



## Self-Assessment Access Audit Checklist



### HOSPITALITY 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](http://www.braillehouse.org.au)

Date:

Expiry:

# Hospitality Venues



## 1. Restaurant Floor

See checklist for Seating Areas (in Whole of Venue Access Checklist)

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 Sound dampening materials are used throughout the dining area								
1.2 Pathways and aisles provide sufficient clearance for customers with a dog guide								
1.3 A clear pathway to the toilets is provided from all seats								
1.4 Ordering and payment can be made while seated at the table								
1.5 Cutlery, water, and serviettes are provided at the table								

\*Booth seating is not considered accessible.

## 2. 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
2.1 Designated staff member as access and orientation champion e.g. maître d'								
2.2 The access and orientation champion is available to guide the customer to their seat, and provide directions to the toilet and nearest emergency exit								

## 3. Staff Training

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 Service staff ask if the customer would like their food to be pre-cut								
3.2 Service staff use clockface directions for food on the customer's plate, and their place setting								



## Hospitality Venues

### 4. Menu

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 Print menus are in list form (not columns) which work easily with text to speech apps								
4.2 The menu is provided in large print								
4.3 If no braille menu is provided, the menu is available electronically via tactile QR code or website								
4.4 The electronic menu is not an image with a background that interferes with text to speech programs								
4.5 QR codes are tactile and easily located on the table								

\* Consider the option of a “twin vision” menu with large print and braille, which further has access to audio, via a tactile QR code.

### 5. Service Counter

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 Counter is highly visible and situated on a direct, unobstructed route from the entrance								
5.2 Counter contrasts visually with the adjacent floor and walls								
5.3 Clear signage indicates the purpose of each counter (see checklist for signage)								
5.4 Music and ambient sound does not prevent customers from communicating clearly while positioned behind the counter, and wearing a mask if required								