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

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

On behalf of the Equal Opportunity Commission, this automated letter is a gentle notification that an individual experienced an issue on your premises.

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

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

This letter wishes to inform you that {{ public\_salutation }} {{ public\_lastname }}, who has a recognised disability under law\*, has found there to be an issue relating to:

{%p endif %},

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

This letter wishes to inform you that this person, who has a recognised disability under law\*, has found there to be an issue relating to:

{%p endif %},

{%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['General discriminatory attitude']%}

* General discriminatory attitude

{%p endif %}

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

*‘{{ access\_issue\_specific }}‘*

**Rights and Obligations**

Premises such as yourselves have legal obligations to accommodate and facilitate access for all members of the public.

This includes anyone with a recognised disability, as they have has the right to full access to public venues as per sections 66 and 76 of *The Equal Opportunity Act 19*85 (SA).

If they feel their rights to access and use of public premises are affected, individuals with disabilities are entitled to make formal complaints via the Equal Opportunity Commission, who may further act on their behalf.

This may result in a requirement in alternate dispute resolution programs, which may eventuate to a referral to the South Australian Civil and Administrative Tribunal.

This letter is **not** a formal complaint issued by the Equal Opportunity Commission, but was created by the individual to inform you of the disability access issue they 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,

The Equal Opportunity Commission

*\* Section 5 of the Equal Opportunity Act 1984 (SA).*