

The Accessible Business Program 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 first interact directly with the person with a disability (who is actually the customer) and not their assistant.			
Staff know how to get the attention of a person with a disability in order to communicate with them.			
Face-to-face Interaction and Offering Assistance	Yes	No	
Staff have received disability awareness training.			
Staff feel comfortable interacting with people with disability.			
Staff feel confident to assist people with disability.			
Staff are aware of alternative forms of communication when interacting with a customer who is Deaf or hard of hearing. e.g., Writing, SMS, gestures, and other visual cues.			
General	Yes	No	
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.			
Discounts are offered for pensioners and their carers to help reduce the financial barriers of limited income.			
Staff have an awareness of various assistance animal programs such as Guide and Hearing Dogs and promote that you welcome them into your business.			
Pen and paper are readily available to assist with communication.			

Physical Layout

Transport and Accessible Parking	Yes	No	Identified Actions
The business is familiar with local public transport options and any nearby accessible parking and/or drop-off bays.			
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.			
The main entrance has a flat and level pathway into the premises.			
Doors at the main entrance are automatic or easy to open for someone using a wheelchair.			
Safety markings are placed on glass walls and doors particularly at the main entrance.			
Interior	Yes	No	Identified Actions
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.			
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.			
There is consistent and sufficient lighting, especially around service counters.			
Tables allow adequate room underneath for a person in a wheelchair.			
Chairs can be removed to allow space for a person in a wheelchair.			
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.			
Floor surfaces are smooth and slip resistant.			
QR Codes, EFTPOS machines, ATMs, public telephones, rubbish bins and other equipment used by public are accessible for people with different abilities through:			

<ul style="list-style-type: none"> • Braille features • Within the reach of a person using a wheelchair 			
Background noise is reduced when necessary by: <ul style="list-style-type: none"> • turning down music • moving to a quieter area 			
If your premises has stairs, lifts or escalators, clear direction signage is provided to them and they meet current access standards.			
Shopping aisles are wide enough - preferably 1.2 metres			
Goods within reach of someone using a wheelchair.			
Floor surfaces (particularly in walkways) are firm, flat, slip resistant and free of loose particles or any trip hazards.			
Accessible Toilet	Yes	No	Identified Actions
The premises has an accessible toilet that it well signed, and staff know where it is.			
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/business 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
Written information is clear, concise and in plain English. Provide large print documentation as appropriate (ie menus, price lists). Font styles and colours and accessible.			
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.			
Your business website is accessible.			

Policies and Procedures

	Yes	No	Identified Actions
When developing policies and procedures, your business considers the needs of people with disability.			
Your business is committed to operating in an accessible and equitable manner.			
The business is an equal opportunity employer and will consider people with disability who have the skills and experience for a mainstream position.			
Have you given consideration to offering a modified employment opportunity to a person with a disability.			
Once completed, this checklist can form the basis for a voluntary DDA Action Plan which can be lodged with the Australian Human Rights Commission.			
Additional considerations			

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