



An introduction for management on the needs of people who are deaf or have a hearing impairment

Some key considerations when meeting the needs of those who are deaf or have a hearing impairment are:

- When communicating with customers speak to the person directly, not their carer or accompanying person.
- Provide good lighting where conversations are held, (for example, reception or booking counter). This will assist those who lip read or rely on facial expression as conversation cues. Also, reduce background noise.
- Providing good directional, informative, accessible signage will assist a person with a hearing impairment as it reduces their need to verbally ask directions.
- Provide training staff on disability awareness.
- Display your Better Hearing card. This will inform customers that staff are familiar with communicating well with a person who is hard of hearing.
- Have available a portable hearing augmentation system for conferences or meetings; or know where to hire appropriate technology from. Advertise it is available, where it is located, using the international deafness symbol.
- Use flashing and audible light alarms.
- Provide teletext enabled televisions.

More information

- Access checklists and requirements – go to the Disability Services Commission's publication *Buildings a Guide to Access Requirements* at <http://www.dsc.wa.gov.au>
- Your legal responsibilities to provide access – go to the Human Rights and Equal Opportunity Commission website www.hreoc.gov.au
- Providing access – go to the Disability Services Commission website, www.dsc.wa.gov.au under Access and Universal Design.
- Who can assist to design and audit facilities, including the names of accredited access consultants are available on the Access Consultants Association website at www.access.asn.au