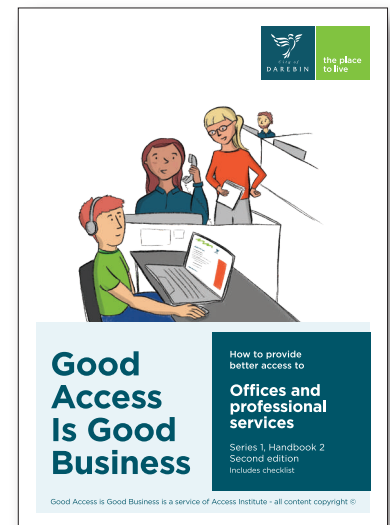


Good Access Is Good Business

Offices and professional services



Use the following Checklist to assess how accessible your office or professional service is. This will help you meet your legal responsibilities under the Disability Discrimination Act 1992. For a more detailed checklist go to the City of Darebin Good Access is Good Business Handbook for Offices and Professional Services at www.darebin.vic.gov.au



Does your office or professional service have?

Access to the building / premises

- o accessible parking and public transport close by
- o parking areas for motorised scooters and wheelchairs
- o footpath that allows a 1.8-meter-wide pathway for pedestrians
(See *Darebins Footpath Trading Policy*)
- o protection from wind, rain, and noise in outdoor areas
- o step free access
- o wide, self-opening, or easy to see and open doors
- o handrails on stairs and ramps
- o contrasting edges on stairs
- o tactile tiles prior to stairs and ramps
- o low height, 'clutter free' service counter/s and information displays
- o seating with backs and armrests
- o an appropriate acoustic environment to reduce background noise

Moving around the premises

- o wide, clear internal walkways between furniture for a person using a wheelchair, walking frame, or stroller
- o low pile carpet or slip resistant floor

Accessible amenities

- o a unisex accessible toilet with an 'access sign'
- o an accessible baby change area and a baby-feeding space
- o recharge power point for people to charge electric wheelchairs and scooters
- o large meeting or consulting rooms to accommodate users of wheelchairs, prams or assistance animals
- o accessible height tables for people to sit at to work from home

Accessible information

- o information about services for people with access needs
e.g. availability of lift or an accessible toilet
- o emergency procedures for people with disabilities
- o an accessible website and social media pages with information about services and appointment bookings
- o hearing loops at service counters and in meeting and consulting rooms
- o alternatives to any audible announcements e.g., visible display
- o availability of an SMS contact number for onsite communication
- o Hearing Awareness card on customer service counters
- o large print forms (where completion of these is required)
- o large print, raised tactile and Braille signage
- o large print suite or room number/name signage
- o an 'assistance animals welcome' sticker at entry
- o Braille next to lift buttons and audible information in lifts
- o business cards incorporating Braille and tactile contact details
- o Captions on any TV screens in waiting areas

Staff and Service

- o friendly, helpful staff trained in access awareness
- o staff available to assist in self service areas
- o staff with basic sign language skills
- o pen and paper or chat/text functions for exchanging information
- o staff who know the laws about assistance animals

For more information: visit our website www.darebin.vic.gov.au or contact Darebin's Disability Access and Inclusion Team via email: disability.access@darebin.vic.gov.au or phone **8470 8888**.

Disclaimer

The information published in this checklist is as a community service provided by the City of Darebin to share information on how accessible individual businesses are to people with disability. Whilst due care has been taken in preparing the checklist, we do not guarantee its accuracy or currency. The City of Darebin is not responsible to you or anyone else for any loss, damage or injury incurred or sustained by any person as a result of use or reliance on the checklist.

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