

GOOD ACCESS IS GOOD BUSINESS

Customer Access¹ Checklist for Cafés and Restaurants

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 café or restaurant is. This can also be used as a guide when planning improvements or when selecting premises to establish café or restaurant.

Does your café or restaurant 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 paths of travel from outdoor to indoor areas
- protection from wind, rain and noise in outdoor areas
- step free access

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

- wide self opening or easy to open doors
- clear external and internal directional signage including symbols

Ease of access when moving around the premises

- appropriate safety markings on glass doors and adjacent panels
- colour contrasting door frames / trims
- a handrail from the entrance to a service counter
- consistent and even lighting throughout
- wide, clear internal walkways
- 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 / displays
- handrails and contrasting edges on any steps
- tactile tiles prior to steps and ramps
- lever style door handles at an accessible height
- a low height, 'clutter free' service counter/s with a seat
- direct access to an accessible toilet with an 'access sign'
- an accessible baby change area
- suitable height tables for people using wheelchairs

Accessible amenities

- an accessible buzzer on service counter/s
- seating with backs and armrests
- seating in colour contrast with walls and floors
- 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
- large print, raised tactile and Braille signage
- large print menu displayed externally (18 point font, Arial)
- an 'assistance animal welcome' sticker at entry (e.g. guide or hearing dog)
- large print table numbers
- clear, easy to read menus
- menus available in large print and Braille
- raised tactile markings and Braille on any lift buttons
- audible information in any lifts
- a 'hearing awareness' card on service counters
- clear, large print name tags on staff
- alternatives to any visible information e.g. announcements

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 menus for customers if required
- staff with basic sign language skills
- staff who speak clearly and look at the 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 and in function areas
- an accessible public telephone and a telephone typewriter (TTY)
- an appropriate acoustic environment to reduce background noise
- service transaction points in 'quiet zones'

Responsive evacuation procedures

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

Other issues to consider

- menus available for people with special dietary needs
- accessible payment options
- discounts for pensioners
- home and motel delivery service
- provision of table service
- easy to hold cutlery for people with limited hand movement
e.g. arthritis
- bell at tables to attract waiter's attention
- large serviettes
- level and stable tables and chairs
- coloured glassware for easy identification
- tabletop / cloth in contrast colour to cutlery and crockery
- space for assistance animals at tables

CUSTOMER ACCESS PLAN

Now you have completed the access 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 café or restaurant 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.

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CUSTOMER ACCESS PLAN

Short Term Action/s

Medium Term Action/s

Long Term Action/s