

# BUSINESS ACCESSIBILITY FUND OPERATING GUIDELINES

24 January 2025

council / administration

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**PARENT DOCUMENT:** Funding Programs Policy

## PURPOSE

Businesses play a vital role in creating an accessible and inclusive Adelaide for people with disability. The Business Accessibility Fund (the Fund) supports Small and Medium Enterprises (SMEs) in becoming more accessible and inclusive in alignment with the City of Adelaide's Disability Access and Inclusion Plan (DAIP) 2024-2028.

The Fund is a key initiative under Goal 4 of the DAIP, focused on developing and trialling a Business Accessibility Support Program (BASP) to help businesses become more welcoming.

For the 2024/25 pilot round, the Fund offers up to \$10,000 to eligible businesses participating in BASP, a 6-month staged program that includes a tailored consultation with an expert access consultant. This consultant will help businesses assess their accessibility and recommend improvements. The Fund then supports businesses in making accessibility improvements, such as minor physical access upgrades or employee initiatives to foster disability awareness.

The BASP's objectives are to:

- Reduce barriers preventing access for customers with disability.
- Help customers make informed choices about accessible businesses and services.
- Equip SMEs with the tools to identify and address accessibility barriers.
- Enable businesses to diversify their customer base and boost financial performance through inclusive practices.

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## OPERATION

### Program Services

The Business Accessibility Support Program (BASP) will provide successful applicants with the following resources and services:

- Introductory resources, including a Self-Assessment Toolkit to help businesses evaluate their accessibility across physical, digital, and service domains.
- Online workshops covering key topics, such as accessible premises, communication, and information.
- A consultation, consisting of one meeting with an expert access consultant, lasting up to 60 minutes.

The City of Adelaide acknowledges the Kurna people as the Traditional Owners of the Country where the city of Adelaide is situated, and pays its respect to Elders past, present and emerging.

- A report from the external access consultant, providing tailored recommendations to improve the business's accessibility and inclusivity.
- A funding allocation of up to \$10,000 towards the cost of approved accessibility improvements for each business selected in the BASP Pilot Program 2024-25. If the program continues in future years, this allocation may be reviewed and increased annually based on the consumer price index.

### **Program Eligibility**

Unless stated below, the Fund follows the eligibility criteria outlined in the [Funding Program Policy](#).

The Fund is available to businesses that are selected for the BASP in accordance with the following criteria:

- Be located within the [City of Adelaide municipality](#) and actively operate or serve customers within the municipality, either from a business address or a venue/operational location.
- Be a for-profit business, or if a not-for-profit organisation meet additional eligibility criteria.
- Have a valid Australian Business Number (ABN).
- Have fewer than 200 employees.
- A standalone, independent business (i.e., not a franchisee, subsidiary of a larger company, or unincorporated association).
- Provide customer-facing or visitor services, such as food and drink establishments, retailers, tourism operators, accommodation providers, museums, galleries, live music venues, sport and fitness businesses, health service providers, and other businesses that interact directly with the public.
- Have committed to participate in all aspects of the BASP, including the self-assessment, workshop/s, consultation, carrying out the supported accessibility improvements, and evaluation.
- Have a commitment to ongoing improvements in accessibility beyond the program.
- Have no outstanding acquittals or debts to the City of Adelaide or its subsidiaries.

### **Eligible Improvement Projects**

Businesses participating in the BASP can apply for up to \$10,000 in funding for accessibility improvements from the following categories:

1. Creating Inclusive Venues for Neurodivergent Customers (e.g. creating sensory spaces, soundproofing, sensory kits, autism-friendly events).

2. Minor Physical Access Upgrades (e.g. installing ramps, upgrading restrooms, widening doorways, ensuring clear pathways).
3. Accessible Information and Inclusive Communication Solutions (e.g. providing alternative format materials, accessible websites, communication boards, hearing loop installation).
4. Employee Training, with a focus on long-term, scalable solutions (e.g. e-learning modules, disability awareness workshops, training for serving specific disability groups).

The BASP introductory resources, workshops, and one-on-one consultations will guide businesses to specific, impactful solutions and improvements to consider for their funding proposal.

For more detailed guidelines on eligible projects, please refer to **Appendix A**.

### **Ineligible Businesses and Projects**

The following businesses are ineligible to access the BASP Fund:

- Businesses not selected for, or actively engaging in, the BASP.
- Entities that primarily operate as an office-based environment with limited or no direct public or customer-facing services.
- Government departments or agencies, foundations, or grant making bodies.
- Businesses with any outstanding regulatory issues, such as permits, licenses, and compliance with regulations.
- Businesses with outstanding debts to the City of Adelaide or its subsidiaries or that have failed to comply with the terms and conditions of any previous funding agreement with the City of Adelaide or its subsidiaries.
- Franchisees, subsidiaries of larger companies, unincorporated associations.
- Political organisations or organisations that have a political purpose.
- Current City of Adelaide employees, immediate families, and contractors.
- Entities engaging in discriminatory or exclusionary practices that harm the community, such as promoting hate speech or discrimination.
- Entities that have already received funding from the City of Adelaide or its subsidiaries for the same activity, or funding for accessibility-related improvements in the past two years.

The following types of projects are ineligible for funding through the Fund:

- Projects for businesses not selected for or actively participating in the BASP.
- For tenant businesses, any project that does not have written approval from the property owner or landlord for proposed accessibility improvements.

- Projects involving extensive structural changes outside the scope of intended accessibility improvements, or that require significant alterations to the building's layout without proper consent.
- Projects that do not directly enhance accessibility for customers with disabilities, such as general renovations or unrelated upgrades.
- Employee or operational costs.
- Routine maintenance, painting, repair or cleaning that does not contribute to accessibility improvements.
- Projects with limited or minor contributions to improving accessibility for customers with disabilities.
- Accessibility improvements that do not comply with relevant building codes, accessibility standards, or other applicable regulations.
- Cosmetic changes without measurable accessibility benefits, such as painting or decorations that do not address accessibility issues.
- Business relocation costs i.e., removalists, contractors, transport etc.
- Projects or improvements already funded by the City of Adelaide or its subsidiaries, or those previously funded for the same activity within the past two years.
- Projects that are part of a broader redevelopment of city arcades/centres or those that may be undone by planned redevelopment or structural changes.

Eligibility decisions are at the discretion of the City of Adelaide, based on the alignment of the application with the program's objectives, criteria, and values.

### **Expression of Interest Process**

Businesses seeking support through the Fund can apply for the 6-month BASP by submitting an initial Expression of Interest (EOI) form on the [City of Adelaide's website](#) during round open dates.

Following submission of the EOI, the City of Adelaide's Social Planning and Reconciliation Team will contact the business for an initial discussion. This conversation will help clarify the business's needs, confirm eligibility and readiness, and outline the next steps for accessing the program.

### **Program Selection Process**

Applying and meeting the eligibility criteria does not guarantee selection for BASP, as there are limited places and funding available.

The City of Adelaide reserves the right to reject any EOI.

EOIs from interested businesses are assessed by the program selection panel, consisting of City of Adelaide employees and an independent accessibility expert (if required).

The assessment will be based on the eligibility criteria and the following selection criteria:

Principle	Criteria
Eligible Entity	<ul style="list-style-type: none"> <li>• Must meet the requirements outlined in the BASP Eligibility (above).</li> </ul>
Commitment to Accessibility	<ul style="list-style-type: none"> <li>• Demonstrated commitment to improving accessibility within the business.</li> <li>• Well-articulated reason for wanting to enhance accessibility.</li> </ul>
Community Impact	<ul style="list-style-type: none"> <li>• Clear commitment to making the business accessible to customers living with disability.</li> <li>• Potential to contribute to the overall accessibility of the city.</li> </ul>
Readiness to Change	<ul style="list-style-type: none"> <li>• Business is prepared to embrace new ideas and actively make changes in response to professional guidance to improve accessibility.</li> </ul>
Property Situation	<ul style="list-style-type: none"> <li>• Business owns or has a long-term lease for their premises (not a short-term lease or operating from a temporary venue).</li> </ul>
Business Age & Stability	<ul style="list-style-type: none"> <li>• Business has been operating for at least one year (not a new business or a business in a testing phase, e.g., a pop-up business).</li> </ul>

If there is more interest than available places, the selection panel will aim for a balanced mix of business sizes and types (e.g., hospitality, retail, tourism, arts and recreation, etc.) to ensure a diverse representation of sectors within the pilot program. The Panel will also consider the factors listed above to ensure the program is directed toward businesses that are likely to benefit most and sustain the improvements in the long-term.

Following the closing date for EOIs, businesses will be notified of the outcome of their EOI submission.

### **Funding Proposal Process**

Businesses selected to participate in the BASP are eligible for an allocation of up to \$10,000 from the Fund to implement approved accessibility improvement(s).

Before submitting a funding proposal, businesses must complete the following steps:

- Short online workshops with the external access consultant (Recorded sessions available if required).
- Completion of the Self-Assessment Toolkit to evaluate their accessibility.
- A one-on-one consultation meeting with the expert access consultant, during which accessibility improvements will be discussed and recommended.

The funding proposal must be submitted through the online Smarty Grants platform and should include details of the proposed initiative(s), including:

- A description of the scope of the improvement(s).
- A copy of the Self-Assessment Toolkit evaluation and access consultant's report, which includes the recommended improvements. This report will be emailed to the business after the one-on-one consultation meeting and must be attached to the funding proposal.
- Quotes outlining the costs and specifics of the planned improvement project(s). At least two written quotes are required. If the proposed works can only be completed by a sole supplier, only one quote will be acceptable. Quotes must align with the improvements recommended by the access consultant following the one-on-one consultation meeting.
- Relevant accessibility specifications and technical notes for the proposed project(s), if applicable.
- Where applicable, should the business have received a complaint relating to disability discrimination (e.g. submitted to Equal Opportunity SA), the funding proposal does not become ineligible for this reason. Providing evidence that the proposed improvement(s) will address the cause of the complaint can strengthen the funding proposal. This demonstrates the business's proactive response to identified accessibility issues.

Note: All information submitted in relation to complaints will be treated with strict confidentiality. Only relevant details about how the proposed improvements address the issue will be required. Any personal or sensitive information related to the complaint will not be shared publicly or used outside the funding assessment process.

For businesses seeking funding for Minor Physical Access Upgrades, please refer to the next section.

### **Funding Proposals for Minor Physical Access Upgrades**

Businesses submitting a funding proposal for minor physical access upgrades are required to include the following documents:

- A clear description of the scope of the proposed upgrades, including intended improvements to enhance accessibility.

- Preliminary quotes outlining the estimated costs and specifics of the planned improvement project(s).
- Relevant details or specifications about the proposed upgrades, if available at the time of submission.
- A copy of the Self-Assessment Toolkit evaluation and access consultant's report, which includes the recommended improvements. This report will be emailed to the business after the one-on-one consultation meeting and must be attached to the funding proposal.
- Where applicable: If the business has received complaints related to disability discrimination (e.g., submitted to Equal Opportunity SA), the funding proposal does not become ineligible for this reason. Providing evidence that the proposed improvements will address these complaints can strengthen the funding proposal.

Following the submission of the funding proposal, an external Access Consultant - accredited with the Access Consultants Association (ACA) - may be engaged by the City of Adelaide at no cost to the business. If engaged, the consultant will assess the proposed upgrade(s) and provide a report with:

- Advice on whether Development Approval (DA) is required.
- Recommendations for certification, design, and construction plans.

At this stage, businesses may be required to submit further documentation based on the accredited ACA consultant's recommendations, including:

- Final architectural plans, elevations, and sections for the proposed changes.
- A clear site plan showing the location of the upgrades.
- Any reports or assessments from the consultant or other professionals funded through the Fund.
- A minimum of two written quotes from registered contractors, detailing costs for all work and materials (unless an exemption is approved by the City of Adelaide).
- Written approval from the building owner (if the business owner is not the property owner), authorising the proposed works.

If the proposed works involve physical changes that affect the building's structure or function, **Development Approval (DA)** may be required under the *Planning, Development and Infrastructure Act 2016* (SA) (PDI Act).

The business must submit and obtain any necessary consents before funding can be allocated and work can commence. It is strongly recommended that businesses begin seeking DA alongside submitting their funding proposal. Businesses can use [Plan SA's Approval Wizard](#) or contact the City of Adelaide's Development Assessment Team at (08) 8203 7185 to confirm if DA is required.

Note: State Government charges for lodging a DA are the responsibility of the applicant. However, the BASP Fund may cover the cost of City of Adelaide Development Application fees. Additionally, funding for professional advice and documentation required for the DA process (Planning Consent and Building Consent) for eligible projects may be reimbursed upon receipt of an assessment report and valid Development Approval.

Full Development Approval (planning consent and building consent) must be granted before allocation of the funding.

### **Assessment of Funding Proposals**

All assessments will take place within the online SmartyGrants platform.

Applicants must acknowledge that the proposal and all supporting documentation may be made available for public viewing as part of City of Adelaide reporting requirements.

Once submitted, a funding proposal will be assessed in accordance with:

- These Operating Guidelines
- Eligible projects (see below section)
- Alignment with the access consultant's recommendations
- Limitations applying to the Fund
- Available funding
- Relevant approvals obtained
- The consideration of any complaints submitted to Equal Opportunity SA (if applicable), and how the proposed improvements address the issues raised.

Once an assessment is complete, businesses will be notified in writing of the approval and the allocation of funding available to them on completion.

Eligibility of specific products or services is at the City of Adelaide's discretion.

The City of Adelaide reserves the right to reject any funding proposal.

### **Funding**

The Fund budget for the 2024/25 Pilot Round is \$80,000.

A maximum of \$10,000 will be allocated for each business participating in the 2024/25 Pilot Round, for the reimbursement of approved accessibility improvements.

Funding is subject to the Council's annual budget processes and funding is limited.



The City of Adelaide reserves the right to cease the Fund at any time without notification and BASP applications are not guaranteed to receive funding (except where pre-commitment has been approved and activated).

Any unspent funds from the allocated \$10,000 will be returned to the Fund at the conclusion of the project and may be reallocated to other applicants.

### **Unspent Funds**

Any unspent funds from the individual \$10,000 allocation per business will be reallocated to other BASP participants or repurposed for the implementation of other City of Adelaide disability access and inclusion initiatives.

### **Implementation**

Once funding has been allocated to the project and approval confirmation is received in writing from the City of Adelaide, the business can proceed to commission the work.

For the 2024/25 Pilot Round, the work must be substantially completed and paid for by 15 June 2025, after which funding automatically expires. All allocated funds will be transferred by 30 June 2025, after which funding automatically expires.

Following the notification of funding allocation, the business is required to:

- Comply with the conditions of the funding allocation and Development Approval (if applicable).
- Notify the City of Adelaide when the approved work is about to commence and at key milestones in the project as agreed with Administration.

### **Completion, Verification and Outcomes Reporting**

Upon completion of the funded accessibility improvements, businesses are required to undergo both a verification process and submit a final outcomes report through the SmartyGrants platform.

This ensures that the project has been completed to the required standards and provides the City of Adelaide with data to evaluate and report the outcomes of the Fund.

#### Verification Process

The verification process ensures that the funded project has been completed according to the agreed-upon scope, standards, and funding proposal.

For **physical access upgrades** (e.g., building modifications, sensory spaces), a final site inspection must be arranged with the City of Adelaide's Social Planning and Reconciliation Team once the work is completed. The business must notify the team when the project is finished and ready for inspection. The inspection may be carried out by a City of Adelaide employee and/or an independent Access Consultant, depending on the nature and scope of the upgrades.

The inspection will confirm that the improvements meet the accessibility specifications outlined in the funding proposal and the recommendations from the external access consultant.

For **non-physical projects** (e.g., digital upgrades, training programs), businesses must submit evidence of completion, such as links to updated websites, e-learning resources, or training session completion reports.

The City of Adelaide may request additional documentation or conduct a follow-up meeting to verify the successful implementation of the project.

### Final Outcomes Report

Once the project is verified, businesses are required to submit a final outcomes report to evaluate the impact of their accessibility improvements. This report will measure the success of the program and demonstrate the return on investment (ROI) for both businesses and the broader community.

The final outcomes report must be submitted within 6 months of project completion via the SmartyGrants platform.

For the outcomes reporting process, businesses will be required to submit a final report after completing their accessibility improvements. This will help assess the effectiveness of the improvements and measure their impact, in line with the Results-Based Accountability (RBA) framework.

Businesses will provide feedback on the impact of their accessibility improvements, including any changes in customer engagement, business performance, and enhanced accessibility for people with disabilities. This approach will enable the City of Adelaide to assess the program's success in terms of both business outcomes and the broader goal of improving access and inclusion for people with disabilities.

The SmartyGrants platform will guide businesses through this process by automatically incorporating pre-set outcome categories and questions, aligned with the City of Adelaide's outcome goals and common metrics. This streamlined process ensures businesses can easily report on the effects of their improvements, contributing to more inclusive spaces across the city.

The City of Adelaide's Social Planning and Reconciliation Team will review the final report and verify that the business has met the program's objectives. If any aspects of the report are incomplete or unclear, the business may be asked to provide additional information or clarification before final approval.

### **Final Approval, Reimbursement and Acquittal**

To receive the final reimbursement, businesses must provide evidence of payment to contractors for the eligible accessibility improvements. This ensures that the funds are

used appropriately and that all costs have been covered before the final reimbursement is issued.

After verification of the completed works, businesses will upload evidence of payment (e.g., invoices, receipts, bank transfer records, or contractor payment confirmations) directly into the SmartyGrants platform.

The documentation should show that the business has paid for the approved works in full, as per the submitted quotes and agreements.

The Social Planning and Reconciliation Team will review the uploaded evidence of payment within the platform to ensure that the payment matches the approved work and aligns with the Operating Guidelines.

The team will also verify that the payment documentation is consistent with the budget outlined in the funding proposal and the scope of the accessibility improvements.

Once the evidence of payment is verified and all conditions are met, the team will mark the project as complete within SmartyGrants and initiate the funding reimbursement process.

The SmartyGrants platform will notify the business once their reimbursement has been approved and processed. The business will then have completed the acquittal process, confirming that the funds were used according to the approved scope.

### **Acknowledgment in Promotions**

Successful beneficiaries of the Fund must acknowledge the City of Adelaide in any promotional materials, marketing, or public communications related to the program. This acknowledgment ensures recognition of the support provided through the BASP.

### **Reporting**

The outcomes of the Fund will be reported to Council on an annual basis, detailing successful projects funded through the 2024/25 Pilot Round and subsequent rounds, subject to the continuation of the BASP funding.

Data supporting this reporting will be consolidated through the SmartyGrants platform, ensuring efficient and effective funding management and consistent, transparent, outcomes-based reporting.

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## **OTHER USEFUL DOCUMENTS**

### **Related documents**

- **The City of Adelaide Funding Programs Policy**
- The City of Adelaide Disability Access and Inclusion Plan 2024-28

### Relevant legislation

- *Disability Inclusion Act 2018 (SA)*
- *Disability Discrimination Act 1992 (Cth)*
- Disability (Access to Premises – Buildings) Standards 2010 (Cth)
- AS 1428 Suite of Standards
- AS 2890.6:2022, Parking facilities, Part 6: Off-street parking for people with disabilities

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## GLOSSARY

Throughout this document, the below terms have been used and are defined as:

**Access Consultants Association (ACA):** A professional organisation accrediting consultants who specialise in advising businesses on improving accessibility and compliance with disability access standards.

**Accessibility Improvements** are changes made to a business's facilities, services, or communication strategies that enhance the ease with which customers, including those with disabilities, can access and use the business.

**Australian Business Number (ABN)** is a unique 11-digit number issued by the Australian Taxation Office (ATO) to businesses, used for identification in all dealings with the government and other businesses.

**BASP (Business Accessibility Support Program)** is a program designed to provide financial support and guidance to businesses in the City of Adelaide to improve their accessibility for customers, particularly those with disabilities.

**Development Approval** is formal permission granted by a local government authority or an independent assessor for certain types of construction, alteration, or use of a building or land. It ensures compliance with zoning laws and building codes.

**Minor Physical Access Upgrades** are upgrades such as installing ramps, upgrading restrooms, widening doorways, and ensuring clear pathways. Examples are provided in Appendix A of the Operating Guideline.

**Small and Medium Enterprise (SME)** is a business with fewer than 200 employees. SMEs are typically classified as a Small Enterprise with fewer than 20 employees, and a Medium Enterprise with 20 to 199 employees.

**Public Liability Insurance** is insurance coverage that protects a business against claims made by third parties for injuries or damage that occur on the business's premises or as a result of its operations. A minimum of \$20 million coverage is required.

**Results-Based Accountability (RBA)** is a framework focused on measuring program success by answering three key questions: How much was done? How well was it done? And did the changes lead to positive outcomes for the business and its customers?

**Suppliers** are external service providers, including contractors and training organisations, who deliver technical advice or services required for accessibility improvements under the program.

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## ADMINISTRATIVE

As part of Council's commitment to deliver the City of Adelaide Strategic Plan, services to the community and the provision of transparent information, all policy documents are reviewed as per legislative requirements or when there is no such provision a risk assessment approach is taken to guide the review timeframe.

### Operating Guidelines Review

This Policy document will be reviewed following the 2024/25 Pilot Round, with any necessary updates or adjustments made before the opening of the next round, subject to the program's continuation. Subsequent reviews will occur every 2 years.

### Review history:

Content Manager Reference	Authorising Body	Date/ Decision ID	Description of Edits
ACC2025/10625	Chief Executive Officer	24 January 2025	Approval of new Operating Guideline

### Contact:

For further information contact the Park Lands, Policy & Sustainability Program

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## APPENDIX A

**Eligible Accessible Improvement Projects**

This Appendix provides an overview of eligible projects for each improvement category, along with examples of activities and solutions that would be considered eligible for funding under the BASP.

**1. Creating Inclusive Venues for Neurodivergent Customers:**

- Designing and creating designated sensory spaces or quiet zones, either permanent or for an event.
- Modifications to existing spaces to make them more accessible for the neurodivergent community, e.g., soundproofing, noise-reducing measures, dimmable lighting, or other environmental adjustments.
- Acquiring sensory kits or items for customers.
- Creating an Accessibility Guide or social stories.
- Creating sensory-inclusive menus.
- Planning, promoting, and running an autism-friendly event or experience.

**2. Minor Physical Access Upgrades:**

- Entrance and pathway improvements, including:
  - Installation or upgrade of ramps for step-free access.
  - Automatic doors or power-assisted door openers to assist with ease of entry.
  - Widening of doorways to ensure adequate space for wheelchair access.
  - Removal of physical barriers.
  - Redesigning pathways to provide unobstructed access to the venue, ensuring clear and safe entry points.
- Interior accessibility enhancements, including:
  - Widening of internal doorways and pathways to meet minimum accessibility width standards.
  - Installation of adjustable or lowered counters for wheelchair access at service desks or reception areas.
  - Modifications to aisles and walkways to ensure accessibility and safe navigation for customers with mobility devices.
  - Tactile indicators prior to steps, ramps, and directional changes.
  - Accessible fixtures such as lever-style door handles and lever-style taps.
- Accessible toilets and restrooms, including:
  - Installation or modification of accessible toilets, including compliance with turning space, grab rails, signage, and appropriate seat heights.
  - Conversion of existing facilities to meet relevant Standards.
  - Expert design and planning of an accredited Changing Places facility for customers with high support needs, if space allows.
- Lighting and signage, including:
  - High-contrast and tactile signage for areas such as entrances, accessible toilets, and emergency exits, designed to aid individuals with vision impairments.

- Upgrading lighting in key areas such as ramps, entrances, and parking spaces to improve visibility and ensure safety for people with low vision.
- Accessible car parking and drop-off zones, including:
  - Creation or upgrade of accessible parking spaces located close to the building entrance, ensuring adequate space for mobility aids.
  - Designation or improvement of accessible drop-off zones with clear signage to assist customers with disabilities.
- Flooring and surface upgrades, including:
  - Installation of non-slip flooring in high-traffic or wet areas, including bathrooms, ramps, and entrances.
  - Repair or replacement of uneven flooring that may present tripping hazards for people with mobility impairments.
- External infrastructure and modifications, including:
  - Improvements to main external walkways and pathways, ensuring they are smooth, level, and free from obstacles.
  - Installation of accessible outdoor seating that accommodates people using wheelchairs or mobility devices, with adequate space for manoeuvring.

### **3. Accessible Information and Inclusive Communication Solutions:**

- Providing printed material (e.g., menus) in alternative formats, e.g., printed, large print, and electronic versions.
- Creating menus in plain language and with clear descriptions and photos.
- Producing key documents and materials in Easy Read alternatives.
- Upgrading website accessibility, e.g., installing an Accessibility Menu widget.
- Creating communication boards or tablet devices with communication applications.
- Installation of assisted listening systems, e.g., hearing loops at key service areas or meeting rooms.
- Producing a mobility map of the site indicating nearby accessible parking, toilets, paths, public transport, and attractions.
- Establishing alternative booking, contact, and customer feedback systems.
- Creating accessible and inclusive social media content.

### **4. Employee Development, with a focus on long-term, scalable solutions:**

- Developing disability awareness training that can be integrated into mandatory employee induction or onboarding programs for all new hires, ensuring that every new team member receives consistent and comprehensive training.
- Creating e-learning modules or other self-paced online resources that can be used by all new employees, providing ongoing accessibility awareness that can be easily updated as needed and is available for training new employees at scale.
- Partnering with relevant disability organisations to provide specialised training for staff on interacting with and serving customers with specific disabilities,

such as autism, vision impairments, or mobility needs. This training can be incorporated into broader staff development programs to ensure continuous improvement.

- Offering long-term, scalable training solutions that focus on developing skills over time, such as creating a training resource library that staff can refer to as needed, instead of relying solely on one-off training sessions that may not be retained if the business has high staff turnover.