Accessible information

What is accessible information?

Accessible information refers to information, resources and materials that help people prepare and plan for events, outings, and accessing and enjoying their community.

Why is it important?

Having the right information can empower independence and create a positive experience for patrons and the community. It can enhance their experience, promote inclusivity, and give choice and control to those who are travelling and planning. Sensory-friendly spaces, support workers, wheelchair access, seats, trained staff and braille signage are just a few.

By having up-to-date information about your organisation available on your website, you can help people plan ahead and create a positive experience for everyone.

How can you provide accessible information?

Publish up-to-date information online (on your website, Google business profile or social media pages) about your services, venues and features.

Key considerations for your website and other materials:

- Is your website easy to navigate and find information on?
- Does your website meet Web Content Accessibility Guidelines?
- Do you have different ways of communicating information on your website, such as audio and video, as well as text?
- Do you have an accessibility tab on your website that highlights important information for people with disability? *This section should include information people with disability may need to plan for your venue or experience.*
- Are your details up-to-date on your Google Business Profile, so people know how to contact you and where to find you (i.e. on Google Maps)?
- Are your brochures, posters and web resources easy to read?
- Have they been designed for people with diverse needs (i.e. large font, colour contrast, short sentences)?

ndis

Latrobe Community Health Service

Delivering the NDIS in your community
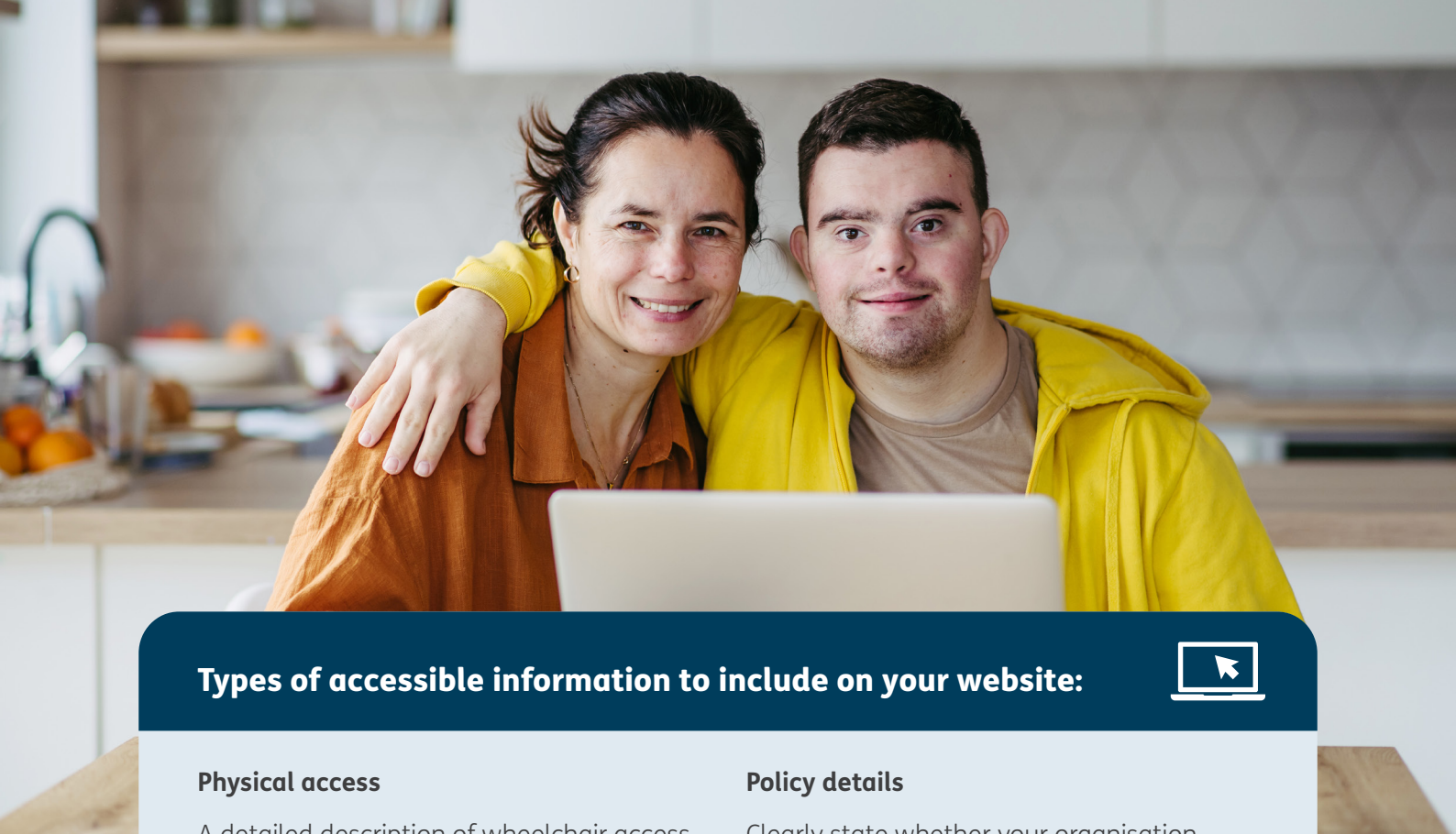
Types of accessible information to include on your website:

Physical access

A detailed description of wheelchair access, entrances, ramps, elevators, parking, way-finding, bathroom facilities and public transport options.

Communication

Availability of alternative communication methods, such as sign language, visual aids, hearing loops, and braille.

Sensory considerations

Information about the noise and lighting at your venue, including the availability of quiet spaces or quiet times.

Policy details

Clearly state whether your organisation accepts assistance animals and companion cards, and / or offers alternative rates for support workers.

Resources

The inclusion of accessibility maps, virtual tours and photos of your venue helps people know what to expect before they turn up.

Contact information

Provide ways for people to get in touch to ask questions about additional needs and give feedback about accessibility.

Together, we can make sure everyone feels welcome in our community.

If you would like to learn more, please visit our website or get in touch with us at communitycapacitybuilding@lchs.com.au

Delivering the NDIS in your community