

## GOOD ACCESS IS GOOD BUSINESS

### Customer Access<sup>1</sup> Checklist for Tourism Services, Facilities and Venues

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 tourism service, facilities and venues are. This can also be used as a guide when planning improvements or when selecting premises to establish a tourism service, facility and venue.

**Do your tourism services, facilities and venues 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 and internal directional signs including symbols
- clear path of travel from outdoor to indoor areas
- protection from wind, rain and noise in outdoor areas
- step free access

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<sup>1</sup> 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](http://www.mav.asn.au/access)

- wide self opening or easy to open doors

***Ease of access when moving around the premises***

- a handrail from the entrance to service counters
- low height, 'clutter free' service counters with a seat
- 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
- ramp or a lift access to all levels
- lever style door handles at an accessible height
- direct access to an accessible toilet with an 'access sign'
- an accessible baby change area
- access to stage and change room areas
- access to and within viewing areas and lookouts
- accessible rest areas including seating, lighting, drinking fountains,
- shelter at regular intervals along paths
- wider passing areas along narrow paths
- access to mobile attractions e.g. trains, buses, rides
- accessible boat ramps, jetties or fishing platforms
- access via decking or floating entry to beach or lake areas
- access via ramp or beach entry to swimming area/pools
- accessible camping sites and facilities
- availability of 'beach / pool accessible' wheelchair for loan
- accessible picnic areas with shelter, seats and BBQs
- accessible playgrounds and play equipment
- effective lighting throughout facilities
- colour contrasting handrails and seating on mobile exhibits

- use of plants along paths that provide a distinctive smell or appearance and a distinctive texture or sound
- no overhanging foliage on pathways
- limited use of roped barriers
- handrails and contrasting edges on any steps
- tactile tiles prior to steps, ramps, jetties, piers and other hazards
- brochures, printed material and displays at an accessible height

***Accessible amenities***

- safety markings on glass doors and adjacent panels
- colour contrasting door frames / trims
- an accessible buzzer on service counters
- seating with backs and armrests
- seating with colour contrast to walls and floors
- space for storing mobility aids and baggage
- accessible vending machines / food outlets / kiosk/drinking taps
- low height ticket counters, kiosk, bar etc.
- accessible self service counters / display 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
- a Mobility map of site indicating accessible parking, toilets, paths attractions etc.
- clearly signed passenger stops and vehicles
- clear, large print name tags on staff
- large print, raised tactile, Braille and audio signage

- an 'assistance animal welcome' sticker at entry (e.g. guide dog, hearing dog)
- information in large print and Braille
- audio description of performances and displays
- audio guides for exhibits and displays
- tactile depiction of artist displays e.g. paintings
- audible descriptions of attractions on shuttle service
- raised tactile and Braille markings on any lift buttons
- audible information in any lifts
- raised tactile signage and Braille on mobile exhibit
- a 'hearing awareness' card on the service counters
- 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
- 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 service counters
- pen and paper for exchanging information
- appropriate acoustic environments to reduce background noise
- hearing augmentation at service counters and in performance areas
- an accessible public telephone and telephone typewriter (TTY)

***Responsive evacuation procedures***

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



## **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 tourism services, facilities and venues 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**