

Ways to provide access for people with disabilities

Making contracted services accessible need not be expensive or complex. Agents and contractors should undertake activities that are broadly consistent with the six desired DAIP outcomes. It does not necessarily mean that contractors will replicate every access strategy that the contracting local government is undertaking in its DAIP.

Examples of accessible services related to each outcome area provided by agents and contractors include:

1. People with disabilities have the same opportunities as other people to **access services and events**.
 - Produce clear and easy-to-read invitations and flyers for events that include contact details.
 - Ensure that events are held in an accessible venue.
 - Read the contracting local government's Disability Access and Inclusion Plan.
2. People with disabilities have the same opportunities as other people to **access buildings and other facilities**.
 - Provide clear access ways free of boxes, displays and other obstructions.
 - Use buildings that are accessible - if there is no lift make sure all direct service points are located on the ground floor.
 - Avoid abrupt vertical changes of level (kerbs, steps, ruts, gutters) to ensure a continuous accessible path of travel.
 - Provide adequate space into doorways and within rooms to allow for wheelchair dimensions and turning circles.
 - Place colour contrast strip on steps.
 - Provide surface finishes that are slip-resistant, evenly laid and free of hazards to minimise risk of injury.
 - Provide signage with clear lettering and good colour contrast.
 - Provide an appropriate number of ACROD accessible parking bays.
3. People with disabilities receive information in a format that will enable them to **access information** as readily as other people are able to access it.
 - Be prepared, if requested, to provide information in alternative formats, such as a larger sized font for brochures.
 - Provide clear and easy to read information by using a san serif font such as Arial or Helvetica in a minimum size of 12 point.
 - Use text of a dark colour to significantly contrast with the background.
 - Display important information in bold font, avoid using upper case text only, use a minimum of italics.
 - Design websites to meet accessibility guidelines developed by W3C.
 - Provide Auslan interpreters when requested by people who are Deaf or have a hearing impairment.
 - Incorporate captioning in DVD and TV advertisements.

- Provide business cards with good colour contrast and easy-to-read font size.
4. People with disabilities receive the same level and **quality of service from staff** as other people receive.
- Make the DAIP information available to all staff.
 - Provide staff with information about the needs of people with disabilities and where to locate extra resources.
 - Provide disability awareness training for staff who deal with the public.
 - Improve staff awareness of accessible information needs and how to obtain information in other formats such as large print, Braille or audio tape.
5. People with disabilities have the same opportunities as other people to **make complaints**.
- Accept complaints in a variety of formats such as by telephone, email, written, in person or with a carer.
6. People with disabilities have the same opportunities as other people to **participate in any public consultation**.
- Provide media releases and advertisements about public consultation in both print and electronic media, including Information Radio and the website.
 - Consult people with disabilities in a range of different consultation mediums, for example focus groups, interviews, surveys.
 - Request information about access requirements from participants prior to attending consultations.
 - Hold consultations in accessible buildings.