

# Retail

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With almost 20 per cent of people living with disability in Australia – a country with an aging population – businesses that lack access are missing out on potential customers.

Use this checklist to review how accessible and inclusive your business is. If you identify some gaps, consider making improvements to welcome customers of all ages and abilities.

You can also use this checklist as a guide when selecting premises to establish a retail venue. Relevant legislation must be adhered to in any building upgrade or development works.

## General access issues to consider

Does your retail venue have:

Access to premises	Yes	No
Accessible parking for people with disabilities nearby		
Accessible public transport nearby		
Clear floor markings for people with low vision at front of premises		
Clear path of travel from outdoor to indoor areas		
Clear external and internal directional signage including symbols		
Protection from wind, rain and noise in outdoor areas		
Step-free access		
Wide self-opening or easy-to-open doors		
D-style lever door handles at an accessible height		

Ease of access when moving around the premises	Yes	No
Colour contrasting door frames/trims		
Wide, clear internal walkways		
Safety markings on glass doors and adjacent panels		
A handrail from the entrance to service counters		
Consistent and even lighting throughout		
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		
Ramp or lift access to all levels		
Accessible self-service counters/display areas		
Wide space between security checkpoints		

<b>Ease of access when moving around the premises</b>	<b>Yes</b>	<b>No</b>
Glare-free lighting throughout the premises		
Handrails and contrasting nosings on any steps		
Tactile tiles before steps, ramps and drop-off areas		
Wheelchair accessible checkouts		
<b>Accessible amenities</b>	<b>Yes</b>	<b>No</b>
Low-height, clutter-free service counters with a seat		
An accessible queuing system		
An accessible buzzer on counters		
Seating with backs and armrests		
Seating in contrasting colours to walls and floors		
Scooter/wheelchair recharge point		
An accessible toilet		
An accessible baby change area		
An accessible baby feeding area		
An ambulant toilet for men and an ambulant toilet for women		
A gender-neutral toilet		
<b>Accessible provision of information</b>	<b>Yes</b>	<b>No</b>
Information about services for people with disabilities e.g.		
Lift		
Accessible toilet		
Emergency procedures		
A phone message about services and facilities		
An accessible website with information about services		
Clear, large print name tags on staff		
Large print, raised tactile and braille signage		
Raised tactile and braille markings on lift buttons		
Audible information in lifts		
Alternatives to any visual displays e.g. audio announcements		
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<b>Staff who can communicate appropriately with people with disability</b>	<b>Yes</b>	<b>No</b>
Friendly helpful staff, trained in access awareness, including speaking clearly for easy lip reading		
Staff available to assist in self-service areas		
Staff available to read menus for customers if required		
Staff with basic sign language skills		
Pen and paper for exchanging information		
Hearing loops at service counters and in function areas		
SMS service for communication		
An appropriate acoustic environment to reduce background noise		
Service transaction points in 'quiet zones'		
<b>Responsive evacuation procedures</b>	<b>Yes</b>	<b>No</b>
Visible and audible fire alarms		
Accessible emergency exits		
Emergency evacuation procedures suited to people with different abilities		
<b>Other issues to consider</b>	<b>Yes</b>	<b>No</b>
Home delivery service		
Accessible payment options		
Discounts for concession card holders		
Wheelchair-accessible shopping trolleys		
Shopping baskets		
Alternatives to turnstiles		
Phone ordering service		
Internet shopping service		

## Accessibility improvement plan

Now you have completed the access checklist, you will have identified areas where you are providing good access. You might have also identified areas that need improvement.

Use the last page of this checklist to develop an accessibility improvement plan for your retail venue, based on your no answers in the checklist.

Start by grouping the 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 **National Construction Code**, 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 talk to your landlord about the legal requirements of providing access for all, as they are also responsible under the **Commonwealth Disability Discrimination Act 1992**.

## Access consultants

There are qualified and accredited access consultants who can conduct an access audit of your premises and provide you with specialist advice and assistance for developing an access plan. Visit the **City of Swan website** for more information.

## Disclaimer

The information published in this checklist is provided by the City of Swan as a community service. It shares information about how individual businesses can review and improve their accessibility for people with disabilities.

While due care has been taken in preparing this checklist, the City and the authors do not guarantee its accuracy or currency.

The City and the authors are not responsible to you or anyone else for any loss, damage or injury incurred or sustained by any person because of the use or reliance on this checklist.

The information generated from the use of this assessment checklist is intended to be used as a guide for your business only. It should not be relied on for future marketing considerations. You should seek your own independent advice regarding accessibility for people with disability.

The City of Swan does not warrant or guarantee any particular outcome in respect of your business's self-assessment.

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## **Accessibility improvement plan**

**Short term actions:**

**Medium term actions:**

**Long term actions:**