

Cafés and restaurants

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 café or restaurant venue. Relevant legislation must be adhered to in any building upgrade or development works.

General access issues to consider

Does your café or restaurant venue have:

Access to premises	Yes	No
Accessible parking for people with disabilities nearby		
Accessible public transport nearby		
Clear external 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		
A handrail from the entrance to the service counters		
Consistent and even lighting throughout		
Appropriate safety markings on glass doors and adjacent panels		
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 floor and ground surfaces		
Ramp or a lift access to all levels		
Accessible self-service counters/displays		
Handrails and contrasting nosings on any steps		

Ease of access when moving around the premises	Yes	No
Tactile tiles before steps and ramps		
Lever-style door handles at an accessible height		
Suitable height tables for people using wheelchairs		
Accessible amenities	Yes	No
Low-height, clutter-free 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		
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, raised tactile, braille and audio signage		
An assistance animal welcome sticker at entry (e.g. guide dog, hearing dog)		
Large-print table numbers		
Clear, easy-to-read menus		
Menus available at tables in large-print (18-point font) and braille		
Raised tactile markings and braille on any lift buttons		
Audible information in any lifts		

Accessible provision of information	Yes	No
Clear, large-print name tags on staff		
Symbols and photos on signs and menus for ease of interpretation		
Staff who can communicate appropriately with people with disability	Yes	No
Friendly helpful staff, trained in access awareness, including speaking clearly for customers who need to lip-read		
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'		
Alternatives to any visual information e.g. audio announcements		
Alternatives to any audio announcements e.g. visual information		
Responsive evacuation procedures	Yes	No
Visible and audible fire alarms		
Accessible emergency exits		
Emergency evacuation procedures suited to people with different abilities		
Staff who can communicate appropriately with people with disability	Yes	No
Menus available for people with special dietary needs		
Accessible payment options		
Discounts for concession card holders		
Delivery service		
Table service		
Easy to hold cutlery for children as well as adults with limited hand movement		
Bell at tables to attract waiter's attention		
Large serviettes		
Level and stable tables and chairs		

Staff who can communicate appropriately with people with disability	Yes	No
Coloured crockery and glassware for easy identification		
Tabletop/cloth in contrasting colours to cutlery and crockery		
Space for assistance animals at tables		
QR code at tables for ease of ordering		

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 café or restaurant 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: