



Self-Assessment Access Audit Checklist



WHOLE OF VENUE ACCESS

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

(07) 3848 5257

council@qbwa.org.au

www.braillehouse.org.au



1. Customer Service 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
1.1 Customer service staff are 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>								
1.2 Trained staff are available to meet the guest upon arrival if requested								
1.3 Staff who take reservations or ticket sales over the phone ask pertinent questions and can answer accessibility questions (Refer to Resources)								

2. External walkways

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 Walking directions from the closest public transit stops, to the entrance are provided on the website. Walking directions may also be required from the taxi/ride-share drop-off area if it is not located directly outside the entrance. Directions include the location of large-print or tactile maps, QR codes of interest, and way-finding tactile ground surface indicators (TGSIs).								
2.2 A drop-off and pick-up area for taxis and ride-share vehicles is provided								
2.3 Seating near the pick-up area is provided, and contrasts visually with the surrounding surface								
2.4 There is safe access and directional signage from the footpath to the building entrance without walking behind vehicles								
2.5 The surface is level, firm, stable, non-slip, and anti-glare								
2.6 The approach and entrance are free from tripping hazards								
2.7 TGSIs are used to alert users they are crossing vehicular traffic								
2.8 TGSIs contrast in colour with the surrounding surface								
2.9 The designated location to cross vehicular traffic contrasts visually with the surrounding surface								
2.10 Adequate accessible parking spaces are provided Design for Dignity Guidance on Premises Car Parking.								
2.11 Adequate lighting is provided throughout car parks (see checklist for Lighting)								

WHOLE OF VENUE ACCESS cont.



3. Entrance and Approach

Access Element	Adjustments Required (indicate with ✓, as appropriate)							Date
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	
3.1 An entry mat is recessed in a mat-well and contrasts visually with the surrounding surface								
3.2 Clear, logical, directional large-font signage with colour contrasted background is provided to locate the accessible entrance								
3.3 Overhead clearance of all walkways is at least 2 metres (including tree branches)								
3.4 Portable signs are not placed on the path of travel								
3.5 Obstacles located along the path of travel contrast visually with the surrounding surface and are cane detectable (positioned hanging no higher than 680mm off the ground)								
3.6 Pathways are clearly defined by edges with a change in texture and contrast								
3.7 Large open walkways incorporate directional TGSIs as a guide CNIB Clearing Our Path: Guidance Tactile Walking Surface Indicators								
3.8 An accessible alternative is provided where there is a revolving door								
3.9 The entrance door contrasts visually with adjacent surfaces								
3.10 A unique audio or olfactory wayfinding clue is positioned at the entrance, such as a small fountain or aromatic plant								
3.11A dog guide relief area is located adjacent to a main access route, and is equipped with rubbish bin CNIB Clearing Our Path: Indoor and Outdoor Guide Dog Relief Areas								

WHOLE OF VENUE ACCESS cont.



4. Doorways

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 Hinged doors remain fully open (against wall) or closed, and cannot be left ajar								
4.2 Thresholds are flush with floor surfaces on both sides								
4.3 Handles contrast visually with doors								
4.4 Doors contrast visually to the adjacent surface								
4.5 Vision panels are used in busy areas to allow sighted people to see if someone is approaching from behind the door								
4.6 Automatic doors remain fully open for sufficient time to allow users to safely enter/exit (at least 5 seconds)								
4.7 Automatic doors incorporate a safety stop that is activated if doors start to close as a person is passing through								
4.8 If steps are nearby, they are positioned at a safe distance to avoid falling backwards while opening the door								
4.9 Cane-detectable features are provided to show how far an outward-opening door will open								
4.10 Glazed doors and walls incorporate continuous colour-contrasted markings at eye level along the full width								

5. Ramps

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 Landings are located at the top and bottom of each run								
5.2 Landings are unobstructed by door swings								
5.3 Colour-contrast strips are located on the landing before each run								
5.4 A curb or protective barrier is provided along the length, where there is a drop-off								
5.5 A handrail is provided on both sides of the ramp (see checklist for Handrails)								



6. Tactile Ground Surface Indicators (TGSIs)

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 TGSIs contrast visually with surrounding surface								

*For installation guidelines see Disability Standards 2010 section D3.8 *Tactile Indicators*
<https://www.legislation.gov.au/Details/F2011C00214>

7. Handrails

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 Handrails are provided at a consistent, accessible height								
7.2 Clearance exists between the handrail and wall, free from obstruction								
7.3 Horizontal handrail extensions are provided at the top and bottom of stairs/ramps to indicate a change between the ramp and level surface								
7.4 Extensions are turned down or sideways and returned to a post, the floor, or a wall to prevent users getting caught								
7.5 Extensions do not project into an intersecting path of travel								
7.6 Handrails contrast visually with surrounding surfaces								

WHOLE OF VENUE ACCESS cont.



8. Stairs

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 Handrails are provided on both sides of the stairs (see checklist for Handrails)								
8.2 Landings are provided at the top and bottom of each flight								
8.3 Landings are unobstructed by door swings								
8.4 TGSIs are positioned at the top and bottom of stairs, extending the full width								
8.5 Each step edge has a colour contrasted and slip-resistant strip on the nosing								
8.6 Each contrasting strip should wrap around the nosing and continue down the riser so that it is visible when both ascending and descending the stairs								
8.7 Steps are consistent throughout a staircase with uniform riser heights and tread depths								
8.8 Tread dimensions are adequate to provide safe footings for all users								
8.9 Step risers are closed to prevent tripping								
8.10 Areas beneath unenclosed staircases have cane-detectable features such as guardrails or planters to prevent people from colliding with the underside of the stairs								
8.11 Additional light fixtures are positioned below eye level to provide better definition of the stairs								



9. 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
9.1 Hanging light fixtures are positioned above head clearance of at least 2 metres.								
9.2 Adequate lighting levels are provided throughout. See Australian standard section 19.1 (Refer to AS 1428.2-1992 Design for access and mobility - Enhanced and additional requirements-Buildings and facilities (simpsonbuildinggroup.com))								
9.3 Windows have anti-glare, non-reflective properties or coatings								
9.4 Tinted glass, exterior awnings and canopies help minimize glare and shadows								
9.5 Blinds or shades are used to control glare								

10. Escalators/Travelators

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 Cane-detectable colour-contrasted surface (usually a metal plate) is located at the top of escalators, extending the full width								
10.2 High-contrast markings are present on all nosings and side edges								
10.3 Clearly identified accessible stop button is provided								

*Escalators and travelators do not constitute an accessible route of travel, They are unsuitable for dog guide users.

WHOLE OF VENUE ACCESS cont.



11. Elevators/Lifts

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 Elevator doors contrast visually with adjacent wall surfaces								
11.2 An audible indicator sounds when the elevator answers a call, has arrived, and the doors open/close								
11.3 The area in front of the call button is clear								
11.4 Buttons emit an audible signal when pressed to confirm activation								
11.5 Cab control buttons contrast visually with the surrounding surface								
11.6 Cab control buttons are arranged vertically								
11.7 Buttons have a combination of large, embossed, raised, and braille text (touchscreen panels are not accessible to people who are blind or with low vision)								
11.8 Elevator sill contrasts visually with the floor								
11.9 Cab floor contrasts visually with the walls to help people with low vision assess the space, size and shape								
11.10 Cab lighting level is equivalent to ambient hallway lighting								
11.11 Glass walls have colour-contrasted strips or markings at eye level along the full width								
11.12 Doors remain fully open for sufficient length of time (5-6 seconds)								
11.13 Safety sensors prevent doors closing on users, dog guides, and long canes								
11.14 Elevator stops flush with the floor level of each landing								
11.15 Emergency communication system has instructions in large print and braille								
11.16 Elevator announces to passengers the direction and floor level when stopped at a landing								

*Destination dispatch elevators can be difficult to use. People who are blind or with low vision may have difficulty locating and using control panels to enter their destination floor, and then finding the elevator identified on the control panel. In this situation a concierge/receptionist is available to provide assistance at all times.



12. Internal Walkways

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 Carpeting if used, is low pile and high density								
12.2 Flooring is a light colour with no busy patterns								
12.3 Floor surface is non-glare, and non-slip								
12.4 Walls contrast visually with the skirting/floor to assist with wayfinding								
12.5 Allows two-way flow of people (Refer to Disability (Access to Premises — Buildings) Standards 2010 (legislation.gov.au)) NB There is no standard pathway width for someone who uses a long cane or dog guide to be able to pass someone walking the opposite direction. AS1428 states that <i>The minimum width of an accessible path of travel is 1000mm. The minimum passing space for two wheelchairs is 1800mm.</i>								
12.6 Free from obstacles								
12.7 Protruding items such as fire extinguishers and drinking fountains are recessed (projecting no more than 100mm) or are cane-detectable								
12.8 Columns contrast visually with the surrounding surfaces								

13. Seating Areas

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
13.1 Access to seating is direct and unobstructed from main circulation route								
13.2 Provides clear space for a dog guide to rest								
13.3 Chairs and tables contrast visually with surrounding surfaces								
13.4 Tables have rounded corners								



14. Signage

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
14.1 Uses large font and contrasts visually with the surrounding surface								
14.2 An alternative is provided when dynamic signage (refreshable digital screens or electronic scrolling signage) is used								
14.3 Colour contrast is provided between letters and the background surface								
14.4 Avoids red/green and blue/green combinations (for people who are colourblind)								
14.5 Background surface is single-coloured								
14.6 Provides simple and brief wording								
14.7 Begins with a capital letter and continues in lower case								
14.8 Uses raised characters/symbols 1mm from the background								
14.9 Braille is located directly below the text, and within easy reach (1200-1500mm from the floor surface)								
14.10 Directional signage is uncluttered and mounted at eye level. Overhead signage is ineffective for most people who have low vision.								
14.11 Easy to read text is used with Arial fonts and Arabic numerals								
14.12 Minimizes vertical wording								
14.13 Surface finish is matte or satin to reduce glare								
14.14 Where possible uses standard, internationally recognized symbols								
14.15 Room signage is mounted on the wall on the latch side of doorways within 150mm of the door jamb								
14.16 If there is no door, signage is mounted on the outside walls on both sides of an entrance								
14.17 Protruding signage (greater than 100mm) is positioned at least 2 metres above the floor surface to prevent obstruction of pathways								
14.18 Free wireless internet is provided to facilitate access to wayfinding apps such as 'Be My Eyes' and 'AIRA'.								

*For installation guidelines see *Disability Standards 2010 Schedule 1 Part D4 Braille and Tactile Signs*: <https://www.legislation.gov.au/Details/F2011C00214>



15. Toilets

See checklists for Signage and Doorways

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
15.1 Flushing controls and toilet paper dispenser are accessible and easy to reach								
15.2 Urinals are stall-type or wall-hung bowls, with tactile centreline indicators								
15.3 Urinals contrast visually with the surrounding surfaces								
15.4 Sinks include a counter or adjacent shelf								
15.5 Soap dispensers are easy to use, and within reach from sinks								
15.6 Accessible bathroom stalls contain emergency call buttons								
15.7 Emergency call systems include audible indicators with cancellation features for accidental activation								
15.8 Colour coding, and tactile labels or braille are used to identify cold/hot water taps								

16. Emergency Exits

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
16.1 Area of refuge identification signage includes tactile features and braille								
16.2 Exit stair numbers are provided in tactile and braille								
16.3 Doors to emergency exits and/or areas of refuge contrast visually with the wall								
16.4 Guests are advised of the emergency evacuation procedure, their exit routes, and the location of designated assembly points.								

WHOLE OF VENUE ACCESS cont.



17. Queuing areas

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
17.1 Lower edge or base of queuing guides/ropes are cane-detectable and contrast visually with the floor. If retractable banding is used, a second lower banding is required. Sample of Dual Band and Post Product								
17.2 The queuing pathway is highlighted using colour and texture on the floor surface								
17.3 Audible announcements are provided if cashier numbers are being displayed on screens								
17.4 'Take a number' ticketing devices include verbal announcements of the number being displayed								

18. Website Accessibility

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
18.1 Website conforms with the web content accessibility guidelines: World Wide Web Access: Disability Discrimination Act Advisory Notes Ver 4.1								
18.2 Text is at least 14pt using Arial font and Arabic numerals								
18.3 Images have embedded descriptive text								
18.4 Text is colour contrasted against the background								
18.5 Text and menus can be read using text to speech software								