Accessible business
Self-assessment checklist

> 💬 **Attitudes and awareness** ❯

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

Checklists for **Physical Access** and **Attitudes and Awareness** can be found at www.mornpen.vic.gov.au/accessiblebusiness

View our Accessible Business video here.

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Introduction

Providing information about your business attracts a wider audience and makes it easier for new customers to find you.

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

No cost   Low cost   Investment

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.

Checklist details

This checklist was undertaken by

Name

Date   Month   Year

Table of contents

Business Operations
Thinking about accessibility in all aspects of business operations will assist in meeting your legal responsibilities while meeting the needs of all potential customers.

Staff Training
Educating staff to create an inclusive environment so that people with disabilities feel welcome and are more likely to return.

Providing Service
Sometimes it's the little things that make a big difference

Notes
We've provided space to enter details about each area - so you can keep track of you progress toward better access for your customers.

No Cost $0

Business Operations

#	ACTION	✔
1	Talk to staff about their understanding of different types of disabilities (e.g. blind/low vision, deaf/hard of hearing, physical disabilities, intellectual disabilities, mental health issues, Autism, etc…) and discuss how every customer can be welcomed	
2	Encourage staff to share their experiences of disability (family members, friends), help build "disability confidence" and identify gaps where further training or research might assist	
3	Conduct a Quick 10 (accessandinclusionindex.com.au) business self-assessment with Australian Network on Disability to provide a snapshot of your disability confidence	
4	Learn about supports available to help you employ people with disabilities Access for Employers	Job Access	
5	Connect with access employment agencies like Access Employment Enterprises - Access Australia Group (aag.org.au) and Disability Employment Services	jobactive	ParentsNext	atWork Australia to employ people with disabilities	
6	Contact local Disability Employment Services to get help in supporting individual staff members with disabilities, and to find staff with disabilities - they could become your best employees! Benefits of employing people with disability	Job Access Local	

No Cost   🏷️ $0

Staff Training

#	ACTION	✓
7	Speak directly to the customer with a disability (not the person they're with)	
8	Hire staff who can speak Auslan (sign language/manual communication)	
9	Train staff in customer disability awareness with free training from sites like: Introduction to Disability Awareness - Disability Awareness & Are You Inclusive	
10	Provide information for staff on local accessible features, such as Changing Places facilities, Accessible Beaches, accessible transport options and the National Public Toilet Map	

Providing Service

#	ACTION	✓
10	Service with a smile – your staff might be the only person your customer talks to that day (either in-person or over the phone)	
11	Listen before reacting – sometimes people need time to tell you what they need	
12	Speak clearly but not too slowly, and only raise your voice if you know the customer has a hearing impairment	
14	Welcome people with assistance animals, and provide water if appropriate	
15	If Staff are trained about the Hidden Disabilities Sunflower make sure you have a sticker, lanyard or other sign to identify this to customers	
16	Be prepared to assist people into your business if needed - but always ask first	

No Cost $0

Notes

Feature: **Follow-up:**

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Low Cost

Business Operations

#	ACTION	✔
17	Develop an accessibility action plan to benefit the business and customers What is an Accessibility Action Plan? · Employer responsibilities · Australian Network on Disability (and.org.au)	
18	Engage a Disability Social Enterprise to assist with hiring of cleaners, gardeners and maintenance staff with disabilities – ensuring they pay minimum wages to staff	

Staff Training

#	ACTION	✔
19	Pay for staff to complete Disability Engagement e-Learning modules with Scope Australia Access and Inclusion	eLearning	Scope Australia	
20	Search for other low-cost staff training options online	

Low Cost

Providing Service

#	ACTION	✔
21	Offer delivery, in-home services or click & collect options if possible	
22	Offer Companion Card access for things like events, gym visits and attractions	
23	Provide benefits, discounts or specials for concession card holders if possible	
25	Provide flexible menu options to accommodate for food allergies & intolerances	
26	Provide table service if you can	
27	Provide the following:	

- a bell at the table or front counter if unattended

- easy to hold cutlery

- large serviettes

- magnifying glass or spare reading glasses

- easy to hold pens

- pen and paper (or whiteboard) for people who might need to write or draw instead of talking

- contrast coloured cutlery/crockery to tabletop/cloth

- large print books/magazines in waiting areas

- large print date and time

Low Cost

Providing Service (cont)

#	ACTION	✔
28	Choose a platform/system and setup your own online store or get help from Easy Read Magazine	Information Access Group	
29	Purchase a mobile phone to SMS customers	
30	Install recharge points for mobility scooters and electric wheelchairs	
31	Create Communication Access Boards for customers who are non-verbal, have low literacy or speak English as a second language. Communication Access – Access Ability Australia and Communication Access	Scope Australia are two services that can help with this.	

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

Low Cost

Notes

Feature: **Follow-up:**

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Investment

Business Operations

#	ACTION	✓
32	Take up a membership with Australian Network on Disability at Membership packages · Become a member · Australian Network on Disability (and.org.au) to receive support with policies, training, recruitment and other practices	
33	Receive Customised Employment assistance with Scope Australia to help identify needs and potentially suitable roles Customised Employment	Scope Australia	
34	Become accredited with 'Communication Access Symbol' with Scope Australia Communication Access	Scope Australia to show that your business is inclusive for everyone	

Staff Training

#	ACTION	✓
35	Pay a disability awareness training provider and run a session for all staff	
36	Take up a membership with Australian Network on Disability at Membership packages · Become a member · Australian Network on Disability (and.org.au) which includes an option for staff training and other supports	

Providing Service

#	ACTION	✓
37	Hire web designer to setup a business website and online store to ensure your website complies with Website Content Accessibility Guidelines Web Content Accessibility Guidelines (WCAG) Overview	Web Accessibility Initiative (WAI)	W3C	

Investment

Notes

Feature:

Follow-up:

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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

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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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