{{ today() }}  
  
**Re: Disability Access Issue located at {{ title\_case(target\_venue) }}**

Dear owner/proprietors of {{ title\_case(target\_venue) }},

This automated letter is an informal notification that a person experienced an access issue on your premises.

{%p if name\_use == 'name\_attached' %}

{{ public\_salutation }} {{ public\_lastname }} came onto your premises on {{ date\_incident }} and met with an access issue, whereby they {{ incident\_type }} on the basis of their disability.

{%p endif %},

{%p if name\_use == ‘name\_anonymous’ %}

A member of the public came onto your premises on {{ date\_incident }} and met with an access issue {{ incident\_type }} on the basis of their disability. This person has chosen to remain anonymous.

{%p endif %},

This issue was about:

{%p if access\_issue\_general['Physical access']%}

* Physical access

{%p endif %}

{%p if access\_issue\_general[‘Visual assistance’]%}

* Visual assistance

{%p endif %}

{%p if access\_issue\_general['Auditory assistance']%}

* Auditory assistance

{%p endif %}

{%p if access\_issue\_general['Sensory accommodations']%}

* Sensory accommodations

{%p endif %}

{%p if access\_issue\_general[‘Assistance animal accommodations’]%}

* Assistance animal issue

{%p endif %}

{%p if access\_issue\_general['General discriminatory attitude']%}

* General discriminatory attitude

{%p endif %}

**The individual gave the following description of the incident:**

*‘{{ access\_issue\_specific }}‘*

**Rights and Obligations**

Owners of and Businesses occupying premises have a legal obligation to accommodate and facilitate access for members of the public, without discrimination. This includes people living with disability.

Under The *Equal Opportunity Act, 1984* (SA) it is unlawful for a place or facility that members of the general public are permitted to enter or use, to treat a person unfavourably because of their disability. Where is it reasonable to do so, venues and facilities are required to make reasonable adjustments so that people living with disability can access and use venues and facilities.

Where a person living with disability believes they have been prevented access or provided unfavourable access to a venue, they are entitled to make a complaint against the venue/facility to the Equal Opportunity Commission. If the complaint is accepted by the Equal Opportunity Commission it may result in conciliation and a possible referral to the South Australian Civil and Administrative Tribunal for hearing and determination.

**This letter is not a formal complaint**, it was created by the person to inform you of the disability access issue they faced on your premises, with the aim that you consider correcting the issue.

Please note that this letter does not prevent the person from to making a formal complaint to the Equal Opportunity Commission.

If you would like to learn more about your rights and obligations as a venue owner or proprietor, or any further information about disability access , please visit the **Equal Opportunity Commission webpage:** <https://eoc.sa.gov.au> or contact the Commission (our contact details are on the website) for further information.

Thank you for considering the information in this notification.