Accessible communications checklist

Work through the following checklist when you get back to your workplace. There's space underneath each section for you to write some notes about what needs to improve and who you might need to talk to in order to make it happen.

1. Signage

- There is clear, legible signage outside the premises
- There is clear directional signage inside the premises to direct patrons to toilets (including accessible toilets), lifts, reception and any other common areas, e.g. pool, designated smoking area etc.
- Existing signs use appropriate symbols to communicate messages
- Existing signs incorporate Braille and tactile raised print, and are at a height accessible to wheelchair users
- There is an assistance animal welcome' sticker at entry
- The proper signage is in place to indicate where a hearing loop is available

2. Reception area:

- All frontline staff have undertaken disability awareness training
- Part of the reception area is at a height that is suitable for people using wheelchairs
- Good acoustics so people with hearing impairment can hear easily
- No loud music
- There is hearing augmentation available, accompanied by explanatory signage featuring the International Deafness Symbol
- There is a Pen and paper available
- There is an image-based communication board available
- Forms are written in plain English, and staff are also able to provide assistance with completing forms when required.
- Staff wear name badges that include large, legible print
- EFTPOS machines are accessible, e.g. use physical buttons and do not use a touchscreen-only interface

3. Lifts

- Lifts do not use a touchscreen-only interface
- Lift buttons include print, Braille and tactile raised print
- Emergency call button is clearly marked and uses a universal symbol that is easily recognisable

4. Phone

- Staff answering phones are familiar with the National Relay Service and know how it works
- If phone system uses automated key prompts, caller is transferred straight to a human operator if no number is entered
- Website includes information about the National Relay Service
- Phone number is easy to locate via the website and on all printed documents
- There is an option to send a message to a mobile number rather than speaking to someone over the phone

5. Written information

- Documents are written in plain English
- Documents use a minimum of size 12 font
- Documents use simple fonts rather than heavily stylised or ornate fonts
- Documents include good colour contrast and text is easy to read
- Important information can be made available in large print, audio, Braille, easy English and accessible electronic format upon request
- Staff know how to create accessible electronic documents that can be read by screen readers
- Internal policies and procedures direct staff to create documents that are accessible
- Staff are flexible in providing information in person, over the phone or by email when someone is unable to access or understand printed information.

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6. Website

- Website complies with the Web Content Accessibility Guidelines 2.1
- Information on website is written in plain English and is easy to understand
- All staff responsible for web development have undertaken web accessibility training
- Compliance with the Web Content Accessibility Guidelines is a requirement of all contracts with third-party providers
- All documents available on the website are available in accessible Microsoft Word or HTML format in addition to pdf
- Website includes information about business's commitment to disability access and the relevant services that are available

7. Advertising

- Images and videos used in advertising reflect the diversity of the population and include people with a wide range of disabilities
- Phone numbers used in video advertising are read out loud in addition to appearing on-screen

8. Social media

- Posts are written in plain English
- Videos shared on social media include captioning and where possible, audio description and Auslan sign language
- All photos include alt text descriptions
- Posts relating to disability use person-centred language

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