TRAVEL FOR ALL

CORE ACCESSIBILITY CHECKLIST

BUSINESS NAME: _____

BOOKING PROCESS

☐ Reception (in person)

☐ Website booking form

☐ Booking sites – e.g. Wotif

☐ Telephone

☐ Text messaging

☐ National Relay Service (relayservice.com.au)

☐ Social media direct messaging

☐ Phone number for bookings published on website

Card and Concession Programs

☐ Companion Card accepted

☐ Carer Card (discount)

☐ Carer Card (no charge)

☐ Seniors Card (discount)

☐ Seniors Card (no charge)

☐ Aged Pensioners (discount)

☐ Aged Pensioners (no charge)

☐ Disability Support Pensioners (discount)

☐ Disability Support Pensioners (no charge)

☐ Accompanying carer (discount)

☐ Accompanying carer (no charge)

More Information

TRAVEL FOR ALL

CORE ACCESSIBILITY CHECKLIST

ARRIVAL & DEPARTURE

Photos required

- [ ] Car parking facilities (including accessible car parks) and path to entrance
- [ ] Main entrance
- [ ] Reception area

Car Parking

- [ ] Parking is free
- [ ] Parking fees apply
- [ ] Accessible parking is available
- [ ] Accessible parking for scooter users
- [ ] Guests can be dropped at the main entrance

- [ ] Accessible parking space is on a firm and level surface
- [ ] Accessible parking space is close to the main entrance
- [ ] Accessible parking is not available
- [ ] No parking is available

Access to Main Entrance

- [ ] Stair free and level entrance
- [ ] Stairs to main entrance
- [ ] 5 or less stairs
- [ ] 6-10 stairs
- [ ] 10-15 stairs
- [ ] More than 15 stairs
- [ ] _____ (number of) stairs
- [ ] Handrails on left hand side
- [ ] Handrails on right hand side

- [ ] Ramp or sloped terrain with gradient less than 1:14
- [ ] Path to entrance is clear and accessible
- [ ] Path to entrance is clearly marked and well lit
- [ ] Intercom used to allow entry (clear instructions and back up phone number provided)

CORE ACCESSIBILITY CHECKLIST

Main entrance door

- [ ] Automatic sliding doors
- [ ] Automatic swing door(s)
- [ ] Manual swing in door(s)
- [ ] Manual swing out door(s)

- [ ] Heavy door
- [ ] Light weight door
- [ ] Revolving door

Reception

- [ ] Access from main entrance is level
- [ ] Access from main entrance has steps
- [ ] Access from main entrance has a ramp
- [ ] Access from main entrance is by elevator/lift
- [ ] Access from main entrance is by escalator
- [ ] Seats with arms available at reception
- [ ] Seats without arms available at reception
- [ ] Low height service counters with a seat and suitable for wheelchair users
- [ ] Flooring is non-slip laminate
- [ ] Flooring is tiles
- [ ] Flooring is low pile carpet
- [ ] Flooring is thick pile carpet
- [ ] Flooring is timber
- [ ] Flooring includes rugs
- [ ] Hearing loop for use with hearing aids
- [ ] Luggage assistance provided
- [ ] Orientation to room/facilities available on request
- [ ] Map of site available with accessible parking, toilets, paths, step free routes, attractions all marked (printed and available on website)
- [ ] _____ (number of) stairs from entrance to reception

CORE ACCESSIBILITY CHECKLIST

Check Out and Payment Process

☐ Late checkout available

☐ Express checkout available

☐ Secure storage for luggage

☐ EFTPOS machine is accessible (not touch screen)

☐ EFTPOS machine has a touch screen

☐ Apple Pay accepted

☐ Google Pay accepted

☐ Cash accepted

☐ Feedback accepted via several methods (e.g. forms, online)

Feedback Process

☐ Form available at reception

☐ Form available in accommodation rooms

☐ Online form on website

☐ Comments on TripAdvisor

☐ Comments on other online listing websites

☐ No processes in place

More Information

ASSISTANCE & SERVICE DOGS

Assistance and Service Dogs

☐ Welcome

☐ Not welcome

Dog Toileting Area

☐ Dog toileting area is onsite or close to building

☐ Dog toileting area is less than 50 metres from front entrance

☐ Dog toileting area is 50-100 metres from front entrance

☐ Dog toileting area is 100-200 metres from front entrance

☐ No Dog toileting areas are nearby

More Information

STAFF TRAINING, ASSISTANCE & POLICIES

Staff Training & Assistance

☐ Accessibility and disability awareness are included in training programs

☐ Staff are trained to offer assistance to all guests

☐ Staff can assist in self service areas

☐ Guests are asked if they have accessibility needs

☐ Staff member(s) know some Auslan

More Information

GETTING AROUND THE BUILDING & GARDENS

Photos required

☐ Common areas

☐ Clear photos of grounds and gardens provided

Wheelchair and mobility aid accessibility

☐ Public areas and facilities are accessible and clear (no steps or obstructions)

☐ Hallways and walkways are wide and clear

☐ Wheelchair users and others with mobility aids can use hallways with room for others to pass by

☐ Floor coverings are slip resistant, firm and smooth

☐ Ramp and/or lift access to all levels

☐ Lever style door handles at an accessible height

☐ Wheelchairs available for loan

☐ Mobility scooters available for loan

☐ Strollers available for loan

☐ Public areas have sufficient room to manoeuvre wheelchairs or prams

Signage

☐ Step free routes are clearly signposted

☐ Signage includes symbols alongside text (e.g. knife and fork for dining)

☐ Symbols on signage are raised and tactile

☐ Braille has been included on wayfinding signage

☐ Signage at the property is _____ (colour) text on a _____ (colour) background in font size _____

Elevators/Lifts and Stairs

- [ ] Lifts are large enough for a wheelchair user to enter and turn around
- [ ] Lifts include handrails
- [ ] Lift buttons have raised tactile buttons
- [ ] Lift buttons have braille next to them
- [ ] Lift buttons are low enough for a wheelchair user (900-1100mm)
- [ ] Lift audibly reads the floor on arrival
- [ ] Lift has a visual display to show the floor
- [ ] Lift controls are not be an inaccessible touch screen
- [ ] Lift controls are on a touch screen

Doorways

- [ ] Doorways are 850mm or wider when open
- [ ] Doors are lightweight and easy to open
- [ ] Sufficient space for wheelchair users to open and go through doorways
- [ ] Door handles are D-shaped
- [ ] Door handles are round
- [ ] Glass doors/walls have colour contrasting strips across the full width

Grounds and Gardens

- [ ] Shelter and seating at regular intervals along paths
- [ ] Accessible shuttle service / on site transport
- [ ] Pool has a water hoist
- [ ] Pool has a ramped entry
- [ ] Beach/pool wheelchair available for loan

More Information

Describe outdoor areas – flat, undulating, steps, lawn, garden beds

Describe pathways and trails / width / surface / signage / seating (rest stops)

LOCATION & LOCAL AREA INFORMATION

Photos required

☐ Location and setting

Local Area Information

☐ Map provided shows location of the business and the location of closest town, transport links and key facilities

☐ Accessibility information about the local area offered at booking / check-in

☐ Mobility maps available for local area and nearest town

☐ Booking details provided for wheelchair accessible taxis

☐ List available showing accessible tourist attractions, cafes or restaurants nearby

☐ Resources list available for local loan or hire of equipment (e.g. shower chairs, bed hoists)

☐ Accessible public transport is close by

Walking from your property

Describe the walking paths in the immediate surrounding area – are the footpaths flat, in good condition.

More Information

EMERGENCY PROCEDURES

☐ Emergency evacuation procedure addresses the needs of people with a disability (for example people who can't hear the fire alarm)

☐ Assembly points are accessible and where possible sheltered.

☐ Emergency evacuation procedures information sheet is available in large print

☐ Emergency evacuation procedures information sheet is available in a digital format

☐ Staff are trained to assist people with access needs to evacuate

☐ Fire alarm includes a flashing light

☐ Emergency phone in lift

☐ Accessible emergency exits

☐ Orientation of evacuation procedures provided

More Information

ADDITIONAL ITEMS TO CONSIDER

The items listed below are not included in your Travel For All Accessibility Statement.

They are included here for you to check against your current facilities and procedures, and to consider when making any changes to your processes and procedures.

Booking Process

- [ ] Accessibility information provided on website
- [ ] Accessibility information available via telephone
- [ ] Accessibility information available via social media direct messaging
- [ ] Accessibility information on website includes detailed photos
- [ ] Accessibility information on website will include link to detailed profile on Travel For All
- [ ] Online bookings, allow copy and paste into password and credit card fields
- [ ] Room types are consistently named on website and across all listing/booking channels (accommodation only)

Arrival and Departure

- [ ] One or more parking spaces reserved for accessible parking (at least 3200mm wide) and marked with the blue wheelchair symbol
- [ ] For undercover parking, the overhead height clearance is at least 2500mm
- [ ] If main entrance inaccessible, alternative entrance is close and clearly signed
- [ ] Brochure displays at an accessible height
- [ ] Reception is clearly signed and well lit
- [ ] Lighting is consistent and even
- [ ] Visitors with assistance dogs are informed of nearest location for dog toileting
- [ ] Check in available in alternative locations if required (e.g. in room, car, common area)

CORE ACCESSIBILITY CHECKLIST

Staff Training, Assistance and Policies

- ☐ 'Can do' customer service attitude
- ☐ Staff familiar with facilities and aware of barriers for some guests
- ☐ Visitors are asked if they have specific needs at time of booking and on arrival
- ☐ Clear, large print name tags for staff
- ☐ Assistance Animal Welcome sign at entry
- ☐ Hearing Awareness card on service counters

Getting Around the Buildings and Gardens

- ☐ Signs can be read from a realistic viewing distance
- ☐ Signage complies with accessibility guidelines
- ☐ Signage is clear and can be seen from a distance (large text, contrast)

Marketing

- ☐ Voice-overs and captions (subtitles) on promotional and informational videos
- ☐ Accessibility statement or policy that briefly describes what you offer
- ☐ Link to detailed accessibility information on Travel For All
- ☐ Images posted on social media include alt text
- ☐ Include stock photos of disabled people in advertising and on website
- ☐ Respond to customers using the same method as the original communication, or method requested by customer (e.g. phone, email, text)

TRAVEL FOR ALL
CORE ACCESSIBILITY CHECKLIST

Website

☐ Designed to be accessible and useable by screen readers, accessibility technology and people with other disabilities (in line with WCAG standards)

☐ Alternative methods for contacting property

☐ Options for how to get to location, including driving routes and public transportation

☐ Room types and floorplans with measurements (accommodation only)

☐ Accessibility information, including measurements of critical elements

☐ Clearly states which rooms and common areas have accessibility problems due to steps and no lift access

☐ Link to detailed accessibility information on Travel For All (soon!)

☐ Inaccessible captchas are not used on website or forms

☐ All documents on website are accessible – e.g. an accessible PDF (not a PDF of an image)

☐ Calendar selection to book accommodation/tickets is accessible and usable by screen readers

☐ All text is readable by screen readers and is not text within or on an image file

Notes