



Accessibility & Inclusiveness is Important

In 2016, 2068 people (or 3.6%) in the City of Kalamunda reported needing help in their day to day lives due to a disability.

Good access benefits people with disability, seniors, parents with prams, people from culturally and linguistically diverse backgrounds and your employees. It makes good sense to welcome as many people from the community as possible to your business.

A satisfied customer will share their experience with family, carers and friends.

A business that is accessible and inclusive increases your customer base!



1 in 5
people in Australia
have a disability



2 in 5
people with disability are
65 years or older

Useful Resources Disability Services



Department of Communities

The Department of Communities works to advance opportunities, community participation and quality of life for people with disability.

Disability Services

<https://www.wa.gov.au/organisation/department-of-communities/disability-services>



City of Kalamunda

The City has developed a Social Inclusion Plan which incorporates and expands upon the standard requirements of a Disability Access & Inclusion Plan.



For more information

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CITY OF KALAMUNDA

ACCESSIBLE & INCLUSIVE BUSINESS GUIDE



Accessibility

The degree to which a product, device, service or environment is available to as many people as possible.

Inclusion

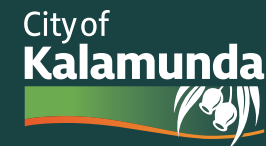
The art of ensuring that all people feel welcomed and celebrated for exactly who they are. This means that all differences are viewed as unique gifts that an individual can offer to a group, community or business.

Inclusion Solutions 2021

<https://inclusionsolutions.org.au/what-is-inclusion/>



kalamunda.wa.gov.au





You may not know that your customer has a disability because not all disabilities are visual.

A disability is any continuing condition that restricts everyday activities.

People with disability have the same rights as others in the community to access services, facilities and information.

Everyone benefits from increased accessibility.

The City of Kalamunda Social Inclusion Plan (2021-2025) Goal 1 is to encourage all members of our community to participate in social, economic and civic life.

“We all deserve equal access and equal opportunities.”



Easy Ways to Improve Access Customer Service for Everyone

- » Provide training for staff on disability awareness and customer service for people with disability.
- » Speak clearly and use clear simple language.
- » Always emphasise the person first, not the disability.
- » Look at the person whilst you are speaking and keep your hands away from your face. Use pen and paper if this will assist the person to understand.
- » Introduce yourself and any other person who is present. If the person is vision impaired describe the surroundings if moving through the business and identify any obstacles.
- » When handing paperwork or money to a person with visual impairment place the money in the persons hand, giving them notes and coins separately.

Provision of Information

- » Use a minimum of size 12 with a san serif font such as Open Sans or Arial when printing information.
- » Provide some copies of documents (eg: Menus) in large print.
- » Provide clear, easy to read signage.
- » Use high contrasting colours for printed information.



Physical Access

- » Provide a firm level path of travel, free of obstructions from the car park to the entrance.
- » Provide a level entrance or a ramp to the entrance.
- » Automatic sensor doors improve access for the elderly, parents pushing prams and people with disability.
- » Ensure that counters, pamphlets and brochures are accessible to people who use a wheelchair.
- » Provide a unisex accessible toilet designed to provide space for a person using a wheelchair or mobility aid.
- » Apply contrast to the leading edge of steps or across any glass doors.
- » Keep access areas free from items that may cause an obstruction or tripping hazard.

