



Out and About

Accessibility Information Sheet for Providers

As you and your team receive enquiries about your products and services, you will sometimes receive questions about accessibility. When your team has the answers to these questions readily available, it will make it easier for them to provide accurate information to your customers.

We have developed some questions to get you started. Please edit this sheet to make it relevant for your business. You may wish to display it where staff who take enquiries and make bookings can easily refer to it. You might also like to ask them to let you know if they receive an enquiry that is not covered by the questions you include, so it can be updated.

Consider the following questions:

General

Question	Answer
Where can customers find your accessibility information on your website?	
Do you offer any discounts or concessions for Companion Card holders? Where can they find this information?	
Are you a member of the Hidden Disability Sunflower program?	
If customers need assistance, where should they go and who should they speak with?	
Is there clear signage? Can you describe any landmarks nearby to make it easier to find you?	

Travelling - Public and Private Transport

Question	Answer
What assistance do you offer? How can customers request assistance?	
Is there an assisted boarding point and how can customers locate it? Do you offer priority boarding?	
Do you offer priority seating?	
Do you have a hearing loop system available?	
Are there stairs that customers will need to use to access the boarding point? If so, how many? Is there a lift? Is there a portable ramp available?	
Are there any weight or size restrictions for motorised mobility devices?	



Accommodation

Question	Answer
How wide are your doorways not just the guest rooms, but throughout the property?	
Is there a clear continuous path of travel (without stairs) from the street to the reception desk? To the guest rooms? To the restaurant? To all other facilities?	
How high are the beds – top of the mattress to floor?	
Do you have bed raisers available if requested? Where are they located?	
What type of flooring is in guest rooms? E.g. hard flooring, high pile rugs?	
What furniture can be removed or moved if customers require more space?	
Do you have a list of local AT hire organisations that you can provide to guests? Where is it located?	
Is there an option to order room service without using the telephone?	
Do you provide large print and braille versions of restaurant/cafe menus? Or digital versions that are screen reader compatible?	
Do you have information on accessible local activities?	
Do you have accessible parking spaces? Are guests able to book one of these to ensure guaranteed access to one?	

Events - Concerts, Movies, Plays, and Conferences

Question	Answer
Is your venue accessible for people using mobility aids? Is there a clear, step-free continuous path of travel from the entrance all the way to my seat, and to other spaces such as the bar or the bathroom?	
Is there seating available during the event (including during networking events)? What type of seating is available?	
What accessible seating options are available? e.g. close to stage (low vision), wheelchair accessible, away from speakers, away from air-conditioning ducts.	
Are open captions or closed captions offered? How do guests arrange captions?	
Do you have a hearing loop system available and which seating is best to access it?	
Are you able to provide an Auslan interpreter for the event?	
Is there a quiet room or sensory space available? Where is this located and how do customers find it?	
Are you able to provide allergy information for catering options?	
Will flashing or flickering lights or haptics will be used for performances?	
Where are the accessible bathrooms located?	
Where is the nearest green space for guide dogs or assistance animals?	

Attractions, Activities, and Restaurants

Question	Answer
Is there step-free access from the street or carpark?	
Is there public transport nearby?	
Are there beach mats available? What days and times are they available?	
Where are the public toilets located?	
Are there accessible shaded areas? Where are they located? Is there seating available?	
Where are accessible showers and accessible bathrooms located?	
Can you provide path width and gradient or incline information for your walking paths?	
Do you have information about designated accessible walking trails? What accessibility features do they have?	
Can you provide a site map or floor plan?	
Do you provide social stories? Can customers visit beforehand to look at the facilities?	
Are you able to offer pre-cut food? Do you offer a range of portion sizes? Do you provide allergy information?	
Do you have a quiet or sensory space available? Where is it located?	



Question	Answer
If your team needs assistance or more information about accessibility, who is the designated contact person in your business?	

This information was last updated by	Date updated

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