

GOOD ACCESS IS GOOD BUSINESS

Customer Access¹ Checklist for Banks, Financial and Legal Services

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 bank, financial and legal service is. This can also be used as a guide when planning improvements or when selecting premises to establish a bank, financial and legal service.

Does your service 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
- 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

- lever style door handles at an accessible height
- safety markings on glass doors and adjacent panels
- colour contrasting door frames / trims
- a handrail from the entrance to reception counters
- 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 surfaces
- a lift to all levels
- colour contrasting doors or door frames / trims
- effective lighting throughout facilities
- effective lighting in areas for completing forms or transactions
- handrails and contrasting edges on any steps
- tactile tiles prior to steps and ramps
- low height, 'clutter free' reception counters with a seat
- direct access to an accessible toilets with an 'access sign'
- an accessible baby change area

Accessible amenities

- an accessible buzzer on reception counters
- seating with backs and armrests and colour contrast with walls and floors
- an area to sit and wait
- an area to sit and write
- an accessible meeting area

- movable and adjustable furniture in meeting area
- access to tea, coffee & water facilities
- easy to open self-serve tea, coffee etc.
- remote controls for television in waiting area
- rounded edges on furniture
- storage area for mobility aides
- coat hanging hooks that can be reached from a wheelchair
- accessible furniture e.g. tables, chairs
- access to any self serve computer facilities
- access to any vending machines
- access to any ATMs

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 public telephone
- an accessible Website with information about services
- clear, large print name tags on staff
- large print Suite numbers in colour contrast to door
- large print, raised tactile and Braille signage
- ‘assistance animal welcome’ sticker at reception entry (e.g. guide or hearing dog)
- information in large print and Braille
- business cards in large print and Braille
- alternatives to visual displays e.g. announcements
- raised tactile and Braille markings on any lift buttons
- audible information in any lifts
- a ‘hearing awareness’ card on the reception counters
- alternatives to any audible announcements e.g. visible display

Staff who are able to communicate appropriately with people with disabilities

- staff available to read information to customers if required
- staff with basic sign language skills
- sign language interpreter if required
- staff who speak clearly and look at the customers when talking (for easy lip reading)
- effective glare free lighting at reception counters
- pen and paper for exchanging information
- appropriate acoustic environments to reduce background noise
- hearing augmentation at reception counters and in any meeting areas
- hearing augmentation at any screened or glass covered service areas
- an accessible public telephone and a telephone typewriter (TTY)
- friendly, helpful staff trained in access awareness

Responsive evacuation procedures

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

Other issues to consider

- brochures, printed information and displays at an accessible height
- Internet form retrieval and lodgement service
- seating and numbering system for people in queues
- queue locations that do not obstruct other users
- easy grip pens at service counters
- discounts for pensioners
- accessible payment options e.g. internet, phone banking
- magnifying glass for 'fine print' documents
- large print books and magazines in waiting areas
- large print time and date information in waiting area
- a caption decoder on any television

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 bank, financial or legal service 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