Accommodation Accessibility Checklist

Introduction

Welcome to the Accessibility Checklist and Solutions Guide for Accommodation, a valuable resource developed for the City of Melbourne by Flare Access. Our shared goal is to promote and enhance accessibility within the city, making it an inclusive, welcoming, and accommodating place for all residents, visitors, and patrons.

This toolkit serves as the starting point for achieving greater access, ensuring that everyone can fully participate in and enjoy the diverse offerings our vibrant city has to offer.

About the toolkit:

The toolkit consists of two components: the Accessibility Checklist and the Solutions Guide.

▶ **Accessibility Checklist:**
  - The checklist is a practical, step-by-step tool that provides you with a systematic approach to assessing, improving, and maintaining accessibility within your spaces, services, and events. It covers a wide range of aspects, including physical access, sensory considerations, communication, and more. By using the checklist, you can identify areas that you are doing well, areas for improvement and a way to track your progress toward achieving accessibility goals.

▶ **Solutions Guide:**
  - The Solutions Guide is your companion resource, offering actionable solutions and guidance for items marked with an asterisk on the Accessibility Checklist. It provides guiding information, insights, best practices, and practical tips to help you make informed decisions and take the necessary steps to enhance accessibility. Use the identifying number next to the asterick to locate the corresponding solution.

✳ See Solutions Guide

Join the movement to greater inclusion

Whether you are a business owner, event organiser, or simply a concerned citizen, this toolkit empowers you to initiate positive change. As you navigate through the Accessibility Checklist and refer to the Solutions Guide, you'll find the guidance you need to address specific accessibility challenges. By taking action and making improvements in your own sphere of influence, you'll play a crucial role in shaping the future of Melbourne as a city where everyone is valued and welcomed.

Creating an accessible city is an ongoing journey and every small step matters. We encourage you to embrace the Checklist and the Solutions Guide as powerful tools to guide your commitment to inclusivity and accessibility in the City of Melbourne.

Accomodation Checklist

☑ Reservations and bookings

- ☐ Provide multiple booking options, including phone, email, and an accessible website. * (1.0)
- ☐ Clearly state your accessibility features on your website and during the booking process. * (1.1)
- ☐ Offer accessible room options and room descriptions that detail their features. * (1.2)
- ☐ Invite guests to inform staff of any access requirements as part of the booking process.

☑ Arrival and entrance

- ☐ Provide accessible parking spaces close to the entrance or locate the nearest parking. * (2.0)
- ☐ Offer an accessible drop-off zone. * (2.1)
- ☐ Ensure that exterior paths leading to accessible entrances are well-lit, slip-resistant, and have tactile ground surface indicators. * (2.2)
- ☐ Ensure clear signage directing guests to accessible entrances. * (2.3)
- ☐ Install automatic or easy-to-open doors.
- ☐ Provide a low reception counter or alternative accessible check-in area with a height between 830 mm to 870 mm.

☑ Room features

- ☐ Offer a variety of accessible room types, including options for guests with reduced mobility, visual impairments, and hearing impairments. * (3.0)
- ☐ Ensure accessible rooms are conveniently located near elevators.
- ☐ Install accessible door locks with electronic keycard entry. * (3.1)
- ☐ Provide a height-adjustable table and a chair with armrests and seat height of 440 mm - 460 mm.
- ☐ Offer a bed with a height between 480 mm to 500 mm.
- ☐ Ensure circulation space of 1000 mm around the bed.
- ☐ Ensure all items can be reached from a seated position in the kitchen. * (3.2)
- ☐ Provide visual and auditory alarms in accessible rooms.
- ☐ Ensure light switches, power outlets, and thermostats are reachable from a seated position. * (3.3)
- ☐ Offer visual and audible fire alarms.

☑ Bathroom accessibility

- ☐ Provide level access showers with grab rails, shower seats, and handheld showerheads. * (4.0)
- ☐ Ensure a clear space under the sink and toilet for wheelchair users.
- ☐ Install an accessible toilet with grab rails.
- ☐ Offer lever-style faucet handles and easy-to-use controls.
- ☐ Provide non-slip flooring in the bathroom.

*See Solutions Guide

Internal movement

- [ ] Maintain clear and unobstructed pathways throughout the property. * (5.0)
- [ ] Ensure step free and continuous path of travel to all areas of the venue.
- [ ] Provide accessible elevators with tactile and auditory floor indicators.
- [ ] Ensure that common areas, such as the lobby and dining areas, are accessible.
- [ ] Ensure that all common areas are accessible, including meeting rooms, business centres, lounges, fitness centres and pools.
- [ ] Offer accessible seating and resting areas in public spaces. * (5.1)
- [ ] Offer accessible paths to outdoor areas, gardens, or recreational spaces. * (5.2)

Guest services

- [ ] Provide a range of assistive devices, such as TTY phones and vibrating alarm clocks. * (6.0)
- [ ] Provide a designated point of contact for accessibility inquiries or requests.
- [ ] Consider offering guided tours or orientation services for guests upon check-in.
- [ ] Provide regular training for all staff members on accessibility, disability awareness, and customer service.

See Solutions Guide

Assistance animals

- [ ] Welcome service animals in compliance with relevant laws. * (7.0)
- [ ] Train staff to understand the rights and needs of guests with service animals.
- [ ] Provide designated relief areas for service animals.

Communication and assistance

- [ ] Maintain an accessible website with detailed information about accessibility features. * (8.0)
- [ ] Offer communication boards or tablet devices with communication apps. * (8.1)
- [ ] Ensure all communication materials are available in multiple formats. * (8.2)
- [ ] Have a designated point of contact for accessibility inquiries or requests.
- [ ] Establish a feedback mechanism for customers to report any accessibility concerns or issues. * (8.3)

Wayfinding

- [ ] Ensure that clear and well-designed signage is placed strategically throughout the hotel. * (9.0)
- [ ] Provide accessible maps and guides that detail the hotel layout. * (9.1)

Emergency procedures

- [ ] Develop and communicate accessible emergency evacuation plans. * (10.0)
- [ ] Ensure visual and auditory fire alarms are in place and tested regularly.

Solutions Guide

Consult with accessibility experts or professionals who specialise in accessibility modifications to ensure that your chosen solution meets all necessary standards and regulations.

1. Reservations and bookings

1.0 Provide multiple booking options, e.g. phone, email, and an accessible website

☐ Ensure your website is designed with accessibility in mind, following Web Content Accessibility Guidelines (WCAG). This includes features such as alt text for images, proper heading structure, keyboard navigation, and more.

☐ Implement a responsive design that adapts to various screen sizes and is compatible with screen readers and voice recognition software.

☐ Ensure all methods of booking / contact are followed up promptly.

1.1 Clearly state your accessibility features on your website and during the booking process

☐ Create a dedicated page on your website labeled "Accessibility" or "Accessible Travel" where guests can find comprehensive information about the hotel's accessibility features. Offer comprehensive descriptions of accessible accommodations, including details on room layouts, door widths, bathroom features, and any available assistive devices or equipment.

☐ Include an accessibility statement on this page, explaining your commitment to providing accessible accommodations. Mention your compliance with relevant accessibility standards and regulations.

1.2 Offer accessible room options and room descriptions that detail their features

☐ Ensure that during the booking process, you prominently display information about accessible room options and any unique accessibility features of your hotel.

☐ Include accurate photos to assist the booking process.

2. Arrival and entrance

2.0 Provide accessible parking spaces close to the entrance or locate the nearest parking

- [ ] Designate accessible parking spaces as close to the entrance as possible. They should be the nearest parking spaces to the entrance, ensuring minimal travel distance for guests.
- [ ] Follow local accessibility regulations to determine the required number of accessible parking spaces based on the size of your parking lot.
- [ ] Clearly mark accessible parking spaces with prominent and universally recognised accessibility signs.

2.1 Offer an accessible drop-off zone

- [ ] Designate an accessible drop-off zone near the entrance to your facility. This zone should be easily accessible without encountering stairs or other obstacles.
- [ ] Clearly mark the drop-off zone with signage indicating its purpose, and ensure it is visible from the road and accessible pathway.
- [ ] Implement safety measures, such as curb cuts or ramps, to provide a smooth transition between the drop-off zone and the building entrance.

2.2 Ensure that exterior paths leading to accessible entrances are well-lit, slip-resistant, and have tactile ground surface indicators

- [ ] Place highly visible and easily recognisable signs at various points along the approach to your property, clearly indicating the direction to accessible entrances.
- [ ] Ensure that signage is well-illuminated, both during the day and at night.
- [ ] In addition to directional signs, provide guests with accessible wayfinding maps or diagrams that illustrate the layout of the property and highlight the location of accessible entrances.

2.3 Ensure clear signage directing guests to accessible entrances

- [ ] Place highly visible and easily recognisable signs at various points along the approach to your property, clearly indicating the direction to accessible entrances.
- [ ] Ensure that signage is well-illuminated, both during the day and at night.
- [ ] In addition to directional signs, provide guests with accessible wayfinding maps or diagrams that illustrate the layout of the property and highlight the location of accessible entrances.

3. Room features

3.0 Offer a variety of accessible room types, including options for guests with reduced mobility, visual impairments, and hearing impairments

- ☐ Wheelchair-Accessible Rooms: Design and designate rooms that are spacious, with wide doorways and ample space to maneuver a wheelchair. Ensure that the room layout allows for comfortable access to all amenities.
- ☐ Blind or Low Vision Accessible Rooms: Design rooms that include braille signage, tactile maps, and large-print materials.
- ☐ Deaf and Hard of Hearing Accessible Rooms: Equip rooms with features for guests who are Deaf and Hard of Hearing, such as visual alarms, flashing lights for incoming phone calls or doorbells, and telecommunication devices (TTY).

3.1 Install accessible door locks with electronic keycard entry

- ☐ Ensure that the keycard slots are easy to locate and use. Use colour contrast, tactile indicators, and clear signage to make the keycard slot noticeable.
- ☐ Ensure that keycard readers are installed at a height that is easily reachable from a seated or standing position.
- ☐ Provide tactile keycards with raised or embossed numbers for guests with visual disability.
- ☐ Integrate auditory feedback into the keycard system, such as beeps or voice prompts.

3.1 Ensure all items can be reached from a seated position in the kitchen

- ☐ Install countertops and work surfaces at different heights to accommodate guests who are seated. Lower work surfaces provide space for seated food preparation.
- ☐ Use adjustable shelves in kitchen cabinets and pantry spaces to allow guests to customise the storage height and reach.
- ☐ Ensure that kitchen appliances like microwaves, ovens, and dishwashers are at a suitable height for seated users. Consider installing wall ovens or microwave drawers.
- ☐ Provide task lighting in work areas, countertops, and above appliances to improve visibility for all kitchen tasks.

3.3 Light switches, power outlets, and thermostats are reachable from a seated position

- ☐ Position light switches and thermostats so that the height from the finished floor level to the operating mechanism (usually the switch toggle or button) is between 900 mm and 1200 mm above the floor.
- ☐ Install power outlets at a height of 300 mm to 400 mm above the floor level.
- ☐ Ensure there are clear pathways to the power outlets that are free from obstructions.

4. Bathroom accessibility

4.0 Provide level access showers with grab rails, shower seats, and handheld showerhead

- [ ] Design and install level access showers that have no recess or step-up. The floor of the shower should be flush with the bathroom floor.
- [ ] Place sturdy grab rails within the shower area to provide support and assistance for guests.
- [ ] Install handheld showerheads with an adjustable height that can be easily reached and used by seated guests.
- [ ] Consider incorporating visual and tactile indicators to aid guests who are blind or have low vision in navigating the shower area and provided products.

5. Internal movement

5.0 Maintain clear and unobstructed pathways throughout the property

- [ ] Ensure that pathways have a minimum width to allow for unobstructed wheelchair access. In general, a minimum width of 1000 mm is recommended.
- [ ] Maintain clear pathways in public areas, including lobbies, dining areas, and recreational spaces and ensure all paths are surfaced.

5.1 Offer accessible seating and resting areas in public spaces

- [ ] Offer a variety of seating options, including benches, chairs, and other furniture to cater to different preferences and needs.
- [ ] Include seating with backrests and armrests for added comfort and support.
- [ ] Choose seating materials and colours that contrast with the background or surrounding environment. For example, if the floor or walls are light in colour, opt for darker or high-contrast seating.

5.2 Offer accessible paths to outdoor areas, gardens, or recreational spaces

- [ ] Design and maintain accessible pathways that connect indoor spaces to outdoor areas, gardens, and recreational spaces. These pathways should be smooth, even, and free from obstacles.
- [ ] Ensure that pathways are wide enough to accommodate mobility aids, such as wheelchairs and scooters, with a minimum width of 1000 mm, and provide sufficient clearance around any obstacles.
- [ ] Ensure that pathways are well-lit, especially if they are used after dark, to improve visibility and safety for all users.

6. Guest services

6.0 Provide a range of assistive devices, such as TTY phones and vibrating alarm clocks.

☐ Provide guests with information about accessible telecommunications services, such as relay services or video phone options.

☐ Ensure that TTY phones are functional, easy to use, and equipped with appropriate instructions.

☐ Place instructions for TTY phone use in an accessible format, such as large print or digital, within guest rooms.

7. Assistance animals

7.0 Welcome service animals in compliance with relevant laws

☐ Clearly state your policy of welcoming service animals on your website, in promotional materials, and at the entrance of your establishment.

☐ Allow service animals to accompany their handlers to all areas of your establishment that are open to the public, including dining areas, guest rooms, and common areas.

8. Communication and assistance

8.0 Maintain an accessible website with detailed information about accessibility features

☐ Ensure that your website complies with established accessibility standards, such as the Web Content Accessibility Guidelines (WCAG). This includes providing accessible content, navigation, and user interface elements.

☐ Create a dedicated page or section on your website that offers detailed information about the accessibility features of your establishment. This page should cover accessible rooms, facilities, services, and amenities.

8.1 Offer communication boards or tablet devices with communication apps

- [ ] Procure communication boards or tablet devices equipped with communication apps that are user-friendly and accessible to a wide range of guests.
- [ ] Place the communication boards or tablets in strategic locations within your establishment, such as the front desk, common areas, and dining areas, so they are readily available to guests.
- [ ] Train your staff to assist guests with the use of these devices. They should be able to provide guidance on selecting appropriate communication apps and operating the devices.
- [ ] Choose a range of symbols, images, or words that are commonly associated with accommodation-related requests, such as "bed," "towels," "water," "food," "Wi-Fi," "transportation," and "emergency."

8.2 Ensure all communication materials are available in multiple formats

- [ ] Identify all communication materials used in your accommodation, including brochures, menus, maps, signs, room guides, promotional materials, and more.
- [ ] Determine which alternative formats are most suitable for your guests, considering various disabilities. Common alternative formats include large print, Braille, electronic formats (e.g. accessible PDFs), and audio.

8.3 Establish a feedback mechanism for customers to report any concerns or issues

- [ ] Provide multiple ways for customers to submit feedback, including phone, email, or in-person communication at your establishment. Ensure that staff is trained to accept and handle feedback in person.
- [ ] Develop a clear and prompt response protocol. Acknowledge all feedback within a reasonable timeframe (e.g., within 48 hours) and provide an estimated timeline for resolving the issue.
- [ ] Keep a record of all reported concerns, including the date, details, and status of each issue. This helps track progress and ensures accountability.
- [ ] Develop a systematic process for resolving issues. Prioritise concerns based on their impact and urgency. Work to find solutions promptly and communicate the outcomes to the customer.
- [ ] After resolving an issue, follow up with the customer to ensure their satisfaction and gather feedback on the effectiveness of the solution.
- [ ] Use the feedback received to identify recurring issues and implement improvements to prevent future occurrences.

9. Wayfinding

9.0 Ensure that clear and well-designed signage is placed strategically throughout the accommodation

☐ Conduct a thorough assessment of your accommodation to identify areas where signage is needed, such as entrances, guest rooms, common areas, amenities, and emergency exits.

☐ Use large, clear, and legible text on signs to ensure readability. Use high-contrast colours for text and backgrounds.

☐ Incorporate universally recognised symbols and pictograms to convey information quickly, aiding guests who may not understand the written language.

☐ Place wayfinding signs strategically to help guests navigate through the property. Include directional signs to key areas, such as reception, elevators, rooms, restaurants, restrooms, and emergency exits.

9.1 Provide accessible maps and guides that detail the hotel layout

☐ Create a comprehensive map that includes key areas such as guest rooms, elevators, reception, dining areas, restrooms, parking, fitness centres, swimming pools, emergency exits, and other amenities.

10. Emergency procedures

10.0 Develop and communicate accessible emergency evacuation plans

☐ Include individuals with disabilities in the planning process to address their specific needs and preferences during an emergency evacuation.

☐ Create accessible written materials detailing the emergency evacuation procedures. These materials should be available in multiple formats, such as large print and electronic formats.

☐ Install visual and tactile signage throughout the property to direct guests to emergency exits and assembly areas. These signs should have high contrast and raised characters or Braille for those with visual impairments.

☐ Encourage guests with disabilities to create personal emergency plans that outline their specific needs and requirements during evacuations. This information can be shared with staff in advance.

Thank you for your dedication to accessibility and for being a part of our mission to make Melbourne more accessible, vibrant, and diverse for all of its residents and visitors.

Disclaimer:

Although we have done our best to ensure the accuracy and reliability of the information provided, we cannot guarantee that it is suitable for every individual's situation.

This advice is provided for general informational purposes only. Any reliance you place on such information is strictly at your own risk. In no event will the City of Melbourne or Flare Access be liable for any loss or damage, including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this document.

Accessibility requirements and regulations may vary by location and may change over time. To ensure that your chosen solution meets all necessary standards and regulations, we strongly recommend consulting with accessibility experts or professionals who specialise in accessibility modifications. Their expertise can help tailor solutions to your specific needs and ensure full compliance with current accessibility standards.

This document was proudly developed by Flare Access. The following documents were referenced in the development of this Checklist:

- Disability Discrimination Act (1992)
- Disability (Access to Premises – Buildings) Standards 2010
- AS 1428.1:2001, Design for access and mobility, Part 1: General requirements for access — New building work
- AS 1428.1:2009, Design for access and mobility, Part 1: General requirements for access — New building work
- AS 1428.2:1992, Design for access and mobility, Part 2: Enhanced and additional requirements — Buildings and facilities
- AS/NZS 1428.4.1:2010, Design for access and mobility, Part 4.1: Means to assist the orientation of people with vision impairment — Tactile ground surface indicators
- AS 1428.4.2:2018, Design for access and mobility, Part 4.1: Means to assist the orientation of people with vision impairment — Wayfinding signs
- AS 1428.5:2010, Design for access and mobility, Part 5: Communication for people who are deaf or hearing impaired.
- AS 1735.12-1999, Lifts, escalators and moving walks, Part 12: Facilities for persons with disabilities
- AS/NZS 2890.6:2009: Parking facilities, Part 6: Off-street parking for people with disabilities