

Accessibility checklist for accommodation businesses

This checklist is provided as a guide to self-assess your facility's accessibility. It can also be used when planning improvements. Please also consider how attitudes and behaviours towards people with disability might be a barrier to full access and inclusion.

Step-free access to:

(level or gentle slope ramps, as steep ramps are hazardous for solo travellers)

- Entry
- Rooms
- Public areas (main restaurant, bars, reception and conference areas)
- Lift access to main entrance

Common areas:

- A lone traveller can stay at this accommodation with ease and comfort
- Designated accessible parking in the parking lot with a priority location
- Automated door opening
- Ground/lobby level accessible toilet
- Elevator to above ground accommodation
- Restaurant table/s at wheelchair accessible height (approximately 800mm)
- Tour desk/concierge has information on accessible attractions/restaurants
- Reception desk at wheelchair accessible height
- Reception with phone number for accessible taxi
- Carpet is not too thick to use a wheelchair on
- Elevator is large enough for a person using a wheelchair, one other person, and luggage at the same time
- Elevator buttons at an accessible height for a person using a wheelchair

- Pet friendly for people with guide dogs (ie grassed areas available)
- Passageways offer a continuous, accessible path clear of obstacles
- Pathways are contrasting in colour from the surrounding area
- Text on information signs use contrasting colours

Rooms:

- Wider entry and bathroom doorways (approximately 800mm), easy to open (not too heavy to open for solo travellers)
- Mid-height light switches and power points
- Lever type door handles
- Manoeuvring space on each side of the bed (90cm)
- Lower hanging space in cupboards
- Accessible rooms are close to elevators
- Key card slot at a wheelchair accessible height for door entry
- Bed stick or bedside railings
- Accessible tea/coffee making facilities and fridge and access to items in cupboards (bench height or lower)
- Workstations/desk/tables high enough for wheelchair use (approximately 800mm)
- Emergency exit/"you are here" procedure maps at wheelchair height
- Bed height adjustment (recommended height 470mm)
- Space to fit a hoist under the bed
- Lights operable from bedside as well as wall
- TV (with remote), internet, and telephone

Bathrooms:

- Roll-in shower (no tracks across shower entry)
- Wheeled shower chair and/or built-in shower chair
- Room to fit a commode between the wall and the toilet (150 – 200mm)
- Raised toilet seat (or provision of portable toilet seat raiser)
- Grab rail on wall by the toilet
- Grab rails around the shower
- Sufficient room to wheel the chair right up to the toilet for transfer
- Shower and control at suitable height
- Hand-held shower hose
- “Call for assistance” button or chain in the bathroom
- Room to turn using a wheelchair
- Mirror at wheelchair height or is an adjustable mirror
- Hand basin has space underneath so you can get a wheelchair under it (approximately 800mm)
- Lever type handles in hand basin
- Vanity space on each side of the hand basin for toiletries
- Soap holders at wheelchair height in bathroom
- Towel and wall are contrasting colours to assist people with vision impairment