



An introduction for management on providing access in hotels, motels and other accommodation

Disability affects the lives of around half a million Western Australians directly, as a family member or carer of a person with a disability. This is already a sizeable customer base with enormous purchasing power and it is increasing as our community ages.

Providing accessible facilities will help your business win these loyal customers, their families and friends as well as enabling people with disabilities to be part of community life.

Some key considerations when planning access

- Check that there are audible and visual emergency alarms for people with hearing or vision impairments.
- Where on-site parking is provided, make available a clearly signed easy access parking bay as close as possible to the main entrance.
- Provide a firm continuous path free of obstructions and without steep slopes from the parking space to the main entrance and within the complex.
- Provide reception counters with a lower section to assist wheelchair users.
- Provide training to staff on disability awareness.
- Provide a number of accessible accommodation rooms with space for a wheelchair user to manoeuvre.

Check that light switches, TV, radio and telephone are placed at the correct height and can be operated from the bed.

- Provide standard TVs with teletext feature to assist people who are deaf, hearing impaired or have language difficulties.
- Ensure accessible bathrooms and toilets are large enough to allow a person in a wheelchair to enter, close the door and manoeuvre alongside the toilet and get into the shower.

More information

- Assisting business to make their accommodation and services accessible – see the publication *GuestAbility* available from the Independent Living Centre (ILC) phone 9381 0600 or in Publications on the ILC website www.ilc.com.au
- Access checklists and requirements – go to the Disability Services Commission's publication *Buildings - A Guide to Access Requirements* in Publications and Links – Access, on the Disability Services Commission website www.dsc.wa.gov.au
- Your legal responsibilities to provide access – go to Disability Rights on the Human Rights and Equal Opportunity Commission website www.hreoc.gov.au

- Providing access – go to Access and Universal Design on the Disability Services Commission website www.dsc.wa.gov.au
- Who can assist to design and audit facilities, including the names of accredited access consultants – go to the Access Consultants Association website at www.access.asn.au
- Staff Training – view the Disability Services Commission’s video *You Can Make a Difference to Customer Relations for People with Disabilities*