‘Access for All – Accessibility Checklist’

SERVICE ACCESSIBILITY CHECKLIST

*(use any or all relevant sections)*

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| **PHYSICAL ACCESSIBILITY** |
| **BUILDING ACCESSIBILITY** |  | Y | N | NA | NOTES |
| Is there an easy drop-off point near the main entrance? |  |  |  |  |
| Are there designated accessible parking spots? |  |  |  |  |
| Is the approach to the building free of barriers and obstacles e.g. uneven pavement or narrow paths? |  |  |  |  |
| Is signage clear and large enough to be seen by people with a visual impairment? |  |  |  |  |
| Does the building have an access point for wheelchairs and other mobility aids e.g. level entrance or ramp? |  |  |  |  |
| Are curbs lowered (or access points provided) to allow wheelchairs, scooters, wheelie-walkers to access? |  |  |  |  |
| Are there handrails present on all stairs and ramps? |  |  |  |  |
| Are doorways and corridors wide enough to permit entrance of a wheelchair or other mobility aids? |  |  |  |  |
| Is the elevator a suitable size to fit a person with disability, their family members, and/or carers? |  |  |  |  |
| Are there automatic doors at the entrance of your service? |  |  |  |  |
| Do manual doors have the capability to stay open whilst someone is entering? |  |  |  |  |
| Are manual doors easy to open, and not too heavy? |  |  |  |  |
| Do the building evacuation plans accommodate for people with disability? Are you familiar with them? |  |  |  |  |

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|  |  | **Y** | N | NA | NOTES |
| **PRACTICE ACCESSIBILITY** | Can someone with a wheelchair, or other mobility aid enter the practice &/or waiting room? |  |  |  |  |
| Does your reception counter have a lower section to accommodate for peoples different heights and mobility aids? |  |  |  |  |
| Is there adequate maneuvering room, and wide doorways for wheelchairs and other mobility aids? |  |  |  |  |
| Is your furniture layout suitable to accommodate a range of disabilitiese.g. spaces for wheelchairs and appropriate seating, and not too cluttered for people with vision impairments? |  |  |  |  |
| Are disability friendly washrooms and toilets easily accessible? Are their adult change facilities available? |  |  |  |  |
| Does the calling of patients/clients to the consult room accommodate for those with hearing or visual impairments? |  |  |  |  |
| If you have a TV in your waiting room, are the captions turned on for people with a hearing impairment? And sound turned down to accommodate those people who prefer low noise? |  |  |  |  |
| Does your practice have adjustable examination tables? |  |  |  |  |
| Do your consultation/treatment rooms have adequate room for a wheelchair or other mobility aid? |  |  |  |  |
| Is there a low stimulation room available e.g. free from distractions, bright lighting, music and other noise? Or is there an area outside with less distractions than inside? |  |  |  |  |
| Is there adequate room for interpreters, family members and carers in the consultation/treatment rooms? |  |  |  |  |
| Does your practice/service accommodate for assistance animals? |  |  |  |  |

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| **DISABILITY AWARENESS** |
|  |  | **Y** | N | NA | NOTES |
| **DISABILITY LITERACY** | Have all staff received disability awareness training? |  |  |  |  |
| Does your practice/service have policies and procedures regarding disability and access? |  |  |  |  |
| Do your staff practices, policies and procedures comply with your insurance requirements to ensure you provide your service(s) in an inclusive and accessible way? |  |  |  |  |
| Are there confidential opportunities for people to give feedback on accessibility? |  |  |  |  |
| Does your registration form include a disability awareness tick box, notes section, or similar, so that disability needs can be accommodated prior to appointment if necessary? |  |  |  |  |
| **COMMUNICATION, CONTACTING THE SERVICE/PRACTICE****& MAKING APPOINTMENTS** | Have all staff received training on how to communicate with a variety of consumers and their individual needs? |  |  |  |  |
| Does the practice/service website accommodate for all types of disability? e.g. font resizing, screen reader friendly. |  |  |  |  |
| Are Auslan and spoken language interpreters made available for all consumers when required? |  |  |  |  |
| Is easy read written health information available in a variety of languages? |  |  |  |  |
| Are alternative communication and education strategies available to use with consumers if appropriate? e.g. iPads, pictorial explanations. |  |  |  |  |
| Is information available in multiple formats, not just hardcopy e.g. electronic, audio? |  |  |  |  |
| Is essential patient/client information e.g. scripts, available in alternative formats e.g. Large-print, Braille? |  |  |  |  |

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|  |  | **Y** | N | NA | NOTES |
| **ALL STAFF****CLINICAL, RECEPTION, ADMINISTRATION, MANAGEMENT** | Are staff aware of benefits, community supports and entitlements available to people with disability? |  |  |  |  |
| Are staff aware of disability-related procedures that may be required by a person with disability e.g. transfers, leg-bag emptying, communication strategies, and are they familiar with required arrangements? |  |  |  |  |
| Are staff aware that when obtaining consent, accommodations may be required to ensure the person with the disability fully understands (if capable without family or carer’s support)? |  |  |  |  |
| Are staff comfortable and willing to provide assistance to a person with a disability if required (where appropriate)? |  |  |  |  |
| **ACCOMMODATIONS MADE TO INCREASE ACCESSIBILITY TO YOUR SERVICE** |
|  | **Y** | N | NA | NOTES |
| Longer appointment times available? |  |  |  |  |
| After-hours appointments available? |  |  |  |  |
| Special timing of appointments available? |  |  |  |  |
| Telephone or telehealth appointments? |  |  |  |  |
| Telephone prescription renewals available? |  |  |  |  |
| Email/mobile texting contact available? |  |  |  |  |
| Flexibility when conducting consultations/treatment e.g. alternative consultation/treatment room, car consultations? |  |  |  |  |
| Home visits available? |  |  |  |  |
| Any other considerations for our health service?  |  |  |  |  |

Adapted from:

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https://humanrights.gov.au/our-work/disability-rights/publications/access-all-improving-accessibility-consumers-disability

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