



An introduction for management on providing access to shops for people of all ages and abilities

Disability affects the lives of around half a million Western Australians directly, as a family member or carer of a person with a disability. This is already a sizeable customer base with enormous purchasing power and it is increasing as our community ages.

Providing accessible facilities will help your business win these loyal customers, their families and friends as well as enabling people with disabilities to be part of community life.

Some key considerations when planning access

- Where on-site parking is provided, make available a clearly signed easy access parking bay as close as possible to the main entrance.
- Provide a firm continuous path free of obstructions and without steep slopes from the parking space to the main entrance and within the shop.
- Provide doors that are of sufficient width for wheelchairs users and easy to open.
- Provide access to areas open to the public such as fitting rooms.
- Ensure people who use mobility devices can get to displays, information and counters.
- Where toilets are provided for customers, make available an accessible toilet large enough to allow a wheelchair user to enter, close the door and manoeuvre alongside the toilet.

- Provide clear large print prices, labels and signs for people with a vision impairment.
- Provide training to staff on disability awareness.

More information

- Access checklists and requirements – go to the Disability Services Commission’s publication *Buildings - A Guide to Access Requirements* in Publications and Links – Access, on the Disability Services Commission website www.dsc.wa.gov.au
- Making information accessible – go to the Disability Services Commission’s fact sheet *Guidelines for Making Information Accessible* in Publications and Links – Access, on the Disability Services Commission website www.dsc.wa.gov.au
- Your legal responsibilities to provide access – go to Disability Rights on the Human Rights and Equal Opportunity Commission website www.hreoc.gov.au
- Providing access – go to Access and Universal Design on the Disability Services Commission website www.dsc.wa.gov.au
- Who can assist to design and audit facilities, including the names of accredited access consultants – go to the Access Consultants Association website at www.access.asn.au

Staff Training – view the Disability Services Commission’s video *You Can Make a Difference to Customer Relations for People with Disabilities*