

## ACCESSIBLE BUSINESS: SELF-CHECKLIST

This checklist has been developed to help business owners identify how accessible their business is and how it could be more accessible to a wider range of customers, including people with disability. Please take a few minutes to check your business.

The list is not exhaustive but includes some areas which would involve minimal expertise and investment, yet could have a significant impact on the customer.

Making changes to the way you do business may make it possible for more people to access your services, whether they are a resident of, or visitor to, the City of Kalamunda.

Now more than ever governments and businesses are realising the social and economic benefits of improving access and creating more inclusive communities.

One in five people has a disability and they have considerable purchasing power – for example 8 billion dollars per year is spent in Australia by travellers with a disability. Older people, parents with prams and visitors all benefit from improved information, more accessible buildings and a flexible approach to providing customer service.

| <b>1. SURROUNDINGS</b>  | <b>YES</b> | <b>NO</b> |
|---|------------|-----------|
| Accessible parking for people with disability is close by                         |            |           |
| Clear path of travel from outdoor to indoor areas                                 |            |           |
| An area for people using mobility devices, scooters or gophers to park safely     |            |           |
| Clear external and internal directional signs, including symbols                  |            |           |
| Accessible public transport close by  |            |           |
| <b>2. ENTRY</b>   | <b>YES</b> | <b>NO</b> |
| Step-free access to public entry of building (flat access, ramp or lift provided) |            |           |
| Handrails and contrasting edges on any steps to avoid trip hazard                 |            |           |
| Entrance painted a colour that contrasts with the surroundings                    |            |           |
| A call bell to allow people to attract attention for assistance                   |            |           |
| Wide self-opening or easy to open doors   |            |           |
| Safety markings on the glass  |            |           |

| 3. LAYOUT  | YES | NO |
|--|-----|----|
| Aisles are wide enough for a wheelchair or mobility device – preferably 1.2 metres (this provides space for a wheelchair to turn around)   |     |    |
| Items, goods, pamphlets etc. within reach of someone using a wheelchair.<br><i>If not enough room, consider placing the most frequently used items at an accessible height and train staff to offer assistance where needed</i>                  |     |    |
| Low height, 'clutter-free' service counters or desks with a seat   |     |    |
| 4. SIGNAGE   | YES | NO |
| Clear external signs to help people identify what type of business you have and whether it is accessible   |     |    |
| Signs are at a safe height and do not cause a hazard   |     |    |
| Internal signs and product pricing labels or menus are clear, and use an easy-to-read 'sans serif' font such as Arial with high contrast colours   |     |    |
| Written information uses plain English, simple sentence structure or symbols eg. male/female toilets   |     |    |
| 5. FURNITURE AND FITTINGS  | YES | NO |
| At least a portion of your main counter or reception is at a height suitable for a person using a wheelchair – 750mm to 800mm from the floor   |     |    |
| Chairs can be moved to allow space for a person in a wheelchair  |     |    |
| Provide a variety of seating options eg. with backs and armrests, or at different heights  |     |    |
| Seating is in colour contrast with walls and floors  |     |    |
| Provide some table heights with adequate room underneath for a person using a wheelchair to be able to sit comfortably   |     |    |
| Background noise such as music can be reduced, or a quieter area is available for those who may request it   |     |    |
| Is a hearing loop available or hearing augmentation?<br><i>If not, consider installing a system for use by people with hearing aids at counters. Advice on the most suitable system can be sourced from an audio visual equipment specialist</i> |     |    |
| Equipment used by the public (including bins, EFTPOS machines etc.) is accessible for people with different abilities eg. Braille features, accessible height/reach for a person using a wheelchair  |     |    |

| 6. TOILETS/REST ROOMS   | YES | NO |
|---|-----|----|
| <p>An accessible toilet is available or staff know the location of the nearest accessible toilet a customer would be able to use</p> <p><i>Accessible toilets are specifically designed to provide enough space to accommodate wheelchair access, and assistance when transferring from wheelchair to closet pan. They include features such as lower mirrors and washbasins, contrasting toilet seat colour, grab rails and braille signage.</i></p> |     |    |
| <p>An accessible baby change area is available</p>  |     |    |
| <p>Is there an ambulant toilet?</p> <p><i>Ambulant toilets are specifically designed for those with ambulant disabilities that do not require the extra space provided by Accessible toilets. Primarily, they are for those persons with sensory loss, arthritis or who require the use of a walking frame.</i></p>   |     |    |
| 7. CUSTOMER SERVICE AREAS   | YES | NO |
| <p>Friendly, helpful staff have training on providing customer service to people with disability and feel comfortable to assist when required</p>   |     |    |
| <p>Staff name badges use clear, large print - if worn</p>   |     |    |
| <p>Clear sight lines between the entry and the counter so staff are aware if a customer needs assistance when entering the premises or purchasing goods</p>   |     |    |
| <p>Seating for customers who may be older, frail or require a place to wait</p>   |     |    |
| <p>Lighting is good, especially in areas where customers are served</p> <p><i>Be aware strong lighting behind customer services staff will cause a shadow on their face, making it difficult when lip reading or watching for facial cues</i></p>   |     |    |
| <p>Customers with disability are treated with respect and provided with the same quality of service as other customers</p>  |     |    |
| <p>Customers with disability are asked by staff 'how' they would prefer to receive services if they experience difficulties</p>   |     |    |
| <p>Discounts are offered to pensioners and their carers to encourage participation by those with limited financial income</p>   |     |    |
| <p>Assistance dogs and guide dogs are welcome in your business premises. Staff are aware that assistance animals are not pets, but rather are highly trained disability support services that enable a person with disability to safely participate in personal and public life activities</p>  |     |    |
| <p>Pen and paper are available to assist with communication if required</p>   |     |    |
| <p>Staff are aware of the 'Companion Card' scheme (if applicable)</p> <p><i>Cardholders present their card when booking - participating businesses will issue the cardholder with a second ticket for their companion at no charge</i></p>  |     |    |

| 8. OCCUPATIONAL SAFETY AND HEALTH   | YES | NO |
|---|-----|----|
| Emergency procedures are in place   |     |    |
| Visible and audible fire alarms   |     |    |
| Accessible emergency exits  |     |    |
| Emergency evacuation procedures reflect all users, including people with disability, parents with prams, frail and older people |     |    |

The checklist may assist you to make some small changes to improve access and/or plan for further changes in the event of any refurbishment or redevelopment.

*\*Please note that under the Building Code of Australia, businesses are required to provide access for people with disability in any renovation or redevelopment project*

### **USEFUL RESOURCES, INFORMATION & ADVICE**

#### **Disability Services (Department of Communities)**

Legislation, access & inclusion, accessible business and employment of people with disability  
<http://www.disability.wa.gov.au/business-and-government1/business-and-government/>

Accessible Business information (Disability Services)

<http://www.disability.wa.gov.au/business-and-government1/business-and-government/employing-people-with-disability---disability-services-commission-disability-wa/is-my-workplace-inclusive-and-accessible/>

#### **The Independent Living Centre (ILC) of Western Australia**

Equipment, assistive technology, fittings, fixtures, furniture, building and design for people with disabilities, their advocates, carers and service providers.

Telephone: 1300 885 886 (local call from anywhere in WA)

Website: <http://ilc.com.au/>

#### **City of Kalamunda**

Senior and Disability Officer

Telephone: 9257 9958

Email: [disability@kalamunda.wa.gov.au](mailto:disability@kalamunda.wa.gov.au)

<http://www.kalamunda.wa.gov.au/Services/Seniors-Community-Care/Disability-Services>

Accessible Business videos

<http://www.kalamunda.wa.gov.au/Services/Seniors-Community-Care/Disability-Services/Accessible-Businesses>

**Disclaimer:** The information published in this checklist has been developed by the City of Kalamunda as a community service to provide information on how accessible individual businesses are to people with disabilities, families and the wider community.

Whilst due care has been taken in preparation of the list, the City does not guarantee its accuracy or currency. The City of Kalamunda is not responsible to anyone for loss, damage or injury incurred or sustained by any person because of use or reliance on this checklist.