

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.



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

CAN I HELP YOU?



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

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



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

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



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



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



New Customers

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



Increasing Business by Improving Access - Physical Design -

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