

# Northern Beaches Disability Inclusion Award 2024



## Guidelines for completing the nomination form

These guidelines are to help you complete the nomination form with relevant information.

### Criterion 1: Inclusive physical environment

An inclusive physical environment relates to any aspect, element or feature of the built and sensory environment that can facilitate a person with disability to enter a venue, find their way or participate in activity. Examples include:

- level entry or step-free entry door / continuous accessible path of travel to the entry
- wayfinding / directional signage to accessible entry posted at all entries
- automatic sliding doors / intercom to call if assistance is needed to enter
- lack of obstructions on wheelchair accessible pathway around doors
- clear and wide internal pathways and adequate circulation space for wheelchair users
- lift access / high contrast floors and walls / reception area with low countertop
- railings on steps / firm non-slippery floor covering inside the premises
- tables with foot space underneath / chairs with and without arm rests
- accessible toilet and/or ambulant toilet on site / parent/baby change room
- accessible change room / shower / lockers area / warm tap water in washrooms
- adequate lighting / aircon / ventilation / noise levels for people with sensory difficulties
- large print or pictorial menu for people with low vision / hearing augmentation system
- quiet spaces for neurodiverse customers, like people with autism

### Criterion 2: Inclusive policies, procedures, and customer service

Inclusive policies, procedures, and customer service may be any practices showing knowledge of disability legislation; understanding, empathy, positive attitudes towards people with disability; use of modifications and digital technology; and various other considerations aiming to facilitate easy access for people with disability. Examples include:

- knowledge of responsibilities and liabilities under the Disability Inclusion Act 2014
- customer service responsive to unique requirements
- disability awareness training for staff and management
- supported employment / volunteering options offered for people with disability
- flexible support arrangements available for staff / volunteers with disability
- emergency evacuation plan showing consideration for people with disability
- staff knowledge of nearest available accessible parking space and toilet amenities
- quiet shopping / visiting hours / welcome assistance animals
- in-person and online activities designed for people with various abilities
- website has up-to-date accessibility and service information.

### Criterion 3: Customer Satisfaction

Consider any positive feedback received from customers with disability or their family, friends or support workers demonstrating inclusive practice. Examples include:

- letters, emails, compliments from regular customers with disability or disability groups
- articles, publications, media promotions / online business rating
- customer satisfaction reports / lack of complaints from people with disability.