

# 'Access for All – Accessibility Checklist'

## SERVICE ACCESSIBILITY CHECKLIST

(use any or all relevant sections)

### PHYSICAL ACCESSIBILITY

		Y	N	NA	NOTES
<b>BUILDING ACCESSIBILITY</b>	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?				

		Y	N	NA	NOTES
<b>PRACTICE ACCESSIBILITY</b>	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 disabilities e.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 there 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?				

## DISABILITY AWARENESS

		Y	N	NA	NOTES
<b>DISABILITY LITERACY</b>	Have <u>all</u> 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?				
<b>COMMUNICATION, CONTACTING THE SERVICE/PRACTICE &amp; MAKING APPOINTMENTS</b>	Have <u>all</u> 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?				

		Y	N	NA	NOTES
<b>ALL STAFF CLINICAL, RECEPTION, ADMINISTRATION, MANAGEMENT</b>	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:

<https://www.afhto.ca/wp-content/uploads/FHTaccess-checklist.pdf>

[https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0029/993314/covid19-disability-checklist.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0029/993314/covid19-disability-checklist.pdf)

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