

# Ready to Improve Your Store's Accessibility?

Dear Shop Owners,

Creating an inclusive shopping environment is not only a responsibility but also an opportunity to welcome a diverse customer base. If you're committed to enhancing accessibility in your store, we invite you to take the following steps:

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 retail spaces.
3. **Schedule a Site Visit:** Arrange for a comprehensive site visit and audit of your store. An accessibility consultant will assess your premises, identify potential barriers, and recommend tailored solutions.
4. **Prioritise Accessibility:** Implement the recommended accessibility enhancements to ensure that your store becomes more welcoming and accommodating to all customers, including those with disabilities.
5. **Share Your Journey:** Inspire others in the retail community to follow suit. Share your experiences, the positive impact on your business, and the stories of satisfied customers as a result of your commitment to accessibility.
6. **Promote Inclusivity:** Display your dedication to accessibility prominently in your store and marketing materials. Let everyone know that you're an advocate for inclusive shopping experiences.

By taking these steps, you not only enhance your store's accessibility but also demonstrate your commitment to inclusivity. It's a win-win for your business and the community you serve.

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

Together, let's make every shopping experience a delightful one for all!

Sincerely,

**Bianca Pople**

Director, Access for Life



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# Retail Store Checklist

Creating an accessible retail store is crucial to ensure that all customers, including those with disabilities, can enjoy a seamless shopping experience. Here's a checklist to help you assess and improve disability accessibility in your retail store:

**Site Name:**

**Address:**

**Checker:**

**Date:**

<input checked="" type="checkbox"/>	ELEMENT
	<b>Accessible Entrances</b>
	Clear and level pathways to entrances.
	Ramps or curb cuts for wheelchair accessibility.
	Automatic or easy-to-open doors.
	Adequate lighting around entrances.
	<b>Parking and Drop-off</b>
	Accessible parking spaces close to the entrance.
	Clearly marked accessible drop-off zones.
	Proper signage for accessible parking.
	<b>Store Layout</b>
	Wide aisles for easy wheelchair and mobility device navigation.
	Avoid clutter and obstructions in walkways.



☑	ELEMENT
	Ensure merchandise is organised at accessible heights.
	Maintain even flooring and smooth transitions between sections.
<b>Checkout Area</b>	
	Accessible checkout counters with lowered sections.
	Provide options for different payment methods.
	Offer staff assistance when needed.
<b>Restrooms</b>	
	Compliant accessible restrooms with proper signage.
	Adequate space for wheelchair manoeuvrability.
	Grab bars and accessible sinks.
<b>Assistance and Information</b>	
	Well-trained staff to assist customers with disabilities.
	Offer assistance with reaching items on high shelves.
	Braille or tactile signage for product information.
<b>Lighting and Signage</b>	
	Adequate lighting for customers with visual impairments.
	Clear, large, and easy-to-read signage.

<input checked="" type="checkbox"/>	ELEMENT
	Use contrasting colors to enhance visibility.
	<b>Seating Areas</b>
	Provide seating areas for customers who may need to rest.
	<b>Technology and Communication</b>
	Offer hearing loops or assistive listening devices.
	Ensure your website is accessible and provides essential store information.
	<b>Emergency Evacuation</b>
	Develop an evacuation plan accessible to all.
	Install visual and audible fire alarms.
	<b>Training and Awareness</b>
	Train your staff in disability awareness and etiquette.
	Promote a welcoming and inclusive atmosphere.
	<b>Feedback Mechanism</b>
	Establish a system for customers to provide feedback on accessibility.
	Act on feedback to make continuous improvements.
	<b>Service Animals</b>
	Clearly communicate your policy regarding service animals.



<input checked="" type="checkbox"/>	ELEMENT
	Train staff to interact respectfully with service animals and their owners.
<b>Promotions and Marketing</b>	
	Ensure your advertising and promotions are accessible to all.
	Use alt text for images and closed captions for videos.
<b>Accessibility Policy</b>	
	Develop and display a clear accessibility policy.
	Make it easily accessible on your website and in-store.
<b>Regular Inspections</b>	
	Conduct regular accessibility audits to identify and address any issues.
	Keep records of improvements made.
<b>Community Engagement</b>	
	Engage with local disability advocacy groups for input and feedback.