

Accessibility Fact Sheet



This fact sheet will provide you with tools to help you meet the new accessibility criteria of the ECO Certification program and help you build upon your current accessibility plan.



Why Accessibility Is Important For Your Business



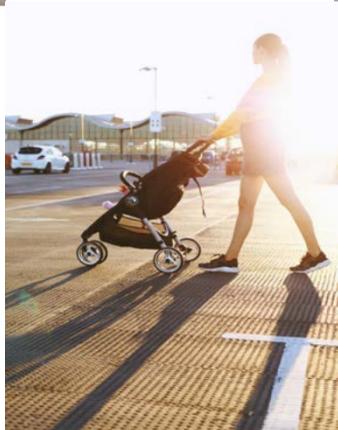
Groups travelling with a person with a disability will choose products and experiences known to be accessible. If your products don't accommodate their needs, or your marketing information doesn't clearly identify your products as accessible, the whole group will go elsewhere.



Do you provide an excellent accessible tourism experience?

You could be listed for free on the Good Scout so travellers can easily find you. [Find out more here](#)

Accessible infrastructure and universal design benefits more than just those with a disability, for example, parents with prams, small children, and seniors. It offers ease, comfort and convenience for everyone, leading to positive guest experience.



Accommodating for staff and guests of all abilities fosters diversity and acceptance, which resonates through to employee and customer satisfaction.



Commonwealth Disability Discrimination Act 1992

The Commonwealth Disability Discrimination Act 1992 makes it illegal to discriminate, both directly or indirectly, against a person because of disability when providing goods, services or facilities, or access to public premises. This includes providing equal opportunity for people of all abilities to access tourism services and activities.

Find out more: [Disability Discrimination Act 1992](#)

Did you know?

A disability can be intellectual, cognitive, physical or sensory, with 90% of disabilities being invisible or not immediately apparent to others.

[Source: House With No Steps]

Accessibility Checklist – Refer to Section 1

- Accessible products are clearly and accurately identifiable in product descriptions, on your website and in marketing material.
- Staff training includes awareness of accessible products, activities and facilities, and delivery of appropriate customer service to people of all abilities.
- Any accessible infrastructure or equipment meets the necessary minimum requirements for mobility and access set within the [National Construction Code](#).
- Access for participation by customers of all abilities has been considered. Where the nature of activities may be limited for people with a disability, a process or customer access plan (see template below for example) is documented to assess the situation and take all reasonable steps to ensure equal opportunity for participation, or to offer an alternative activity that meets the guest's accessibility requirements and provides an enjoyable experience.

Access Plan Template

Is accessible parking provided? YES / NO

- > smooth, flat access from car park to facility
- > clearly marked parking space
- > must have a minimum of 1 disabled car parking space for every 20 parking spaces

Are bathrooms accessible? YES / NO

- > ample space so that a single wheelchair can freely rotate
- > anchored grab bars on walls
- > provided sink or countertop that is no more than 34 inches high, with enough space underneath for acceptable knee clearance
- > faucets able to be used with one hand
- > touch free/motion activate hand dryers

Have we provided appropriate walkways? YES / NO

- > step free entry points
- > smooth, flat surfaces around the premises

Is our information accessible? YES / NO

- > easy to find
- > available to consumers in multiple formats
- > easy to understand photos and videos
- > varied methods for customers to contact our business

Is our information able to be interpreted by varying disabilities? YES / NO

- > brochures display large, plain text
- > safety information is provided at eye level for printed text
- > safety information is provided in audio form
- > PDF formats are avoided as screen readers cannot read this format
- > captions for multimedia content are provided

Do we provide access for those with assistance animals? YES / NO

- > by law, you are able to ask for clarification if you're not sure if the animal is for assistance or not
- > find out if your state or territory has a register for assistance animals
- > provide your front line staff with information about assistance animals

Do we provide staff with appropriate training? YES / NO

- > staff are aware that not all disabilities are obvious
- > staff are trained to inquire about a disability before saying no or turning people away
- > staff are trained to use appropriate terminology
- > staff are trained in how to assist people get around safely and how to interpret safety instructions for their required form of communication

DO

- Use the word **ACCESSIBLE** rather than **DISABLED** in your communications and signage
- Ask visitors what they need to make the experience more positive
- Speak directly to the person with the disability not a third party
- Get feedback from customers about your accessibility

DON'T

- Assume you can identify all disabilities as most are invisible
- Pat or interact with working assistance animals
- Hide information in FAQs; information should be under its own tab on the website
- Use terms like 'disabled person'; 'person with disability' is more appropriate

Did you know?

- In Australia, almost one in five people (4.3 million) have a disability. Of these, one in three has severe or profound core activity limitation.

[Source: House With No Steps]

RESOURCES FOR YOU

Videos and resources to utilise for the training of staff can be found [here](#).

For more information on how to prepare your business for all accessibility levels, visit the [Australian Human Rights Commission: Access For All](#)

For more information and resources on accessibility in tourism and business visit our [Resource Hub](#)