A checklist for your organisation

Communication, service, and culture

Communication:

☐ Do you have information available in accessible formats, such as large print or in digital?

☐ Does the website meet Web Content Accessibility Guidelines (WCAG)?

☐ Are staff trained in effective communication with people with disabilities?

Notes / actions:

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Customer service:

☐ Are staff aware of, sensitive and responsive to, customer needs?

☐ Do you seek feedback regarding accessibility and inclusion?

☐ Do evacuation procedures consider the needs of people with disability?

☐ Are Assistance Animals welcome?

Notes / actions:

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Latrobe Community Health Service

Delivering the NDIS in your community

Inclusive culture:

☐ Is your organisation committed to access and inclusion?

☐ Have staff participated in recent training on disability and inclusion?

☐ Does the business actively seek out and implement improvements to accessibility?

Notes / actions:

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Physical access and environment

Premises entry and pathways:

☐ Is there step-free access to the main entrance (ramps, level entry)?

☐ Are pathways and walkways clear and free of obstacles?

☐ Is there accessible parking available close to the entrance?

☐ Are entrances and doorways wide enough for wheelchair access?

☐ Are doors easy to open (automatic, light weight)?

Notes / actions:

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Internal spaces:

☐ Are internal pathways and aisles wide and clear?

☐ Are spaces well lit throughout the premises?

☐ Is flooring non-slip and even?

☐ If there are multiple levels, is there lift or ramp access or both?

☐ Are service counters at an accessible height?

☐ Are there appropriate seating options available?

☐ Are there clear and visible signage, including accessible symbols and braille?
☐ Are accessible toilets available?

Notes / actions:

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Together, we can make sure everyone feels welcome in our community.

If you would like to learn more, please visit our website or get in touch with us at
communitycapacitybuilding@lchs.com.au