### tips for good accessibility

#### physical access
- Have a flat, level entrance
- Easy to open doors (width 850mm)
- Goods within reach of someone in a wheelchair
- Clear and wide pathways
- Slip-resistant surfaces

#### customer service
- Service counter should be at a height accessible to all customers
- Aisles are wide to allow people with a mobility aid to manoeuvre themselves
- Take the time to communicate, be welcoming, speak in clear plain language

#### signage
- Shop numbers are clearly visible
- Should be clearly visible and in plain English
- Minimum 14 point font
- Dark text on a light background
- Appropriate illumination for day and night

For more information contact the City of Boroondara MetroAccess Officer on 9278 4777 or metroaccess@boroondara.vic.gov.au
10,900 residents (8.0%) in Boroondara have profound or severe limitations to communication, mobility and/or self care activities.

Boroondara has the largest population of people aged 85 years and over of LGA’s in metropolitan Melbourne.

It is estimated that about 32,800 persons in Boroondara have a disability.

Boroondara has a significant number of residents born overseas.
The fastest growing countries of birth between 2006 and 2011 include United Kingdom, China, India and Malaysia.

Are you missing out on business?