# Rosebud Library Access Key

**A customised accessibility guide**

**McDowell Street**

**Rosebud, Victoria, 3939**

**Phone: (03) 5920 1230**

**Website: ourlibrary.mornpen.vic.gov.au/Home**

**Updated December 2023**

**Version 1.0**

## Acknowledgement

**Mornington Peninsula Shire acknowledges the Bunurong people, who have been the custodians of this land for many thousands of years; and pays respect to their Elders past and present.**

**We acknowledge that the land on which we meet is the place of age-old ceremonies, celebrations, initiation and renewal; and that the Bunurong people’s living culture continues to have a unique role in the life of this region.**

## Glossary

**Actively supervise - Parents and carers must have their children within eyesight at all times.**

**AFFL - Above finished floor level.**

**Communication Board – Communication Board helps people share information and ideas using symbols.**

**TGSI - Tactile ground surface indicators. Tactile means using your touch to feel and understand things around you. Tactile ground surface indicators help people who have trouble seeing or who are unable to see things clearly. TGSI are often found on footpaths, stairs and train station platforms.**

## Guidelines

**Thank you for choosing to use an Access Key for Rosebud Library.**

**This customised accessibility guide provides convenient information about accessing this library.**

**Access Keys are universally designed and suitable for all people, regardless of ability.**

**For your Access Key to be successful, we recommend you follow these guidelines.**

**Access Keys are available online to help you prepare for your visit in advance.**

**Access Keys to be read and shared in an environment free of distractions.**

**Access Keys can be read independently or shared with a friend, family member, carer or support worker to prepare for the visit.**

**If sharing the Access Key with participant, help the participant comprehend key points, consistently monitoring for level of understanding.**

**If sharing the Access Key with participant, contextualised photographs can be used to summarise information and experiences.**

**If using the Access Key as a reflective tool, make sure to enjoy the pivotal link between experience and recall after the visit has taken place.**

**Once the visit has taken place, revisit the Access Key to celebrate success.**

**Download Access Key in its entirety – 39 pages in total.**

## Did You Know?

**Rosebud Library is proudly owned and supported by the Mornington Peninsula Shire.**

**We offer:**

**• a range of items available to borrow including books, magazines, CD’s, DVDs and CD audiobooks**

**• access to our eLibrary, including e-books, audiobooks, digital magazines and newspapers and movie and music streaming**

**• special collections area including books, historical photos, microfiche records and resources to help research local and family history https://ourlibrary.mornpen.vic.gov.au/Browse/Family-Local-History**

**• events and programs for people of all ages**

**• public internet computers and free Wi-Fi access**

**• colour copying, printing, and scanning**

**• study area**

**• community room.**

**Mornington Peninsula Shire’s Universal Design Policy is available online.**

**https://www.mornpen.vic.gov.au/About-Us/Laws-Regulations/Acts/Universal-Design-and-Human-Rights**

**See our website for information on our Home Library Service.
https://ourlibrary.mornpen.vic.gov.au/Our-Services/Home-Library-Service**

**We have a range of services and activities available for kids and teens. https://ourlibrary.mornpen.vic.gov.au/Kids-Teen**

**Log on to one of our encyclopaedic tools if you want to check a simple fact or do some general research.**

**https://ourlibrary.mornpen.vic.gov.au/Browse/General-Knowledge**

**Art and crafts tutorials are available online. ourlibrary.mornpen.vic.gov.au/craft**

**Training courses are available to help you achieve your personal and professional goals.**

**https://ourlibrary.mornpen.vic.gov.au/Browse/Training-Courses**

**Currently, we offer personalised 1:1 Tech help.**

**https://ourlibrary.mornpen.vic.gov.au/Whats-On/Events/Personalised-11-Tech-Help-Rosebud-Library**

**See our website for information on our Seed Libraries.**

**https://ourlibrary.mornpen.vic.gov.au/Whats-On/Our-Seed-Libraries**

**See our website for Job Help resources.**

**https://ourlibrary.mornpen.vic.gov.au/Our-Services/Job-Help**

**We offer Small Business Help.**

**https://ourlibrary.mornpen.vic.gov.au/Our-Services/Small-Business-Help**

**Download the Libraries Victoria app to keep your library account up to date, access library resources and find out about upcoming events. https://ourlibrary.mornpen.vic.gov.au/Library-App**

**Follow us on Facebook and Instagram.**

**https://www.facebook.com/ourlibrarymornpen**

**https://www.instagram.com/morningtonpeninsulalibraries**

**Have your say by phoning us on (03) 5920 1230 or by filling out our “Ask a Librarian” form.**

**https://ourlibrary.mornpen.vic.gov.au/Contact-Us/Ask-a-Librarian**

## Getting There

**Rosebud Library is at McDowell Street, Rosebud.**

**See Google Maps.**

**https://www.google.com/maps/search/rosebud+library/@-38.3570996,144.9022386,17z/data=!3m1!4b1?entry=ttu**

**Bus**

**The nearest public bus stop is at Rosebud Village Shopping Centre on Point Nepean Highway, 200 metres from Rosebud Library. Bus routes 788 and 887 will get you there.**

**There is a FlexiRide bus that stops outside the front of the library. This bus needs to be pre-booked and operates 8am to 3:45pm, Monday to Friday. https://www.ptv.vic.gov.au/more/travelling-on-the-network/flexiride/**

**For further information on how to get to Rosebud Library, please visit Public Transport Victoria. https://www.ptv.vic.gov.au/journey**

## Parking

**The most convenient parking for Rosebud Library is within a dedicated carpark onsite. This carpark is shared with other local businesses.**

**There are:**

**2 accessible parking bays, 30 metres from the entry to the library**

**general parking with some restrictions**

**bike racks outside the front entrance to the library.**

## Welcome

**Welcome to Rosebud Library.
For office hours and contact details please visit our website.**

**https://ourlibrary.mornpen.vic.gov.au/Contact-Us/Our-Libraries/Rosebud-Library**

**We are open Monday to Saturday, excluding public holidays.**

**There is an undercover area outside the entrance.**

**There are bench seats with no back or armrests at the entrance.**

## Entry

**Entry to Rosebud Library is through 2 automatic sliding doors. Each door has a 1530mm space for you to pass through.**

**Door 1 takes you to an entry foyer.**

**Door 2 takes you into the library.**

**There are security panels positioned at the entry doors with a 920mm space for you to pass through.**

**There is a service pod on the left, after entry. This is not always staffed.**

**The information desk is located in the centre of the library.**

**There is a communication board at the information desk to support customer communication.**

**Furniture includes armchairs, coffee tables and a long table with stools.**

### Sensory Guide Entry

#### Feel

**• Change in ground surface**

**• Heating/Cooling**

**• Shared personal space**

#### Sounds

**• Automated doors**

**• Security panel alarm**

#### Sights

**• Glare**

## Staff

**All staff wear lanyards and name tags.**

**Staff are available to help with any enquiries, bookings or to provide assistance.**

## Toilets

**Rosebud Library has 1 set of public toilets.**

**Location: Back of the library.**

**Includes:**

**one all gender, accessible toilet with artificial lighting**

**manual sliding door with an 800mm space for you to pass through**

**latch lock at 800mm AFFL**

**cubicle space 2745mm x 2045mm**

**grab bars to the right and beside toilet**

**toilet height 440mm AFFL with right hand transfer**

**sink height 820mm AFFL with lever tap 950mm AFFL**

**baby change area.**

**Separate men/boys and women/girls’ toilets.**

### Sensory Guide Toilets

#### Feel

**• Change in ground surface**

**• Heating/Cooling**

**• Shared personal space (excl. accessible toilet)**

#### Sounds

**• Toilet flushing**

**• Water running**

#### Sights

**• Mirror/Reflection**

#### Smells

**• Bathroom smells**

**• Disinfectants**

## Library Membership

**A library member is a person who has signed up for membership to attend and use facilities or access resources.**

**Membership is free.**

**There are 3 types of memberships/cards.**

**Full Membership**

**A full membership is open to any Victorian resident and allows you to borrow library items, use online services, public computers, Wi-Fi as well as photocopying, printing and scanning services.**

**Once you have applied online for a full membership, you need to come into our library with your personal identification showing your current address. You will then be given a library card. Full memberships lasts for 3 years.**

**You can also attend the library in person to become a member. Go to the information desk and show your personal identification with a current address. You will be issued with a library card.**

**Membership at Rosebud Library entitles you to use your library card at any of the other Mornington Peninsula Shire libraries. Ask staff about borrowing materials from other libraries.**

**Web Membership**

**A web membership is available to any Australian residents and allows you access to the electronic collection only, such as e-books, streaming services and databases.**

**Once you have applied online for a web membership, you will be able to start using your membership immediately.**

**Please see our website to join online for a Full Membership or Web Membership.**

**https://mpls.libsvic.ent.sirsidynix.net.au/client/en\_AU/mpls/?rm=MP-REGISTRATION0%7C%7C%7C1%7C%7C%7C0%7C%7C%7Ctrue**

**People under the age of 18 must have their membership application signed by a parent or guardian.**

**Please ask staff to help with your library PIN. A PIN is a Personal Identification Number. It is issued with every new library membership.**

**Temporary Card**

**People who want to join the library temporarily can apply for a temporary card. This allows access to the computers and photocopier for a 3-month period. Please see staff at the information desk.**

## Library Collection

**Rosebud Library has many items available for borrowing.**

**We offer:**

* **3-week loans on most items available for borrowing. Magazines are 1-week loans**
* **no limit on the total number of items that can be borrowed**
* **10-item limits on eBooks and audio books using BorrowBox app.
https://ourlibrary.mornpen.vic.gov.au/eLibrary/eBooks-eComics**

**Physical items like books and DVDs are identified by labels on the spine. Picture books and CD’s have labels on the front. Magazines have a tag on the back.**

**Items for borrowing are categorised and can be found in specific parts of the library. Categories include:**

* **adult fiction and non-fiction**
* **junior collection**
* **young adult collection**
* **Italian collection**
* **DVD’s**
* **CD’s**
* **magazines**
* **audio books**
* **large print items – located at the front of the library. Large print items are identified with an “LP” on the book spine**
* **VOX collection. A VOX is a picture book that uses an audio recording to read a story to you. You push a button that allows you to read and listen to a story at the same time.**
* **graphic novels (young adult and junior)**
* **biographies**
* **special collections.**

**Some items are for use in the library only. These items have a “not for loan” sticker on the spine. These may include items from the Special Collections room, iPads and reference items such as dictionaries, Melways and thesauruses.**

**There is a mixture of seating options throughout the library including tables, chairs, coffee tables, stools and children’s furniture.**

**There are many eResources that can be accessed from home using your library card and PIN. eResources are electronic resources. These are library materials that are available in digital format and are accessed electronically. These include:**

* **digital storytimes**
* **AUSLAN storytimes**
* **LOTE storytimes**
* **eBooks and eComics**
* **audiobooks**
* **digital magazines**
* **digital newspapers**
* **movie streaming**
* **music**
* **Haynes car and motorcycle manuals.**

**Please see our eLibrary on our website. https://ourlibrary.mornpen.vic.gov.au/eLibrary**

**If you are looking for an item that is not available from our collection, you are able to submit a new item request. The item you are requesting needs to have been published/released in the last 5 years.**

**https://ourlibrary.mornpen.vic.gov.au/Browse/What-to-Read/New-Item-Request**

## Reservations

**Rosebud Library items are catalogued. A catalogue is a register of items.**

**There are 3 catalogue computers to look up item availability. Two are located near the Special Collections room and 1 after the entry doors, to the left, near the service pod.**

**The Rosebud Library catalogue can also be accessed from the library computers, through the Libraries Victoria app or online through our website.**

**https://mpls.libsvic.ent.sirsidynix.net.au/client/en\_AU/mpls/search/results?te=#homerivers**

**You can search for an item by key words, author, title, subject or series.**

**Items can be reserved using the catalogue computer, online, through the Libraries Victoria app, over the phone or with Rosebud Library staff.**

**When the item is ready to collect, you will receive an email or text message to let you know that it is available. You have seven days to pick it up.**

**Reserved items need to be collected from the reservation shelves, which are located at the front of the library, to the right. Items are filed alphabetically under surnames.**

**Members are independently able to the collect their items from the reservation shelves to borrow.**

## Borrowing Items

**Self-loan stations are used to borrow items.**

**Self-loan stations allow you to independently borrow and renew library items and check your library account.**

**They offer many language choices and font sizes.**

**There are 3 self-loan stations at the front of the library. There is also 1 child’s self-loan station in the Junior Collection.**

**You will need your library card.**

**Staff members can teach you how to use the self-loan stations.**

**Items are not able to be borrowed from the information desk or service pod.**

**Items can be renewed through the Mornington Peninsula Shire Library’s website or through the mobile app.**

**Items can be renewed up to three times and are automatically renewed by the library if the items are not returned by the initial due date. Items are not able to be renewed if they are reserved by another library member.**

**There are no late fees, however, members who have overdue items may have their borrowing rights restricted.**

**Click and Deliver is also available. Any Mornington Peninsula Shire resident can have library items delivered to their home. Please see our website for more information. https://ourlibrary.mornpen.vic.gov.au/Our-Services/Click-and-Deliver**

## Library Events

**There are library events for all ages on offer at Rosebud Library and online.**

**We offer a full program of storytimes and activities for children throughout the year.**

**https://ourlibrary.mornpen.vic.gov.au/Whats-On/Storytime**

**Other events include speakers, workshops, clubs, technology sessions and community activities.**

**https://ourlibrary.mornpen.vic.gov.au/Whats-On/Events**

**See our eNewsletter for the latest library news and events.**

**https://ourlibrary.mornpen.vic.gov.au/Contact-Us/Library-eNewsletter**

**Events are promoted through our Social Media pages.**

**https://www.facebook.com/ourlibrarymornpen**

**https://www.instagram.com/morningtonpeninsulalibraries**

**Most events require bookings.**

**Staff are available to help with information and booking.**

## Computers

**You need to have a Full Library Membership or a Temporary Card to use the library computers.**

**Your membership number and PIN are used to log into the computer.**

**The library Wi-Fi can be used by members and non-members.**

**There are dedicated adult, young adult and junior computers at the library.**

**Bookings are not required to use library computers. However, if you would like to use a computer at a particular time, you are able to make a booking. The booking is free of charge. Please see our website for information on how to book a computer online.**

**https://ourlibrary.mornpen.vic.gov.au/Our-Services/Computers-WiFi-Printing**

**There is a 1-hour time limit on computer use. A 5-minute countdown will appear on the computer screen when you have 5 minutes left. You can ask staff for more time if nobody is waiting to use a computer.**

**The computer area has tables as well as chairs with backrests.**

**You need to wear headphones if you want to listen to music, talking or videos. Headphones can be borrowed from the library. Please go to the information desk and speak with staff.**

**Staff are available for basic computer support.**

### Sensory Guide Computers

#### Feel

**• Heating/Cooling**

**• Shared personal space**

#### Sounds

**• Computers**

**• Heating/Cooling**

**• Photocopier/Printer (adult computer area)**

**• Telephones**

#### Sights

**• Digital screens**

## Computers – ChromeVox

**Users that require advanced accessibility on library computers can use ChromeVox. ChromeVox provides spoken feedback to navigate web pages.**

**To enable ChromeVox on library computers:**

1. **Open the Chrome browser and go to Settings.**
2. **From there, select "Advanced," then "Accessibility,"**
3. **Under the "Accessibility" section, toggle the ChromeVox option to enable it.**

**You can turn ChromeVox on or off from any page by pressing Ctrl + Alt + z.**

**To enable ChromeVox on library tablets:**

1. **Press and hold the Volume down + Volume up buttons for 5 seconds.**
2. **While holding the buttons, you'll hear a sound to indicate it's working.**
3. **Keep holding the buttons, then ChromeVox will start speaking.**

## Photocopying, Printing and Scanning

**There is 1 photocopier at Rosebud Library that is used for photocopying, printing, and scanning.**

**It is located to the right of the entry doors, next to the Special Collections room.**

**You need to have a Full Library Membership or a Temporary Card to access photocopying, printing and scanning services.**

**Instructions for use are above the photocopier.**

**You can print from the library computers or from your USB attached to your computer. USBs allow you to connect computers with devices such as photocopiers and printers.**

**You are also able to print from your device at home. Please see our website for instructions on how to do this.**

**https://ourlibrary.mornpen.vic.gov.au/Our-Services/Computers-WiFi-Printing**

**Photocopying and printing incur a charge.**

**There is a top-up kiosk next to the photocopier that allows you to add credit to your library card to use these services. EFTPOS or cash are accepted.**

**Staff are available to help you use the photocopier and top-up kiosk.**

**Please see our website for more information on charges for these services.**

**https://ourlibrary.mornpen.vic.gov.au/Our-Services/Computers-WiFi-Printing**

### Sensory Guide Photocopying, Printing and Scanning

#### Feel

**• Heating/Cooling**

**• Shared personal space**

#### Sounds

**• Computers**

**• Heating/Cooling**

**• Photocopier/Printer**

**• Telephones**

#### Sights

**• Digital screens**

## Returning Items

**There are 2 external return chutes. These are located on the outside wall of the library, to the left of the entry doors.**

**Members need to scan their books at the return chutes. Scanning will then open the chute.**

**The external return chutes are available 24 hours a day, 7 days a week.**

**There is 1 internal return chute within the library. This is located after the entry doors, on the left.**

**Items are not to be returned to the information desk or service pod.**

**Items can be returned to any Mornington Peninsula Shire library.**

**Members receive an email or text notification three days before items are due for return.**

**Members also receive an overdue notice if items are not returned by the due date.**

## Study Area

**The study area is located on the left, along the interior wall of the library.**

**The study area has tables, private study nooks and seats with backrests.**

**People can also study in the Young Adult section and the Special Collections room.**

### Sensory Guide Study Area

#### Feel

**• Heating/Cooling**

**• Shared personal space**

#### Sounds

**• Heating/Cooling**

**• Telephones**

**• Computers**

#### Sights

**• Digital screens**

**• Glare**

#### Smells

* **Food/Drink**

## Special Collections Room

**The Special Collections room is on the right, past the adult computer area.**

**Entry is through a manual door that you push open with an 800mm space for you to pass through.**

**The Special Collections room has items focused on local and family history. Items are not for borrowing and are to remain in the room.**

**Visitors can also use this room to study.**

**Includes:**

**• tables with power points**

**• seats with backrests**

**• display cabinets**

**• shelving**

**• microfiche readers. A microfiche reader is a device that enlarges images on a transparent film to make the images readable.**

### Sensory Guide Special Collections Room

#### Feel

**• Heating/Cooling**

**• Shared personal space**

#### Sounds

**• Computers**

**• Heating/Cooling**

**• Telephones**

#### Sights

**• Digital screens**

#### Smells

**• Antibacterial wipes and gel**

## Community Room

**The Community Room is located at the back of the library.**

**Entry is through a hallway with a manual door that you pull out with an 850mm space for you to pass through. This can be opened to double doors with a 1750mm space for you to pass through.**

**After entering the hallway, entry to the Community Room is on the left.**

**Entry to this room is through a manual door that you pull out with an 850mm space for you to pass through. This can be opened to double doors with a 1750mm space for you to pass through.**

**The Community Room is used for events as well as programs and workshops run by Mornington Peninsula Shire Council.**

**Includes:**

* **tables**
* **chairs with backrests**
* **whiteboards**
* **sink.**

**It is also available to book for community and not-for-profit groups. Bookings incur a charge. For more information and to book the Community Room, please come to the library and speak to a staff member.**

### Sensory Guide Community Room

#### Feel

**• Heating/Cooling**

**• Shared personal space**

#### Sounds

**• Computers**

**• Heating/Cooling**

**• Telephones**

#### Sights

**• Digital screens**

**• Bright lights**

#### Smells

**• Food/Drink**

## Accessibility

**General:**

**Accessible website.**

**External terrain of concrete, asphalt and tiles.**

**Internal terrain of carpet and tiles.**

**Wayfinding signage inside library.**

**Wide, clear internal walkways.**

**Clear wheelchair circulation space.**

**Spaces for a person using a wheelchair to sit with friends.**

**Storage for mobility aids and prams. See information desk.**

**Signed wheelchair/scooter charging point at the front entrance of the library (next to wing chairs and a small table at the front of the library close to the doors).**

**Accessible guided tours.**

**Storytime events occasionally use Auslan interpreting.**

**Self-serve station with iPads. iPads available for 2-hour loans. Free of charge.**

**Controllers for gaming in young adult area. See information desk.**

**Water fountain in Community Room hallway 1000mm AFFL.**

**Captioning on audio visual screens.**

**Pen and paper for exchange of information on request. See information desk.**

**Staff available to read information to members.**

**Assistance animals welcome.**

**Quiet spaces may be available on request. Please see information desk.**

**Rosebud Library participates in the sunflower initiative, supporting people with hidden disabilities. https://hdsunflower.com/au/**

**Library supportive and welcoming of LGTBQI+ community.**

**Entry:**

**Pathway length from accessible carparks to entrance doors is 30 metres with gradient 1:103 (0.97%).**

**Service pod counter 1000mm AFFL with no knee clearance.**

**Information Desk:**

**Height 730mm AFFL with knee clearance 695mm AFFL.**

**Self-loan Stations:**

**Counter heights 830mm AFFL with knee clearance 800mm AFFL.**

**Screens 1070mm AFFL.**

**Child’s self-loan station counter height 715mm AFFL with knee clearance 685mm AFFL.**

**Child’s self-loan station screen 990mm AFFL.**

**Screens can be brought down for accessibility for wheelchair user.**

**Computers:**

**Adult computer area with 1 accessible keyboard.**

**Adult and young adult computer areas table heights 720mm AFFL with knee clearance 690mm AFFL.**

**Junior computer area table heights 610mm AFFL with knee clearance 575mm AFFL.**

**Catalogue computers next to Special Collections room desk height 725mm AFFL with knee clearance 695mm AFFL.**

**Catalogue computer near service pod desk height 910mm AFFL with knee clearance 875mm AFFL.**

**Photocopiers:**

**Operating height 1000mm AFFL.**

**Top up kiosk screen height 1250mm AFFL.**

**Return Chutes:**

**External return chutes operating height 1250mm AFFL.**

**Internal return chute height 1080mm AFFL.**

**Study Area:**

**Tables 725mm AFFL with knee clearance 690mm AFFL.**

**Private study nooks 715mm AFFL with knee clearance 695mm AFFL.**

**Special Collections Room:**

**Tables 725mm AFFL with knee clearance 690mm AFFL.**

**Community Room:**

**Tables 730mm AFFL with knee clearance 690mm AFFL.**

**Bench 900mm AFFL.**

**Manual door leading to evacuation exit point pushes open with a 900mm clearance for you to pass through.**

**Emergency exit manual door pushes open with a 930mm clearance for you to pass through.**

## Safety

**General:**

**Pathway from carpark to entrance doors with pedestrian crossing, no TGSI.**

**No smoking or vaping.**

**Wet floor signage may be displayed in toilets.**

**All staff with Working with Children Checks.**

**Fire wardens on site.**

**First aid kit in staff area.**

**Defibrillator on the wall, near self-loan station at the front of library.**

**Children aged under 12 years must be actively supervised at all times.**

**Objects throughout include book display cabinets, furniture, book trolleys, bookshelves and bins.**

**Walking only.**

**Evacuation maps are displayed throughout library.**

**Illuminated exit signs.**

**Pathway from emergency exit doors to emergency assembly area varies in width between 820mm to 1000mm.**

**In the event of an emergency, staff will help and direct members and visitors. If there is to be an evacuation, members and visitors will be directed to the nearest exit and designated assembly area.**

**Entry:**

**Entry doors with contrast safety bands 980mm to 1180mm AFFL.**

**Mat on floor at entry doors, not colour contrasted.**

**Community Room:**

**Doors to Community Room hallway with contrast safety bands 935mm to 1010mm AFFL.**

**Exit doors to emergency evacuation point with no contrast safety bands.**

## Contact Us

**Rosebud Library**

**McDowell Street**

**Rosebud, Victoria, 3939**

**Phone (03) 5920 1230**

**Website ourlibrary.mornpen.vic.gov.au/Home**

## Access Ability Australia

**To view the full range of free Access Keys available, go to AAA Library by clicking the following link.**

**https://accessabilityaustralia.com/access-keys-2/**

**For Access Keys in Braille or audio, please Contact Us by clicking the following link.**

**https://accessabilityaustralia.com/contact-us/**

**To help us ensure continuous improvement please complete our short survey by clicking the following link.**

**https://accessabilityaustralia.com/aaa-product-feedback-form/**

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**Full implementation guidelines are supplied in accordance with Work(s) in its entirety. You acknowledge and agree that you are using all services and facilities provided by Access Ability Australia at your own risk and you agree to defend, indemnify, save and hold Access Ability Australia harmless from any and all demands, liabilities, costs, losses and claims, howsoever suffered, including but not limited to legal fees that may arise directly or indirectly from any service provided or agreed to be provided by Access Ability Australia. You agree that this indemnification extends to all aspects of the Work(s), including but not limited to implementation and usage. Access Ability Australia are indemnified of all claims, liability, and expenses that may arise from use of Work(s) as per usage and acceptance of these terms and conditions. Access Ability Australia’s resources/products are not to be altered by any parties without express permission of Access Ability Australia.**

**The End.**