are not considered adequate to meet this requirement.
- 26 All hardware selections in addition to complying with the NZBC must be usable with a single hand when curled into a fist. This is particularly relevant to buttons that open doors, toilet flush controls, taps, hand dryers and door handles, and privacy latches.

Large Buildings

The below only applies to buildings that are available to the public, whether for free or on payment of charge, with a calculated occupancy of 500 people or greater.

- 27 A child and adult friendly high dependency changing room shall be provided on the ground floor as part of the nearest toilet block to the reception or main entrance. This room shall be at a minimum designed to the Ministry of Education's 'universal school bathroom' reference design which can be downloaded with the below link.
- <https://www.education.govt.nz/school/property-and-transport/projects-and-design/design/reference-designs/universal-school-bathroom/>
- 28 The principles of '[DeafSpace Design](#)' shall be applied where practicable to do so.

Needs Analysis

A Needs Analysis is conducted, meeting the following requirements:

- The project team must consult with two or more distinct community types to develop a needs analysis that will influence the project during the design phase
- Consultation must be undertaken at concept design and include a balanced cross-section of representation of the target group

- Consultation must be considerate and relevant to the project
- The consultation process must generate a Needs analysis report

Exceptional Performance

In addition to the *Credit Achievement*, the project must deliver three or more inclusive design actions that are beyond the *Credit Achievement*. These actions should be relevant to issues identified through the needs analysis.

Submission content

Submissions for this credit must contain:

- **Submission form**
- **Evidence** to support claims made in the submission

Recommended evidence:

Inclusive Design

- As built drawings showing equal access to the building, and an accessible routes plan.
- Evidence of diverse wayfinding, including photographs
- As built drawings showing inclusive spaces, including photographs
- As built drawings showing all the requirements in the checklist have been met, including photographs

Needs Analysis

- Extract from consultation plan with at least two distinct communities. One distinct community must be selected from each of the two lists “Disabled Persons Organization” or “Other Distinct Communities” provided at the end of this credit. Consultation with communities that are not listed in this credit may be acceptable through a Technical Question to NZGBC.
- Evidence, through as built drawings and photographs, of how the outcomes of the consultation have been incorporated into the buildings design.
- Things that are already New Zealand Building Code minimum requirements will not be considered as outcomes from the needs analysis.

The recommended evidence listed above is applicable to the as built submission. See the ***Error! Reference source not found.*** section in the Introduction for more information on submitting evidence for the Design assessment.

The key requirement is that evidence is provided to support each claim made within the Submission form.

Guidance

Inclusive design

It is strongly recommended that a suitably qualified and experienced independent expert be engaged to assist the project team with navigating the inclusive design requirements.

Needs analysis

How the needs analysis is completed depends on the project and stakeholders – the end-use, types of users, who is undertaking the analysis and why the analysis is being done. Project teams will need to describe the needs analysis and how this contributed to the project’s design solutions. The needs analysis may be formal and extensive, or informal and focused, depending on the project-specific circumstances.

Needs analysis building outcomes

Building solutions that are expected to be included would be assistive technologies, emotional health spaces, acoustic treatments, adaptive strategies, gender, size, and physical appropriate facilities.

Supporting information

The following resources support this credit:

- [Design for Dignity Guidelines](#): Principles for Beyond Compliance Accessibility in Urban Regeneration
- [Design for Dignity Guidelines](#), Australian network on disability
- [Inclusive design standard](#), London legacy development corporation
- [isUD certification guidelines](#), Centre for inclusive design and environmental access
- [Centre for Excellence in Universal Design](#), Building for Everyone series
- Disabled Persons Organisations

Organisation	Membership	Website
Association of Blind Citizens New Zealand (Blind Citizens NZ)	Blind, deafblind, vision-impaired, and low vision	www.blindcitizensnz.org.nz
Balance Aotearoa	People with mental health and addiction experience	www.balance.org.nz
Deaf Aotearoa	Deaf people	www.deaf.org.nz
Disabled Persons Assembly NZ (DPA)	Disabled people	www.dpa.org.nz
Kāpo Māori Aotearoa	Kāpō and tāngata whai kaha Māori and their whānau	www.kapomaori.com
Muscular Dystrophy Association of New Zealand Inc	People with Muscular Dystrophy	www.mda.org.nz
People First New Zealand Ngā Tāngata Tuatahi	People with learning (intellectual) disability	www.peoplefirst.org.nz

- Other Distinct Communities

Organisation	Focus	Website
Gender Equal NZ	Gender equality	https://genderequal.nz/
Belong Aotearoa	Improve inclusion, belonging and wellbeing to refugee-background and migrant communities	https://www.belong.org.nz/our-why

Age Concern

Elderly

<https://www.ageconcern.org.nz/>
