

Tourism services and venues

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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 tourism service or venue. Relevant legislation must be adhered to in any building upgrade or development works.

General access issues to consider

Does your service or 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
Appropriate safety markings on glass doors and adjacent panels		
A handrail from the entrance to service counters		
Consistent and even lighting throughout		
Wide, clear internal and external walkways		
Clear space between furniture and exhibits for a person to manoeuvre a mobility aid (e.g. wheelchair, walking frame, stick, crutches)		
Slip-resistant flooring		
Ramp or a lift access to all levels		
Accessible viewing areas and lookouts		
Accessible rest areas including seating, lighting and drinking fountains		
Shelter at regular intervals along paths		

Ease of access when moving around the premises	Yes	No
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 wheelchair for loan		
Accessible picnic areas with shelter, seats and BBQs		
Accessible playgrounds and play equipment		
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 nosings on any steps		
Tactile tiles before steps, ramps, jetties, piers and other hazards		

Accessible amenities	Yes	No
Low height, clutter free service counters with a seat		
An accessible buzzer on counters		
Seating with backs and armrests		
Seating in contrasting colours to walls and floors		
Accessible storage area for mobility aids		
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		
A Changing Place facility		
Accessible shower/change areas		

Accessible provision of information	Yes	No
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 and facilities		
A mobility map of the 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 lifts		
Raised tactile signage and braille on mobile exhibits		
Alternatives to any audio announcements e.g. visual displays		
Alternatives to any visual displays e.g. audio announcements		

Staff who can communicate appropriately with people with disability	Yes	No
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 information for customers if required		
Staff with basic sign language skills		
Glare-free lighting at service counters		
Pen and paper for exchanging information		
Appropriate acoustic environments to reduce background noise		

Staff who can communicate appropriately with people with disability	Yes	No
Hearing loops at service counters and in function areas		
SMS service for communication		
Responsive evacuation procedures	Yes	No
Visible and audible fire alarms		
Accessible emergency exits		
Emergency evacuation procedures suited to people with different abilities		
Other issues to consider	Yes	No
An internet booking system		
A phone booking system		
Accessible payment options		
Companion Card acceptance		
Water for assistance animals		
First aid support		
Discounts for concession card holders		
Wheelchairs for loan		
Accessible guided tours		
An accessible shuttle service		
Accessible on-site transport, if required		
Seatbelts on mobile attractions		
Wheelchair accessible exhibits		
Raised garden beds		

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 tourism service or 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: