

INFORMATION

- Present professional photos of key areas including the entrance and bathroom, that way people can decide for themselves whether or not to participate.
- Consider using 3D walk through technology so people can clearly see the environment.
- Develop an access statement! Put together a simple and clear explanation of the services and facilities you provide, written with access needs in mind, and remember all visitors benefit from information that is easy to understand.
- Is your language and signage really welcoming? Use the word 'accessible' instead of 'disabled', for example 'Accessible bathroom' or 'Accessible path'.
- Where are you exactly? Give clear simple instructions on how to locate your business and include any details on any transport options. Consider adding drive times between locations and convenient places to stop off along the way.
- Don't hide information away in PDF format, this isn't easily read by screen readers.
- Every-body uses social media. Get started on your online strategy straight away and make your commitment to becoming more inclusive, visible on your website.

ACCESSIBILITY

- Access matters. Remember that if one person in a traveling party has an access need, the whole group, no matter how big, will go to an accessible destination.
- Consider simple adaptations such as installing rubber safety mats over small entrance lips, buying a vibrating clock with flashing lights or even lever adaptors to make taps easier to turn.
- Accessible bathrooms should always be fitted with a soap dispenser and rubbish bin, but be kept clear of excess furniture. Make sure towel hooks and mirrors are installed at an appropriate height.
- Utilise mapping technology so visitors can gain an understanding of the inclines and distances around your property.
- Explore options to provide adaptive equipment for hire, including smart drives, all terrain wheelchairs, aquatic wheelchairs, temporary pathways over uneven terrain etc.

CUSTOMER SERVICE

- Appoint a responsible 'access champion' and include your commitment to inclusion in your strategic plan, as well as a regular meeting agenda item.
- Remember that around 90% of disabilities are invisible. For example, hearing loss affects more than 1 in 6 Australians. There are simple solutions such as portable hearing loop systems or adding subtitles to your video material that can aid understanding and participation.
- Have a device at your service desk that is programmed with Dragon software, converting speech to text.
- Offer multiple ways of booking. Does the process allow people to communicate any specific needs to you? Make it easy for people to communicate with you so you can ensure you are catering to every-body's needs.
- Employ staff who like people! And, employ people with a disability or from diverse backgrounds. Keeping your employee base varied will help you do the same for your customer base.
- Train your staff in disability awareness.
- Get feedback and stay in touch. Always speak directly to the person with the disability and ask 'how' they want to participate. Satisfied customers can be incredibly loyal and make great advertisements for your business.
- If you think you aren't catering for a diverse enough range of visitors, try looking to your local community for feedback... invite them in to participate and learn from their experience.

WHAT ABOUT LEGISLATION?

View the Commonwealth Disability Discrimination Act 1992 at the Australian Human Rights Commission.
[The Act makes disability discrimination unlawful and promotes equal rights, equal opportunity and equal access for people with disabilities]