

Guide for Better Access

This guide, used in conjunction with the City of Gold Coast '[Missed Business](#)' information booklet, can be used to identify areas of your business that could be made more accessible, to enable you to attract more customers to your business'. More information and contacts for advice are provided below.

1. Make it easy for people to find you

Do you currently have:	Yes	No
• Signage that can be easily seen and read from the street?	<input type="checkbox"/>	<input type="checkbox"/>
• Information for customers about your current accessibility features?	<input type="checkbox"/>	<input type="checkbox"/>
• An accessible website, which includes information about services and facilities?	<input type="checkbox"/>	<input type="checkbox"/>
• Designated accessible parking bays for a person with a disability close to your entrance?	<input type="checkbox"/>	<input type="checkbox"/>
• Wide, level pathways between the car park to your entrance?	<input type="checkbox"/>	<input type="checkbox"/>
• Clear path of travel and sight lines between the entrance/s to the counter?	<input type="checkbox"/>	<input type="checkbox"/>

2. Make it easy for people to get in

Do you currently have:	Yes	No
• Step free access through the main entrance or alternate ramp entry close-by?	<input type="checkbox"/>	<input type="checkbox"/>
• A visible entrance point with high luminance contrast to the surroundings?	<input type="checkbox"/>	<input type="checkbox"/>
• Safety markings / horizontal bands of contrast any glass doors and/or glass panels?	<input type="checkbox"/>	<input type="checkbox"/>
• Wide automatic or easy to open doors (e.g. with 'D' lever type handles)?	<input type="checkbox"/>	<input type="checkbox"/>
• Door handles and handrails at an accessible height (from a seated height)?	<input type="checkbox"/>	<input type="checkbox"/>
• Secured doormats which are stable and flush with surrounding floor	<input type="checkbox"/>	<input type="checkbox"/>

*The City of Gold Coast '[Missed Business? How to attract more customers by providing better access to your business](#)' information booklet is available at goldcoast.qld.gov.au/documents/bf/provide-better-business-access-booklet.pdf

Disclaimer

Council of the City of Gold Coast (City of Gold Coast) has produced this guide based on material developed by Marrickville Council and the Australian Human Rights Commission.

The information provided in this document is intended as a general information guide only. It is not intended to be an exhaustive list of all applicable and relevant considerations, there may be others, please make your own inquiries if you are unsure.

Whilst the Council of the City of Gold Coast (City of Gold Coast) has exercised reasonable care in preparing this document, any person using or relying on this information does so on the basis that the City of Gold Coast accepts no responsibility or liability whatsoever for any errors, faults or omissions.

3. Make it easy for people to get around

Do you have:	Yes	No
• Low height reception desk or counters (e.g. 750-870 millimetres from floor level)?	<input type="checkbox"/>	<input type="checkbox"/>
• Seating and buzzer at accessible height (from seated position) in reception and service areas?	<input type="checkbox"/>	<input type="checkbox"/>
• Seating with backs and armrests and luminance contrast to walls and floors?	<input type="checkbox"/>	<input type="checkbox"/>
• Wide (e.g. 1.2 metre minimum), clear paths of travel between furniture and displays?	<input type="checkbox"/>	<input type="checkbox"/>
• Ramp or lift access to all levels?	<input type="checkbox"/>	<input type="checkbox"/>
• Consistent and even lighting throughout, avoiding shadows or glare?	<input type="checkbox"/>	<input type="checkbox"/>
• Non-slip floor surfaces and free from trip hazards or obstacles?	<input type="checkbox"/>	<input type="checkbox"/>
• Clear, high luminance contrast signage and product information displays with large font (e.g. 18 point Arial)?	<input type="checkbox"/>	<input type="checkbox"/>
• An accessible unisex toilet?	<input type="checkbox"/>	<input type="checkbox"/>
• Accessible emergency exits?	<input type="checkbox"/>	<input type="checkbox"/>
• Visible and audible fire alarms?	<input type="checkbox"/>	<input type="checkbox"/>
• Emergency procedure information for people with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>
• EFTPOS machines that can be used by people who are blind or have vision impairment, and flexibility to pass over to someone using a wheelchair?	<input type="checkbox"/>	<input type="checkbox"/>

4. Make the most of customer service

The easiest way to ensure your business welcomes everyone is to change the way you think about and provide customer service. Language and a willingness to listen and assist (when requested) are important aspects of making people feel welcome.

Do all staff in your business:	Yes	No
<ul style="list-style-type: none"> • Use appropriate language when referring to a person with a disability? For example say: <ul style="list-style-type: none"> ○ 'a person with a disability', rather than a disabled person ○ 'a person who uses a wheelchair', rather than a person confined to one ○ 'a person who is blind', rather than a person who suffers blindness 	<input type="checkbox"/>	<input type="checkbox"/>
• Treat all customers with respect, including people with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>
• Know to always ask a customer if they need assistance, and if so, how they can best assist, rather than assuming?	<input type="checkbox"/>	<input type="checkbox"/>
• Know to use clear language with a normal tone and volume to avoid being patronising?	<input type="checkbox"/>	<input type="checkbox"/>
• Know to always speak to, and maintain eye contact with the person with a disability, if they are the customer, rather than only communicating with the person's companion / or carer?	<input type="checkbox"/>	<input type="checkbox"/>
• Bend to eye level or sit down to speak with a customer using a wheelchair?	<input type="checkbox"/>	<input type="checkbox"/>
• Allow customers time to ask questions without rushing them?	<input type="checkbox"/>	<input type="checkbox"/>
• Listen carefully, speak clearly and check back with the person to confirm that the information has been understood?	<input type="checkbox"/>	<input type="checkbox"/>
• Know not to touch, distract, or offer food to a guide dog while it is in harness? (It is a working animal under the control of its owner.)	<input type="checkbox"/>	<input type="checkbox"/>
• Know the procedures for assisting someone with a disability in the event of an emergency evacuation?	<input type="checkbox"/>	<input type="checkbox"/>

If you have answered yes to some of these questions, why not promote this information on your website or in other promotional material? You may also consider adding photos to further illustrate the information.

More information

Access in Gold Coast City

- City of Gold Coast: cityofgoldcoast.qld.gov.au/inclusion

Accessible events

- Australian Network on Disability: and.org.au/pages/event-checklist.html
- Meeting and Events Australia, *Accessible Events: A Guide For Meeting and Event Organisers* (information booklet): meetingsevents.com.au/downloads/Accessible_Events_Guide.pdf

Advice on building modifications and access audits:

- Association of Consultants in Access Australia Inc.: <https://access.asn.au/>
- Australian Human Rights Commission: humanrights.gov.au/frequently-asked-questions-access-premises

Communicating with people who are deaf or have a hearing or speech impairment

- Deaf Services Queensland (DSQ) / Sign Language Communication: deafservicesqld.org.au/
- National Relay Service: relayservice.gov.au/business/
- Sign Language Services Australia (Australia-wide): <http://www.slsa.net.au/>
- Queensland Government 'How to work with a person who is deaf or hearing impaired': health.qld.gov.au/_data/assets/pdf_file/0024/157362/howtoworkwithdeaf.pdf

Information about legislative obligations

- Anti-Discrimination Commission Queensland: adcq.qld.gov.au/complaints/discrimination/impairment
- Australian Human Rights Commission: humanrights.gov.au/our-work/disability-rights
- Queensland Government. Website: qld.gov.au/disability/business/

Making information accessible

- Media Access Australia: mediaaccess.org.au/about/about-us
- Vision Australia: visionaustralia.org/services
- Web Content Accessibility Guidelines (WCAG): w3.org/

Providing better access to your business

- City of Gold Coast, *Missed Business* (information booklet): goldcoast.qld.gov.au/documents/bf/provide-better-business-access-booklet.pdf