

Hotels and accommodation

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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 hotel or accommodation venue. Relevant legislation must be adhered to in any building upgrade or development works.

General access issues to consider

Does your hotel or accommodation 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 path of travel from outdoor to indoor areas		
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 reception 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 flooring		
Ramp or lift access to all levels		
Access to stages and change rooms		
Limited use of roped barriers		
Wheelchair-accessible seating at various locations in the venue with space for companions		

Ease of access when moving around the premises	Yes	No
Lighting on stair edges in any entertainment areas		
Definition of stage areas in entertainment areas		
Glare-free lighting at ticket, reception and bar counters		
Handrails and contrasting nosings on any steps		
Tactile tiles before steps and ramps		
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		
Access to any bar (including low-height bar area)		
Scooter/wheelchair recharge point		
Accessible storage area for mobility aids		
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 events, services and facilities		
An accessible website with information about events, services and facilities		
Large print, raised tactile, braille and audio signage		
An assistance animal welcome sticker at entry (e.g. guide dog, hearing dog)		

Accessible provision of information	Yes	No
Information in large print and braille		
Clear, large print name tags on staff		
Audio descriptions of any activities		
Alternatives to any audio announcements e.g. visual displays		
Alternatives to any visual displays e.g. audio announcement		
Captions on digital screens		

Staff who can communicate appropriately with people with disability	Yes	No
Friendly helpful staff, trained in access awareness, who can speak clearly for easy lip reading		
Staff available to read information to patrons if required		
Staff with basic sign language skills		
Pen and paper for exchanging information		
Appropriate acoustic environments to reduce background noise		
Hearing loops at service counters and in meeting rooms		
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		

Access to public eating areas	Yes	No
Clear paths of travel to, and through, eating areas		
Clear paths of travel to ordering areas		
Clear directional signage to eating and ordering areas		
Seating with backs and armrests		
Seating in contrasting colours to walls and floors		
Tables at a suitable height for a person using a wheelchair		
Low height clutter-free service counters		
Consistent, even lighting throughout		
Low pile carpet or slip-resistant floor		

Access to public eating areas	Yes	No
Menus available for people with special dietary needs		
Table service		
Easy-to-hold cutlery for people with limited hand movement (e.g. arthritis)		
Bell at table to attract waiters' attention		
Large serviettes		
Large-print menu displayed externally		
Large-print table numbers		
Clear, easy-to-read menus, available in large print and braille		
Staff available to read menus to customers		
Coloured glassware for easy identification		
Tabletop/cloth in contrasting colours to cutlery and crockery		
Audible and visible information about meal orders		
Pen and paper for exchanging information		
Space for assistance animals at tables		
Staff who speak clearly to customers for easy lip reading		
Access to and within guest rooms	Yes	No
Large-print room numbers in contrasting colours to doors		
Accessible height, colour contrasting power points and switches		
Cordless appliances e.g. kettle, phone		
Remote controls for TV, heating, cooling etc		
Remote controls or 'touch' mechanism for lamps		
Telephone, lights and TV controls within reach of bed		
Talking/large print alarm clock		
Emergency assistance buzzer in bathroom and bedroom		
Clearance at side and underneath bed for person using a hoist		
Ability to provide a hoist over bed		
Clothes hanging rail and shelving accessible from a wheelchair		
Easy to reach and close curtains or blinds		
Access to tea, coffee and water facilities		

Access to and within guest rooms	Yes	No
Wheelchair-accessible microwave, oven and fridge facilities		
Wheelchair-accessible kitchen benches and sink		
Accessible furniture e.g. tables, chairs		
Room service		
Small trolley to assist with moving meals etc.		
TV with caption decoder		
Visible/vibrating alert devices to help people with hearing impairment recognise the ring of telephone, alarm clock, fire alarm etc.		
Storage area for mobility aids		
Bathrooms in guest rooms	Yes	No
An accessible toilet		
Hand and grab rails		
Colour contrasting fixtures and fittings		
A mirror that can be used from a seated position		
Wide, step-free shower with slip-resistant floor surface		
Accessible shower fittings and fixtures		
Wheelchair-accessible basin		
Sensor or lever-operated taps		
Other issues to consider	Yes	No
An internet booking system		
A phone booking system		
Accessible payment options		
Discounts for concession card holders		
Companion Card acceptance		
Accessible vending machines		
Accessible sharps disposal units		

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 hotel or accommodation 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: