

Checklist for Tourism, Venues and Facilities

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 path of travel from outdoor to indoor areas			
protection from wind, rain and noise in outdoor 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 service counters			
low height, 'clutter free' service with a seat			
ac accessible buzzer on service counters			
seating with backs and armrests			
seating with colour contrasts to walls and floors			
a Good Access Counter Card at reception and service counters			
consistent and even lighting throughout			
wide, clear internal and external walkways			
clear space between furniture and exhibits for a person to manoeuvre a mobility aid (e.g. Wheelchair, walking frame, stick, crutches)			
slip resistant floor and ground surfaces			
visible and audible fire alarms			
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			
an internet booking system			
a telephone booking system, including SMS			
accessible payment options			
direct access to an accessible toilet with an 'access sign'			
an accessible baby change area			
friendly helpful staff, trained in access awareness			
water for assistance animals			
first aid support			
discounts for pensioners			
Does moving around include:	Yes	No	N/A
a Mobility Map of a site indicating accessible parking, toilets, paths, attractions etc			
wheelchairs for loan			
low height ticket counters, kiosk, bar etc			
accessible self service counters/display area			
staff available to assist in self service areas			
suitable height exhibits for people using wheelchairs			
access to stage and change room areas			
accessible guided tours			

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access to and within viewing areas and lookouts			
accessible rest areas including seating, lighting, drinking fountains and shelter at regular intervals along paths			
raised garden beds			
an accessible shuttle service			
accessible on-site transport if required			
access to mobile attractions e.g. Trains, buses, rides			
clearly signed passenger stops and vehicles			
space for storing mobility aids and baggage			
accessible boat ramps, jetties or fishing platforms			
access via decking or floating entry to beach or lake areas			
access via ramp or beach entry to beach or lake areas			
access via ramp or beach entry to swimming areas/pools			
accessible camping sites and facilities			
availability of 'beach/pool accessible' wheelchair for loan			
accessible vending machines/food outlets/kiosk/drinking taps			
accessible picnic areas with shelter, seats and BBQs			
accessible playgrounds and play equipment			
For vision access is there:	Yes	No	N/A
clear, large print name tags on staff			
large print, raised tactile, Braille and audio signage			
an 'assistance animals welcome' sticker at entry (e.g. Guide dog, hearing dog)			
effective lighting throughout facilities			
information in large print and Braille			
staff available to read information for customers if required			
audio descriptions of performances and displays			
audio guides for exhibits and displays			
tactile depiction of artist displays e.g. Paintings			
audible descriptions of attraction on shuttle service			
colour contrasting handrails and seating on mobile exhibits			
raised tactile and Braille marking on any lift buttons			
audible information in any lifts			
raised tactile signage and Braille on mobile exhibits			
use of plants along paths that provide a distinctive smell or appearance and a distinctive texture or sound			
no overhanging foliage on pathways			
limited use of rope or chain barriers			
handrails and contrasting edges on any steps			
tactile tiles prior to steps, ramps jetties, piers and other hazards			
For deaf or hearing impaired is there:	Yes	No	N/A
staff with basic sign language skills			
sign language interpreter if requires			
staff who look at the customers when talking (for easy lip reading)			
effective glare free lighting at service counters			
staff who speak clearly to customers			
pen and paper for exchanging information			
appropriate acoustic environments to reduce background noise			
hearing augmentation at service counters and in performance areas			
alternatives to any audible announcements e.g. Visible display			
accessible public telephone and National Relay Service (NRS)			
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