



# Access and Inclusion Checklist





This document contains important information.  
If you do not understand it, contact the  
Telephone Interpreter Service on 131 450.



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## Access and Inclusion

Hawkesbury City Council is committed to eliminating barriers which prevent residents and visitors from participating fully in community and civic life. Council has adopted an Access and Inclusion Policy to provide a practical framework by which this important community objective can be achieved.

The Policy outlines how Council will work with the community and business to raise awareness and understanding of the importance of creating an accessible built environment and an inclusive civil society. The Policy promotes the application of 'good practice' access and inclusion principles as they apply to the design of buildings and public spaces and the delivery of services.

## Eliminating Barriers

The basic requirement for good access is that communities and environments are barrier free. A significant proportion of the population will have a disability that restricts their everyday activities and consequently their ability to access services and facilities that are available to the rest of the community. People may also face language and attitudinal barriers in finding out about these services and facilities and how to access and use them.

This Access and Inclusion Checklist has been developed to provide a tool to help Council staff and business owners to identify and respond to barriers which may prevent customers from using their services and taking their trade elsewhere. Almost one out of every five customers will have a disability which could prevent them from visiting a business which they may find difficult to access. Other customers will also face barriers in obtaining information about available services and how to use them. Eliminating these barriers will not only ensure that all customers can access services and facilities, but will also assist business owners to increase their trading revenues and patron visitation numbers.

## How to use the Checklist

The Checklist is a tool which to assist Council staff and business owners to review the accessibility of their premises. It has been designed to provide a series of guiding questions to draw attention to some of the more obvious access barriers which customers often face and which can be easily altered or avoided.

Members of Council's Access and Inclusion Advisory Committee are available to work with you to undertake access audits. Committee members have been trained in access auditing procedures and can discuss with you possible options and simple adjustments which can be made to improve the accessibility of your premises.

Access audits can be undertaken at a wide range of premises including buildings, streetscapes, business precincts, sporting and recreation facilities, parks and reserves and any other area of the built environment. Not all the matters covered in the Checklist will be relevant to your shop, facility or service. Members of the Access and Inclusion Advisory Committee will be able to tailor the Checklist to your particular circumstances.

To arrange an access audit, please contact Meagan Ang, Council's Community Programs Co-ordinator by telephone on (02) 4560 4502 or by email at [meagan.ang@hawkesbury.nsw.gov.au](mailto:meagan.ang@hawkesbury.nsw.gov.au).

The checklist does not constitute a Disability Discrimination Act (DDA) audit and it provides no assurances in regard to compliance with the provisions of the DDA. Council can provide information in relation to the DDA and the disability access provisions within the Building Code of Australia.

### Why carry out an access audit?

Making your shop or facility more accessible make good business and social sense. An accessible environment will;

- increase the pool of potential new workers that you can tap into. It can also help to retain your existing employees who may acquire a disability;
- enable more people with disabilities to enter your premises and use your service;
- improve the overall safety of your premises which will have a direct impact on the potential for accidents and therefore the cost of insurance premiums;
- give greater customer and staff satisfaction and will improve public perception and recognition of your business or agency.

<b>Name of Premises</b>	
<b>Date of Audit</b>	
<b>Auditors</b>	



**Marketing and Customer Services** - providing information to customers in accessible formats and being aware of customer needs.

1.1. Marketing				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Can your customers access printed information about your service in a <a href="#">readable text</a> or large print format?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is printed information about your service available in a ' <a href="#">Plain English</a> ' version?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does the content of your website meet the terms of <a href="#">Web Content Accessibility Guidelines</a> ?	
1.2. Customer Service				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do customers with language needs have access to translations or a <a href="#">telephone interpreter service</a> (TIS)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is information on <a href="#">disability awareness</a> provided to staff as part of an employee induction or training program?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is information on <a href="#">cultural awareness</a> provided to staff as part of an employee induction or training program?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there protocols in place for <a href="#">consulting and engaging with indigenous communities</a> ?	



**Getting to Your Service** - making it as easy as possible for customers to conveniently and safely travel to your service.

2.1. Parking				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a designated accessible parking bay available on site or in the vicinity?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the accessible parking located as close as possible to the building entry?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the ground surface of the accessible parking bay firm and level?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the accessible parking bay well lit?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does a pathway lead from the accessible parking bay to the building entrance?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Can you get from the accessible parking bay to the pathway easily and safely (i.e. without having to move behind parked vehicles)?	

2.2. Pathways				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the route to the main entrance clearly signed?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the route free of such hazards as bollards, litter bins, outward opening windows and doors, overhanging vegetation etc.?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are traders goods kept clear of the building line?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does the pathway have a minimum clear width of 1000mm and overhead clearance of 2000m?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the path of travel stable and firm underfoot?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the route level or not too steep, and flat with no side to side cross-fall?	

2.3. Pedestrian Safety				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there kerb ramps installed where required e.g. at road crossing points?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the kerb ramp and roadway level with no lip at the base?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do kerb ramps align with each other?	

2.4. Ramps and Stairs				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a ramp in addition to any set of stairs (if provided)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there lighting provided to the stairs/ramp?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there handrails provided on both sides of the stairs/ramp?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there tactile ground surface indicators provided at the top and bottom of the stairs/ramp?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are ramp gradients easily negotiated and are they level (side to side)?	



**Entrance** - making it as easy as possible for customers to safely enter and be attended to at your shop or service.

3.1. Doorways				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a level or step free entry available?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the door clearly distinguishable from the facade?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there wide, easy to open or automatic doors (does at least one door leaf give a minimum clear opening width of 800mm)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are door handles lever or D lever style provided at an accessible height (i.e. can they be used at both standing and sitting height)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	If there is an intercom, doorbell or entry system is it at an accessible height (i.e. can it be used at both standing and sitting height)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are glass doorways and side panels easy to see (solid contrast strip for full width)?	
3.2. Reception Counter				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is at least part of the reception counter at a wheelchair accessible height, 'clutter free' and with a seat?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a hearing induction loop or other amplifying device fitted at reception?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there an accessible queuing system or an accessible buzzer on the service counter?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Where there are display stands, pamphlet racks, bookstalls etc. are they visible and reachable by people with disabilities?	
3.3. Customer Waiting Areas				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	If there is seating in the waiting area, is there a mix of seats with armrests and backs and without armrests?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are customer waiting areas free from obstructions which could create hazards for people with visual disabilities?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are small standalone items in reception or waiting areas e.g. bins, bollards and signs clearly distinguishable from their background?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there space for a wheelchair user to wait?	



**Circulation** - making it as easy as possible for customers to move through the building and use all customer areas unaided.

4.1. Floors				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do floor surfaces allow ease of movement for wheelchair users (i.e. is there low pile carpet or slip resistant flooring)?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do floor surfaces avoid light reflection and sound reverberation?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Once inside the building can a wheelchair user get to all customer areas unaided?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are junctions between floor surfaces arranged in a way that avoids presenting tripping hazards and causing visual confusion?	
4.2. Aisles and Passageways				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are aisles or corridors wide enough or provided with passing spaces for two people using mobility aids to pass each other?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is each corridor or passageway free from obstruction to wheelchair users and from hazards to people with impaired vision?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there clear space between furniture for a person to manoeuvre a mobility aid (e.g. wheelchair, walking frame, stick, crutches)?	
4.3. Signage				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there any signage (incl. symbols) that directs customers into and through the building and are all relevant locations clearly signed?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the lighting even and glare free?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there Braille and tactile signage provided?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the signage clear and easy to read and, can it be read from both sitting and standing eye levels?	
4.4. Meeting Rooms				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	In any meeting or eating space do tables, chairs and the layout have adequate leg clearance for a person using a wheelchair?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are light switches easy to reach and use from both a standing and sitting height?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a hearing induction loop or other amplifying device fitted in meeting rooms?	





**Facilities** - making it as easy as possible for customers to comfortably use the facilities provided at your shop or service.

5.1. Kitchen and Rest Areas				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	If kitchen facilities are available are they at a wheelchair accessible height?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is it possible for wheelchair users and people with other disabilities to approach and use all vending machines, drinking fountains etc.?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do you provide baby changing facilities and are these facilities accessible for a wheelchair user?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do you offer customer fitting rooms and if so have they been adapted to allow customers with restricted mobility to use them?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do you have an area where people can sit down and rest should they need to?	
5.2. Toilets				Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there an accessible toilet?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the location of the accessible toilet clearly signed?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are access routes to the accessible toilet(s) kept clear?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the accessible toilet kept clear of stored items or other encumbrances?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the accessible toilet large enough for a person using a wheelchair and a carer (if required) to move within?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are the door fittings/locks and light switches easily reached and operated from both a standing and sitting height?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there grab rails on the back and side walls of the accessible toilet and are they colour contrasted from the background?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does the toilet seat contrast from the toilet pan and room?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the toilet paper holder within easy reach of a person sitting on the pan?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a hand basin available and is it deep enough and high enough (with leg clearance) for a person using a wheelchair to use?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is any soap, hand drying equipment within each reach of the user at the basin?	



**Evacuation/Emergencies** - making sure that in emergency situations all customers can safely and quickly evacuate.

6.1. Evacuation			Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there visible and audible fire alarms?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does signage direct you to the emergency exit?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there accessible emergency exits?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there an evacuation strategy in place to meet the needs of customers with a disability in the event of an emergency?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Does an accessible pathway lead you away from the building to the emergency assembly point?



**External Environment** - looking beyond your door to identify external accessibility issues likely to be faced by your customers.

7.1. Transport			Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the building within a convenient distance of an accessible public transport stop or an accessible car park?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a footpath link from the public transport spot or the accessible car park space to the property boundary?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Are there any obstacles or other issues regarding the approach to your premises that may cause difficulty for people with disabilities?

7.2. Pedestrian Crossings			Comments
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there a pedestrian crossing with signage, line marking and/or signals available (where necessary)?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do the edges of the of the pedestrian crossing contrast with the roadway?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is the transition from the footpath to the pedestrian crossing lipless?
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Is there an audio signal available at the crossing
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Do the signals stop the traffic long enough to enable a person to cross without rushing?

**Comments and Suggestions**


