

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 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](#) to find out how to write yours.