

Good Access Is Good Business

Retail outlets



Use the following Checklist to assess how accessible your retail outlet 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 Retail Outlets at www.darebin.vic.gov.au



Does your retail outlet 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 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 fitting rooms to accommodate users of wheelchairs, prams or assistance animals or a policy regarding 'try on and return if it does not fit' for clothing shops.

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 products
- o hearing loops at service counters
- o alternatives to any audible announcements e.g. visible display
- o availability of an SMS contact number and for onsite communication
- o Hearing Awareness card on customer service counters
- o large print price tags or labels
- o large print, raised tactile and Braille signage
- o an 'assistance animals welcome' sticker at entry
- o Braille next to lift buttons and audible information in lifts

Staff and Service

- o friendly, helpful staff trained in access awareness
- o staff available to assist in self service areas
- o wheelchair accessible shopping trollies
- o wheelchair accessible checkouts
- o staff with basic sign language skills
- o pen and paper or text/chat functions available 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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For more information see: Access Institute's, Retail Outlets Handbook 1.1 (second edition) www.accessinstitute.com.au