Increasing Business by Improving Access
- Customer Service -

1 in 5 people have a disability - visible and invisible, temporary and permanent

Focus on the person - not their disability

Treat all customers, with or without a disability, with **Respect** - be polite not patronising.

Keep **music low** and noise down - people with hearing difficulties can communicate with staff & each other more easily.

Ask customers if they want help first - they may not need your assistance, but asking breaks the ice.

CAN I HELP YOU?

Talk directly to the customer, not the person who might be with them - stay facing them as you speak.

Speak normally & clearly, listen carefully - consider using pen and paper - especially for people with hearing difficulties.

Offer your arm to a vision impaired customer asking for guidance - so they can hold you above the elbow.

Tactile signs, labels & menus are clear - use large print, high contrast colours, raised surfaces.

Menu

Have **visual options** ready to aid verbal communication.

New Customers

For more information please visit :
cityofparramatta.nsw.gov.au/access-guidelines

CITY OF PARRAMATTA

Increasing Business by Improving Access
- Physical Design -

1 in 5 people have a disability - visible and invisible, temporary and permanent

Easy to see **entrance** to your business - contrasting colours between doorways & surrounding walls.

ENTRANCE

Staff can **see your entrance** from the counter - customers who need a ramp or other help can be seen.

No stairs - permanent or temporary **ramps** so all people can enter your business.

Tables are between 75-86cm - so they can also be used by wheelchair users.

Change rooms are sized for a wheelchair user to be able to turn around easily.

Accessible

Customer service **counter height** is between 75-80cm - so staff easily see & serve wheelchair users.

Aisles and hallways are kept clear to stop tripping, & wide enough for wheelchair users to use - at least 1.2 m.

1.2m

New Customers

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STORE   CANDY SHOP   BAKERY   BARBER SHOP   COFFEE

CITY OF PARRAMATTA