

GOOD ACCESS IS GOOD BUSINESS

Customer Access¹ Checklist for Retail Outlets

The City of Melbourne has introduced the 'Good Access is Good Business' publications and education program to support city businesses to meet the legal (Disability Discrimination Act 1992) and community expectations of fair access for all members of the community to all goods, services, entertainment and recreational opportunities available within the city.

This self-assessment checklist has been developed to provide a guide to how accessible your retail outlet is. This can also be used as a guide when planning improvements or when selecting premises to establish a retail outlet.

Does your retail outlet have:

Yes

Access to the building / premises

- accessible parking for people with disabilities close by
- accessible public transport close by
- accessible parking for scooter users
- clear external building line at front of premises
- clear path of travel from outdoor to indoor areas
- protection from wind, rain and noise in outdoor areas
- step free access
- wide self opening or easy to open doors
- clear external and internal directional signage including symbols

¹ Access / Accessible – means that a person with a disability is, without assistance able to approach, enter, pass to and from and make use of an area and its facilities. Source Municipal Association of Victoria – Access on Line www.mav.asn.au/access

Ease of access when moving around the premises

- wide clear internal walkways
- safety markings on glass doors and adjacent panels
- colour contrasting door frames / trims
- a handrail from the entrance to service counters
- consistent and even lighting throughout
- clear space between furniture for a person to manoeuvre a mobility aid (e.g. wheelchair, walking frame, stick, crutches)
- low pile carpet or slip resistant floor
- ramp or lift access to all levels
- accessible self service counters / display areas
- wide space between security checkpoints
- effective glare free lighting throughout the premises
- handrails and contrasting edges on any steps
- tactile tiles prior to steps, ramps and drop off areas
- wheelchair accessible checkouts
- lever style door handles at an accessible height
- direct access to an accessible toilet with an 'access sign'
- brochures, printed information and displays at an accessible height

Accessible amenities

- low height, 'clutter free' service counters with a seat
- an accessible queuing system
- an accessible buzzer on service counters
- seating with backs and armrests
- seating with colour contrast to walls and floors
- an accessible storage area for mobility aids

Accessible provision of information

- information about services for people with disabilities e.g.
 - lift
 - accessible toilet

- emergency procedures
- a taped phone message about services and facilities
- an accessible Web site with information about services
- clear, large print name tags on staff
- large print, raised tactile and Braille signage
- a 'hearing awareness' card on service counters
- raised tactile and Braille markings on any lift buttons
- audible information in any lifts
- alternatives to any visible information e.g. announcements
- alternatives to any audible announcements e.g. visible display

Staff who are able to communicate appropriately with people with disabilities

- friendly helpful staff, trained in access awareness
- staff available to assist in self service areas
- staff available to read information for customers if required
- staff with basic sign language skills
- staff who speak clearly and look at customers when talking
(for easy lip reading)
- effective glare free lighting at service counters
- pen and paper for exchanging information
- hearing augmentation at service counters
- an accessible public telephone and a telephone typewriter (TTY)

Responsive evacuation procedures

- visible and audible fire alarm
- accessible emergency exits
- emergency evacuation procedures to respond to all users

Other issues to consider

- home delivery service
- accessible payment options
- discounts for pensioners

- shopping trolleys suitable for a person using wheelchair
- shopping baskets
- appropriate acoustic environment to reduce background noise
- alternatives to turnstiles
- phone order service
- internet shopping service

CUSTOMER ACCESS PLAN

Now you have completed the Customer Access Self-assessment Checklist, you will have identified a number of areas where you are providing good access. You will also have identified areas that require access improvement.

You can now use this page to begin to develop a Customer Access Plan for your retail outlet based on the answers you could not check YES in the Checklist.

Start by grouping access action you need to take, into the following areas:

- Action you can take now for little or no cost;
- Action you can take in the medium term that doesn't require renovation to your premises;
- Action you will need to take during a refurbishment or redevelopment of your premises to provide access for all.

Under the Building Code of Australia, you are required to provide access for people with disabilities in any renovation or redevelopment project.

If you don't own your premises, you can also start to talk to your landlord about the legal requirements of providing access for all, as they are also responsible under the DDA.

Please refer to the Good Access is Good Business publications and telephone 9658 9658 if you require additional copies or information.

Access Consultants

There are a number of recognised disability access consultants who can conduct an access audit of your premises and provide you with specialist advice and assistance for developing an access plan.

Disclaimer

- The information published in this checklist is as a community service provided by the City of Melbourne to disseminate information on how accessible individual businesses are to people with disabilities.
- Whilst due care has been taken in preparing the checklist, we do not guarantee its accuracy or currency.
- The City of Melbourne is not responsible to you or anyone else for any loss, damage or injury incurred or sustained by any person as a result of use or reliance on the checklist.

© Developed by **Access Audits Australia** for City of Melbourne. The content of the checklist is subject to Copyright and it is not to be reproduced or used in any other form without the written permission of Access Audits Australia.

AAA

CUSTOMER ACCESS PLAN

Short Term Action/s

Medium Term Action/s

Long Term Action/s