



CHECKLIST

GOOD ACCESS =
GOOD BUSINESS

HOW ACCESSIBLE IS YOUR BUSINESS?

Use this checklist with the guide to learn how you can make your business more accessible.

Under the Disability Discrimination Act (1992) it is illegal to discriminate against a person with a disability by:

- Refusing access to, or use of the premises or facilities, or setting special conditions of use
- Failing to provide a means of entry to the premises
- Requiring a person to leave a premises or stop using facilities without reason
- Refusing to provide goods and services or setting special conditions on provision to a person with a disability
- Providing goods and services in a way that is not accessible to a person with disability.

Your details

Name of Business

Business Phone Number

Person Completing Checklist

Date Completed

Review Date

For further information and/or assistance, please contact

Mackay Regional Council

1300 622 529 | council@mackay.qld.gov.au

Rights and Responsibilities

Staff are aware that improving access to your business will increase your compliance with the Disability Discrimination Act (1992)	Yes	Not yet
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Making Your Business Welcoming

Staff have received disability awareness training	Yes	Not yet
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Your 'Becoming Accessible' sticker has been placed in a visible position	Yes	Not yet
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Staff are aware of communication strategies	Yes	Not yet
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Staff are aware of the rights of customers with guide dogs and assistance animals	Yes	Not yet
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Staff know the location of the nearest accessible car space	Yes	Not yet
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Background noise (e.g., loud music) is kept low	Yes	Not yet
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Lighting is bright enough and constant throughout your business	Yes	Not yet
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Accessibility of your business is promoted (e.g., online and/or signage)	Yes	Not yet
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Signs are clear, easy to read and use high contrast colours	Yes	Not yet
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Making Your Business Accessible

Entrance to your business is clear of obstacles	Yes	Not yet
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Furniture and fittings do not prevent access	Yes	Not yet
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EFTPOS machines are accessible	Yes	Not yet
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Staff know the location of the nearest accessible toilets	Yes	Not yet
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Making Your Business Communication Friendly

Staff are familiar with communication strategies	Yes	Not yet
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Pen and paper is available for a customer to write something down	Yes	Not yet
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Communication board is available	Yes	Not yet
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Staff are familiar with the National Relay Service	Yes	Not yet
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Making Written Information Easy to Read

Formatting of documents is in line with written communication guidelines	Yes	Not yet
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Alternative formats are available for customers	Yes	Not yet
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Comments