| **SURROUNDINGS** | **YES** | **NO** |
| --- | --- | --- |
| At least one designated accessible car space. |  |  |
| Accessible public transport nearby. |  |  |
| Clear pathway to enter your business, free from: signs, tree branches, furniture and displays. The path is wide and not slippery. |  |  |
| If permitted to display items or furniture on the footpath – there is a clear pathway to the entrance of your business.  (For guidelines please refer to your City Council Footpath Trading Policy) |  |  |
| **ENTRY** | **YES** | **NO** |
| If you have steps and cannot replace them with a ramp, is there:   * a temporary ramp * an entrance through another more accessible position, or * a call bell at entrance to allow people to attract attention for assistance |  |  |
| 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; or * lever style door handles at an easy height. |  |  |
| Entrance painted a colour that contrasts with the surroundings. |  |  |
| Safety markings on glass. |  |  |
| **LAYOUT** | **YES** | **NO** |
| Shopping aisles are wide enough - preferably 1.2 metres  (Consider a person using a wheelchair may need space to turn around). |  |  |
| Goods within reach of someone using a wheelchair (particularly the most popular items). If this is not possible, staff are trained to offer assistance. |  |  |
| **SIGNS** | **YES** | **NO** |
| Clear external signs to help people identify what your shop is and that it is accessible. |  |  |
| Internal signs and product pricing labels are clear and use high contrast colours. |  |  |
| Overhanging or protruding signs do not cause a hazard. |  |  |
| **FURNITURE AND FITTINGS** | **YES** | **NO** |
| Tables allow adequate room underneath for a person in a wheelchair. |  |  |
| Chairs can be removed to allow space for a person in a wheelchair. |  |  |
| At least part of your main counter is at a height that is suitable for a person using a wheelchair - 750-800mm from floor level. |  |  |
| Floor surfaces are smooth and slip resistant.  Carpets and mats are secure and are not a trip hazard. |  |  |
| An accessible toilet is available. If not, all staff know the location of the nearest accessible toilet and you have approval for your customers to use it.  (If you decide to add an accessible toilet, get technical advice before you start) |  |  |
| EFTPOS machines, ATMs, public telephones, rubbish bins and other equipment used by public are accessible for people with different abilities through:   * Braille features   Within the reach of a person using a wheelchair |  |  |
| Background noise is reduced when necessary by:   * turning down music * moving to a quieter area   (Investigate installing a ‘hearing loop’ or other system to assist people using hearing aids at counters, especially if there is a screen between staff & public) |  |  |
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| Tables allow adequate room underneath for a person in a wheelchair. |  |  |
| Chairs can be removed to allow space for a person in a wheelchair. |  |  |
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| **CUSTOMER SERVICE AREAS** | **YES** | **NO** |
| Clear sight lines between the entry and the counter so staff are aware when a customer needs assistance to enter the premises or purchase goods. |  |  |
| If your customers need to wait, a chair is available for someone who may be older and frail, use crutches or have poor balance. |  |  |
| Consistent and sufficient lighting, especially around service counters. |  |  |
| Avoid strong lighting behind customer services staff as this causes shadows on their faces which limits ability to read lips and see facial cues. |  |  |
| **CUSTOMER SERVICE** | **YES** | **NO** |
| Staff members are trained to identify when someone may have additional needs and how these may be addressed. |  |  |
| Customers with disabilities are treated with respect and asked how they would prefer to be offered services where there are barriers. |  |  |
| Discounts are offered for pensioners and their carers to help reduce the financial barriers of limited income. |  |  |
| An awareness of various assistance animal programs such as Guide and Hearing Dogs and promote that you welcome them into your business. |  |  |
| Display ‘Good Access’ Counter Card. |  |  |
| Communication boards are available for people who need them. |  |  |
| Pen and paper are readily available to assist with communication. |  |  |
| Written information is clear and easy to read. |  |  |

| **Corrective Action** | | | |
| --- | --- | --- | --- |
| **Action** | **Who is responsible** | **Due date** | **Completed** |
|  |  |  | ☐Yes ☐No |
|  |  |  | ☐Yes ☐No |
|  |  |  | ☐Yes ☐No |
|  |  |  | ☐Yes ☐No |

| **Site Information** | | |
| --- | --- | --- |
| Address: | | Date of assessment: |
| Name of evaluator: | Any other information: | |
| Date of assessment: |