

Accessible Business Program Self-Assessment Checklist

Customer Service

Language and Communication	Yes	No	Identified Actions
Staff are familiar with contemporary terminology so that they use respectful, dignified and inclusive language when speaking to or referring to a person with a disability.			
Staff understand they should interact directly with the person with a disability (who is actually the customer) and not their assistant. Tip: If the person needs help to communicate, be patient, they and their assistant will likely deal with it. Otherwise just do your best.			
Staff know how to get the attention of a person with a disability in order to communicate with them. Tip: Establish eye contact with the person before trying to communicate. For customers who are Blind, use appropriate physical contact (i.e. touch the person only on the back of the shoulder, back of the arm or hand) and say your name before trying to communicate.			

Face-to-face Interaction and Offering Assistance	Yes	No	
<p>Staff have received disability awareness training.</p> <p>Tip: A short questionnaire to assess staff knowledge and skills is included at the end of this checklist.</p>			
<p>Staff feel comfortable interacting with people with disability.</p>			
<p>Staff feel confident to assist people with disability.</p>			
<p>Staff know that it is ok to do nothing initially and simply wait until the person asks for assistance.</p>			
<p>Staff know how to offer assistance in a dignified and inclusive way.</p> <p>Tip: It's easy! First ask if you can help, then ask what you can do to help.</p>			
<p>Staff understand not to make assumptions but simply to interact with the person on their merits as they present.</p> <p>Tip: Don't make assumptions or judgements about the person or their abilities without knowing them. i.e., interact with them as if they are capable people.</p>			
<p>Staff know how to offer sighted guide assistance to someone who is Blind.</p> <p>Tip: Offer the person your arm so they can hold your elbow and stand just behind you. Then proceed forward always staying in front of the person you are guiding. A sighter guide information chart is included at the end of this checklist.</p>			
<p>Staff are aware of alternative forms of communication when interacting with a customer who is Deaf.</p> <p>Tip: e.g., Writing, SMS, gestures, and other visual cues. Staff could learn how to fingerspell their own name. A fingerspelling chart is included at the end of this checklist.</p>			

General	Yes	No	
<p>If your customers need to wait, a chair is made available for someone who may be older and frail, use crutches or have poor balance.</p> <p>Tip: Provide a least one chair that has clearance underneath and has armrests.</p> <p>Provide a chair in any reception area, waiting or changing room.</p>			
<p>Discounts are offered for pensioners and their carers to help reduce the financial barriers of limited income.</p> <p>Tip: You could enrol your business in the WA Government's 'Companion Card' program that offers discounts to carers.</p>			
<p>Staff have an awareness of various assistance animal programs such as Guide and Hearing Dogs and promote that you welcome them into your business.</p>			
<p>Pen and paper are readily available to assist with communication.</p>			

Physical Layout

Transport and Accessible Parking	Yes	No	Identified Actions
<p>The business is familiar with local public transport options and any nearby accessible parking and/or drop-off bays.</p> <p>Tip: Identify the nearest bus stop, train stop, accessible parking bays and drop-off points to your business and check the pathway from there to your premises is clear for wheelchairs. This information can then be shared with any customers who need it.</p>			

Entrance	Yes	No	Identified Actions
The entrance to the business is obvious from the footpath.			
The main entrance is clear of obstructions to allow easy access through the main door.			
<p>The main entrance has a flat and level pathway into the premises.</p> <p>Tip: If there is a step or lip consider installing a permanent ramp or source a portable/temporary ramp that can be put in place as needed.</p>			
<p>Doors at the main entrance are automatic or easy to open for someone using a wheelchair.</p> <p>Tip: Hinged doors need to be operational with minimal effort and have lever or 'D' style handles.</p>			
Safety markings are placed on glass walls and doors particularly at the main entrance.			

Interior	Yes	No	Identified Actions
<p>The reception desk has a clear line of sight and is easily identifiable from the front entrance and there is a clear pathway to it.</p> <p>Tip: If the front entrance is visible to staff they can respond appropriately when they see someone who needs assistance.</p>			
<p>There is a clear pathway at least from the main entrance to reception and ideally to all facilities in the premises such as stairs, lifts, escalators meeting rooms, kitchen, and any accessible toilets.</p>			
<p>There is consistent and sufficient lighting, especially around service counters.</p> <p>Tip: Avoid strong lighting behind customer services staff as this causes shadows on their faces which limits ability to read lips and see facial cues.</p>			
<p>Tables allow adequate room underneath for a person in a wheelchair.</p> <p>Tip: Provided at least one option that meets this requirement.</p>			
<p>Chairs can be removed to allow space for a person in a wheelchair.</p>			
<p>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.</p> <p>Tip: If not, staff need to be aware and implement alternative strategies e.g., move away from behind the counter so there is no obstruction between them and the customer.</p>			
<p>Floor surfaces are smooth and slip resistant.</p> <p>Tip: Carpets and mats are secure and are not trip hazards.</p>			
<p>QR Codes, EFTPOS machines, ATMs, public telephones, rubbish bins and other equipment used by public are accessible for people with different abilities through:</p> <ul style="list-style-type: none"> • Braille features • Within the reach of a person using a wheelchair 			

<p>Background noise is reduced when necessary by:</p> <ul style="list-style-type: none"> • turning down music • moving to a quieter area <p>Tip: Investigate installing a 'hearing loop' or other system to assist people using hearing aids at counters, especially if there is a screen between staff & public.</p> <p>Consider a 'quiet hour' during the week in your store.</p>			
<p>If your premises has stairs, lifts or escalators, clear direction signage is provided to them and they meet current access standards.</p> <p>Tip: You may need to get advice to ensure these facilities meet current access standards. Relevant issues include signage, audible output, colour contrast stair nosings and handrails and appropriate use of Tactile Ground Surface Indicators (TGSIs).</p>			
<p>Shopping aisles are wide enough - preferably 1.2 metres</p> <p>Tip: Consider a person using a wheelchair may need space to turn around.</p>			
<p>Goods within reach of someone using a wheelchair.</p> <p>Tip: Particularly the most popular items. If this is not possible, staff are trained to offer assistance.</p>			
<p>Floor surfaces (particularly in walkways) are firm, flat, slip resistant and free of loose particles or any trip hazards.</p> <p>Tip: Carpets should have low/tight pile (not fluffy) and any floor mats should be clearly visible and have a thin profile to reduce trip hazards.</p>			

Accessible Toilet	Yes	No	Identified Actions
<p>The premises has an accessible toilet that it well signed, and staff know where it is.</p> <p>Tip: If your premises doesn't have an accessible toilet, investigate to find out where the nearest one is.</p>			
Clear directional signage is provided to locate the accessible toilet.			
Staff know not to use accessible toilets as storage space.			
The pathway to any accessible toilet is kept clear and free of obstructions.			

Signage	Yes	No	Identified Actions
There are clear external signs to 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 and simple fonts.			
Overhanging or protruding signs do not cause a hazard.			

Information

	Yes	No	Identified Actions
<p>Staff are aware that Deaf Australians don't speak English and that AUSLAN is their first and preferred language.</p> <p>Tip: When arranging a meeting with a Deaf person, it is your responsibility to arrange and pay for an AUSLAN interpreter.</p> <p>Tip: You can arrange an AUSLAN interpreter through Access Plus WA Deaf.</p> <p>Appropriate alternative forms of communication with a Deaf person include online AUSLAN services, TTY (telephone typewriter), SMS, writing, gestures and other visual cues.</p>			
<p>Written information is clear, concise and in plain English.</p>			
<p>Staff are aware that Blind customers are entitled to ask for information in Braille and that it is their obligation to arrange and pay for this.</p> <p>Tip: VisAbility (formerly Association for the Blind of WA) provides a Braille transcription service for a fee. You can simply email the document to them; they will transcribe the information into Braille and send the hard copy Braille document to you.</p> <p>If your business offers printed menus, consider having a Braille and large print version available.</p>			
<p>Your business website is accessible.</p> <p>Tip: Make sure your website complies with WC3 (World Wide Web Consortium) web accessibility guidelines.</p>			
<p>Always consider colour contrast and font style and size when providing visual information i.e. pamphlets, letters, brochures, website etc.</p> <p>Tip: In general, use a simple font such as Arial, no less than 12pt in size that is well colour contrasted against its background. Large print is usually considered to be 18pt font.</p>			

Policies and Procedures

	Yes	No	Identified Actions
<p>When developing policies and procedures, your business considers the needs of people with disability.</p> <p>Tip: Much like OHS, accessibility needs to be made mainstream and integrated across the entire organisation, has implications for all functions and roles within the business, and is a 'shared responsibility'. Ensure that all policies and procedures are consistent with this checklist.</p>			
<p>Your business is committed to operating in an accessible and equitable manner.</p> <p>Tip: Include a statement to this end in your overarching business policy documentation.</p>			
<p>The business is an equal opportunity employer and will consider people with disability who have the skills and experience for a mainstream position.</p> <p>Tip: Don't overlook a candidate simply because they have a disability.</p> <p>When given an opportunity, research shows that people with disability tend to be more loyal, dedicated, take fewer sick days and are more hardworking than the average employee.</p>			
<p>Consider offering a modified employment opportunity to a person with a disability.</p> <p>Tip: You can get Government help with this through a specialist Disability Employment Service Provider.</p>			
<p>Once completed, this checklist can form the basis for a voluntary DDA Action Plan which can be lodged with the Australian Human Rights Commission.</p> <p>Tip: This will demonstrate your business's commitment to equity and accessibility for people with disability and can provide supportive evidence in the event of a disability discrimination complaint.</p>			
End of Checklist			

Staff Awareness Questionnaire

This questionnaire is designed to assess your level of confidence, comfort, knowledge and skill in regard to equitable access and inclusion for people with disability.

There are no right or wrong answers.

Please put a 'strike' (/) through the response that applies to you.

-
1. Do you have personal experience of disability i.e. do you, a close friend or family member have a disability?

Yes No

2. Do you know a person with a disability?

Yes No

3. Have you ever interacted with a person with a disability?

Yes No

4. Thinking about your last interaction with a person with a disability, how would you rate the experience?

Fantastic Good OK Poor Very Poor N/A

5. How comfortable are you when interacting with people with disability?

Extremely Quite Just Not Very Not at All

6. How confident are you that you can interact with and offer assistance to a person with a disability?

Extremely Quite Just Not Very Not at All

7. How would you rate your level of knowledge about access and inclusion for people with disability?

Very High High Average Poor Very Poor

8. How would you rate your level of skill to interact with and offer assistance to a person with a disability?

Very High High Average Poor Very Poor

9. Would you like to receive disability awareness training?

Yes No
