



2 Category and Classification

Accommodation

● — Classification

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|--|--|
| <input type="checkbox"/> Apartments | <input type="checkbox"/> Hotels |
| <input type="checkbox"/> Backpackers and Hostels | <input type="checkbox"/> Motels |
| <input type="checkbox"/> Bed and Breakfasts | <input type="checkbox"/> Resorts |
| <input type="checkbox"/> Booking Service | <input type="checkbox"/> Retreat & Lodge |
| <input type="checkbox"/> Cabins and Cottages | <input type="checkbox"/> Wilderness Safari Retreat |
| <input type="checkbox"/> Farm Stays | <input type="checkbox"/> Self Contained |
| <input type="checkbox"/> Holiday Houses | <input type="checkbox"/> Caravan and Camping |

● — Accessibility Assessment Questionnaire

Car Parking

1. Do you provide designated parking for people with disabilities onsite? Yes No
- 1a. Do the designated parking spaces measure at least 3200mm? Yes No
- 1b. Are the spaces marked with a wheelchair symbol? Yes No
- 1c. Are the spaces undercover? Yes No
- 1c.a. Is the overhead height clearance at least 2500mm? Yes No
- 1.1. If no space is designated, is there an accessible setting down point close to the entrance? Yes No
2. Is there a clear and continuous accessible path of travel from the car park to reception? Yes No
3. Is there a clear and continuous accessible path of travel from the car park to accommodations? Yes No
4. Is there clear external and internal directional signage? Yes No
5. Is there coach parking? Yes No

Reception Area

- Does your establishment have a Reception Area? Yes No
1. Is there a clear and continuous accessible path of travel into the Reception Area (free of stairs)? Yes No
- 1a. Are there any steps at the access to the reception area? Yes No
- 1b. If there are steps, are there less than 4? Yes No
- 1c. Are grab rails provided? Yes No
- 1d. Is there a ramp to access to the reception area? Yes No
- 1e. Are grab rails provided? Yes No
2. Is there a doorbell or intercom? Yes No

2a. Is it located at an accessible height (900mm – 1100mm)

Yes No

3. Is the doorway wide (min 850mm) and self opening or easy to open?

Yes No

4. Are there slip resistant floors and ground surfaces?

Yes No

5. Is part of the reception desk low enough to be used by a person using a wheelchair?

Yes No

6. Is there seating available for guests who are unable to stand for long periods?

Yes No

Restaurant

1. Does your establishment have restaurant facilities?

Yes No

1a. What are the opening hours?

2. Is there a clear and continuous accessible path of travel into the Restaurant Area (free of stairs)?

Yes No

2a. If there are steps, are there less than 4?

Yes No

2b. Are grab rails provided?

Yes No

3. Is there a ramp to access to the restaurant area?

Yes No

3a. Are grab rails provided?

Yes No

4. Are there slip resistant floors and ground surfaces?

Yes No

5. Is there an accessible toilet nearby?

Yes No

6. Is there clear space between furniture for a person using a mobility aid to manoeuvre? (Wheelchair, walking frame, or people with prams etc)

Yes No

7. Are tables of suitable height for people using wheelchairs (min 650mm)?

Yes No

8. Are seats with backs and armrests available?

Yes No

9. Is there a low height service counter?

Yes No

10. Is table service provided?

Yes No

11. Accessible payment options (mobile EFT-Pos facility)?

Yes No

12. Is there space for assistance animals at tables?

Yes No

13. Is there a large print menu displayed externally (18 point font, Arial)?

Yes No

14. Are table numbers large print?

Yes No

15. Are menus available in large print (18 point font, Arial)?

Yes No

16. Are menus available in Braille?

Yes No

Conference Facilities

Does your establishment have Conference facilities?

Yes No

1. Is there a clear and continuous accessible path of travel into the Conference area (free of stairs)?

Yes No

1a. Are there any steps at the access to the conference area?

Yes No

1b. If there are steps, are there less than 4?

Yes No

1c. Are grab rails provided?

Yes No

1d. Is there a ramp to access to the conference area?

Yes No

2. Are there slip resistant floors and ground surfaces?

Yes No

3. Is there an accessible toilet nearby?

Yes No

4. Is there clear space between furniture for a person using a mobility aid to manoeuvre? (Wheelchair, walking frame, or people with prams etc)

Yes No

5. Are tables of suitable height for people using wheelchairs (min 650mm)?

Yes No

6. Are seats with backs and armrests available?

Yes No

7. Is there a hearing loop available which is clearly sign posted and always turned on?

Yes No

Common Areas

- Does your establishment have Common Areas? Yes No
1. Is there consistent and even lighting throughout? Yes No
2. Are there clear and accessible paths of travel from each accessible entrance to all areas and facilities used by the public? Yes No
3. Are passage ways wide enough for people using mobility aids such as wheelchairs (min 1000mm)? Yes No
4. Are floor/ground coverings slip resistant, firm and smooth? Yes No
5. Is there signage to make it easy for people to find their way around? Yes No
6. Where there is fixed seating, is there room for people using wheelchairs or people with prams to move around? Yes No
7. In sitting areas, are there spaces for a person using a wheelchair to sit with friends? Yes No
8. Can facilities be made available for assistance dogs, such as water and information on walking areas? Yes No
9. Do you have a swimming pool? Yes No
- 9a. Is there wheelchair access to the Pool via a ramp? Yes No
- 9b. Is there access to the Pool via a hoist? Yes No
- 9c. Are there steps into the pool? Yes No
- 9d. If there are steps, are there less than four? Yes No
- 9e. Are grab rails provided? Yes No

Common Area Toilets

1. Do you have any common area toilets on your premises? Yes No
- 1a. Do all toilets have clear identification signs? Yes No
- 1b. Is there a unisex accessible toilet close to other toilets with a clear wheelchair symbol? Yes No
- 1c. Is the accessible toilet room size at least 2500mm x 1900mm? Yes No
- 1d. Is the toilet area fitted with grab rails? Yes No
- 1e. Is the clearance between the washbasin and any other fixed items at least 1100mm? Yes No
- 1f. Are all fixtures in the toilet area set at heights between 900mm - 1100mm? Yes No

Lifts

1. Is there a lift for public use within the complex? Yes No
- 1a. Are there hand rails in the lift? Yes No
- 1b. Is there enough space for people using a mobility aid to enter and turn around (min 1400mm deep and 1100mm wide)? Yes No
- 1c. Are the buttons low enough for everyone to reach them (900 – 1100mm)? Yes No
2. Are they clearly identified with Braille and tactile signage? Yes No
3. Are the buttons raised tactile and Braille information next to them? Yes No
4. Is there audible information telling people which floor they are on? Yes No
5. Where lifts are provided are there clear visual signs telling people which floor they are on? Yes No

Guest Rooms

1. How many accessible rooms do you provide?
2. Are doorways 850mm or wider when open? Yes No
3. Are the doors easy to open with one hand? Yes No

4. Is there good circulation space around the bed to allow mobility aids to be manouvered? Yes No
5. Is there enough clearance under the bed to enable to use of a hoist? Yes No
6. Are all controls and switches at accessible height (900mm – 1100mm)? Yes No
7. Are all facilities such as kettles, phones, remote controls etc at table height? Yes No
8. Are telephone, lights and TV controls within reach of the bed? Yes No
9. Are clothes hanging rail & shelving accessible from a wheelchair? Yes No
10. Are curtains or blinds easy to reach to open and close? Yes No
11. Is room furniture easily moved to create more space? Yes No
12. Is room service available for meals? Yes No

Bathrooms in Guest Rooms

1. Is the floor surface slip resistant? Yes No
2. Is the toilet area fitted with grab rails? Yes No
- 2a.** Is the toilet height between 460mm and 480mm? Yes No
3. Is the shower area fitted with grab rails? Yes No
4. Does the shower area provide clear space of at least 1200mm x 1200mm? Yes No
5. Is the minimum clearance between the washbasin and any other fixed item at least 1100mm? Yes No
6. Is the shower area on a level, self draining floor? Yes No
7. Is the access to the shower area free of any step hob or sliding door track? Yes No
8. Can you provide a portable shower seat? Yes No
9. Is the shower head extendable? Yes No
10. Can shower fittings and fixtures be reached from a seated position? Yes No
11. Are the taps lever or capstan? Yes No
12. Is there a bathtub? Yes No
- 12a.** Is the bathtub area fitted with grab rails? Yes No

Vision

- Do you provide any facilities for people with vision impairment? Yes No
1. Are all accessible facilities identified with clear and legible Braille and tactile signage? Yes No
2. Are tactile ground surface indicators in place where applicable to warn of the approach to a stairway or ramp other than a step ramp or kerb ramp? Yes No
3. Are there any stairs on an accessible path of travel? Yes No
- 3a.** Do all stairs have opaque riser? Yes No
- 3b.** Is there a nosing strip not less than 50mm and not greater than 75mm provided on the tread of each stair? Yes No
- 3c.** If there are nosings on each stair, do they contrast with the background? Yes No
- 3d.** Are handrails fitted? Yes No
4. If there are no suitable barriers in place, are there tactile ground surface indicators on a path of travel which meets a vehicular way adjacent to a principal public entrance? Yes No

Hearing

1. Do you provide any facilities for people with Hearing impairment? Yes No
2. Do any of your staff have basic sign language skills? Yes No
3. Are staff members aware they should speak clearly and look at the customers when talking (for easy lip reading)? Yes No
4. Do you provide pen and paper for exchanging information? Yes No
5. If screens form part of the counter, are they non-reflective? Yes No
6. Is a hearing loop system installed? Yes No

6a. Is there a sign indicating that an assistive loop is available?

Yes No

6b. Is there a hearing loop installed into the guest rooms

Yes No

7. Do televisions have captions (subtitles) enabled?

Yes No

8. Are smoke detectors fitted with a neon light?

Yes No

9. Do you provide a telephone with built-in or clip-on amplifier, telecoil coupler and flashing light alert?

Yes No

10. Do you provide a vibrating alarm clock?

Yes No

General Amenities

1. Do you have a Concierge service?

Yes No

1a. Is it a 24 hour service?

Yes No

2. Do you have a Tour Desk?

Yes No

3. Do you provide a FREE Internet Access?

Yes No

3a. Do you provide Internet Access at a charge?

Yes No

4. Do you provide Lockers?

Yes No

5. Do you have a Foreign Currency Exchange service?

Yes No

6. Do you have an onsite Gym?

Yes No

7. Do you provide a Dry Cleaning / Laundry Services?

Yes No

Further information. Is there anything extra you offer that hasn't been covered in this questionnaire?