

RETAIL CHECKLIST



Physical Accessibility

- Ensure level access without steps/bumps.
- If shop entry incorporates steps, install handrails and have a moveable ramp available.
- Ensure your spaces are wheelchair accessible, including:
 - Wide aisles.
 - At least one accessible change room.
 - Adequate space at the register area.
- Offer a two-person change room, so a support person may accompany a shopper with a disability.
- Have a portable EFTPOS 'tap & go' machine that can be moved from the countertop.

Communication

- Greet and address people with a disability first, and then their support person.
- Speak directly and give personal assistance to the customer, not their support person.
- Demonstrate focus and patience towards customers with a disability, who may require extra time to state their enquiry, or require special assistance throughout the sales process.
- Offer a "tap & go" payment option for ease of use.

Sensory

- Offer a sensory space/spot (in the quietest part of the shop) with a comfortable chair. Have a sign on the counter stating "Ask us about our sensory space, if you need it :)".
- Train staff to lower music significantly if they notice a person in the shop struggling with sound.
- The stereo can easily be turned-up again when appropriate.
- Ensure there are no flickering or flashing lights.
- Consider offering a regular 'sensory hour' where people and families with sensory disorders may shop in a low-light, music-free environment.
- Train staff to offer support to shoppers and people with sensory distress.