

# Northern Beaches Disability Inclusion Award 2024



## Checklist for Inclusive Businesses

Some helpful questions which can be used to identify an inclusive business.

- Are your opening hours and contact details on the door and website?
- Do people need assistance to open the door?
- Are your staff confident providing customer service to people with a disability?
- Can someone with limited literacy order off your menu?
- Do you employ someone with a disability?
- Does your website inform people about the access or facilities you have for people with a disability?
- Is the entrance at street level?
- Is there a designated accessible parking bay available on site or in the vicinity?
- Is the accessible parking located as close as possible to the building entry?
- Is there a ramp in addition to any set of stairs?
- Are there handrails provided on both sides of the stairs/ramp?
- If there is an intercom, doorbell or entry system is it an accessible height?
- Is at least part of the reception counter at a wheelchair accessible height and a seat?
- If there is seating in the waiting area, is there a mix of seats with armrests and backs and without armrests?
- Is there space for a wheelchair user to wait?
- Is the signage clear and easy to read and, can be read from both sitting and standing eye levels?
- Is there an accessible toilet?
- Are there accessible emergency exits?