

Good Access is Good Business

Did you know that almost one in five* customers within your community has an accessibility need, and by not meeting those needs, you could be missing out on business. From people with prams, elderly people, people with walking canes and those who use wheelchairs and other mobility aids, there's a whole market to be tapped into.

To support local businesses in the area, Spinal Life Australia has put together a quick checklist to help business owners and operators assess their current level of accessibility.

Featuring practical tips and tricks this checklist aims to support you in implementing small changes to make your business as welcoming and accessible as possible.

Spinal Life Australia has been supporting people with a disability for over sixty years. We're here to support your efforts and answer any questions you may have about accessibility for your business. You can contact us by emailing accessibleaustralia@spinal.com.au

SURROUNDINGS

Do you have accessible parking near your business? Yes Not Yet *Make sure staff know where the nearest accessible park is.*

Can your business be accessed by people with mobility aids including walkers, wheelchairs, powerchairs, prams etc? Yes Not Yet *Clear your pathways, free from signs, tree branches, furniture and displays. Ensure the path is wide and not slippery.*

BUSINESS ENTRY

Does your business have an accessible ramp? Yes Not Yet *Install a temporary ramp or find an alternative accessible entrance to your venue.*

Is the door easy to open by:
 • being automatic or light to open,
 • being wide enough for a person with a walking frame or wheelchair; and
 • lever-style door handles that can be easily reached. Yes Not Yet *Use a call bell at your entrance so people can call for assistance as needed or have outside seating areas to avoid door entry.*

Do you have markings on your glass to make it easy to tell if the door is open or closed? Yes Not Yet *Place glass safety stickers on.*

LAYOUT

Are aisles and walkways wide enough? Preferably 1.2 metres with sufficient circulation/turning space Yes Not Yet *Move furniture and fixtures to ensure access, ease of movement and turn around circles.*

Are goods within reach of someone using a wheelchair (particularly the most popular items)? Yes Not Yet *Place things in reach of people in wheelchairs. Train staff to offer assistance*

Is there an accessible toilet available? Yes Not Yet *Ensure all staff are aware of the nearest accessible toilet to your location, and secure approval for your customers to use it.*

Are your service counters at a height that is suitable for a person using a wheelchair? Yes Not Yet *Train your staff to step out from behind the counter when a person with a wheelchair is ordering. This makes people with a disability feel welcome and avoids them having to loudly place their orders.*

Are your carpets and mats secured to avoid trip hazards? Yes Not Yet *Ensure carpets and rugs are secured to avoid trips and allow wheelchairs to roll over them smoothly.*

CUSTOMER SERVICE

Are staff trained in recognising customers who need extra assistance with ordering and serving? Yes Not Yet *Treat customers with a disability with respect and asked how they would prefer to be offered services when barriers arise.*

Are staff aware of the rights of customers with guide dogs and assistance animals Yes Not Yet *Staff to be aware of assistance animals*