

Banks, financial and legal services

ABN 21 086 180 442
 2 Midland Square, Midland WA 6056
 Ph (08) 9267 9267 Fax (08) 9267 9444
 swan@swan.wa.gov.au
www.swan.wa.gov.au

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 bank, legal or financial venue. Relevant legislation must be adhered to in any building upgrade or development works.

General access issues to consider

Does your bank, financial or legal service have:

Access to premises	Yes	No
Accessible parking for people with disabilities nearby		
Accessible public transport nearby		
Clear external and internal directional signs including symbols		
Clear floor markings for people with low vision at the front of the premises		
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		
A handrail from the entrance to the reception counters		
Consistent and even lighting throughout		
Appropriate safety markings on glass doors and adjacent panels		
Wide, clear internal walkways		
Clear space between furniture and exhibits for a person to manoeuvre a mobility aid (e.g. wheelchair, walking frame, stick, crutches)		
Low-pile carpet or slip-resistant floors		
Ramp or a lift access to all levels		
Effective lighting for completing forms or transactions		
Handrails and contrasting nosings on any steps		
Tactile tiles before steps and ramps		

Accessible amenities	Yes	No
Low-height, clutter-free reception counters with a seat		
An accessible buzzer on reception counters		
Seating with backs and armrests		
An area to sit and wait		
An area to sit and write		
An accessible meeting area		
Moveable and adjustable furniture		
Access to tea, coffee and water facilities		
Remote controls for television in waiting areas		
Round edges on furniture		
Seating in contrasting colours to walls and floors		
Scooter/wheelchair recharge point		
Accessible storage area for mobility aids		
Accessible coat hooks		
Access to self-serve computer facilities		
Access to ATM's		
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		

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		
Large print, tactile, braille and audio signage		

Accessible provision of information	Yes	No
<p>An assistance animal welcome sticker at entry (e.g. guide dog, hearing dog)</p> <p>Information in large print and braille</p> <p>Clear, large print name tags on staff</p> <p>Large print suite numbers in contrasting colours to doors</p> <p>An assistance animal welcome sticker at reception/entry</p> <p>Tactile and braille markings on lift buttons</p> <p>Audible information in lifts</p> <p>A hearing awareness card on the reception counters</p> <p>Alternatives to any audio announcements e.g. visual displays</p>		
Staff who can communicate appropriately with people with disability	Yes	No
<p>Friendly, helpful staff who are trained in access awareness, including speaking clearly for easy lip reading</p> <p>Staff available to read information to customers if required</p> <p>Staff with basic sign language skills</p> <p>Glare-free lighting at reception counters</p> <p>Pen and paper for exchanging information</p> <p>Appropriate acoustic environments to reduce background noise</p> <p>Hearing loops at service counters and in meeting rooms</p> <p>SMS service for communication</p> <p>Service transaction points in quiet zones</p>		
Responsive evacuation procedures	Yes	No
<p>Visible and audible fire alarms</p> <p>Accessible emergency exits</p> <p>Emergency evacuation procedures suited to people with different abilities</p>		
Other issues to consider	Yes	No
<p>Brochures, printed information and displays at an accessible height</p> <p>Internet form retrieval and lodgement service</p> <p>Seating and numbering system for people in queues that incorporate both visual and audible components</p> <p>Queue locations that do not cause access obstructions</p>		

Other issues to consider	Yes	No
Easy grip pens at service counters		
Discounts for concession card holders		
Accessible payment options e.g. internet and phone banking		
Magnifying glass for fine print documents		
Large-print books and magazines in waiting areas		
Large-print time and date information in waiting areas		
Captions on any digital screens		

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 bank, legal or financial 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.

© Developed by **Access Institute** for the City of Swan. The content of the checklist is subject to copyright, and it is not to be reproduced or used in any other form without the written permission of Access Institute 2023.

Accessibility improvement plan

Short term actions:

Medium term actions:

Long term actions: