GOOD ACCESS IS GOOD BUSINESS

Customer Access[1] Checklist for Educational Institutions

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 educational institution is. This can also be used as a guide when planning improvements or when selecting premises to establish an educational institution.

Does your educational institution have: **Yes**

Access to the building / premises

- accessible parking for people with disabilities close by ☐
- accessible parking for scooter users ☐
- accessible public transport close by ☐
- clear external and internal information and directional signs including symbols ☐
- clear accessible layout maps to assist wayfinding around campuses ☐
- 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 ☐
- lever style door handles at an accessible height ☐

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[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

- safety markings on glass doors and adjacent panels ☐
- ramp or a lift access to all levels ☐

Ease of access when moving around the premises

- colour contrasting door frames / trims ☐
- a handrail from the entrance to reception areas ☐
- consistent and even lighting throughout ☐
- wide, clear internal and external walkways ☐
- clear space between furniture and exhibits for a person to maneuver a mobility aid (e.g. wheelchair, walking frame, stick, crutches) ☐
- slip resistant floor and ground surfaces ☐
- direct access to an accessible toilet with an 'access sign' ☐
- an accessible baby change area ☐
- access to stage and change room areas in any theatres ☐
- wheelchair accessible seating at various locations in premises including course areas ☐
- enough space between any theatre seating for easy movement along aisles ☐
- accessible playground ☐
- use of handrails, nosings etc on stairs / ramps ☐
- tactile tiles installed prior to stairs, ramps ☐
- accessible toilet facilities for children with disabilities ☐
- accessible toilet facilities for adults with disabilities ☐
- sheltered wheelchair accessible seating areas at various locations throughout grounds ☐
- use of plants along paths that provide a distinctive smell or appearance and a distinctive texture or sound ☐
- no overhanging foliage on pathways ☐

- effective lighting throughout facilities ☐
- availability of additional lighting for specific project work ☐
- handrails and contrasting edges on any steps ☐
- lighting on stair edges in any theatre areas ☐
- circulation space at exhibition areas ☐
- low height, 'clutter free' reception counters with a seat ☐

Accessible amenities

- an accessible buzzer on reception counters ☐
- seating with backs and armrests ☐
- seating with colour contrast to walls and floors ☐
- accessible storage area for mobility aids ☐

- accessible drinking troughs / fountains ☐
- availability of adjustable furniture for children and adults with disabilities ☐
- suitable height tables / desks for children and adults with disabilities ☐
- accessible computers with large screens and large 'mice' ☐
- adaptive technology for computers e.g. screen reader ☐
- low vision magnifiers ☐
- books, magazines & newspapers recorded on audio-tape ☐
- accessible and well lit private study areas ☐
- accessible water / tea / coffee facilities ☐
- access to any bar / kiosk area ☐
- accessible canteen area ☐

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 and courses ☐

- Internet access to courses and course information ☐
- brochures, printed information and displays at an accessible height ☐
- large print, raised tactile, Braille and audio signage ☐
- an 'assistance animal welcome' sticker at entries
  (e.g. guide or hearing dog) ☐
- information in large print and Braille ☐
- clear, large print name tags on staff ☐
- audio descriptions of any performances or displays ☐
- raised tactile and Braille markings on any lift buttons
  and audible information in any lifts ☐
- large print seat numbers in any theatre areas ☐
- seat numbers in colour contrast to seat in any theatre areas ☐
- enrolment forms and information available in large print & Braille ☐
- availability of cueing devices to assist with spatial orientation
  e.g. different texture wallpapers, audible ticking clocks,
  different colour rooms, scented plants ☐

- large print & tactile room numbers in colour contrast to
  doors / surrounding area ☐
- a 'hearing awareness' card on all reception counters ☐
- availability of alternative public address system i.e. visual as well
  as audible ☐
- audio description of any performances or displays ☐

Staff who are able to communicate appropriately with people with disabilities

- friendly helpful staff, trained in access awareness ☐
- staff with basic sign language skills ☐
- sign language interpreters if required ☐
- staff who look at students when talking (for easy lip reading) ☐
- effective glare free lighting at reception counters ☐
- staff who speak clearly to students ☐
- pen and paper for exchanging information ☐

- hearing augmentation at reception counters and in course and performing areas ☐
- an accessible public telephone and telephone typewriter (TTY) ☐

Responsive evacuation procedures

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

Other issues to consider

- a phone booking system for courses ☐
- accessible payment options ☐
- discounts for pensioners ☐
- accessible guided tours ☐
- wheelchairs for loan ☐
- use of accessible venues for school community events, e.g. school concert ☐
- availability of accessible transport for excursions etc ☐
- appropriate acoustic learning environments to reduce background noise ☐
- captioning on any film or video screens ☐
- availability of quiet areas ☐

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 educational institution 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.

CUSTOMER ACCESS PLAN

Short Term Action/s

Medium Term Action/s

Long Term Action/s