



Access Guide

for businesses

This guide was prepared by
the City of Boroondara.



BOROONDARA
City of Harmony

What is the Community Building Program?

The Community Building Program (known in local communities as Metro Access, Rural Access and Deaf Access) is a partnership between Department of Human Services, local government and community organisations to enhance opportunities for people with disabilities.

The Community Building Program supports communities to develop new ways of including people with a disability in local community life.

- Metro Access workers are based in each of the 31 local councils across metropolitan Melbourne
- Rural Access workers are located in 25 local governments and community health services across rural and regional Victoria
- Deaf Access workers are based in five community service organisations across rural Victoria

These workers plan and develop strategies across the full range of community infrastructure including education and training, transport, health, accommodation and housing, physical access planning, sport, recreation and the arts.

Metro Access is a key part of the Victorian Government and Council's vision of building better communities:

There are five main objectives of Metro Access:

1. Mobilising and supporting people with a disability to optimise participation in the life of their local community.
2. Building and strengthening the community's capacity to provide support to people with a disability and their families.
3. Facilitating integrated local community planning and coordination which engages and involves people with a disability and their families, disability service providers and community organisations.
4. Working with existing disability support providers to enhance their capacity to provide relevant and appropriate supports in the community.
5. Improve access to information about relevant services and community activities available to people with a disability in their communities.

How do I contact the Access Officer?

Please call 9278 4777 or email metroaccess@boroondara.vic.gov.au.



The purpose of this guide

The City of Boroondara is committed to ensuring that everyone in our community is able to enjoy the many social, cultural and business benefits of living, visiting and working in Boroondara.

As a small business or service provider, quality service and customer access are critical to the success of your business. This guide will help you understand how to improve access to your business and connect to a significant customer base that you previously may not have planned for or fully understood.

What is good access?

Good access is about making sure that anyone can use your business: adults, children, teenagers, parents and grandparents. Many of these people will benefit from improved physical access as well as access to information.

-  **Good access** - is about people finding your business either from the street or on the internet.
-  **Good access** - means people can get in and move around easily.
-  **Good access** - means that all facilities you provide such as toilets or fitting rooms are large enough to be used easily by everyone.
-  **Good access** - means you understand that different people may need some support in effectively using your business and services.
-  **Good access** - is an attitude that says we listen and we want your business.
-  **Good access** - considers design relating to buildings and facilities as well as advertising, information and communication systems.



The following are some key issues relating to good access. How do you think your business rates?

Parking

- Is accessible parking located close by?
- Are there accessible pathways between the parking area and your business?

Information

- Is there a large print shop number on the front of your premises and is all of your advertising and promotional material in clear, easy to read font?

Safety

- Are effective lighting and non slip floor surfaces provided and glass doors clearly marked, to avoid accidents?

Mobility

- Is space provided for people to easily move around when using a pram, stroller, wheelchair, scooter or other mobility aid?
- Are all parts of a building able to be reached or are there steps or other barriers?

Facilities

- Are facilities such as kitchens, bathrooms and fitting or change rooms able to be used easily by everyone, particularly a person who may be using a mobility aid or assistance animal?

Internal acoustics

- Are noise reducing elements, such as carpet, curtains or ceiling tiles incorporated into customer service areas.
- If there is background music is it on a low volume to create ambience not annoyance?

Customer Service

- Do your customer service staff know how to communicate effectively with people with a range of communication challenges as well as hearing or vision impairment?

Benefits of providing good access

Did you know more than 25% of the Boroondara population are older adults and people with disabilities?

In addition, there are many people who use a range of mobility devices such as prams, pushers and trolleys, who will benefit from good access to your business. All of these people are potential customers. Each potential customer makes choices about your business based on how easy it is for them to access, as well as the quality and range of services provided and word-of-mouth recommendation from others.

By providing good access for all you are also meeting a number of legal and commercial requirements including:

- opening up new markets to new customers
- reducing the likelihood of complaints being made
- eliminating discrimination in a proactive way
- enhancing your business image
- supporting staff to work more effectively in delivering goods and services.

Good access benefits everyone:

- parents or carers of young children, particularly those using prams or pushers
- delivery people
- older people
- shoppers with trolleys and heavy bags.



What can you do to create a point of difference between your business and others? What services and supports can you improve to gain that extra edge and earn your well regarded 'word of mouth' advertising.

Think about it ...

Improving access to your business can provide opportunities for increased patronage, membership, sales and business growth.



What the law says about access

In Australia the law requires that people with disabilities and other access challenges should be able to access your goods, services and premises in an equitable and dignified manner, in the same way as all your other customers. If a customer with a disability, or older adult with access challenges, cannot get into your building or access the goods and services you provide, they could make a complaint under State or Federal legislation:

- *State – Victorian Equal Opportunity Act 2010*
- *Federal – Disability Discrimination Act 1992*

Making your business more access-friendly for everyone will improve safety for both customers and staff, and will have a positive impact on your public liability and workplace safety responsibilities.

Disability (Access to Premises – Buildings) Standards 2010

The Disability (Access to Premises – Buildings) Standards 2010, were introduced in line with an updated Building Code of Australia (BCA) on 1 May 2011. These are now legislated as the minimum requirements for new buildings and buildings undergoing significant upgrade in Australia.



These Standards generally align with the BCA and reference a range of Australian Standards relating to access and other associated matters. *The Disability (Access to Premises – Buildings) Standards 2010* aim to provide certainty for the building industry in relation to meeting the requirements for access in new and upgraded buildings (regarding the elements covered by the Premises Standards).

Making your business more access-friendly for everyone will improve safety for both customers and staff.

If you are undertaking works on your building for which a building permit is required, you will need to ensure that you comply with the new Access Standards. If you are the single lessee of a building, you need to ensure that the building entrance and the accessways to any new works are upgraded to meet the new Standards, as well as the new work itself. If you are one of a number of lessees, you need to make sure that any new work you undertake in your leased area meets the necessary Access Standards.

Remember...

Any improvements or upgrades to buildings may require approval from Council, other organisations or building certifiers. You may require a planning permit, building approval or consent to undertake works on the premises.

Things to consider to improve access for everyone

General hints and tips

- accessible parking close to the premises
- accessible public transport close by
- accessible parking for motorised scooters and wheelchairs
- easy-to-see shop numbers
- clear external and directional signage including symbols
- clear external building line at front of premises
- clear path of travel from outdoor to indoor areas
- wide, clear internal walkways
- protection from wind, rain and noise in outdoor areas
- step-free access
- wide self-opening or easy-to-open doors
- safety markings on glass doors and adjoining windows or walls
- colour contrasting door frames/ trims
- low height service counters
- low pile carpet or slip resistant flooring
- seating with backs and arms
- recharge power point for electric wheelchairs and scooters
- ramp and lift access to all levels
- advertising good access features
- an accessible website (WCAG 2.0 compliant) with information about services
- an accessible website (WCAG 2.0 compliant) with links to:
 - Twitter
 - Facebook
 - online shopping
 - home delivery services
 - accessible payment options
 - direct access to an accessible toilet
 - SMS services/options
 - friendly, helpful staff, trained in access awareness.



Access checklist for specific businesses

The following Access checklists have been developed for a range of businesses across Boroondara. Each checklist provides hints and tips to assist you to attract more business. These checklists are arranged in alphabetical order:

Complete the Access Checklist that best suits your business, to give you an idea of what you are already doing to provide good access and what you can consider to improve access and attract more customers.



Antique shops



Banks and professional services



Cafes and restaurants



Clothing shops



Gift shops



Hair and beauty salons



Home and hardware shops



Shoe shops



Supermarkets



Access checklist for antique shops

Access to the building

- accessible parking for people with disabilities close by
- accessible public transport close by
- accessible parking for scooter users
- clear external building line at front of premises
- clear path of travel from outdoor to indoor areas
- protection from wind, rain and noise in any outdoor display areas
- step-free access through doorways
- wide self-opening or easy-to-open doors
- clear external and internal directional signage including symbols
- consistent and even lighting throughout
- low pile carpet or slip resistant floor
- ramp or lift access to all levels
- accessible self service counters/ display areas
- wide space between security checkpoints
- effective glare free lighting throughout the premises
- handrails and contrasting edges on any steps
- tactile tiles prior to steps, ramps and drop off areas
- wheelchair accessible sales points
- lever style door handles at a low height
- brochures, printed information and displays at a low height

Ease of access when moving around the building

- wide clear internal walkways
- safety markings across glass doors and adjacent panels
- colour contrasting door, frames/ trims

Accessible amenities

- low height, clutter free service counters with a seat
- a queuing system with seats
- an easy to reach buzzer on service counters
- seating with backs and armrests



- seating with colour contrast to walls and floors
- an accessible storage area for mobility aids

Accessible provision of information

- information about services eg
 - lift
 - accessible toilet
 - emergency procedures
- a taped phone message about services and facilities
- an accessible website with information about services
- clear, large print name tags on staff
- large print, raised tactile and Braille signage
- a hearing awareness card on service counters
- raised tactile and Braille markings on lift buttons
- audible information in lifts
- alternatives to any visible information eg announcements
- alternatives to any audible announcements eg visible display

Staff who are able to communicate appropriately with older adults and people with access challenges

- friendly helpful staff, trained in access awareness
- staff available to assist in self service areas
- staff available to read information for customers if required
- staff with basic sign language skills
- staff who speak clearly and look at customers when talking (for easy lip reading)
- pen and paper for exchanging information
- hearing loops at service counters
- staff with knowledge of the National Telephone Relay Service (TTY)





**Access checklist for
banks and professional services**

Access to the building

- accessible parking close by
- accessible public transport close by
- accessible parking for scooter users
- step-free access through doorways
- wide self-opening or easy-to-open doors
- clear external and internal directional signage including symbols

Ease of access when moving around the building

- lever style door handles at an accessible height
- safety markings across glass doors and adjacent panels
- colour contrasting door frames/ trims
- consistent and even lighting throughout
- wide, clear internal walkways
- low pile carpet or slip resistant floor surfaces
- a lift to all levels

- colour contrasting doors or door frames/trims
- targeted lighting in areas for completing forms or transactions
- handrails and contrasting edges on any steps
- tactile tiles prior to steps and ramps
- low height, clutter free service counters with a seat
- direct access to an accessible toilets with an access sign (if public toilets are provided)

Accessible amenities

- an easy to reach buzzer on service counters
- seating with backs and armrests and colour contrast with walls and floors
- an area to sit and wait
- an area to sit and write
- an accessible meeting area
- movable and adjustable furniture in any meeting area
- remote controls for televisions in waiting areas
- rounded edges on furniture
- storage space for mobility aids
- accessible furniture eg tables, chairs



- access to any self serve computer facilities
- access to any ATMs

Accessible provision of information

- information about services eg
 - lift
 - accessible toilet
 - emergency procedures
- a taped phone message about services and facilities
- an accessible website with information about services
- clear, large print name tags on staff
- large print room numbers/names in colour contrast to doors
- large print, raised tactile and Braille signage
- assistance animal welcome sticker at reception entry (eg guide or hearing dog)
- information in large print and Braille
- business cards in large print and Braille
- alternatives to visual displays eg announcements
- raised tactile and Braille markings on lift buttons
- audible information in lifts

- a hearing awareness card on the reception counters
- alternatives to any audible announcements eg visible display

Staff who are able to communicate appropriately with older adults and customers with access challenges

- staff available to read information to customers if required
- staff with basic sign language skills
- staff who speak clearly and look at the customers when talking (for easy lip reading)
- pen and paper for exchanging information
- appropriate acoustic environments to reduce background noise
- hearing augmentation at service counters and in any meeting areas
- hearing loop at any screened or glass covered service areas
- staff with knowledge of the National Telephone Relay Service (TTY)
- friendly, helpful staff trained in access awareness





**Access checklist for
cafes and restaurants**

Access to the building/ premises

- accessible parking close by
- accessible public transport close by
- accessible parking for scooter users
- clear external building line at front of premises
- clear paths of travel from outdoor to indoor areas
- protection from wind, rain and noise in outdoor dining areas
- step-free access through doorways
- wide self-opening or easy-to-open doors
- clear external and internal directional signage including symbols

Ease of access when moving around the premises

- appropriate safety markings across glass doors and adjacent panels
- colour contrasting door frames/ trims
- consistent and even lighting throughout

- wide, clear internal walkways
- low pile carpet or slip resistant floor
- ramp or lift access to all levels
- accessible self service counters/ displays
- handrails and contrasting edges on any steps
- tactile tiles prior to steps and ramps
- lever style door handles at an accessible height
- a low height, clutter free service counter/s with a seat
- direct access to an accessible toilet with an access sign
- an accessible baby change area
- suitable height tables for people using wheelchairs

Accessible amenities

- an accessible buzzer on service counter/s
- seating with backs and armrests
- seating in colour contrast with walls and floors
- accessible storage area for mobility aids



Accessible provision of information

- information about services eg
 - lift
 - accessible toilet
 - emergency procedures
- a taped phone message about services and facilities
- an accessible website with information about services
- large print, raised tactile and Braille signage
- large print menu displayed externally (18 point font, Arial)
- an assistance animal welcome sticker at entry (eg guide or hearing dog)
- large print table numbers
- clear, easy to read menus
- menus available in large print and Braille
- raised tactile markings and Braille on any lift buttons
- audible information in any lifts
- a hearing awareness card on service counters
- clear, large print name tags on staff
- alternatives to any visible information eg announcements

Staff who are able to communicate appropriately with older adults and people with communication challenges

- friendly, helpful staff trained in access awareness
- staff available to assist in self service areas
- staff available to read menus for customers if required
- staff with basic sign language skills
- staff who speak clearly and look at the customers when talking (for easy lip reading)
- pen and paper for exchanging information
- hearing augmentation at service counters and in function areas
- an appropriate acoustic environment to reduce background noise
- service transaction points in quiet zones
- staff with knowledge of the National Telephone Relay Service (TTY)





Access checklist for clothing shops

Access to the building/ premises

- accessible parking close by
- accessible public transport close by
- accessible parking for scooter users
- clear external building line at front of premises
- clear path of travel from outdoor to indoor areas
- protection from wind, rain and noise in outdoor areas
- step-free access through doorways
- wide self-opening or easy-to-open doors
- clear external and internal directional signage including symbols
- low pile carpet or slip resistant floor
- ramp or lift access to all levels
- accessible self service counters/ display areas
- wide space between security checkpoints
- handrails and contrasting edges on any steps
- tactile tiles prior to steps, ramps and drop off areas
- wheelchair accessible checkouts
- lever style door handles at an accessible height
- direct access to an accessible toilet with an access sign (if public toilets are provided)
- brochures, printed information and displays at an accessible height
- low height shelving and clothes racks

Ease of access when moving around the premises

- wide clear internal walkways
- safety markings across glass doors and adjacent panels
- colour contrasting door frames/ trims
- consistent and even lighting throughout

Accessible amenities

- low height, clutter free service counters with a seat
- an accessible queuing system
- an accessible buzzer on service counters
- seating with colour contrast to walls and floors



- an accessible storage area for mobility aids
- large size fitting room adequate for a person using a wheelchair or with a pram
- waiting chairs with backs and armrests
- full length mirror

Accessible provision of information

- information about services eg
 - lift
 - accessible toilet
 - emergency procedures
- a taped phone message about services and facilities
- an accessible website with information about products and services
- clear, large print name tags on staff
- large print, raised tactile and Braille signage
- large print price/size tags
- colour coded size tags
- a hearing awareness card on service counters
- raised tactile and Braille markings on any lift buttons
- audible information in any lifts

- alternatives to any visible information eg announcements
- alternatives to any audible announcements eg visible display

Staff who are able to communicate appropriately with older adults and people with communication challenges

- friendly helpful staff, trained in access awareness
- staff available to assist with fitting clothes
- staff available to read information for customers if required
- staff with basic sign language skills
- staff who speak clearly and look at customers when talking (for easy lip reading)
- pen and paper for exchanging information
- hearing augmentation at service counters
- staff with knowledge of the National Telephone Relay Service (TTY)





**Access checklist for
gift shops**

Access to the building/ premises

- accessible parking close by
- accessible public transport close by
- accessible parking for scooter users
- clear external building line at front of premises
- clear path of travel from outdoor to indoor areas
- protection from wind, rain and noise in any outdoor areas
- step-free access through doorways
- wide self-opening or easy-to-open doors
- clear external and internal directional signage including symbols
- low pile carpet or slip resistant floor
- ramp or lift access to all levels
- accessible self service counters/ display areas
- wide space between security checkpoints
- handrails and contrasting edges on any steps
- tactile tiles prior to steps, ramps and drop off areas
- wheelchair accessible checkouts
- lever style door handles at an accessible height
- direct access to an accessible toilet with an access sign (if public toilets are provided)
- brochures, printed information and displays at an accessible height

Ease of access when moving around the premises

- wide clear internal walkways
- safety markings across glass doors and adjacent panels
- colour contrasting door frames/ trims
- consistent and even lighting throughout
- low height, clutter free service counters with a seat
- an accessible queuing system
- an accessible buzzer on service counters
- seating with backs and armrests
- seating with colour contrast to walls and floors



- an accessible storage area for mobility aids

Accessible provision of information

- information about services eg
 - lift
 - accessible toilet
 - emergency procedures
- a taped phone message about services and facilities
- an accessible website with information about services
- clear, large print name tags on staff
- large print price tags
- large print, raised tactile and Braille signage
- a hearing awareness card on service counters
- raised tactile and Braille markings on any lift buttons
- audible information in any lifts
- alternatives to any visible information eg announcements
- alternatives to any audible announcements eg visible display

Staff who are able to communicate appropriately with older adults and people with communication challenges

- friendly helpful staff, trained in access awareness
- staff available to assist in self service areas
- staff available to read information for customers if required
- staff with basic sign language skills
- staff who speak clearly and look at customers when talking (for easy lip reading)
- pen and paper for exchanging information
- hearing augmentation at service counters

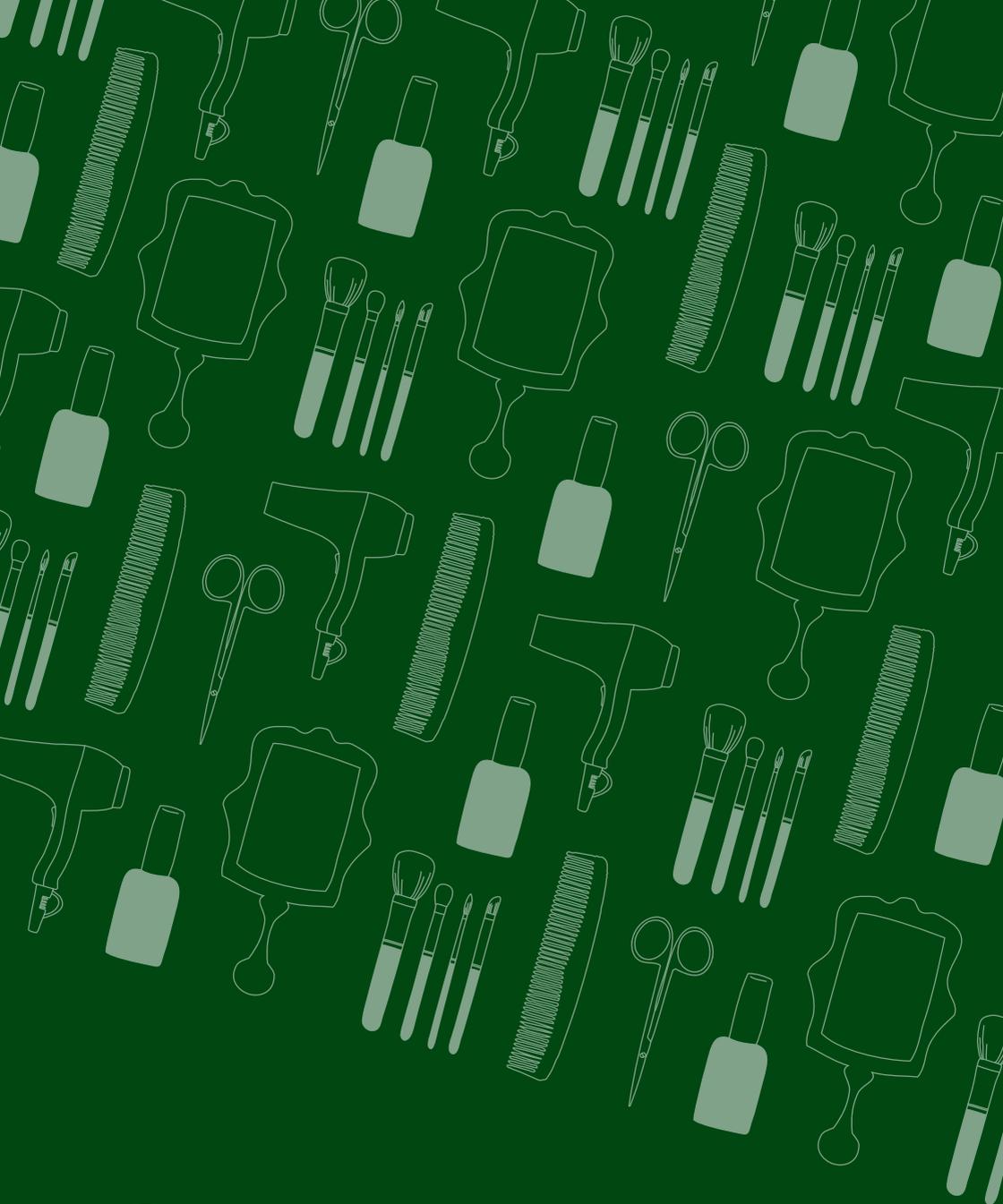
Responsive evacuation procedures

- visible and audible fire alarm
- accessible emergency exits
- emergency evacuation procedures to respond to all users

Other issues to consider

- home delivery service
- accessible payment options





**Access checklist for
hair and beauty shops**

Access to the building/ premises

- accessible parking close by
- accessible public transport close by
- accessible parking for scooter users
- clear external building line at front of premises
- clear path of travel from outdoor to indoor areas
- protection from wind, rain and noise in outdoor areas
- step-free access through doorways
- wide self-opening or easy-to-open doors
- clear external and internal directional signage including symbols
- colour contrasting door frames/ trims
- consistent and even lighting throughout
- clear space between furniture for a person to manoeuvre a mobility aid (eg wheelchair, walking frame, stick, crutches)
- low pile carpet or slip resistant floor
- ramp or lift access to all levels
- accessible display areas
- wide space between security checkpoints
- handrails and contrasting edges on any steps
- tactile tiles prior to steps, ramps and drop off areas
- hair treatment and customer service areas are wheelchair accessible

Ease of access when moving around the premises

- wide clear internal walkways
- safety markings across glass doors and adjacent panels
- wide clear internal walkways
- safety markings across glass doors and adjacent panels

- lever-style door handles are placed at an accessible height
- brochures, printed information and displays at an accessible height

Accessible amenities

- low height, clutter free service counters with a seat
- an accessible queuing system
- an accessible buzzer on service counters



- seating with backs and armrests
- seating with colour contrast to walls and floors
- an accessible storage area for mobility aids
- captions on any TVs in waiting areas

Accessible provision of information

- information about services eg
 - lift
 - accessible toilet
 - emergency procedures
- a taped phone message about services and facilities
- an accessible website with information about services
- clear, large print name tags on staff
- large print price tags on products
- large print, raised tactile and Braille signage
- a hearing awareness card on service counters
- raised tactile and Braille markings on any lift buttons
- audible information in any lifts
- alternatives to any visible information eg announcements
- alternatives to any audible announcements eg visible display

Staff who are able to communicate appropriately with older adults and people with communication challenges

- friendly helpful staff, trained in access awareness
- staff available to assist in self service areas
- staff available to read information for customers if required
- staff with basic sign language skills
- staff who speak clearly and look at customers when talking (for easy lip reading)
- pen and paper for exchanging information
- hearing augmentation at service counters
- staff with knowledge of the National Telephone Relay Service (TTY)

Responsive evacuation procedures

- visible and audible fire alarm
- accessible emergency exits
- emergency evacuation procedures to respond to all users





Access checklist for homeware and hardware shops

Access to the building/ premises

- accessible parking close by
- accessible public transport close by
- accessible parking for scooter users
- clear external building line at front of premises
- clear path of travel from outdoor to indoor areas
- protection from wind, rain and noise in outdoor areas
- step-free access through doorways
- wide self-opening or easy-to-open doors
- clear external and internal directional signage including symbols

Ease of access when moving around the premises

- wide clear internal walkways
- safety markings across glass doors and adjacent panels
- colour contrasting door frames/ trims
- consistent and even lighting throughout

- clear space between furniture for a person to manoeuvre a mobility aid (eg wheelchair, walking frame, stick, crutches)
- low pile carpet or slip resistant floor
- ramp or lift access to all levels
- accessible self-service counters/ display areas
- low height shelving for displays
- wide space between security checkpoints
- handrails and contrasting edges on any steps
- tactile tiles prior to steps, ramps and drop off areas
- wheelchair accessible checkouts
- lever style door handles at an accessible height
- direct access to an accessible toilet with an access sign (if toilets for the public are provided)
- brochures, printed information and displays at an accessible height

Accessible amenities

- low height, clutter free service counters with a seat
- an accessible queuing system
- an accessible buzzer on service counters



- seating with backs and armrests
- seating with colour contrast to walls and floors
- an accessible storage area for mobility aids

Accessible provision of information

- information about services eg
 - lift
 - accessible toilet
 - emergency procedures
- a taped phone message about services and facilities
- an accessible website with information about services
- clear, large print name tags on staff
- large print price tags
- large print, raised tactile and Braille signage
- a hearing awareness card on service counters
- raised tactile and Braille markings on any lift buttons
- audible information in any lifts
- alternatives to any visible information eg announcements
- alternatives to any audible announcements eg visible display

Staff who are able to communicate appropriately with older adults and people with communication challenges

- friendly helpful staff, trained in access awareness
- staff available to assist in self service areas
- staff available to read information for customers if required
- staff with basic sign language skills
- staff who speak clearly and look at customers when talking (for easy lip reading)
- effective glare-free lighting at service counters
- pen and paper for exchanging information
- hearing augmentation at service counters
- staff with knowledge of the National Telephone Relay Service (TTY)

Responsive evacuation procedures

- visible and audible fire alarm
- accessible emergency exits
- emergency evacuation procedures to respond to all users





**Access checklist for
shoe shops**

Access to the building/ premises

- accessible parking close by
- accessible public transport close by
- accessible parking for scooter users
- clear external building line at front of premises
- clear path of travel from outdoor to indoor areas
- protection from wind, rain and noise in outdoor areas
- step-free access through doorways
- wide self-opening or easy-to-open doors
- clear external and internal directional signage including symbols

Ease of access when moving around the premises

- wide clear internal walkways
- safety markings across glass doors and adjacent panels
- colour contrasting door frames/ trims
- consistent and even lighting throughout

- clear space between furniture for a person to manoeuvre a mobility aid (eg wheelchair, walking frame, stick, crutches)
- low pile carpet or slip resistant floor
- ramp or lift access to all levels
- accessible self service counters/ display areas
- wide space between security checkpoints
- handrails and contrasting edges on any steps
- tactile tiles prior to steps, ramps and drop off areas
- wheelchair accessible checkouts
- lever style door handles at an accessible height
- direct access to an accessible toilet with an access sign
- brochures, printed information and displays at an accessible height

Accessible amenities

- low height, clutter free service counters with a seat
- an accessible queuing system
- an accessible buzzer on service counters



- seating with backs and armrests
- seating with colour contrast to walls and floors
- an accessible storage area for mobility aids

Accessible provision of information

- information about services eg
 - lift
 - accessible toilet
 - emergency procedures
- a taped phone message about services and facilities
- an accessible website with information about services
- clear, large print name tags on staff
- large print, raised tactile and Braille signage
- a hearing awareness card on service counters
- raised tactile and Braille markings on any lift buttons
- audible information in any lifts
- alternatives to any visible information eg announcements
- alternatives to any audible announcements eg visible display

Staff who are able to communicate appropriately with older adults and people with communication challenges

- friendly helpful staff, trained in access awareness
- staff available to assist in self service areas
- staff available to read information for customers if required
- staff with basic sign language skills
- staff who speak clearly and look at customers when talking (for easy lip reading)
- effective glare free lighting at service counters
- pen and paper for exchanging information
- hearing augmentation at service counters
- staff with knowledge of the National Telephone Relay Service (TTY)

Responsive evacuation procedures

- visible and audible fire alarm
- accessible emergency exits
- emergency evacuation procedures to respond to all users





Access checklist for supermarkets

Access to the building/ premises

- accessible parking close by
- accessible public transport close by
- accessible parking for scooter users
- clear external building line at front of premises
- clear path of travel from outdoor to indoor areas
- protection from wind, rain and noise in outdoor areas
- step-free access through doorways
- wide self-opening or easy-to-open doors
- clear external and internal directional signage including symbols
- consistent and even lighting throughout
- low pile carpet or slip resistant floor
- ramp or lift access to all levels
- accessible self-service counters/display areas
- wide space between security checkpoints
- effective glare free lighting throughout the premises
- handrails and contrasting edges on any steps
- tactile tiles prior to steps, ramps and drop off areas
- low height shelving
- wheelchair accessible checkouts
- accessible self-service checkouts
- lever-style door handles at an accessible height

Ease of access when moving around the premises

- wide clear internal walkways and shopping aisles
- safety markings across glass doors and adjacent panels
- colour contrasting door frames/trims
- direct access to an accessible toilet with an access sign (if toilets for the public are provided)
- brochures, printed information and displays at an accessible height

Accessible amenities

- low height, clutter free service counters with a seat



- an accessible queuing system
- an accessible buzzer on service counters
- seating with backs and armrests
- seating with colour contrast to walls and floors
- an accessible storage area for mobility aids

Accessible provision of information

- information about services eg
 - lift
 - accessible toilet
 - emergency procedures
- a taped phone message about services and facilities
- an accessible website with information about services
- clear, large print name tags on staff
- large print price tags
- colour coded products where possible
- large print, raised tactile and Braille signage
- a hearing awareness card on service counters
- raised tactile and Braille markings on any lift buttons

- audible information in any lifts
- alternatives to any visible information eg announcements
- alternatives to any audible announcements eg visible display

Staff who are able to communicate appropriately with older adults and people with communication challenges

- friendly helpful staff, trained in access awareness
- staff available to assist in self service areas
- staff available to read information for customers if required
- staff with basic sign language skills
- staff who speak clearly and look at customers when talking (for easy lip reading)
- pen and paper for exchanging information
- hearing device at service counters eg hearing loop
- staff with knowledge of the National Telephone Relay Service (TTY)





Fact sheet

2013

RECHARGE Scheme

The RECHARGE scheme is a simple and effective means of ensuring that people who use an electric scooter or wheelchair can travel without the fear of being stranded by a flat battery.

Concept:

The RECHARGE scheme encourages local businesses to provide a power point so people can recharge the battery on their electric wheelchair or scooter, when required.

The scheme was developed in response to the increasing number of people with restricted mobility using electric scooters or wheelchairs as a means of transportation. Negotiating steep roads and footpaths in the area means that batteries run low more quickly and deter people from travelling longer distances.

RECHARGE is a MetroAccess initiative. The initiative was first developed in the Shire of Nillumbik and is proudly supported by VicRoads and Department of Human Services.

Through a state funded initiative called MetroAccess, local government and the community have been able to respond to the needs of people who use an electric scooter or wheelchair to ensure participation in community life.

Locations:

The RECHARGE scheme aims to increase access, inclusion and social participation for people with mobility issues. While it also aims to encourage local business to provide a power point for users to recharge their battery and increase patronage throughout the municipality, the scheme centres on people being able to go further for longer, and maintain independence.

For information on current Boroondara locations:

www.boroondara.vic.gov.au/recharge .

For information of locations throughout Metropolitan and Rural Victoria:

www.rechargescHEME.org.au/recharge-finder .

There are over 650 locations throughout Victoria.

Estimated cost:

The cost of electricity to recharge an electric scooter or wheelchair for up to an hour is under 20 cents. So, for a small cost, businesses can make a big difference in the lives of people who use a mobility device. It means additional versatility and freedom.

Community engagement:

The RECHARGE scheme is an example of a simple solution to a number of complex problems.

By establishing a network of participating businesses and a collaborative framework across government, the RECHARGE scheme is self-sustaining. It is driven by a common desire to facilitate accessibility for people with limited mobility. Increased community awareness around access and inclusion issues will also continue to benefit us all.

The establishment of the RECHARGE scheme in Victoria has been enormously successful, with many people now experiencing greater confidence when accessing their community. For many, their electric scooter or wheelchair is their primary means of transportation and now with the RECHARGE scheme, they can venture out for longer periods of time, without the fear of their battery going flat.

Even if the power point offered is not utilised, the RECHARGE scheme helps people feel confident getting to and from their destination and participate within their community, knowing support is available.

Construction:

RECHARGE works with businesses to ensure the area surrounding a designated power point has the appropriate circulation space for an electric scooter or wheelchair. Council

can help determine if premises are accessible.

A program partner pack will be sent to business / organisation that are interested in providing a designated PowerPoint for the RECHARGE scheme.

RECHARGE stickers are displayed on the windows of participating businesses so users can easily find them.

RECHARGE stickers are placed above / near power points so users can quickly ascertain which power point has been designated for use.

All RECHARGE scheme branding and associated information is consistent, thereby ensuring that the community can recognise this initiative wherever they live, work or visit in Victoria.

How to keep informed:

For more information in becoming a partner or what's happening with the RECHARGE scheme; www.rechargescHEME.org.au

Further information:

Contact Council's Metro Access Officer on 9278 4777 or 0448 990 417 or email metroaccess@boroondara.vic.gov.au .

Where to get more information

City of Boroondara
Metro Access Officer
City of Boroondara
Phone: 9278 4777
Email: metroaccess@boroondara.vic.gov.au
Web: www.boroondara.vic.gov.au

Standards Australia
Phone: 1300 654 646
Web: www.standards.org.au

Australian Government Attorney General's Department
Disability Access to Premises - Buildings Standards
www.ag.gov.au/premisesstandards

Independent Living Centre
Phone: 1300 885 886
Web: www.ilcaustralia.org.au

Institute of Access Training Australia
Phone: 03 9329 8028
Web: www.accessinstitute.com.au

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Thank you to the Institute of Access Training Australia (IATA) that developed the content and checklists for this handbook. IATA provides a wide range of access standards and training and can be contacted at www.accessinstitute.com.au for further information. Good Access is Good Business is a registered Trading name of IATA.



Do you have something to share?

Post it www.ba4a.org

- Post information about an event an activity or important date (flyers etc).
- Ask a question of other (registered) community members.
- Access information about BA4A and other local group activities.
- Find out about what SWAT are up to.
- Find out to how to get involved in your community.

News and views

- Have your say on current issues, reforms or legislation, or anything else that impacts our community (we may turn these ideas into projects).
- Post information about an event an activity or important date etc.
- Let people know about anything happening at your service that impacts the wider community.

Leave it on

-  www.facebook.com/ba4anetwork
-  www.twitter.com/ba4a_network



BOROONDARA
City of Harmony

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Printed on 100% Australian
made recycled paper