



## An introduction for management on the needs of people who are blind or have a vision impairment

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

- When communicating with all customers speak to the person directly, not their carer or accompanying person.
- Provide good lighting where conversations are held, such as the reception / booking counter.
- Building lines are used by those who are blind or have low vision to provide a orientation cue. Keep building lines clear of clutter (signage, pot plants, retail displays), placing alfresco seating etc along the kerb line.
- Provide training to staff on disability awareness.
- Provide large print menus, programs and information leaflets with an easy-to-read font for people with low vision.
- Signage to have large, easy to read font which is in good colour contrast to the sign background.
- Information and signage to have a matt surface to reduce reflective glare.
- Ensure the space in front of sign boards and maps is clear of clutter so those with low vision can get close enough to read.
- Overhead obstacles may not be seen by those with low vision or who are blind.

### More information

- The Association for the Blind can produce material in alternative formats and is a comprehensive resource for information about blindness and low vision. Its website is [www.abwa.asn.au](http://www.abwa.asn.au)