

# Checklist for Neighbourhood Houses

## Design Aspect

Do your General Access have:	Yes	No	N/A
accessible parking close by for people with disabilities			
accessible public transport close by			
accessible parking for motorised scooters and wheelchairs			
clear external and internal directional signage including symbols			
clear external building line at front of premises			
clear paths of travel from outdoor to indoor areas			
step free access			
wide self opening or easy to open doors			
lever style door handles at an accessible height			
safety markings on glass doors and adjacent panels			
colour contrasting door frames/trims			
a handrail from the entrance to any reception area			
low height, 'clutter free' reception area with a seat			
an accessible buzzer on any reception counter/desk			
seating with backs and armrests			
seating in colour contrast to walls and floors			
a Good Access Counter Card at any reception centre			
consistent and even lighting throughout			
wide, clear internal walkways			
clear space between furniture for a child or adult to manoeuvre a mobility aid e.g. Wheelchair, walking frame, stick, crutches			
low pile carpet or slip resistant floor			
visible and audible fire alarm			
accessible emergency exits			
ramp or lift access to all levels			
information about services for people with disabilities e.g. Lift, accessible toilet, emergency procedures			
a taped telephone message about services and facilities			
an accessible website with information about services			
direct access to an accessible toilet			
an accessible baby change area			
friendly, helpful staff trained in access awareness			
accessible payment options			
discounts for pensioners			
water for assistance animals			
Does moving around include:	Yes	No	N/A
accessible door bell on any child proof gate			
accessible storage area for mobility aids			
accessible shelving			
accessible height notice boards and displays			
wheelchair circulation space at displays			

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accessible equipment e.g. Pottery wheels, easels, lathes etc			
adjustable/accessible tables/benches etc			
access to any vending machines			
access to any canteen/kiosk/bar facilities			
access to any on-site shops, activity or conference facilities			
access to any stage and change areas			
accessible community bus/transport			
For vision access is there:	Yes	No	N/A
clear, large print name tags on volunteers and staff			
enrolment forms in large print			
large print, raised tactile and Braille signage			
large print lock in various locations			
information in large print and Braille			
staff available to read information to members if required			
alternatives to visual displays e.g. Announcements			
large screens and screen readers on some computers			
as 'assistance animals welcome' sticker at entry e.g. Guide or gearing dog			
raised tactile markings and Braille on any lift button			
audible information in any lifts			
effective lighting throughout facility			
handrails and contrasting edges on any steps			
tactile tiles prior to steps, ramps and any 'drop off' areas			
colour contrasting doors or door frames/trims			
no overhanging foliage on pathways			
For deaf or hearing impaired is there:	Yes	No	N/A
volunteers or staff with basic language skills			
availability of sign language interpreters as required			
volunteers or staff who look at members when talking for easy lip reading			
effective glare free lighting at service counters			
volunteers or staff who speak clearly to service users			
pen and paper for exchange information			
an appropriate acoustic environment to reduce background noise			
hearing augmentation in reception areas and in meeting areas			
alternatives to any audible announcements e.g. Visible display			
a telephone typewriter			
caption decoders on any televisions			
access aware presenters for programs and activities			
availability of an SMS telephone number			

NOTE: If the answer is no, please contact Access and Inclusion Officer Louise Dwyer on 03 5832 9592 or email [louise.dwyer@shepparton.vic.gov.au](mailto:louise.dwyer@shepparton.vic.gov.au)