

# Access At A Glance

## Self-Assessment Toolkit

Welcome to the Access At A Glance (AAAG) Self-Assessment Toolkit.

This is a free tool for businesses and organisations to review and promote the accessible features of your business/organisation's premises.

It is evident from our research that businesses that are accessible and inclusive attract more customers. According to [Australian Network on Disability](#), there are approximately four million people with disability in Australia, with a combined disposable annual income of around AU\$54 million. The Accessible Tourism market, domestic and inbound combined, contributes \$10.8 billion to the Australian Visitor Economy. This is greater than the \$10.4 billion spend by Chinese tourists inbound to Australia ([MyTravelResearch](#)).

We find that it's often the case that a business has great accessible features, but they are not advertising this well to their customers.

AAAG symbols have been designed in consultation with people with a disability and represent accessibility and inclusion information that they told us would be good to know "at a glance."

This Toolkit offers AAAG symbols in digital format to enable you to display them on your business website when your business satisfies the requirements.

Access At A Glance Self-Assessment Toolkit is developed by St Vincent de Paul Society NSW.

We hope this toolkit will enhance your effort to be an accessible and inclusive business that attracts more customers and encourages everyone to participate and be part of their community.

### What's in the toolkit?

Access At A Glance Self-Assessment Toolkit contains:

1. Access At A Glance Self-Assessment Checklist
2. Useful Links
3. Resource folder
4. Social Media hints and templates

### How to use the Access At A Glance Self-Assessment Checklist

The checklist is designed to be used by businesses and organisations interested in promoting their access features on their website. It guides you to determine which AAAG symbols your business can display on your website. At the same time, it offers an opportunity to reflect on and improve the access to your premises by all people including those who have access requirements, their families and friends.

There are 16 Access At A Glance symbols available to download. Your business needs to satisfy all the criteria and tick all boxes for each category to qualify for the relevant symbol. You can download the symbols as you satisfy the criteria.

Some sections may not apply to your business. If that is the case, simply move on to the next section that is relevant to you.



Once downloaded, please upload the symbols to your website. We recommend that the symbols are displayed where prominent and easy to find.





If you find your business does not currently satisfy all the requirements for certain symbols, that's OK, just record any actions you could take in the future. Once, you take these actions, simply go back to that part of the checklist to ensure you have met all the criteria and download the relevant symbol.

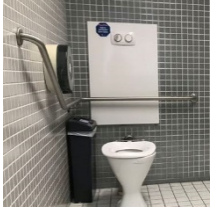


To make the process easier we have provided some additional information and tips for you in the checklist and you can find more useful resources and links after the checklist.




## Access At A Glance Checklist





Name of business/organisation	
Name of person completing assessment	
Date assessed	



Criteria	Yes✓	Actions Needed	Information and Tips
<b>Accessible Parking</b>			
Accessible <b>onsite</b> parking is located at the premises and staff are aware of its location.	<input type="checkbox"/>		<p>Accessible onsite parking spaces are within the premises/property of your business (off street parking).</p> <p>On-street parking does not meet these criteria.</p>
An adjacent kerb ramp connects the car park or road surface to the footpath.	<input type="checkbox"/>		A kerb ramp is a solid (usually concrete) ramp that is graded down from the footpath to the car park surface.
The accessible carpark has a clear sign at the front of the display and the symbol painted on the ground	<input type="checkbox"/>		<p>Signage should be similar to this image</p> 
Does your business satisfy all requirements above?	<input type="checkbox"/>		<p>Consider including the following on your website:</p> <ul style="list-style-type: none"> <li>• An image of your accessible carpark</li> <li>• Information about the location</li> </ul>




Criteria	Yes✓	Actions Needed	Information and Tips
<b>Entrance</b>			
Is the entrance door width 850mm or more?	<input type="checkbox"/>		<p>The measurement concerned is the open/clear space available, not the width of the door frame.</p> <p>Start measuring from the inner side of the door (where the blue arrow is pointing) to the other side of the door frame (the latch side), using a tape measure on the floor.</p>  <p>The same principles apply to other types of doors e.g. sliding doors.</p>
If there is a lip at entrance, is it less than 30mm?	<input type="checkbox"/>		<p>Image shows a lip at the bottom of the threshold.</p> <p>If the lip is over 30mm, it is considered to be a step.</p> <p>Manual sliding doors may have a lip (less than 30mm) in the bottom track or a step (more than 30mm).</p>  <p>Take a measurement of the depth of the track using a ruler.</p>
Is there a ramp available?	<input type="checkbox"/>		<p>A ramp must be permanent and not a portable ramp. If you have a portable ramp available, please go to the Portable Ramp section.</p>
Does your business satisfy all requirements above?	<input type="checkbox"/>		<p>Consider including the following on your website:</p> <ul style="list-style-type: none"> <li>• An image of your accessible entrance</li> <li>• Information about the location of the entrance/ramp</li> </ul>
<b>Portable Ramp</b>			
A portable ramp is available that allows access to the venue.	<input type="checkbox"/>		<p>If you have a portable ramp, provide training to all staff about where the portable ramp is stored and how to install it on request.</p>
Does your business satisfy the requirement above?	<input type="checkbox"/>		<p>Ensure you promote the portable ramp on your website or at front entry and provide a phone number so people can call ahead so the ramp is ready on arrival.</p>
<b>Accessible Toilet</b>			

Criteria	Yes✓	Actions Needed	Information and Tips
Accessible toilet is onsite/on the premises.	<input type="checkbox"/>		Accessible toilet must be within the premises/property of your business or shared by a small group of businesses (Not part of a large shopping centre).
Is the width of the entrance door to the toilet 850mm or more?	<input type="checkbox"/>		The measurement concerned is the open/clear space available, not the width of the door frame (see Entrance section).
Toilet room floor measurements must be 1600mm x 2000mm or greater	<input type="checkbox"/>		Measure wall to wall distances.
Transfer rails are fitted	<input type="checkbox"/>		Image shows an example of a transfer rail in accessible toilet. 
Accessible toilet seat must not be higher than 480mm	<input type="checkbox"/>		When measuring, seat must be down and the lid up (if fitted). Using a tape measure, measure from the top surface of the seat to the floor.
The toilet entry door has either: <ul style="list-style-type: none"> <li>• D shaped door handles or levers on the toilet entry door;</li> <li>• Automatic doors or</li> <li>• No handles</li> </ul>	<input type="checkbox"/>		Image shows an example of a D-shaped door handle.  D-shaped handles are easy to grip and easily opened by people with limited use of hands or arms. There are many variations of D-shaped handles.
Does your business satisfy all requirements above?	<input type="checkbox"/>		Consider including the following on your website: <ul style="list-style-type: none"> <li>• An image of your accessible toilet</li> <li>• Information about the location of the accessible toilet</li> </ul>
<b>Accessible Outdoor Space</b>			
Sheltered tables and chairs are available outdoors	<input type="checkbox"/>		Customers shall be able to stay out of rain and the sun.
Table service is provided to outdoor tables.	<input type="checkbox"/>		Customers can order, be served and make payment at the table.  If your business can be flexible to offer this service, it would meet this criterion. If it is available on flexible basis, all staff must be informed.



Criteria	Yes✓	Actions Needed	Information and Tips
Outdoor tables that customers can sit at are between 720 – 750mm high.	<input type="checkbox"/>		Measure table height from the underside of the table top to the ground.
Does your business satisfy all requirements above?	<input type="checkbox"/>		Consider including the following on your website: <ul style="list-style-type: none"> <li>• An image of your accessible outdoor seating</li> <li>• Information about the location of the outdoor seating</li> </ul>
<b>Auslan Available</b>			
Staff know Auslan and are happy to consistently provide this to customers/patrons.	<input type="checkbox"/>		<p><u><a href="#">Auslan</a></u> is short for <b>Australian sign language</b>, a language developed by, and for, Australians who are deaf or hearing impaired. It's a visual form of communication that uses hand, arm and body movements to convey meaning.</p> <p>Staff who know Auslan shall be available consistently.</p> <p>For more information, please visit: <a href="#">National Disability Practitioners NDP Factsheet Auslan: What You Need to Know</a></p>
Does your business satisfy the requirement above?	<input type="checkbox"/>		If there are set time for when Auslan is available, please promote this on your website.
<b>Assistive Listening System</b>			
An augmented hearing system is available, and staff know how to operate the equipment.	<input type="checkbox"/>		Your business may have installed a hearing loop for a large room, a cross-the-counter (CTC) system for a reception desk or small area or other systems.
Does your business satisfy the requirement above?	<input type="checkbox"/>		
<b>Text to Speech Available</b>			
Devices, such as a computer or tablet, have text to speech enabled and/or screen reading technology.	<input type="checkbox"/>		<u><a href="#">Text-to-speech</a></u> (TTS) is a type of assistive technology that reads digital text aloud. It's sometimes called "read aloud" technology. There are many types of TTS tools.

Criteria	Yes✓	Actions Needed	Information and Tips
Does your business satisfy the requirement above?	<input type="checkbox"/>	 <p>Text to Speech Available</p>	
<b>Braille Available</b>			
Written materials such as menus, books or signage are available in braille.	<input type="checkbox"/>		<p>For further information, please visit: <a href="#">Vision Australia Print Accessibility</a></p> <p>For braille services, please visit: <a href="#">Directory of braille services and products in Australia available</a></p>
Does your business satisfy the requirement above?	<input type="checkbox"/>	 <p>Braille Available</p>	
<b>Large Print</b>			
Large print menu/book/document that can be handed to the customer or patron is available (size 16 font or more).	<input type="checkbox"/>		<p>For more information about print inclusive design, please visit: <a href="#">Vision Australia Online and print inclusive design and legibility considerations</a></p> <p>Note: Large signage <b>does not</b> apply.</p>
Does your business satisfy the requirement above?	<input type="checkbox"/>	 <p>Large Print</p>	
<b>Picture Menu Available</b>			
Visual, pictorial information is available.	<input type="checkbox"/>		<p>For example, there are photographs of all or the majority of food options at a restaurant or café and are displayed on the printed menu or on a wall.</p>
Does your business satisfy the requirement above?	<input type="checkbox"/>	 <p>Picture Menu Available</p>	

Criteria	Yes✓	Actions Needed	Information and Tips
<b>Sensory Friendly – Low Light and Sound</b>			
Do you provide a sensory friendly space with low light and sound?	<input type="checkbox"/>		<p>This space provides a relaxed atmosphere for people who have sensory requirements.</p> <p>For young people and children, providing such a space can be done by adding a tepee or a small tent set in a corner of a room with some cushions, tactile toys and weighted blanket etc.</p> <p>Allocating certain business hours with low light and sound can also be a strategy.</p>
Is your business consciously offering a designated sensory friendly space that is always available?	<input type="checkbox"/>		<p>This space or room needs to be a designated space for this purpose, not just a meeting room that you can turn the lights off when needed.</p> <p>Training shall be offered to staff members (See link for free disability awareness training in the Useful Links).</p>
Does your business satisfy both requirements above?	<input type="checkbox"/>		
<b>Recharge - Devices</b>			
Charging points for communication devices are available and managers are happy to provide this service.	<input type="checkbox"/>		<p>Communication devices may include mobile phones, hearing devices and tablets.</p> <p>All staff shall be aware of this service being available.</p>
Does your business satisfy the requirement above?	<input type="checkbox"/>		
<b>Recharge – Mobility</b>			
Does your business qualify to display the 'Accessible Entrance' symbol?	<input type="checkbox"/>		<p>Customers must be able to enter your premise to recharge electric wheelchair or mobility scooter.</p>
There is a recharge space and power point for electric wheelchairs or mobility scooters and the manager is happy to provide this service.	<input type="checkbox"/>		<p>The recharge space and power point should be in an area where it is safe for staff and customers and not providing any trip hazards, blocking entry/exit points.</p> <p>Customers wanting to use this service should supply their own charging device/cord.</p> <p>All staff shall be aware of this service being available.</p>

Criteria	Yes✓	Actions Needed	Information and Tips
Does your business satisfy both requirements above?	<input type="checkbox"/>		
<b>Open Captions Available</b>			
Open captions are available on request or at designated times.	<input type="checkbox"/>		<p>Open Captions (OC) are text with sound description displayed on the screen to allow all patrons to enjoy movies together.</p> <p>Most commonly, this applies to cinemas or where film/video is being shown.</p>
Does your business satisfy the requirement above?	<input type="checkbox"/>		If there are set time for when open captions are available, promote this on your website.
<b>Home Delivery</b>			
The business can deliver some or all of the products they sell to your home.	<input type="checkbox"/>		
Does your business satisfy the requirement above?	<input type="checkbox"/>		If there are set times, areas or products for delivery, promote this on your website.
<b>Stroller Friendly</b>			
There is an accessible entrance (see Entrance section) or no more than 1 step at the entrance.	<input type="checkbox"/>		A person must easily be able to push the stroller/pram into the business.
Clear pathways and space throughout the business for a stroller.	<input type="checkbox"/>		Removing display items in the isles makes it more accessible.



Criteria	Yes✓	Actions Needed	Information and Tips
The business is child friendly.	<input type="checkbox"/>		Child friendly venues meets the needs of both parent and child. They may offer: <ul style="list-style-type: none"> <li>• Children's menu options</li> <li>• Baby changing facilities</li> <li>• High chairs</li> <li>• Play area</li> </ul>
Does your business satisfy all requirements above?	<input type="checkbox"/>		
<b>Assistance, Hearing and Guide Dog Friendly</b>			
All customer-facing staff are aware that assistance dogs are legally allowed on premises.	<input type="checkbox"/>		Assistance dogs and Guide Dogs are working animals that are specially trained to help people who are living with physical disabilities or who are blind, to move around, do everyday activities and tasks, and be more independent.  Legally, registered Guide Dogs and Assistance Animals are permitted in most businesses, including food and drink services. They are also called service dogs.  For more information about Assistance dogs, please see <a href="#">Assistance Dogs</a>  For more details of guide dog etiquette, please see <a href="#">Guide Dog Access and Etiquette</a>
Does your business satisfy the requirement above?	<input type="checkbox"/>		For more comprehensive information, please visit: <a href="#">Guide Dogs NSW/ACT</a>

### Useful Links

For more information about free online disability awareness training:

[Disability AWAREness Free online disability awareness training](#)

For more information for customer service tips for communication with customers with disability:

[Australian Network on Disability: Welcoming Customers with Disability](#)

### Why not post about your AAAG symbols on social media!

It's great that your business has accessibility features and meets the criteria for all or some of the Access At A Glance symbols, but make sure you promote it. All too often we hear that a business has a portable ramp, for example, but no one ever asks for it or that people who are hard of hearing never ask to use the hearing loop. Maybe it's because they don't know it is even an option for them.

As well as making sure you clearly display these AAAG symbols on your website, ensure you utilise your business's social media platforms. You could use the symbol images you have downloaded and use the following as template for your text, just change the part in italics to suit your business.

### **Template for social media post**

*<insert business name> wants everybody to be able to <access/enjoy/participate in> our great <add your service/product/activity>. Did you know we have an <accessible entrance> as well as an <accessible toilet> and <accessible outdoor seating>?*

As part of our commitment to being inclusive, we have completed the [Vinnies 'Access At A Glance' Self-Assessment checklist](#), so go to *<insert webpage link>* to find more information on our accessible features.

For information about creating accessible social media posts go to *<Insert hyperlink>*

### Disclaimer

At the time of publication, all links to resources and references were correct. Please go to resources main webpage and search for resource or contact them directly.