

Ready to Enhance Accessibility in Your Cafe/Restaurant?

Dear Cafe/Restaurant Owners,

Ensuring that everyone, regardless of their abilities, can savor the delights of your establishment is not just a responsibility—it's an opportunity to broaden your customer base and enrich the dining experience. Here's how you can get started:

1. **Self Assessment:** Utilise the enclosed checklist to assess and improve accessibility in your store.
2. **Contact an Accessibility Consultant:** Reach out to a professional accessibility consultant with expertise in assessing and improving the accessibility of restaurants.
3. **Schedule a Site Visit:** Arrange for a comprehensive site visit and audit of your cafe/restaurant. An accessibility consultant will assess your premises, identify potential barriers, and recommend tailored solutions.
4. **Prioritise Accessibility:** Implement the recommended accessibility improvements to make your cafe/restaurant more inclusive and welcoming to all customers.
5. **Share Your Journey:** Proudly display your commitment to accessibility on your website, social media, and within your establishment. Let your patrons know that you're dedicated to providing an exceptional dining experience for everyone.
6. **Promote Inclusivity:** Inspire others in the foodservice industry to follow suit. Share your experiences, the positive impact on your business, and the stories of satisfied customers who benefited from your commitment to accessibility.

By taking these steps, you not only enhance your cafe/restaurant's accessibility but also set a powerful example for your peers and the community you serve.

If you need an accessibility consultant or have questions about improving accessibility in your establishment, please feel free to reach out to us. We're here to support your journey towards a more inclusive dining environment.

Together, let's make every meal memorable for all!

Sincerely,

Bianca Pople

Director, Access for Life



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Food Premises Checklist

Creating an accessible cafe or restaurant is essential to ensure that all patrons can enjoy their dining experience comfortably. Here's a checklist to help you assess and improve disability accessibility in your establishment:

Site Name:

Address:

Checker:

Date:

<input checked="" type="checkbox"/>	ELEMENT
	Accessible Entrances
	Clear and level pathways to entrances.
	Ramps or curb cuts for wheelchair accessibility.
	Automatic or easy-to-open doors.
	Adequate lighting around entrances.
	Parking and Drop-off
	Accessible parking spaces close to the entrance.
	Clearly marked accessible drop-off zones.
	Proper signage for accessible parking.
	Interior Layout
	Provide wide enough aisles for wheelchair and mobility device access.
	Adequate space between tables to accommodate wheelchairs and manoeuvrability.



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	ELEMENT
	Maintain even flooring without abrupt transitions between sections.
	Offer various seating options, including those with back support.
	Have booster seats or high chairs for young children.
	Compliant accessible restrooms with proper signage.
	Provide baby changing facilities
Dining Area	
	Offer tables with lowered sections for customers using wheelchairs.
	Provide menus with large print for those with visual impairments.
	Offer braille menus or accessible digital menus.
	Train staff to assist customers with disabilities, including reading menus.
	Clear and easily readable signage indicating restroom locations and other facilities.
	Provide adjustable lighting for patrons with visual sensitivities.
Service and Communication	
	Offer assistive listening devices or hearing loops.
	Train your staff in disability awareness and etiquette.
	Clearly communicate your policy regarding service animals.
	Offer options for placing orders, such as apps, online orders, or ordering at the table.



☑	ELEMENT
	Provide large-print checks for customers with visual impairments.
	Ensure staff are knowledgeable about allergen information and cross-contamination.
Technology and Website	
	Ensure your website is accessible and provides essential information.
	Offer accessible online reservation options.
	Provide contactless or mobile payment options for added convenience.
Emergency Preparedness	
	Develop an evacuation plan accessible to all.
	Install visual and audible fire alarms.
	Train staff on emergency procedures for patrons with disabilities.
Feedback Mechanism	
	Establish a system for customers to provide feedback on accessibility.
	Act on feedback to make continuous improvements.
Community Engagement	
	Connect with local disability advocacy groups for input and feedback.
	Host events and promotions that celebrate diversity and inclusion.