



Accessible and Inclusive Sport and Active Recreation



Customer contact - first impressions last

Making the interactions with prospective and existing members of your club or association more accessible and inclusive:

<input type="checkbox"/>	Train your staff to be disability confident: <ul style="list-style-type: none">• Use person first language e.g. 'person who is blind', 'person who uses a wheelchair'. Do not use terms like 'wheelchair bound' or 'has a development issue'. Use the diagnosis e.g. 'has Autism', 'is blind', 'has low vision', 'is Deaf'. Do not use descriptors such as 'the blind man'. A person is not defined by their disability.• Be patient, listen and respond appropriately and respectfully• Sit at the same level as someone in a wheelchair• Interact with the person not with their interpreter or carer and don't assume they speak on behalf of them• Don't pat or distract a Guide Dog or Assistance Animal• Speak normally• Don't assume they have other disabilities• Ask what adjustments you may provide so they can fully participate• Learn basic Auslan signs and keep a pen and paper handy or the Deaf Society
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Make your physical premises accessible and compliant with the Disability Access to Premises Standards: <ul style="list-style-type: none">• Ramps not steps and continuous paths of travel• Clear, colour contrasted accessible signage• Accessible toilets• Wide doorways• Remove obstructions• Low counter and table heights for users of mobility equipment• Install a Hearing Loop system• Provide shade and seating• Remove or minimise things that can trigger people with sensory sensitivities and consider reduced lighting, a sensory retreat space and keeping ambient noise to a minimum
<input type="checkbox"/>	Be assistance animal friendly, put some water bowls out
<input type="checkbox"/>	Host an information session and present the accessible features of the club and registration process
<input type="checkbox"/>	If hosting a BBQ or providing catering, consider the dietary needs and preferences of attendees e.g. food allergies and intolerances, people with limited mobility, cultural appropriateness of food served, needs of older people, children etc