

Simple steps to better access, more customers

This checklist provides a starting point for your accessibility journey, but is not comprehensive or a compliance checklist. You can decide what is relevant to your business or seek industry-specific checklists.

Barrier-free environment	
☐ Clear indoor and outdoor pathways, e.g. A-frames do not hinder footpath access. ☐ Easy-to-find entrance with step-free option, e.g. ramp or lift access. ☐ Clear entrances with no obstacles or trip hazards. ☐ Clear wayfinding and entrance signs in high-contrast tones or colours. ☐ Non-trip step edges and handrails. ☐ Safety marks on glass doors and windows. ☐ Wide and/or self-opening doors. ☐ Easy-to-grip lever door handles for people with arthritis or limited mobility. ☐ Wide, clutter-free aisles.	☐ Clear, continuous paths of travel through premises, i.e. no blocked passageways. ☐ Well-lit spaces. ☐ Entrance bell or QR code to request physical assistance. ☐ Surfaces and floors are in good condition. ☐ Items in reach for people who use a wheelchair, e.g. counters, door handles. ☐ Wheelchair clearance under tables. ☐ Easy-to-understand menus, signs and information. ☐ Space for parking mobility devices or prams. ☐ Staff know the closest accessible toilets and baby change room.
Digital presence	
☐ Simple language (limit jargon, acronyms and complexity). ☐ Simple fonts and good text spacing for easier reading. ☐ Customers can achieve goals easily, e.g. find the address or make a purchase. ☐ Content is organised under properly tagged headings for screen reader navigation. ☐ Sites are tested for screen reader compatibility.	☐ High contrast between background and foreground colours for people with low vision. ☐ Images have captions and alternative text (alt text). ☐ Audio and video content have transcripts. ☐ Links, buttons, forms and input fields are labelled. ☐ Resized text does not affect page functionality. ☐ Site works across devices, e.g. desktop, smart devices (Android and iOS).

Customer experience	
☐ Disability awareness training for staff. ☐ Convenient alternative entrances for people with wheelchairs or prams. ☐ Clear language and visuals in printed materials. ☐ Information has images or QR codes to support people who have speech difficulties to communicate. ☐ Pen and paper available to assist communication.	☐ Payment location option that is wheelchair accessible. ☐ Reduced background noise options for customers with hearing or sensory differences. ☐ Hearing loop or hearing aid systems. ☐ Assistance/guide dogs are welcomed and not treated as pets. ☐ Wait area seating for people to rest. ☐ Unobstructed view between entry and counter.
Foster great people interactions	
☐ Greet customers and ask if you can help make their experience easier. ☐ There are people with disability amongst staff. ☐ Be patient and treat customers equally. ☐ Maintain level eye contact. ☐ Speak directly to the customer, not their companion or interpreter.	☐ Use clear language and ask yes/no questions. ☐ Do not patronise people by highlighting their achievement of everyday activities. ☐ Do not talk about the person as if they cannot hear or understand. ☐ Respect customers' independence, ask permission before assisting and respect the decision.
Workplace health and safety	
☐ Emergency and safety procedures consider people with access needs, e.g. evacuations, emergency exits are accessible.	☐ Fire alarms are visible and audible.