



Disability Access Self Audit

For business in the Gympie Region

The best way of attracting customers to your business and fulfilling your legal responsibilities is to make your business as accessible to as wide a range of customers as possible. Where it is not possible to provide full wheelchair access in the short term, you might also consider alternate ways of providing the same service. It is also a good idea to develop a plan for how you can improve the accessibility of your business over time.



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Don't be afraid to advertise your advantages. If your business is accessible, let people know, and include it in your promotions and advertisements. People will notice your efforts.

As a small business, quality service is one of the most important things you can offer.

This self-audit aims to help you, the small business owner or manager, to understand how to improve access to your goods and services for a significant percentage of our community whose business you may be missing out on.

If a person uses a wheelchair and there is a step at your front entrance, they, and the people who are with them, will go to another business in the area, which has a level entry or a ramp. But if you make an effort to provide corridors that aren't cluttered with boxes and train your staff to be respectful, then people will appreciate the ease of shopping at your business and become regular customers. To attract customers who have a disability you can take some simple steps to make your business more accessible. While many of these ideas are easy to put into practice, some may require technical advice to ensure they are done correctly.

When talking about 'improving access' it's easy to think only in terms of installing ramps, toilets and other fixtures. Ideally, all customers should be able to find their way from a car park, to your business. Once inside they should be able to find their way to all sales areas, browse products, take them to the service desk and receive services in a manner that is non-discriminatory and dignified. This means that a person with a disability has the same access to a building or service as a person without a disability. For example they should not be expected to enter through a back door if everyone else enters through the front door. This Self Audit Checklist has been designed to enable you to explore the accessibility of your business and identify areas where a small change, with minimal or no expense, may make a big difference to all customers.

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"I'm not disabled or differently-abled or specially-abled or exceptionally-abled. I'm an accountant in a wheelchair."

DISABILITY ACCESS SELF AUDIT CHECKLIST

This checklist has been designed to assist you, the small business owner or manager, to identify areas where access to your business may be enhanced to meet the needs of customers with a range of abilities. This is not an exhaustive list of all access features, but is a good starting point involving minimal expense or expertise. You may wish to complete the checklist once a year, develop a plan and work on items that you can improve throughout the year.

SURROUNDINGS	YES	NO
At least one designated wheelchair accessible car parking bay with suitable signage visible from the car park entry.		
Clear pathway from car parking to enter your business, free from: signs, tree branches, furniture and displays etc. The path is wide and not slippery.		
If permitted to display items or furniture on the footpath, there is a clear pathway to the entrance of your business.		
ENTRY	YES	NO
If you have a ramp, it has a gradual slope (1:14 maximum gradient), handrails and safety kerbs or kerb rails at the floor level. It should also have level landings at regular intervals to allow someone to rest including at the top adjacent to the front entry.		
Warning tactile ground surface indicators (TGSi) are fitted at the top and bottom of ramp.		
If you have steps and cannot replace them with a ramp, there is: <ul style="list-style-type: none"> • an entrance through another more accessible position, or • a call bell at entrance to allow people to attract attention for assistance. 		
Stairs have continuous handrails, colour-contrasting strips on the leading edge, no open risers and warning tactile ground surface indicators (TGSi) at the top and bottom.		
The door is easy to open by: <ul style="list-style-type: none"> • being automatic opening or lightweight to push or pull; and • being wide enough for a person with a walking frame or wheelchair; and • lever-style door handles at an easy to reach height. 		
Sufficient lighting that provides good illumination at night if required.		
Entrance doorway is painted a colour that contrasts with the surroundings.		
A clearly distinguishable colour-contrasting strip across the full width is present on all glass panels and glass doors.		
Design, layout and signage clearly directs the public from the entrance to a reception desk or facilities.		
LAYOUT	YES	NO
Aisles are wide enough, preferably 1.2 metres.		
There is space for a person using a wheelchair to turn around.		
Items are within reach of someone using a wheelchair (particularly the most popular items).		
If customers or clients are required to wait in a reception area, there is seating that can be used by people with disabilities.		
SIGNS	YES	NO
Clear and large external signs help people identify what your shop is and that it is accessible.		
Internal signs and product pricing labels are clear and use high contrast colours.		
Overhanging or protruding signs do not cause a hazard to pedestrians or customers.		
FURNITURE AND FITTINGS	YES	NO
Counters, benches and tables allow adequate room underneath for a person in a wheelchair.		
Chairs can be moved to allow space for a person in a wheelchair.		
At least part of your main counter is at a height that is suitable for a person using a Wheelchair, 750-800mm from floor level.		
Floor surfaces are smooth, slip resistant especially when wet and do not reflect glare.		
Carpets and mats are secure and are not a trip hazard.		

A wheelchair accessible toilet is available. If not, all staff know the location of the nearest wheelchair accessible toilet and you have approval and easy access to a key for your customers to use it. NB: If you decide to add an accessible toilet, get technical advice before you start.		
EFTPOS machines, ATMs, public telephones, rubbish bins and other equipment used by public are accessible for people with different abilities through:		
• Braille and/or audible features; and		
• within the reach of a person using a wheelchair.		
Background noise can be reduced when necessary by turning down music.		
Soft furnishings are present to reduce noise levels from hard surfaces.		
If you provide services outside your building on the footpath, there is safe passage for pedestrians.		
CUSTOMER SERVICE AREAS	YES	NO
Clear sight lines exist between the entry and the counter so staff are aware when a customer needs assistance to enter the premises or purchase goods.		
If your customers need to wait, a chair is available for someone who may be older and frail, use crutches or have poor balance.		
Consistent and sufficient lighting is present, especially around service counters.		
Strong lighting behind customer service staff is avoided, as this causes shadows on faces which limit ability to read lips and see facial cues.		
An emergency evacuation procedure is in place that addresses the needs of people with disability.		
CUSTOMER SERVICE	YES	NO
All staff members are well trained to identify when someone may have additional needs and how these may be addressed.		
Customers with disabilities are treated with respect and asked how they would prefer to be offered services where there are barriers.		
All staff members are well trained in emergency evacuation procedures including the evacuation needs of people with disability.		
Discounts are offered for pensioners and their carers to help reduce the financial barriers of limited income.		
Discounts offered to those carers with Companion Cards.		
Staff are aware of assistance animal programs including Guide Dogs, Assistance Dogs and Hearing Dogs, and your business promotes and welcomes them.		
Pen and paper are readily available to assist with communication.		
Written information is clear and easy to read.		
INFORMATION AND COMMUNICATION	YES	NO
All contact details on your website and publications includes a TTY or email contact for people who are Deaf or who have a hearing or speech impairment.		
Information provided to customers is available in a range of formats, which may include electronic, large print or Braille.		
Staff know how to access alternative formats when required.		
Public information on your website is accessible to all users and compliant with Web Content Accessibility Guidelines. NB: Obtain specialist IT advice when designing your website for improved accessibility.		

Disclaimer: This checklist will help you to identify elements that affect access and use of buildings and facilities. It is not a technical checklist for compliance with discrimination law or building law. To inform compliance an access audit of the built environment should be carried out by an access consultant or an occupational therapist.

Acknowledgements: This checklist was produced based on materials developed by the Australian Human Rights Commission, Marrickville Council and Kingston City Council.