



### Good access is good business

**One in five Australians has a disability. Due to an ageing population it is predicted that within 15 years this will increase to one in four people.**

A business that is accessible and inclusive increases your customer base. It benefits people with disability, seniors, parents with prams, people from culturally and linguistically diverse backgrounds and your employees.



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### Information and Resources

**Access the Disability Services Commission website** to find detailed information relating to accessible businesses, employing people with disability, legislation, access and inclusion training and more.

**<http://www.disability.wa.gov.au/business-and-government1/business-and-government>**

**The Independent Living Centre (ILC) of Western Australia** provides information and advice on equipment, assistive technology, fittings, fixtures, furniture, building and design for people with disabilities, their advocates, carers and service providers.

**Phone 1300 885 886**  
**(local call cost from anywhere in WA) or**  
**access their website at [www.ilc.com.au/](http://www.ilc.com.au/)**

The City of Stirling has an Access and Inclusion Plan that identifies and addresses key issues affecting people with a disability. The Plan can be found on the City of Stirling website at **[www.stirling.wa.gov.au](http://www.stirling.wa.gov.au)** under 'Accessibility' or by contacting the **City of Stirling customer service team on (08) 9205 8555**

The information in this flyer is available in alternative formats. Accessible Stirling is a City of Stirling initiative.

**Please contact the City of Stirling Customer Service Team on (08) 9205 8555 with any enquiries.**



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## Accessible Stirling A Guide For Businesses





## Can your business afford to exclude such a significant percentage of the consumer market?

Here are some examples of ways that you can implement small improvements to help create an accessible business and experience the benefits.

- Lowering your pamphlets and brochures to an accessible height for people of short stature or people using wheelchairs
- If your business is a restaurant or fast food outlet, have a few menus in large print version available to assist people with vision impairment
- Be aware of reflective glass at the entrance to your business and consider applying contrasting strips across any glass doors for ease of recognition
- Provide a level entrance. If it is not possible to remove steps, install a ramp
- Provide a customer service area at a height that is suitable for people using wheelchairs with leg clearance underneath
- Improve customer service by providing staff with training on disability awareness and effective communication strategies.

People with disability have the same rights as the rest of the community to access services, facilities and information. Failure to provide the same levels of access or opportunities could be viewed as discrimination under the Disability Discrimination Act (1992).

### Quick Tips

#### Physical Access

- Provide a firm, level path of travel from the car park to the entrance.
- Automatic sensor doors are preferred.
- Ensure counters are accessible to a person using a wheelchair
- Keep access areas free from items that may cause an obstruction or tripping hazard
- Provide a unisex accessible toilet with adequate space for a wheelchair.

#### Customer Service for everyone

- Use clear and concise language
- Always emphasis the person first, not the disability
- If the person is deaf or hard of hearing look directly at them and speak clearly at a normal pace and keep your hands clear of your face
- Communicate using pen and paper if this assists
- If the person has a vision impairment identify yourself and introduce any other people also present
- When handing paperwork or money to a person with visual impairment place money in the persons hand, giving them notes and coins separately.

#### Provision of information

- Display information in an accessible location
- It is recommended that information is provided in a minimum size 12 with a sans serif font such as Arial
- Use matt or low sheen paper
- Use high contrasting colours for printed information
- Provide clear, easy to read signage.