

Improving access and inclusion

Simple changes to attitudes and processes can ensure everyone benefits from local opportunities, products and services.



Common courtesy

- ✓ Be polite and respectful, whoever you meet
- ✓ Put the person first, not their disability
- ✓ Speak normally and directly to a person with disability, even if a carer accompanies them
- ✓ Consider that many disabilities are unseen



Be sensitive

- ✓ Be mindful of noise and keep music and chatter low
- ✓ Consider visual aids for print and web-based communications
- ✓ Try using large print or tactile signs, labels and menus



Let's get physical

- ✓ Avoid trip hazards and stairs - consider a temporary ramp
- ✓ Be wheelchair friendly with 1.2m clearance in walkways and aisles
- ✓ Suggested counter and table height for wheelchairs: 75-80cm
- ✓ Ensure building entrances are easily identifiable by use of colour and tactile elements
- ✓ Consider how attitudes and process change could further assist all to work and play

www.esc.nsw.gov.au/inclusion

It is against the law to discriminate against a person because of disability when providing goods, services or facilities or access to public premises. This also applies to recreation, charitable organisations or special interest groups. For more resources inclusive and accessibility, visit www.esc.nsw.gov.au/inclusion