

MAKING YOUR BUSINESS ACCESSIBLE

This checklist has been designed to help you review the accessibility of your business and identify changes you can make to improve access for existing and new customers with disability and mobility needs.

This self-assessment checklist should act as a guide. We recommend using this checklist in conjunction with gaining feedback from your customers to enable continual small, but impactful improvements.

HOW ACCESSIBLE IS YOUR BUSINESS?

BUILDING SURROUNDINGS

- Are there accessible routes and crossing points which are well lit to access your business?
- Are there any permanent infrastructure elements that constrict access to your business?
- Are there any non-permanent infrastructure elements or signage which are currently blocking the footway that could be moved?
- Are there designated accessible parking spaces which are clearly marked for customers close by to your business?
- If there are no designated accessible parking spots close by to your business, is there a safe drop-off point with dropped kerbs close to your entrance?
- Are there clear, easy to read signage to identify your business from the street? (minimum size font height when viewing from a distance of 50metres is 150mm - for more information [see here](#)).
- Are the footways reasonably level, of adequate width and in good condition outside of your business?

BUILDING ACCESS

- If you have steps do they have:
 - A good surface i.e. non slip and in good condition.
 - Contrasting step edges.
 - Adequate lighting.
 - Good height difference between each step.
 - Handrails on both sides which are easily gripped.
- If you have steps, do you also have step-free access? For example, a portable ramp which sits over the ramp which you can put out and bring in. To note, this must not be left in place at all times.

- If you have a ramp is it:
 - Not too steep.
 - Safe to use with a non-slip surface.
- Do you have wide self-opening or easy to open doors?

BUILDING INTERIOR

- Is there clear space between furniture and stands for a person to manoeuvre around (aisles 1.2m wide as per Australian Standard - AS1428)?
- Is the flooring slip-resistant or low pile carpet?
- If you have more than one level, is there ramp or lift access to each level?
- Are the wall colours neutral (where possible) with colour contrasting door frames, window trims and skirting boards?
- Is the lighting consistent throughout with effective glare-free lighting?
- Are the door handles at an accessible height (between 900 mm and 1100 mm above the floor level)?
- Are there adequate seating and rest areas?
- Are there low height and clutter free service counters and display areas (750 - 800mm high)?
- Are display areas with brochures, products, printed information at a low height?

BUILDING AMENITIES AND PROCEDURES

- Are there accessible bathroom facilities in your building?
- Are there accessible baby change areas in your building?
- If you don't have bathroom facilities in your premise for customers, do you know where the nearest accessible bathroom is?
- Are there responsive evacuation procedures in place to identify accessible emergency exits and an operating visible and audible fire alarm?

HOW ACCESSIBLE IS YOUR EXPERIENCE?

STAFFING

- Does your staff receive customer service training, including disability awareness training?
- Is there a member of staff who can act as an Access and Inclusion Champion?
- Are staff available to assist in servicing and attending to customers needs to read or write information, interpret gestures, expressions and messages, and speak clearly and directly?

CUSTOMER EXPERIENCE

- Are there ways in which customers can provide feedback on a feedback form?
- Do you have alternative ways to obtain feedback via email, online, phone or in person?

HOW ACCESSIBLE IS YOUR COMMUNICATION?

MARKETING AND COMMUNICATIONS

- Does your website conform with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines ?
- Is the information on your website clear and easy to understand? e.g. clear language and easy to read text (text size to be at least 14 point and use plain fonts), images with description text, and good colour contrast between text and its background.
- Do you provide all useful and accurate information about your business and facilities on your website (including designated accessible parking, notice of steps, stairs, ramp and lift access, accessible bathroom facilities, and additional assistance available for customers)?
- Are there simple directions to your business on your website?
- Are there alternative ways you can communicate to your customers visibly or audibly?
- Does your social media accounts have clear business information provided (address, phone number, opening hours)?
- Does your main phone number have a taped phone message with clear information about services and facilities?

Now that you have completed the Self-assessment Checklist, you will have identified a number of areas where you are providing good access and areas that require access improvement.

Take these areas that require improvement and group them into the following areas:

- Action you can take now for little or no cost.
- Action you can take in the medium term that doesn't require renovation to your building.
- Action you will need to take during a refurbishment or redevelopment for significant improvements.
To note that, under the Building Code of Australia, you are required to provide access for people with disabilities in any renovation or redevelopment project.