

Disability Discrimination Act checklist

Accessing your information

Signs and labels

Are signs and labels short and easy to read?

Signs and labels tips

- Use large clear text (for example, 24-point text for shelf bar labels)
- Use contrasting colours (for example, black text on a white or yellow background)
- Make sure they are at a suitable height
- Use visual or picture symbols as well as words, if appropriate.

Printed materials

Do you have different versions of customer information?
For example: leaflets, brochures, menus

Printed materials tip

- You could provide your information in easy-to-read, audio or Braille formats.

Contacting you

Can people contact your business in different ways?
For example: by phone, email or fax

Contact tips

- Some telephone companies enable hearing impaired people to phone you by linking the person to an operator who relays the conversation.

Website

Is your website accessible?

Website tips

Use:

- resizable text
- descriptions for images
- a clear and logical layout.

This will help people who have a variety of impairments and also those using older technologies.

Find out more about web accessibility from – [Web Accessibility Initiative](#)

Accessing your premises

Level access

Is there level access into and inside your premises? This means no steps, steep slopes or lips on doorways.

Ramp or lift

If there are steps, can you fit a ramp or install a lift so disabled people can get in?

Ramps tip

To be safe ramps must:

- have a gradient of 1:20 or less
- have a handrail
- be firmly fixed to the ground.

Bell or buzzer

Can you install a bell or buzzer outside and go out to disabled customers when they ring?

Alarm

Do you have a visual as well as audible alarm?

Door handles

Are door handles easy to grip and easy to reach for wheelchair users?

Door handles tip

- Use an easy grip handle in a contrasting colour
- Install a magnetic device to hold doors open
- Are door locks easy to handle (not fiddly)?

Doormats

Are any doormats flush with the floor?

Doormats tip

- Avoid bristle matting – it can be difficult for wheelchair users

Colour contrast

Is there a colour contrast between your floors, walls, ceilings and doors?

Colours tip

- Use matt paint in contrasting colours or different tones.

Corridors and aisles

Are corridors and aisles clear enough for a wheelchair to pass through?

Seating

Is there somewhere to sit down if customers have to queue or wait?

Seating tips

- Have seating with and without armrests, if possible.
- Leave space for a wheelchair user to pull up alongside a seated companion.

Height

Are all key facilities on the main floor? Are popular products on a mid-height shelf?

Height tips

- Provide a lap tray or clipboard if a lower counter section is not available.

Lighting

Is it easy for visually impaired people to see everything they need to?

Lighting tips

- Make sure your premises are well lit.
- Mark corners, steps and counter edges with high visibility tape so they can be easily seen.
- Keep highly reflective surfaces away from signs to avoid glare.

Recording access needs

Do you keep a record of all the access needs of regular disabled customers, so you can automatically provide the right support every time?

Customer service

Your advertising

Do you mention your accessibility and say that you welcome disabled customers?

Delivery

Can you provide a personal shopping, home delivery or home visit service?

Staff training

Do your staff know how to assist disabled people in an emergency?

If you normally ban animals, you should consider relaxing this for assistance dogs. Remember it is not just visually impaired people who use assistance dogs.

Are staff trained to give assistance if people ask?

Training tips

Help could include:

- Helping someone handle their money
- Carrying a product to a customer's car
- Cutting up someone's food into smaller pieces
- Reading a menu out loud to a visually impaired person
- Writing down a price or the answer to a question for a hearing impaired person.

Customer feedback

Do you get feedback from your customers?

Employing disabled people

Flexibility

Have you thought flexibly about working hours or ways to do the job?

Flexibility tips

It might help employees if they could:

- Sit down to do certain tasks
- Take several short breaks instead of one long one

Application forms

Could you offer job application forms in different formats, like large print or audio tape?

Interviews

Do you hold interviews in accessible buildings?