



www.agefriendlyillawarra.org

It is time to assess your own business. Please fill out the following questionnaire:

Select the type of business

Shop

Restaurant/Cafe

Your business... (Note Y or N or Not Applicable)	Y/N	COMMENTS	INTENTION TO TAKE ACTION SOON ✓
1. ...has access for wheelchairs, carts, etc.?			
2. ...has a chair or resting place?			
3. ...provides help if needed for purchasing or searching for items and reaching less accessible products?			
4. ...moderates the use of loud music and noise?			
5. ...has adequate lighting in all areas of the establishment?			
6. ...uses appropriate graphic material (legible text, large font, etc.)?			
7. ...has support items available, such as: reading glasses, magnifying glass, etc.?			
8. ...takes phone orders?			
9. ...has a home delivery service?			
10. ...has a publicly accessible toilet?			
11. ...offers discounts for seniors?			
12. ...offers help for people who request it (people with dementia, people in a situation of dependency, etc.)?			
13. If your business provides food do you adapt to specific dietary needs, such as diabetes, hypertension, allergies, etc.?			

'Satisfied customers focus their spending power where they have a long-term relationship. Older people tend to be loyal customers. If your business is age-friendly, you can attract and keep customers from this large and expanding group.'