

# Access and inclusion checklist for businesses, services or recreation groups

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Eurobodalla Shire Council is committed to eliminating barriers that prevent residents and visitors from participating fully in community and civic life. This checklist helps to identify and respond to barriers that may prevent people using their service or group. It provides guiding questions to draw attention to some of the more obvious barriers people with a disability face which, sometimes, can be easily altered or avoided. It does not constitute a Disability Discrimination Act (DDA) audit and it provides no assurances regarding compliance with the provisions of the DDA.

## Why review accessibility?

An accessible environment will;

- increase the pool of potential new workers, members, customers or participants that you can tap into. It can also help to retain those who may acquire a disability;
- enable more people with disabilities to participate;
- improve the overall safety of your premises which will have a direct impact on the potential for accidents and therefore the cost of insurance premiums;
- give greater levels of satisfaction and will improve public perception and recognition of your business, group or service.

Name of premises	
Date of accessibility review	
Review conducted by	

## Marketing and Customer Services

Providing information to people in accessible formats and being aware of needs.

1.1 Marketing				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Can people access printed information about your service in a readable test or large print format?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is printed information about your service/group available in a 'Plain English' version?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does the content of your website meet the terms of <i>Web Content Accessibility Guidelines</i> ?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does your service/group have a commitment statement to be inclusive?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does your website inform people about the access or facilities you have for people with a disability?	

1.2 Customer service				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do those with language needs have access to translations or a telephone interpreter service (TIS)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is information on disability awareness provided to staff/members/group as a part of an induction or training program?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is information on cultural awareness provided as a part of an induction or training program?	

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there protocols and processes in place for consulting and engaging with people with a disability?	
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## Getting to your service/space

Making it as easy as possible for people to conveniently and safely travel to your service.

2.1 Parking				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a designated accessible parking bay available on site or in the vicinity?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the accessible parking located as close as possible to the building entry?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the ground surface of the accessible parking bay firm and level?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the accessible parking bay well lit?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does a pathway lead from the accessible parking bay to the building/facility entrance?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Can you get from the accessible parking bay to the pathway easily and safely (i.e. without having to move behind parked vehicles)?	

2.2 Pathways				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the route to the main entrance clearly signed?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the route free of such hazards as bollards, litter bins, outward opening windows and doors, overhanging vegetation etc.?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are goods/rubbish/equipment kept clear of the building line?	

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does the pathway have a minimum clear width of 1,000mm and overhead clearance of 2,000mm?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the path of travel stable and firm underfoot?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the route level or not too steep, and flat with no side to side cross-fall?	

2.3 Pedestrian safety				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there kerb ramps installed where required e.g. at road crossing points?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the kerb ramp and roadway level with no lip at the base?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do kerb ramps align with each other?	

2.4 Ramps and stairs				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a ramp in addition to any set of stairs (if provided)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there lighting provided to the stairs/ramp?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there handrails provided on both sides of the stairs/ramp?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there tactile ground surface indicators provided at the top and bottom of the stairs/ramp?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are ramp gradients easily negotiated and are they level (side to side)?	

## Entrance

Making it as easy as possible for people to safely enter and be attended to at your facility.

3.1 Doorways				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a level or step free entry available?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the door clearly distinguishable from the facade?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there wide, easy to open or automatic doors (does at least one door leave a minimum clear opening width of 800mm)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are door handles lever or D lever style provided at an accessible height (i.e. can they be used at both standing and sitting height)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	If there is an intercom, doorbell or entry system is it an accessible height (i.e. can it be used at both standing and sitting height)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are glass doorways and side panels easy to see (solid contrast strip for full width)?	

3.2 Reception counter				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is at least part of the reception counter as a wheelchair accessible height, 'clutter free' and with a seat?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a hearing induction loop or other amplifying device fitted at reception?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there an accessible queuing system or an accessible buzzer on the service counter?	

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Where there are display stands, pamphlet racks, bookstalls etc. are they visible and reachable by people with disabilities?	
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3.3 Waiting areas				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	If there is seating in the waiting area, is there a mix of seats with armrests and backs and without armrests?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are waiting areas free from obstructions which could create hazards for people with visual disabilities?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are small standalone items in reception or waiting areas e.g. bins, bollards and signs clearly distinguishable from their background?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there space for a wheelchair user to wait?	

## Circulation

Making it as easy as possible to for people to move through the building/facility and use all areas unaided.

4.1 Floors				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do floor surfaces allow ease of movement for wheelchair users (i.e. is there low pile carpet or slip resistant flooring)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do floor surfaces avoid light reflection and sound reverberation?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Once inside the building can a wheelchair user get to all customer areas unaided?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are junctions between floor surfaces arranged in a way that avoids presenting tripping hazards and causing visual confusion?	

4.2 Aisles and passageways				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are aisles or corridors wide enough or provided with passing spaces for two people using mobility aids to pass each other?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is each corridor or passageway free from obstruction to wheelchair users and from hazards to people with impaired vision?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there clear space between furniture for a person to maneuver a mobility aid (e.g. wheelchair, walking frame, stick, crutches)?	

4.3 Signage				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there any signage (incl. symbols) that directs people into and through the building and are all relevant locations clearly signed?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the lighting even and glare free?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there braille and tactile signage provided?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the signage clear and easy to read and, can be read from both sitting and standing eye levels?	

4.4 Meeting rooms				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	In any meeting or eating space do tables, chairs and the layout have adequate leg clearance for a person using a wheelchair?	

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are light switches easy to reach and use from both a standing and sitting height?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a hearing induction loop or other amplifying device fitted in meeting rooms?	

## Facilities

Making it as easy as possible for people to comfortably use the facilities provided.

5.1 Kitchen and rest areas				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	If kitchen facilities are available, are they at a wheelchair accessible height?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is it possible for wheelchair users and people with other disabilities to approach and use all vending machines, drinking fountains etc.?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do you provide baby changing facilities and are these facilities accessible for a wheelchair user?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do you offer fitting/change rooms and if so have they been adapted to allow people with restricted mobility to use them?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do you have an area where people can sit down and rest should they need to?	

5.2 Toilets				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there an accessible toilet?	



<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the location of the accessible toilet clearly signed?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are access routes to the accessible toilet(s) kept clear?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the accessible toilet kept clear of stored items or other encumbrances?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the accessible toilet large enough for a person using a wheelchair and a carer (if required) to move within?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are the door fittings/locks and light switches easily reached and operated from both a standing and sitting height?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there grab rails on the back and side walls of the accessible toilet and are they colour contrasted from the background?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does the toilet seat contrast from the toilet pan and room?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the toilet paper holder within easy reach of a person sitting on the pan?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a hand basin available and it is deep enough and high enough (with leg clearance) for a person using a wheelchair to use?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is soap and hand drying equipment within easy reach of the user at the basin?	

## Evacuation/Emergencies

Making sure that in emergency situations all people can safely and quickly evacuate.

6.1 Evacuation				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there visible and audible fire alarms?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does signage direct you to the emergency exit?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there accessible emergency exits?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there an evacuation strategy in place to meet the needs of people with a disability in the event of an emergency?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does an accessible pathway lead you away from the building to the emergency assembly point?	

## External environment

Looking beyond your door to identify external accessibility issues likely to be faced .

7.1 Transport				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the building within a convenient distance of an accessible public transport stop or an accessible car park?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a footpath link from the public transport spot or the accessible car park space to the property boundary?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there any obstacles or other issues regarding the approach to your premises that may cause difficulty for people with disabilities?	

7.2 Pedestrian crossings				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a pedestrian crossing with signage, line marking and/or signals available (where necessary)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do the edges of the pedestrian crossing contrast with the roadway?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the transition from the footpath to the pedestrian crossing lipless?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there an audio signal available at the crossing?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do the signals stop the traffic long enough to enable a person to cross without rushing?	

### Comments and suggestions
