



# Accessible business Self-assessment checklist



**Physical Access**



This checklist is part of a program by the Mornington Peninsula Shire to help businesses become more accessible.

Checklists for **Access to Information** and **Attitudes and Awareness** can be found at [www.mornpen.vic.gov.au/accessiblebusiness](http://www.mornpen.vic.gov.au/accessiblebusiness)

View our Accessible Business [video here](#).



MORNINGTON  
PENINSULA  
Shire

# Introduction

Adjusting physical aspects of your business premises will make moving around easier and safer for everyone.

The Mornington Peninsula Shire has developed a checklist of actions you can take to improve Physical Access to your business. We've broken them into three categories – no cost, low cost and investment.



No cost



Low cost



Investment

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# Using this checklist

This document is best printed or used digitally on a tablet or desktop computer. Simply fill out the checklist and make comments on how you might improve access for your customers.

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# Checklist details

This checklist was undertaken by

Name

Date

Month

Year

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### **Parking and Travel Paths**

Improving paths of travel and parking bays will help people get to your business easily

### **Entrances and Doors**

Clear signage and wide doors assist not only those using mobility aids, but also parents with prams, couriers, emergency services and people with temporary disabilities.

### **Reception and Waiting Areas**

Providing various types of seating options and desks/counters ensures everyone can be comfortable and feel included.

### **Flooring and Internal Spaces**

Improving floor surfaces and spaces will make navigating your premises easy and help to keep your business tidy.

### **Payment and Checkout**

Providing accessible in-store and online payment options will benefit those using mobility aids, those with low vision or motor impairment.

### **Accessible Toilets**

Accessible toilets are designed to provide enough space for people who need it.

### **Architecture and Design**

Universal design can be considered when constructing and designing your business premises to make it more inclusive.

## No Cost



# Parking and Travel Paths

#	ACTION	✓
1	Remove any trip hazards or clutter to create space in carparking areas, and along pathways	
2	Identify where the nearest accessible parking bays are located	
3	Identify where the nearest bus stops are located	
4	List accessible parking options and bus stops on your website	
5	Use maps, pictures, and symbols to assist with wayfinding	
6	Use clear, big, and easy to read signage to assist with wayfinding	
7	Ask customers if your business is easy to get to (parking, public transport, paths, etc...)	

# Entrances and Doors

#	ACTION	✓
8	If your entrance is step-free, promote this on your website and Google listing	
9	Keep doors open where possible	
10	Check resistance on door arm and loosen if door is too hard to open	
11	Be prepared to assist people into your business if needed	

## No Cost



# Reception and Waiting Areas

#	ACTION	✓
12	If you have a low counter, use it as your main counter	
13	Be prepared to come around to the front of the counter to assist customers if needed	
14	Rearrange furniture to create a waiting area and be prepared to move things if customers need more space	
15	To make lip reading easier, it's best not to have TV screens located behind reception	

# Flooring and Internal Spaces

#	ACTION	✓
16	Provide clear sight lines between entrance and counter so staff can assist if needed	
17	Place warning signs on slippery/uneven surfaces	
18	Create space for assistance animals at the table and provide water	
19	Provide space for storing mobility aids and luggage	
20	Rearrange furniture to create space for mobility aids such as wheelchairs, walkers and prams	

**No Cost**

## Payment and Checkout

#	ACTION	✓
21	Make sure people can easily find where the service counter is and where they need to go to checkout/pay (both physically and online)	
22	Bring EFTPOS machine to the customer for payment	
23	Setup an 'accessible mode' on your EFTPOS machine if available	

## Accessible Toilets

#	ACTION	✓
24	Tell people where the nearest public accessible toilets and Changing Places facilities are with the National Public Toilet Map	
25	Don't use an accessible toilet for other purposes e.g. storage	
26	Make sure signage for toilets is clear and easy to find	
27	Provide an accessible a parent's room for a breastfeeding-friendly space, childcare facilities/areas and gender-neutral toilets with baby change facilities	
28	If you have an accessible toilet, put this information on your website and provide photos if possible	
29	Advocate for more accessible toilets and Changing Places in your area	

**No Cost**



## Architecture and Design

#	ACTION	✓
30	Ensure noise levels are comfortable for normal conversation	
31	Setup a quiet space for people who experience sensory overload	
32	Monitor lighting levels to ensure people can comfortably read and see faces without it being too bright	

 **We recommend saving your checklist now before continuing to the next section (go to save as...)**

**No Cost**



## Notes

**Feature:**

**Follow-up:**

**Feature:**

**Follow-up:**

**Feature:**

**Follow-up:**

**Feature:**

**Follow-up:**

**Feature:**

**Follow-up:**



## Low Cost

# Parking and travel paths

#	ACTION	✓
33	Install handrails where people may need assistance	
34	Use floor decals to help with wayfinding (stencils rather than stickers, to reduce trip hazard)	
35	Request Council or landlord to install accessible parking bays nearby	

# Entrances and Doors

#	ACTION	✓
36	Install handrails where people may need assistance	
37	Display disability inclusion stickers on windows or doors	
38	Purchase a threshold temporary ramp for doorways	
39	Secure doormats and ensure they are level with floor to prevent tripping	
40	Install a doorbell at waist height for people who may need assistance	
41	Replace door handles and locks which are difficult to open	
42	Adjust height of door handles and locks to be at waist-height	
43	Clearly mark business entrance by using signage or colour contrast around main doorway	



## Low Cost

# Reception and Waiting Areas

#	ACTION	✓
44	Purchase chairs with and without arm rests that have space underneath for people to place their feet when seated	
45	Purchase bench seats with arm rests to place outdoors or near attractions	
46	Purchase a low counter	
47	Ensure there is sufficient lighting to assist those with low vision	

# Flooring and Internal Spaces

#	ACTION	✓
48	Install Tactile Ground Surface Indicators (TGSIs) to provide greater access for people with low vision (according to Australian Standard for TGSIs)	
49	Secure semi-permanent doormats and ensure they are level with floor to prevent tripping	
50	Provide shopping baskets or trolleys	

# Payment and checkout

#	ACTION	✓
48	Request a wireless or long-cord EFTPOS machine from your bank. Make sure buttons are large and easy to see and press	
49	Upgrade/update website to ensure payment options are easy	

## Low Cost



# Accessible Toilets

#	ACTION	✓
51	Make improvements to existing accessible toilet (follow Australian Standard on accessible toilets)	
52	Display signage to the nearest accessible toilet	

# Architecture and Design

#	ACTION	✓
53	Avoid reflective glass	
54	Provide visible and audible fire alarms, accessible emergency exits, emergency evacuation procedures which responds to all users	
55	Place safety markings on glass doors and adjacent panels	
56	Mark steps and corners with high contrast coloured materials	
57	Install dimmer switches on lights to reduce glare as needed	
58	Provide alternatives to electric hand dryers in bathrooms for those sensitive to noise	
59	Ensure there is sufficient lighting to assist those with low vision	



## Low Cost

### Notes

**Feature:**

**Follow-up:**

**Feature:**

**Follow-up:**

**Feature:**

**Follow-up:**

**Feature:**

**Follow-up:**

**Feature:**

**Follow-up:**



## Investment

# Parking and Travel Paths

#	ACTION	✓
60	Seal dirt carpark and paths for smoother access	
61	Widen paths and join up sections so that they form a continuous path	
62	Consider having a Tactile Map of your building made to assist with wayfinding	
63	Consider installing wayfinding assistance such as <a href="#">BlindSquare</a> or <a href="#">Bindi Maps</a> that send information from beacons to a mobile phone app.	
64	Build overhead shelving and display units to create more floor space	
65	Install outdoor shade sails to ensure access to the building is protected from wind, rain, and noise	
66	If you own your carpark, add an accessible parking space	

# Entrances and Doors

#	ACTION	✓
67	Install a permanent ramp (no building permit required)	
68	Install handrails on existing ramps	
69	Install automatic opening doors or easy to open, wide doors (>800mm)	
70	Replace heavy doors with lighter doors	



## Investment

# Reception and Waiting Area

#	ACTION	✓
71	Build a new reception counter at an accessible height (830-870mm) with clearance for a wheelchair underneath (800-840mm x 900mm)	
72	Purchase a height adjustable sit/stand desk for customers and/or staff	
73	Refurbish/build a customer waiting area with adequate space and shelter	

# Flooring and Internal Spaces

#	ACTION	✓
74	Install slip resistant floors	
75	Replace flooring if there are patterns which make navigating difficult	
76	Purchase freestanding furniture which can be rearranged if necessary	
77	Provide tables of varying height (high and low), which are stable and level	
78	Provide tables and other furniture which allows for wheelchair users to sit at comfortably	
79	Use colour contrast when purchasing new items between tables and napkins, cups, plates, cutlery, bags and between tables and chairs, etc	
80	Install beacon technology at key points to assist with orientation and direction	
81	Accommodation – in rooms, provide accessible remotes, power points, appliances, large display alarm clock in rooms, etc...	



## Investment

# Payment and Checkout

#	ACTION	✓
82	If people are waiting for an order or service, purchase a vibrating and flashing buzzer/pager	
83	Upgrade your existing EFTPOS machine to one that has large buttons (no touchscreen) and is wireless	

# Accessible Toilets

#	ACTION	✓
84	Install a new accessible toilet/bathroom (no building permit required if not making other major changes)	
85	If you have a large business or are a tourist destination, install a Changing Places or adult change facility	

# Architecture and Design

#	ACTION	✓
86	Install a hearing loop to assist people who use hearing aids	
87	Re/design acoustics for accessibility e.g. use sound absorbers, carpet, noise baffles, soft furnishings	
88	Ensure lighting is glare-free, even, consistent and on stairs	
89	Engage an Access Consultant to provide advice on design or conduct an assessment	

## Investment



# Notes

**Feature:**

**Follow-up:**

**Feature:**

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**Follow-up:**

## Acknowledgements

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Inspiration for content came from a wide range of sources including, but not limited to:

*Missed Business? - Marrickville Council and Human Rights and Equal Opportunity Commission*

*Good Access is Good Business – Joint Council Publication*

*Missed Business – How to Attract More Customers Through Better Access, NSW Business Chamber*

*Inclusive Towns Guide - Bendigo*

*Better Access is Better Business Guide - Stonnington*

[www.mornpen.vic.gov.au/accessiblebusiness](http://www.mornpen.vic.gov.au/accessiblebusiness)





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Mornington Peninsula Shire acknowledges and pays respect to the Bunurong / Boon Wurrung people, the Traditional Custodians of these lands and waters

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