

SERVICE CHECKLIST



Physical Accessibility

- Ensure venue access without steps/bumps.
- If venue entry incorporates steps, install handrails and have a moveable ramp available.
- Ensure your spaces are wheelchair accessible:
- Make sure all internal pathways are clear from obstacles.
HINT: when planning layout, have a wheelchair user visit your space to trial.
- Provide a fully accessible toilet, suitable for wheelchair use.
- Offer a portable EFTPOS 'tap & go' payment machine which may be lowered from the counter for customer use.
- Train staff who operate behind screens to be aware that some customers with a disability may require more accessible assistance.

Communication

- 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 make their appointments, settle accounts, seek assistance, etc.
- Consider having information available in plain written English and ensure all text on your website can be read by a text reader (TTS- Text to Speech Reader).

Sensory

- Offer a sensory space/spot (in a quiet and convenient place) with a comfortable chair or sofa for people to use while waiting, or being assisted.
- Ensure there are no flickering or flashing lights.
- Consider offering a regular 'sensory hour' where people and families with sensory disorders may make appointments, and children and adults with sensory issues are offered priority service.
- Have a small 'sensory play pack' available to loan to customers.