



Self-Assessment Access Audit Checklist



ACCOMMODATION VENUES

This Self-Assessment Access Audit Checklist had been developed by Braille House in conjunction with certified orientation and mobility specialists and in consultation with those with lived experience of blindness or low vision.

The Checklist sits within a wider suite of resources to assist businesses to welcome and cater for tourists who are blind or have low vision, particularly hospitality venues, accommodation facilities and tourist destinations. The full suite of materials will be released online mid-2024.

There are four Self-Assessment Access Audit Checklists in total:

1. **Whole of Venue** Access Audit Checklist
2. **Accommodation Venue** Audit Checklist
3. **Hospitality Venue** Audit Checklist
4. **Tourism or Event Destination** Audit Checklist.

The Whole of Venue Access Checklist Audit is applicable to ALL venues / destinations. It needs to be undertaken with at least one other checklist, depending upon the services and opportunities offered. For example;

- a restaurant or café would engage with *both* the Whole of Venue Access Checklist Audit *and* the Hospitality Venue Audit Checklist.
- a museum, art gallery, discovery centre, themed park, or a stadium would engage with *both* the Whole of Venue Access Checklist Audit *and* the Tourism or Event Destination Audit Checklist.
- an accommodation facility inclusive of restaurant would engage with the Whole of Venue Access Checklist Audit, *and* the Accommodation Venue Audit Checklist, *and* the Hospitality Venue Audit Checklist

Each checklist is divided into sections, and within each section there are number of access elements for the nominated ‘facility auditor/s’ to assess. The ‘facility auditor’ considers and records whether each element is:

- already in place
- has been planned for and the required adjustment is pending
- a minor adjustment and / or involves no / low cost
- a medium-term adjustment, whilst not requiring renovations does require some budget allocation
- longer-term adjustment, to be undertaken during future renovation / redevelopment
- ongoing in its nature
- not applicable

Ultimately, the Self-Assessment Access Audits will inform business planning for the short, medium and long term, through the identification and establishment of development and improvement goals.

Important to note: Braille House can assist businesses. Contact us if you have questions or need assistance with the development and production of braille and tactile resources. For example, we can assist with braille signage, tactile QR code indicators, tactile maps, and “twin vision” documents (such as menus, hotel compendiums) with large print and braille, which further have access to audio, via a tactile QR code.

Reach out and discuss your needs with us at Braille House, PO Box 610, Annerley Qld 4103 / 507 Ipswich Rd Annerley Qld 4103

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www.braillehouse.org.au

Date:

Expiry:

ACCOMMODATION VENUES



1. Accessible Rooms

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
1.1 Adequate number of accessible rooms is provided - refer to Nation Construction Code Part D3 Access for People with a Disability								
1.2 Accessible rooms are available for each room type / category								
1.3 Rooms are laid out in a logical manner, with tactile and braille labels								
1.4 Entrance thresholds of the hallway/room and room/bathroom are flush								
1.5 The guest information booklet is provided in large print and braille								
1.6 Room information is available as a pre-recorded message accessed via tactile QR code (e.g. located on the key card) or via the room phone								
1.7 The pre-recorded message provides information regarding the room layout, location of nearest emergency exit, mini-bar list, and location of bathroom products etc. (Refer to “Hotel Q” example)								
1.8 A tactile map provides the floor layout and path of travel to exit points and areas of refuge								

2. Hotel Information

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
2.1 Information regarding hotel services and layout are provided as a pre-recorded message when calling the hotel, as well as on the website or tactile QR code provided upon arrival. (Refer to “Hotel Q” example)								

ACCOMMODATION VENUES Cont.



3. Access and Orientation Champion

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
3.1 Designated access and orientation champion is available at all times e.g. concierge								
3.2 The access and orientation champion is trained in sighted-guide techniques and vision-impairment sensitivity <u>Meeting a Person with Vision Loss – Vickie Anderson & Associates</u> <u>How to Guide a person with a vision loss – Vickie Anderson & Associates</u>								

4. Lobby/Reception Area

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
4.1 Provides clear signage and access to key facilities, including elevators, stairs, bathrooms, and main building spaces (see checklist for Internal Walkways in Whole of Venue Access Checklist)								
4.2 Entrance mat has a firm, level surface within a recessed well that is flush with the floor								
4.3 Seating and bathrooms are provided for guests								
4.4 Seating contrasts visually with surrounding surfaces								
4.5 Adequate lighting eases the visual transition between exterior and interior environment (see checklist for Lighting in Whole of Venue Access Checklist)								
4.6 Lighting does not cause glare or shadows								

ACCOMMODATION VENUES Cont.



5. Reception Desk

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
5.1 Highly visible and easily located, situated on a direct, unobstructed route from the entrance								
5.2 Desk contrasts visually with the adjacent floor and walls								
5.3 Clear signage indicates the purpose of each desk/counter (see checklist for Signage in Whole of Venue Access Checklist)								
5.4 Access and orientation champion is available to meet and guide the guest upon arrival								
5.5 Music and ambient sound does not prevent guests from communicating clearly while positioned behind a desk, and wearing a mask if required								

6. Fitness Centre

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
6.1 Lockers have high contrast labels with large print, raised characters and braille								
6.2 Equipment provides adequate overhead clearance along the path of travel								
6.3 Equipment is cane-detectable and contrasts visually with the floor surface								
6.4 Electronic equipment has tactile buttons/controls								

ACCOMMODATION VENUES Cont.



7. Pool

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
7.1 Markings around the edge of the pool contrast visually and texturally with the floor surface								
7.2 Safety equipment is clearly labelled using high contrast symbols and braille								
7.3 Flooring is non-slip with good drainage								
7.4 CRP signage is in large print and braille Qld Govt CRP and Warning Signs								

*Further refer to [Business Queensland Pool Safety Laws](#)

8. Laundry Room

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
8.1 Instructions are provided via tactile QR code								
8.2 Audible tones indicate cycle operation								
8.3 Tactile controls are provided, e.g. in braille								

ACCOMMODATION VENUES Cont.



9. Entry systems (including keypads, card/fob locks, intercoms and doorbells)

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
9.1 Entry system is equipped with visual and audible signals to indicate that the system is activated								
9.2 Entry system control is within reach of the doorway and contrasts visually with surrounding surfaces								
9.3 Entry system allows sufficient time once activated to locate the door handle								
9.4 Keypads are tactile (rather than touchscreen) with a tactile indicator on the number 5								
9.5 Instructions are provided in a tactile or audible format where instructions are required for use								
9.6 Doorbells and call buttons provide audible indication of activation								
9.7 Entry system is located on latch side of the door and outside of door swing								
9.8 Key cards have the top left corner cut, or hole punched, to enable the user to feel which way the card is to be inserted								
9.9 There is clear space for approach in front of the controls								
9.10 Doors can be unlocked and opened with one hand								

10. Hotel Room Lighting

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
10.1 Provides localized lighting and task lighting, enabling guests to control lighting levels								
10.2 Provides dimmer switches so lighting levels can be adjusted								

ACCOMMODATION VENUES Cont.



11. Kitchens

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
11.1 Cooktop controls are easily accessed without reaching over elements								
11.2 Cooktop, microwave, oven and dishwasher have tactile controls and provide audible feedback								
11.3 Clearance between cooktop and range hood is at least 650mm								

12. Bathrooms

See checklist for toilets

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
12.1 Shower flooring/base contrasts visually with the wall								