

## Fact Sheet 9: New Ways to Work

The best way of attracting business and fulfilling your legal responsibilities is to make your business as accessible as possible. Where it is not possible to provide full access in the short term, you might also consider alternate ways of providing the same service.

Alternatives such as these will not provide full equality for people with disabilities and people of diverse backgrounds, but they will assist in reducing the chances of a discrimination complaint.

Here are some examples:

- A butcher's shop might consider operating a telephone, SMS, email, mail order or local delivery scheme.
- A florist might have a call bell at the entrance and have staff put together an order and bring the goods to the front door or the nearest easy collection point.
- A hairdresser might consider offering a home visiting service for a customer who has difficulty leaving their home or nursing home.
- Drive through fast food operators could offer an alternative ordering window to personally take the orders rather than a box to speak and listen to (people who are deaf cannot hear the operator through the ordering box).
- An estate agent might consider providing its service in an alternative, accessible location either by appointment or on a regular basis.
- Businesses that have an electronic phone system that require customers to progress through a queue by "pushing button 2 if you want..." excludes certain people with a disability. You may need to think of an alternative strategy or provide an option to speak with an operator.
- Provide alternative contact methods, such as email, facebook, phone or home visits.
- A café with a step entrance may have a portable ramp available that staff can place at the step to allow wheelchair, pram or other mobility aid entry.

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Go to [www.dss.gov.au](http://www.dss.gov.au) or [www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au) for more information

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*The welcoming business program has been developed and endorsed by these organisations:*

