



Fact Sheet 9: New Ways to be inclusive at Work

The best way of fulfilling your legal responsibilities is to make your organisation 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:

- You might consider operating a telephone, SMS, email to remind people of their appointments or implement a mail order or local delivery scheme to save them from coming in to see you
- You have a call bell at the entrance and have staff put together an order and bring the goods/ items to the front door or the nearest easy collection point.
- You might consider offering a home visiting service for a client who has difficulty leaving their home or nursing home.
- You might consider providing your service in an alternative, accessible location either by appointment or on a regular basis.
- Organisations 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.
- You might consider providing alternative contact methods, such as email, Facebook, phone or home visits.
- Particular areas of your organisation may have a step entrance, consider purchasing a portable ramp that available that staff can place the ramp over the step to allow wheelchair, pram or other mobility aid entry.
- You might consider installing large chairs with arms and back in reception areas for people with mobility issues.
- You might consider purchasing a counter hearing device in you reception and office areas for people with hearing impairments