{{ today() }}  
  
**Re Access Issue located at {{ target\_venue }}**

Dear owner/proprietors of {{ target\_venue }},

On behalf of the Access Alert Program, this email has been automated to serve a gentle notification that an issue was experienced by a user of your premises on the {{ date\_incident }}.

An member of the public came onto your premises on the {{ date\_incident }} and {{ incident\_type }} on the basis of their disability.

This notification wishes to inform you that this individual, who has a recognised disability under law,[[1]](#endnote-1) has found there to be an issue relating to:

{%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']%}

* Visual assistance

{%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**

As a member of the public, anyone who has a recognised disability has the right to full access to public venues as per sections 66 and 76 of *The Equal Opportunity Act 19*85 (SA).

In relation to these laws, premises such as yourselves have an obligation to accommodate and facilitate access for all members of the public.

Members of the public who have a recognised disability are entitled to make a formal complaint via the Equal Opportunity Commission who may further act on their behalf.

This may result in a requirement for you to attend alternate dispute resolution programs, or a referral to SACAT (South Australian Civil and Administrative Tribunal).

This letter serves to inform you of the disability access issue that has been encountered on your premises.

If you would like to learn more about your rights and obligations as a venue owner, or any further information regarding disability accessibility, please visit the following link:  
  
Equal Opportunity Commission webpage: <https://eoc.sa.gov.au>

Regards,

Access Alert Program on behalf of the *Equal Opportunity Commission*

1. Section 5 of the *Equal Opportunity Act 1984* (SA). [↑](#endnote-ref-1)