**Checklist - Good Access is Good Business**This simple checklist is designed to help you assess your business premises' accessibility and communication practices. It should help you pinpoint areas for improvement and adjustment to create a more welcoming and inclusive environment for all of your customers.

**Evaluate your Business: Access and Inclusivity**

**1. Accessing your Business/Premises:**

* Is accessible car parking available close to the business?

Yes  No  N/A

* If no, are your staff aware of the closest accessible car parking available to your business?

Yes  No  N/A

* Is there an accessible pathway connecting carparks to the business?

Yes  No  N/A

* Is Business entrance accessible via a ramp?

Yes  No  N/A

* Can entrances, doorways and hallways can accommodate wheelchairs, mobility scooters and prams? (For guidance, find Australian standards: Wheelchair access here: <https://accessed.com.au/news/australian-standards-wheelchair-access-tips-and-advice> )

Yes  No  N/A

* Does the layout of store, aisles and displays accommodate for wheelchairs, mobility scooters and prams?

Yes  No  N/A

* Are accessible toilets easily accessed, clean and functioning?

Yes  No  N/A

* If no, are your staff aware of the closest accessible toilets available to your business?

Yes  No  N/A

* Is your business well lit throughout?

Yes  No  N/A

* Is there a quiet area with little or no sensory stimulation for customers with sensory sensitivities available at your business?

Yes  No  N/A

### 2. Communication

* Think about what access features your business already has or does well. Are these access considerations clearly advertised? e.g. *this business is accessible for wheelchairs, hearing loop is available, quiet sensory space is available*Yes  No  N/A
* Are customers able to identify if they have specific access needs when they contact you? For example: *“If you have any access or support needs, please let us know when you book.”*Yes  No  N/A
* Is signage for toilets, pay stations, change rooms clear and easy to locate?Yes  No  N/A
* Are business information and materials, such as menus or brochures, available in a variety of alternative formats? (For example, high contrasting colours, simple designs and text, font sizes)

Yes  No  N/A

* Now thinking about your online business information and materials, such as webpages, is electronic information available in accessible formats? (For example, webpages that comply with WCAG 2.0 as well as features such as image descriptions, accessible hashtags, and captioned videos. You can find out more about WCAG 2.0 here: <https://www.visionaustralia.org/resources/digital-access/resources/tip-sheets-whitepapers/web-content-accessibility-guidelines>)

Yes  No  N/A

* An access statement can be a helpful resource for your customers. Visit page 24 of [Accessible Tourism: It’s Your business](https://business.vic.gov.au/__data/assets/pdf_file/0007/1543705/Tourism_Accessibility_Digital.pdf) to find out how to write yours.