



# **ACCESSIBLE BUSINESS GUIDE**

**Town of Victoria Park**

## **ABSTRACT**

The purpose of this guide is to provide information on how a business can attract more customers by making the business accessible to people with disability.

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## Introduction

People with disability are customers and consumers. They spend money. But are they spending money in your business? There are many reasons why a person would be attracted to your business – quality service, being a local business, products they wish to purchase, or in the case of a café/restaurant to meet with friends and be entertained. But can they access your business? Are there barriers – physical or otherwise - preventing them from spending money in your business?

Under the Equal Opportunity Act it is against the law to discriminate against people based on a personal characteristic such as disability. This means businesses and business premises need to be accessible and welcoming for everyone.

However, whilst there are legal requirements around non-discrimination, as a business owner you could be missing out on a sizable market that you may not be aware of. Failing to provide accessible premises and goods and services could mean some customers avoid your business or make a complaint of discrimination. You could also put your business' reputation at risk because of poor customer reviews.

These barriers may not just discriminate against a person with disability. Providing an accessible business can also benefit other customers including older people, parents with prams, and carers, people from culturally and linguistically diverse backgrounds and your workers. It makes good sense to welcome as many people as possible from the community into your business.

## Purpose of this Guide

The purpose of this guide is to provide:

- Information on how a business can attract more customers by making the business accessible to people with disability
- Information about legal obligations concerning anti-discrimination and accessible businesses and how legal obligations can be fulfilled.

There is a range of support and assistance available to businesses to assist them in this regard, details of which are contained at the end of this document.

## Background

### What is an Accessible Business?

An accessible business is one where everyone can easily access the goods and services provided whether it be:

- Entering and moving about the premises
- Purchasing on-line
- The design of products, devices, or services
- The environment in which the business operates.

Accessibility is broader than structural changes such as ramps and wider aisles. It encompasses such matters as:

- Training workers on how to accommodate the needs of all people
- The font chosen for menus and websites
- How products are arranged on shelves
- Where signage is located.

Accommodating people with disability can assist many other people as well; for example, a ramp can assist wheelchair users as well as parents with prams, people using gophers and other mobility devices or someone that has simply broken their leg.

*Example of ramp access*



## What is Disability?

Disability is a continuing condition that restricts a person's day-to-day activities. It is defined in the Disability Services Act (1993) (WA) as an:

*“intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments”.*

It can either be permanent, temporary, or episodic requiring a need for ongoing or short-term support. A person may also have a substantially reduced capacity to communicate, interact socially, learn, or be mobile.

## Meeting your legal responsibilities

Improving business accessibility will assist your business to meet legal responsibilities. In Australia, the law says that a person with a disability should be able to access your services, goods and facilities just like any other customer.

The following legislation prescribes penalties for discrimination against people with disability:

- The Disability Services Act 1993 (amended 2004) (WA)
- Disability Services Regulations 2004 (WA)
- Equal Opportunity Act 1984 (amended 1988) (WA)
- Disability Discrimination Act 1992 (Cwlth).

This legislation adopts the principles of the United Nations Convention on the Right of Persons with Disability.

## Business Benefits of being Accessible

People are increasingly concerned about business values. Ethical investing and business behaviour drive many people to where they spend their money. People are more likely to buy from a business that genuinely cares about people and the community in which it operates. Having an accessible business may appeal to this customer.

Accessible practices can be good for everyone. A clean simple website design for example can benefit all users, not just those with cognitive disabilities. Apple's Siri for example was initially created for people with visual impairment but is now commonly used by sighted people.

The benefits of being an accessible business include:

- Increased and diversified customer and supplier base
- A positive community perception of the business
- Compliance with relevant legislation

- Extending the range of products and services for sale (e.g., Kmart Victoria Park now stock disability aids (e.g., walking sticks))
- Providing an opportunity for people with disability to purchase goods and services for themselves or others
- Possibly become an employer of choice as business values may appeal to prospective workers.

As more businesses are moving on-line and social expectations around discrimination and ethical purchasing is becoming paramount those businesses adopting accessibility principles will have a demonstrable competitive advantage in being able to reach an additional 5–20% of the market.

While there maybe costs associated with creating an accessible business - audits, training, or additional marketing - the benefits, in terms of sales and revenue usually out-weigh these costs.

### How to Become an Accessible Business

Making changes to the business does not have to be expensive and even small changes may make a real difference.

Examples of low-cost, high impact operating adjustments could include:

- Adjusting the height of the customer service counter
- Removing clutter from aisles and making them wider so people can easily move around (particularly if they are in a wheelchair)
- Installing a ramp if required to accommodate people using a wheelchair or mobility aid or a person pushing a pram
- Installing handrails where necessary
- Providing chairs in waiting areas
- Providing spacious fitting rooms
- Having large print menus
- Adjusting lights upon request.

The type of language used, whether speaking to or on signage, sends a message to customers that they are welcome, they are not being judged and that they will be regarded as a person, not as their disability.

It is very important to use person-first language when addressing a person with disability. For example, say:

- “A person who is vision impaired” rather than “blind person”
- “A person living with mental illness” rather than “A mentally ill person”, and so on.
- “Accessible toilet” instead of “disabled toilet”

If unsure, ask the person how they would like their disability to be addressed.

A combination of the above adjustments, worker training and attitudinal changes can help improve business accessibility, boosting customer numbers and fulfilling legal obligations.

Where a business leases their premises it may be worth discussing accessibility with the landlord to see if they are willing to make any building changes and alterations such as widening doorways or installing a ramp.

Remember that a person that has broken their leg may welcome walking up a ramp rather than steps.



## Becoming an Accessible Business

Making changes to the business does not have to be expensive and even small changes may make a real difference. When seeking to improve business accessibility consider the following:

- Can customers access the information provided?
- Can customers find the business?
- Can customers easily enter the business premises?
- Can customers easily move around?
- Will customers receive good customer service?
- Can customers access amenities (such as fitting rooms)?

The [Building Code of Australia \(BCA\)](#) sets out the minimum requirements for building design and construction throughout Australia. It references various Australian Standards and Codes to provide technical building requirements. Standards referenced by the BCA have legal application.

Business growth in this market depends on customers being able to answer yes to the above questions. To answer the above questions and ensure customers can do these things implement the following initiatives.

## Do customers know the business exists, and can be found?

Initiatives to ensure customers can find a business include:

- Regularly review demographic data to identify market opportunities and changing consumer behaviour
- Customising marketing to attract customers with disability (e.g., engage with disability service providers)
- Displaying clear external signage and large street numbers at the front entrance
- Advertise products, services, and opening hours
- Paint the entrance in a colour that contrasts with the surroundings
- Make premises distinguishable from other premises.

If the business is accessible, let people know by including this in any advertising. If the website is accessible, ensure it can be found on search engines. Google's index bot for example relies on text to understand images and media content. If the website provides useful alternative text to images, audio, and videos, this makes the site easier to find, increase its ranking, and get recommended.

## Can customers get in?

Initiatives to ensure customers can enter the business premises include:

- Placing door handles at a lower height to make it easier for people using a wheelchair or mobility aid to open
- Ensure doors can easily be opened (check the weight of the door)
- Ensuring doorways are wide (minimum 850mm clearance)
- Installing a solid contrasting strip on windows and glass to make it easier to tell the difference between the window display and the doorway
- Installing handrails (painted different colours from the walls)
- Providing nonslip surfaces at entrances (make sure any doormats are secure)
- Ensuring there is level access by removing steps, if possible, or by installing a ramp or lift level entry cannot be provided
- Removing obstacles from walkways and entrances.

If operating from strip shopping, consider the business surroundings and look for opportunities to:

- Provide accessible car parking facilities (ACROD) and pathways that are well lit
- Provide areas outside the premises for toileting of assistance dogs
- Make paths from parking bays to the business entrance wider, more even and less slippery for someone older or a person using a walking aid or wheelchair
- Make sure there are no overhanging trees or signage that could present a hazard
- Install warning or directional Tactile Ground Surface Indicators near potential hazards.



*Example of accessible entrance*

Furthermore, if there is more than one entrance to the business, ensure clear directions are provided to each entrance, including the wheelchair accessible entrance (if separate).

Consultation with (and approval of) the Town of Victoria Park may be required to make physical changes to the exterior of the premises and these may need to be discussed with the Landlord if the premises are leased.

If changes to the access to the premises cannot be made ensure there are alternative means to serve people such as:

- A “click and collect” service where customers may purchase online and request delivery to their vehicles on arrival
- A home delivery service.

A situation may arise where a person with an assistant dog enters the premises. In this instance welcome them, but never pat or distract the dog or offer it food while it is in harness: it is a working animal under the control of its owner.

## Can customers move around the business?

Once inside the business a customer should be able to find their way around. The following design changes can assist customers with a range of disabilities:

- Make sure there are clear lines of sight between the entrance and the counter
- Provide antiglare lighting
- Provide a clear path between the aisles and checkouts
- Place goods on shelving at a height that is in reach of someone using a wheelchair or mobility aid
- Ensure clear signage around the premise to identify the location of toilets, checkouts, changerooms, returns and aisle contents (and aisle number)
- Ensure the payment system is accessible (e.g., touch screen keypads are difficult for people with a vision impairment or those having difficulty using their hands)
- Reduce background noise and install a hearing loop at counters to help people using a hearing aid
- Install light switches, elevator buttons, doorknobs, power points and benches located at appropriate heights
- Provide chairs in waiting areas
- Put safety markings on glass so that people do not walk into it.

## Can customers read the information provided?

Communication difficulties can be due to many reasons such stroke, brain injury, vision loss, or hard of hearing. People with communication difficulties may have difficulty reading and/or spelling and people with vision loss may find it difficult or impossible to read text or print matter. To assist people in this regard:

- Have a pen and paper ready to assist with communication
- Think about the position and colour used on signs and labels so people can see them (contrast in colours of text vs background)
- Include captions on any television screens
- Arrange to read information to customers if requested
- Assist customers complete forms if requested
- Provide information such as menus in alternative formats (such as large print)
- Make sure information regarding specials is easily distinguishable
- Have clear labels for products (such as sizes of clothes)
- Use matt or low sheen paper to avoid glare and avoid patterns or pictures in the background of text.

Despite the wider use of electronic communication, customers may still prefer to receive hard copy information and some people may prefer not to or are unable to use technology. In this instance provide information in traditional paper formats.

## Can customers use the amenities?

Customers may need to use the toilet or a fitting room and these should be accessible. Matters to consider include:

- Providing an accessible and safe storage/parking area for mobility aids (however do not use the accessible toilet as a storage/parking room)
- Providing alternative seating with backs and arm rests and a suitable height (easy to stand up from) for the waiting rooms
- Designing or modify fitting rooms so they are large enough to accommodate wheelchairs or mobility aids.

In the absence of being able to provide an accessible toilet advise the customer of the nearest accessible toilet. An interactive website showing the location of [accessible public toilets](#) in the Town of Victoria Park is available.



## Does the business practice good customer service?

Improving access often focuses on physical access such as ramps and toilets but one of the simplest and most cost-effective solutions is to change the way customer service is provided. It is important to communicate effectively with all customers and give practical assistance when it is needed.

Good customer service for people with disability can include:

- Communicating in a polite and respectful manner
- Acknowledging that additional time or patience may be required when serving certain customers
- Focusing on the person, not the disability and treat each person as an individual
- Providing appropriate assistance when needed (e.g., being clear, allowing time, reducing background noise)
- Using interpreters and communication aids
- Addressing the customer directly rather than speaking to a person accompanying them (and speak at a normal level voice unless requested to speak louder)
- Understanding the needs of culturally and linguistically diverse persons and those of different demographics as these groups may also include people with disability
- Ask the customer first if they want help – do not assume they need assistance.

If the conversation will last more than a few moments with a customer using a wheelchair bend to eye level or sit in a chair.

People with disability, like all of customers, have the right to enter the business through the front door, choose and purchase their goods and/or services independently.



## Accessible Websites

Just as a community facility is a public place, so too is a website – anyone should be able to access information and interact with it (e.g., completing a form or buying on-line)

Browsing a website for many is easy however this is not the case for everyone. For example:

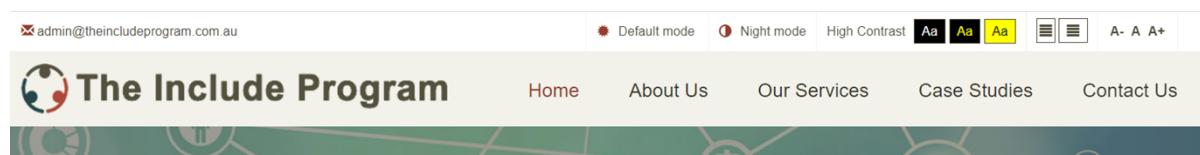
- Someone who cannot hear may not be able to access audio unless it has captions
- Using certain font styles or text spacing may make it difficult to read the text for someone with dyslexia
- Someone with vision impairment cannot browse a website unless it is coded with accessibility in mind and can be read correctly by a screen reader (software that converts text to speech).

Making the digital world accessible is not only the right thing to do, but it can also be an overall asset to your business.

### Developing an Accessible Website

Website accessibility is based on the four principles of the Website Content Accessibility Guidelines (WCAG) being Perceivability, Operability, Understandability and Robustness (POUR) as outlined below:

- Perceivability – Is it easy to understand what the website does and what the functions do? E.g., headings and labels on links and buttons to accompany pictorial representation of the function
- Operability – Can the user accomplish the purpose of their visit to the website such as obtaining information, completing a form or watching a video?
- Understandability – Is the language easy to understand?
- Robust – Is the website adaptable for use on personal computers, laptops, mobile phones, and other devices.



To make the website more accessible consider implementing the following design changes:

- The site must be operable using means other than the mouse – keyboard, touch screen, voice recognition
- Alternative text is provided for images, icons, charts, pictures
- Links, buttons, tables, forms, and input fields are labelled

- Have captions and transcripts available for audio and video content
- There is high contrast between the text presented and the background colour
- The text can be made larger without affecting the content or function of the web page or site
- Pages with a time limit can have that limit adjusted or turned off.

Further information on how to make a website accessible can be obtained from the *W3C Web Adaptability Initiative*. There are several low and no cost solutions available. The business' website designer will be able to implement accessibility functions.

## Employing People with Disability

People with disability bring a diverse range of skills and abilities to the marketplace and work in a wide range of occupations and industries.

Employing people with disability is likely to attract new skills and bring new and valuable perspectives to a business. Not only will this increase talent but by accommodating people with disability loyal and committed employees may be gained who will support business objectives.

Businesses that are well-informed and capable of employing people and meeting the needs of customers with disability are often rewarded with many benefits, including:

- Enthusiastic, long-term employees and fewer absences, less recruitment, and retraining costs
- Competitiveness in winning government tenders and other new business opportunities
- Regular and loyal customers who value the support, actions, and interest by the business in the provision of an inclusive business and work environment
- Improved morale, with a diverse workforce resulting in greater teamwork and cohesiveness
- Existing staff having confidence to disclose current or future disabilities
- Access to an untapped hidden talent pool

To assist in facilitating employing people with disability:

- Provide training in disability awareness and statutory obligations to all workers
- Review human resource management policies and procedures to remove barriers to people with disability from applying for a job and working with the business
- Consult workers and encourage their participation in the development and implementation of strategies that nurture an inclusive business culture and work environment.

Having people with disability employed in the business may assist in understanding what customers or clients with disability may need which can give a competitive advantage; and may also minimise the risk of injury, complaint, or breach of discrimination law.

## Reasonable Adjustments and Financial Support

Under the Disability Discrimination Act 1992 (Cwlth), employers must make reasonable adjustments to support people with disability (including a mental health condition) provided the person is able to carry out the core requirements of their job role.

Reasonable adjustments are changes to a job role or workplace that helps a person with disability to fulfil their duties. Examples of reasonable adjustments include:

- Changing the hours of an employee who takes medication which affects their performance in the morning
- Getting equipment such as a height adjustable desk for a person living with a physical disability
- Getting disability-specific equipment such as a talking calculator for a person who is vision impaired.

The Australian government's Job Access program provides assistance for both employers and workers with disability. This assistance includes:

- Financial support to purchase workplace modifications and assessments
- Wage subsidies
- Productivity payments
- Workplace support.

Other government supports include:

- Workplace Personal Assistance (WBPA) - reimburses the cost of workplace support services for people who need regular help due to their disability or medical condition
- Mobility Allowance – support to travel to and from home for paid work, voluntary work or training, and travel for work related activities.
- Relocation Assistance To Take up A Job - help to reimburse relocation costs for eligible people with disability, up to set limits.
- Work Assist - to allow an employee who acquires a disability, injury or health condition to continue working in their job in order to help a business keep a valued worker.

For further information about the government assistance listed above can also be found at the Job Access website. <https://www.jobaccess.gov.au/employers/other-australian-government-support>

## Psychological Health in Business

### Managing the Workplace

Stress and other mental health challenges are common among many business owners. The challenges of ensuring a healthy and safe workforce, particularly in a customer service environment, can impact customer service, the ability to attract and retain workers and overall business success.

While stress itself is not an injury, it can cause psychological and physical injury if there is a lot of stress over a long period of time.

Work is a big part of a person's life and can help to improve mental health by giving a feeling of purpose and a sense of worth.

A mentally healthy workplace is generally one in which:

- There is a positive workplace culture
- An understanding that mental health is everyone's responsibility
- Stress and other risks to mental health are managed
- People feel safe and supported to talk about mental health

As a business owner some ways to reduce stress levels and contribute to a mentally healthier working environment is to encourage:

- The maintenance of a healthy work-life balance
- Regular exercise
- A regular sleep pattern
- Not over committing (schedule regular time away from the business)
- Forward planning to know what's coming up
- Finding ways to relax and unwind.

Getting support from a registered mental health provider when needed or establishing an Employee Assistance Program to provide tailored mental health support may assist in mitigating the risks of mental health to the business.

Employers have a duty of care under the Work Health and Safety Act 2020 (WA) to provide a healthy and safe workplace which includes the psychological health and safety of workers.

Employers should develop policies and procedures to provide guidance on how to deal with difficult workplace challenges and behaviours (both customer and other worker related instances) and provide training in how to manage these situations.

## Employers' Legal Rights and Responsibilities

Employers have the right to ask certain questions about a worker or potential worker's mental health condition where it is legitimate, necessary and desirable. This may be to:

- Determine whether the person can perform the inherent requirements of the job – the important tasks and duties
- Identify if any reasonable adjustments may be needed, either in the selection and recruitment process or in the work environment and role
- Establish facts for entitlements such as sick leave, superannuation, workers' compensation and other insurance.

It is important to consider why a certain question is being asked. For example, if the job involves operating machinery, it would be acceptable to ask an employee question about their medication.

It would not be acceptable to ask a question about a person's mental health condition or disability – such as 'How did you acquire your condition?' - if it is not related to their job role.

Employers are legally required to maintain a psychologically healthy and safe environment for workers, with and without disability, under a variety of laws. This includes:

- Work Health and Safety – Providing a physically and mentally safe workplace and managing any risks to the mental health of workers arising from the work of the business
- Anti-discrimination laws - Preventing discrimination against workers with a mental health condition
- Privacy laws - Protecting the workers' personal information
- Fair Work laws – Protecting people with mental health conditions from unfair action such as bullying.

Further information can be found from the Australian Government business [website](#) - Mental health and wellbeing support for business.

## Working with Customers with Mental Health Illnesses

Businesses are frequented by a customer who may have a mental illness every day, without realising it.

However, there other customers who may be severely affected by mental health symptoms and appear to be unreasonably anxious, confused or distressed, difficult to understand, or behaving in an unusual manner.

In these circumstances, it is important to know how to communicate effectively in order to assist them and workers, particularly those who are serving the customer. to do their job.

In this instance the person serving the customer should:

- Listen carefully and take seriously the concerns or questions of the customer
- Speak directly to the customer, even if they have a carer or guardian present
- Give visual and verbal cues that they are being listened to and their concerns are being taken seriously (look directly at the person, nod, give encouragement to continue provide feedback)
- Give the customer enough time to express their concerns or ask their question
- Indicate that they have been heard and acknowledge what they are saying, and that assistance will be provided
- Treat the customer with respect and be mindful of body language.

To avoid any misunderstanding, make clear what the business can do or provide or what it offers and what it is not able to do or provide. Then, provide simple and accurate information about other services or products that may be available.

## Reviewing Business Accessibility

The attached checklist (Appendix A) can be used to assist a business meet key accessibility principles.

## Further Information and References

Further information about becoming an accessible business and disability rights generally can be found from the following organisations and websites.

Australian Human Rights Commission - <https://humanrights.gov.au/our-work/disability-rights>

Building Code of Australia - <https://www.abcb.gov.au/>

Department of Social Services (Cwlth) - <https://www.dss.gov.au/disability-and-carers>  
Disability Services Act 1986 (Cwlth) - <https://www.legislation.gov.au/Details/C2018C00146>

Disability Services Act 1993 (WA) - [https://www.legislation.wa.gov.au/legislation/statutes.nsf/main\\_mrtitle\\_267\\_homepage.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtitle_267_homepage.html)

Disability Services Regulations (WA) - <https://www.legislation.wa.gov.au/legislation/statutes.nsf/laws36857.html>

Disability Services Commission (WA) - <http://www.disability.wa.gov.au/>

Disability Employment Service and Job Active Providers (Town of Victoria Park) –

- APM Employment Services - Ground Floor 59 Albany Highway Victoria Park 6100- 08 9380 2833 or 1296 Albany Highway Cannington 6107- 08 9451 4965
- CoAct VisaAbility - 61 Kitchener Avenue Victoria Park 6100- 1800 847 466
- Edge Employment Solution - 1/8 Welshpool Road East Victoria Park 6101- 08 9286 6600
- Maxxima - Suite 4B 642 Albany Highway Victoria Park 6100- 1300 629 462
- atWork Australia - 3 Lichfield Street Victoria Park 6101- 1300 080 856
- Status Employment Services - 13 Pattie Street Cannington 6107- 08 945 8017
- Matchworks - 484 Albany Highway Victoria Part 6100- 08 6350 4792

Employing people with disability - [https://www.dss.gov.au/sites/default/files/documents/09\\_2014/employers\\_guide\\_to\\_employing\\_someone\\_with\\_disability\\_0.pdf](https://www.dss.gov.au/sites/default/files/documents/09_2014/employers_guide_to_employing_someone_with_disability_0.pdf)

Job Access - <https://www.jobaccess.gov.au/employers/available-support/191>



Town of Victoria Park - <https://www.victoriapark.wa.gov.au/Around-town/Community-development/Access-and-inclusion>

Town of Victoria Park Disability Support Services –  
[http://www.belmont.wa.gov.au/Community/Disability Access and Inclusion/Pages/DisabilityAccess.aspx](http://www.belmont.wa.gov.au/Community/Disability%20Access%20and%20Inclusion/Pages/DisabilityAccess.aspx) <https://www.victoriapark.wa.gov.au/Around-town/Community-development/Access-and-inclusion/Disability-support-services>

United Nations Convention on the Rights of Persons with Disabilities -  
<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/convention-on-the-rights-of-persons-with-disabilities-2.html>

W3C Web Adaptability Initiative - <https://www.w3.org/WAI/standards-guidelines/wcag/>

## Appendix A - Accessibility Checklist for an Inclusive Business

This self-assessment checklist has been developed to provide a guide to how accessible business premises are. This can also be used as a guide when planning improvements or when selecting premises or relocating to new premises.

### Physical Access

Item	Yes	No	N/A	Comment
Accessible car parks (400m from premises)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Grassed area for toilet assistance dogs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Car parks and pathways well lit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overhanging trees or signage that could present a safety hazard.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Warning/Tactile Ground Surface Indicators near potential hazards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Path from parking bays to entrance even and non-slip.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Door handles at a lower height.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doorways wide enough (minimum 850mm clearance).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Non-slip floor surface or carpets with a firm low pile of 6 mm or less.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ramp (gradient no steeper than 1:14) or lift (the lift buttons have raised numbers or letters).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Tactile labels on entrances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clear paths and lines of sight to entrances (side approach to the door, should have 1,200 mm of clear space in front of the door).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Solid contrasting strip on windows and glass.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Stock on shelving at a height that is in reach of someone using a wheelchair or mobility aid.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clear signage to identify the location of amenities, stock, and counters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fitting rooms can accommodate wheelchairs or mobility aids.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light switches, elevator buttons, doorknobs, power points and benches located at appropriate heights.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Lighting and fit out adjustments to reduce or stop glare.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Chairs provided at waiting areas that are easy to stand up from. The backs and arm rests are a suitable height.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Know where the nearest accessible toilet is (Grab rail next to the toilet at 800 mm – 810 mm high, preferably in an “L” shape)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have other ways to get your products or services to them (home delivery)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Restaurants/cafes have 900 mm space between tables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Tables provide 710 mm – 840 mm leg clearance beneath the unit and a table height of 730 mm – 870 mm.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Communication

Item	Yes	No	N/A	Comments
Clear external signage and large street numbers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Colour contrasted entrances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advertise that assistance is available if required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Font size (12pt), colour and type used to present information easy to read and is distinguishable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provide captions on television screens.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Capacity to reduce background noise and/or install a hearing loop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provide information in alternative formats (such as large print for menus and brochures);	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clear labels for products (such as sizes of clothes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Variety of communication methods and options available. Such as tablets, communication books, boards, cards with pictures of your goods, or just a pen and paper to communicate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use of matt or low sheen paper to avoid glare and avoid patterns or pictures in the background of text.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Provide a range of payment (EFTPOS, cash, cheque or mobile phone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comfortable communicating with people living with various disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advertise products, services, and opening hours through different channels such as google, local newspaper, etc?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Promote products or services to people with disability (or engage people with disability promote the business)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Website Accessibility

Item	Yes	No	N/A	Comment
Alternative text provided to describe images – icons, charts, pictures, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Links, buttons, tables, forms, and input fields labelled properly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Captions and transcripts available for audio and video content.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
High contrast between the text presented and the background colour.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Adjust text size without affecting the content or function of the page or site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Can time limits on pages be adjusted or turned off?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Mental Health

Item	Yes	No	N/A	Comment
There is a positive workplace culture.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
There is an understanding that mental health is everyone's responsibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Stress and other risks to mental health are managed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
People feel safe and supported to talk about mental health.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## General Accessibility

Item	Yes	No	N/A	Comment
Regularly identify market opportunities and changing consumer behaviour.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Review employment practices to encourage employment of people with disability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Nurture an inclusive business culture.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Provide training in disability awareness and statutory obligations to all employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	