Breaking Barriers: Insights from the EOC's Cases

Self-Assessment Checklist

The checklist below helps you assess your organisation's level of disability inclusiveness.

◇ **Policies and Procedures**

- ☐ Do you have policies or practices that apply a condition to all but may adversely affect some groups of PWDs?

- ☐ Other than complying with industry guidelines, do the above policies take into account the anti-discrimination laws? E.g., balancing the special needs of PWDs by providing accommodation as needed.

- ☐ Do these policies explicitly state that the organisation has zero tolerance for discrimination and harassment in service delivery and the workplace?

- ☐ Are there customer service protocols for serving people with diverse needs?

- ☐ Are staff aware of these customer service protocols?

- ☐ Is there a system in place to ensure the effective implementation of your internal policies and protocols?

- ☐ Do you ensure access to diverse service options for customers with diverse needs? E.g., different seating options for wheelchair users.

- ☐ Do you provide multiple channels for accessing services, such as online, telephone, and in-person assistance?

◇ **Accessibility Planning and Maintenance**

- ☐ Are you committed to providing an accessible environment for everyone?

- ☐ Are your premises easy to enter and navigate?

- ☐ Do you include the universal design principles in the early stages of a project? If not, please make an action plan and set aside budget for implementation.

- ☐ Do you keep an accessibility maintenance log and conduct regular inspections?

- ☐ Is there designated staff responsible for overseeing compliance with accessibility standards and developing possible improvements?

- ☐ Are accessibility improvement projects included in your maintenance programme?

If you have accessibility improvement projects,

- ☐ are high-traffic retrofits prioritised?
- ☐ have you established a clear timeframe for completion?
- ☐ have you consulted with PWDs during the planning process, if appropriate?

✧ Digital Accessibility

- ☐ Do you implement accessible design for both your website and mobile applications? How accessible are they?
- ☐ Do you conduct regular accessibility audits of your website and mobile applications?
- ☐ Do you receive any complaints or clients' feedback on the design? If yes, what are the key takeaways to prevent future complaints?

✧ Staff Training

- ☐ Do you provide comprehensive training for all staff on anti-discrimination laws, as well as the skills and attitudes necessary for communicating with PWDs?
- ☐ Do staff have a good understanding of established internal and client-facing policies, as well as the available accessible services and facilities?
- ☐ Do you encourage staff to serve PWDs with a positive attitude and provide necessary assistance during briefings or meetings?
- ☐ Is there a system to ensure that all staff have attended briefings, training and understand the internal and client-facing policies?

✧ Accessibility Information

- ☐ Is information about accessible services and facilities readily available online?
- ☐ Do you provide clear and multiple channels for seeking assistance online?
- ☐ Do you indicate accessibility features on your websites and mobile applications?

✧ Appropriate Attendance to Feedback and Complaints

- ☐ Do you provide multiple channels for customers to submit complaints or feedback?
- ☐ Do you have clear and fair procedures for handling complaints?
- ☐ Is there designated staff responsible for managing complaints?

□ Do you keep both complainants and respondents informed throughout the complaint handling process?

□ Do you maintain records of all complaints received and the solutions adopted? Are there any key takeaways to prevent future complaints at a policy level?

♦ **<u>Others</u>**

□ Are you keeping up with developments in assistive technologies that could enhance disability inclusion?

□ Do you utilise assistive technologies in your services, facilities or premises?