Guidelines for providing information in alternative formats for people with disabilities

Why provide alternative formats?

Curtin students, staff and visitors with disabilities may have difficulty accessing university information as a consequence of:

- impaired vision or blindness; or
- hearing loss or deafness; or
- in ability to learn or process information (eg as a result of learning disabilities, intellectual disabilities or mental health problems); or
- inability to handle printed materials (eg as a result of physical impairment).

Curtin's Disability Access and Inclusion Plan and disability legislation state clearly that information (print, audio and electronic) must be provided in alternative formats on request from a person with a disability who is unable to access the information in its standard format. Alternative format materials can usually be provided for little or no additional cost to the provider (see Appendix 1).

Many communication difficulties can be avoided by providing people with a range of communication options so that they can use the one that best suits their needs (e.g. hard copy document also provided on-line and in audio format). Information provided in an accessible on-line format (HTML, RTF or Word) will be suitable for most users with disabilities (often with the use of assistive technology). PDF is not considered an accessible format, hence an alternative accessible version of the document (eg Word) should also be provided at the same time (eg on the website).

The types of university information that may be required in a different format include:

- letters and invitations
- leaflets and pamphlets
- course handbooks
- textbooks
- examinations papers
- lectures and videos
- PowerPoint presentations and handouts
- information on the web
- Curtin publications such as Cite and R & D Now
Common alternative formats requested

The most appropriate format can vary according to the individual’s requirements and can include use of:

- the internet
- e-mail
- computer disk
- audio cassette or MP3
- large print text
- audio loops for public meetings and events
- captioning of videos and advertisements
- AUSLAN (sign language) interpreting
- Braille
- A Telephone Type Writer (TTY) or the Australian Communication Exchange (ACE) telephone interpreting service

Alternative format statement

Curtin will publicise in the following ways that its information is available in alternative formats on request for a person with a disability:

- on print based materials (publications, pamphlets, invitations etc) where it’s recommended that this statement is placed at the foot of the page, preferably in size 12 Arial (or other sans serif) font.

   This information is available in alternative formats on request from a person with a disability by contacting Joe Bloggs on 9266 6666 or e-mail J.Bloggs@curtin.edu.au, TTY 9266 6667 (if available)

- to the community via the Curtin website.

Funding for alternative format materials

Students:  Funding is available through Disability Services for any significant alternative format costs incurred for an individual student’s needs.

Staff/visitors:  Currently it is the responsibility of the division/area providing the information to fund these costs.

Time frame

Alternative format materials must be provided in a reasonable time frame. Ideally, the request (especially for course material) should be made well
before the material is required because some formats (audio, captioning or
specialized text conversion) may take several weeks to produce. If advance
notice is not possible or practicable, staff must act promptly once the request
is made and provide interim information where possible.

Provision of an accessible electronic version of printed material (in HTML or
Word) will speed up the alternative format conversion process.

Copyright issues

Subject to certain conditions, Curtin is permitted to make sound recordings,
Braille versions, large-print versions, photographic or digital versions to a
person with a print disability, without infringing the copyright owner’s rights.

If a student with a print disability requires a substantial part (more than 10%)
or all of a text to be made available in an alternative format, academic staff
should refer the student to the Disability Counsellors (ext 7850). The Disability
Counsellor will assess the student’s needs and work with the Library to
provide the required format.

Any enquiries about copyright should be directed to the Copyright and
Compliance Officer (ext 7494).

These guidelines are based on:

State Government Access Guidelines for Information, Services and Facilities;
Disability Services Commission, 2008
/stategovernmentaccessguidelines.doc

AVCC Guidelines on Information Access for Students with Print Disabilities:
nfoAccessForStudentsWithDisabilities.pdf

Curtin’s Disability Access and Inclusion Plan:
http://disability.curtin.edu.au/about/daip.cfm

Advisory notes:

For further information contact:

Disability Services (University Counselling Service)
E-mail: disabilityservices@curtin.edu.au
Phone: (08) 9266 7850
TTY: (08) 9266 4112
Location: Building 109, Level 2, Bentley campus
**Appendix 1:**
**Alternative format requests and Indicative Schedule of Costs – July 2008**

<table>
<thead>
<tr>
<th>ALTERNATIVE FORMAT</th>
<th>DESCRIPTION</th>
<th>CONTACT</th>
<th>APPROXIMATE COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-mail attachment</td>
<td>-</td>
<td>-</td>
<td>No extra cost</td>
</tr>
<tr>
<td>Large print (18 pt. font)</td>
<td>If material is presented electronically, most people can manage to enlarge it on screen. For large print requests, see large print guidelines: <a href="http://www.adcet.edu.au/ViewFAQDetail.aspx?itemid=357">http://www.adcet.edu.au/ViewFAQDetail.aspx?itemid=357</a></td>
<td>Disability Services for advice regarding complex requests. <a href="mailto:discretion@curtin.edu.au">discretion@curtin.edu.au</a> (08) 9266 7850</td>
<td>No extra cost unless customised service required.</td>
</tr>
<tr>
<td>Computer disk</td>
<td>Copy material on to disc</td>
<td>-</td>
<td>Minimal</td>
</tr>
<tr>
<td>Audio recording</td>
<td>Voice recording of written material.</td>
<td>Association for the Blind Ph: 9311 8202</td>
<td>$1 +10% GST per minute of recorded time. At least 1 week notice required.</td>
</tr>
<tr>
<td>Braille</td>
<td>The translation of text into raised dots on a page for people with vision impairment.</td>
<td>Curtin University of Technology Dr Iain Murray E-mail: <a href="mailto:I.Murray@Curtin.edu.au">I.Murray@Curtin.edu.au</a> Phone: 9266 4540</td>
<td>No cost unless a large amount of Braille material is required.</td>
</tr>
<tr>
<td>Audio loops</td>
<td>An audio loop consists of an amplifier and long cable which transmits sound from a public address system to the hearing aids of people who are positioned inside the loop cable. Audio loops are available for hire to assist people with a hearing impairment at public events.</td>
<td>Better Hearing Australia Ph: (08) 9328 7938 <a href="http://www.betterhearingwa.iinet.net.au/">http://www.betterhearingwa.iinet.net.au/</a></td>
<td>$100 for the first day, then $60 for each day after. ($100 bond)</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
<td>Contact Information</td>
<td>Fee/Details</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
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</tbody>
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| ACE National Relay Service (or telephone interpreting) | This 24 hour service is provided through the Australian Communication Exchange (ACE) and involves relaying messages from a voice phone user to a deaf or hearing impaired person who uses a telephone typewriter (TTY). | Ph: 1800 555 600  
www.aceinfo.net.au | No extra cost - price of the call.  
Both parties must be registered first. |
| AUSLAN Interpreting                     | Australian Sign Language (AUSLAN) Interpreting Service.                      | Ph: (08) 9441 2677  
www.wadeaf.org.au | $127 for 2 hours (min), then $30.25 each following hour plus travel and preparation time.  
At least 2-3 days prior notice required. - more preferred.  
Notice of 24 hours or less incurs a $25 fee. |
| Captioning                             | Captioning provides text of spoken words on videos and TV advertising.     | For corporate services:  
Australian Caption Centre: Red Bee Media  
Ph: (08) 6380 2895  
Media Access |  
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</thead>
<tbody>
<tr>
<td>Live Remote Captioning</td>
<td>Enables hearing impaired or deaf people to participate in meetings by providing real-time on-line captioned text of meeting dialogue.</td>
<td>Red Bee Media Suite 1, 1st Floor, 14-16 Rowland Street Subiaco WA 6008, E-mail: <a href="mailto:sue.johnson@redbeemedia.com.au">sue.johnson@redbeemedia.com.au</a> Website: <a href="https://www.sponsorshipnews.com.au/">https://www.sponsorshipnews.com.au/</a></td>
</tr>
</tbody>
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