



**Are You Inclusive?**

A **DARE** Initiative

# Research Report

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## Are You Inclusive? project

DARE received money from an NDIS Information, Linkages and Capacity-Building grant in 2018. The project finishes in 2020.



Funded by the National Disability Insurance Agency



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# How to use this document



Some people with disability have said it is sometimes hard to use shops.



This document tells you the things that people said are hard. It also tells you about our plan to fix these things.



This is a short version of our bigger research report. This version is easier to understand and has lots of pictures.



If you want to read the whole report it is on our website

[www.areyouinclusive.com.au](http://www.areyouinclusive.com.au)



If you need help, a friend, family member or support person can help you to read this document.



Annie from DARE Disability wrote this report. You can talk to her about it if you like. Her phone number is 0414 835 831.

# Word meanings



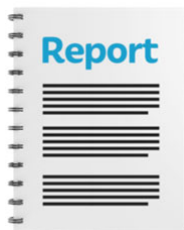
When the word **shop** is used, it means a shop or a service that you use to get or do the things you need. Some examples are a supermarket, post office, a doctor's surgery, a café and a bus.



**The project** or **our project** means the Are You Inclusive project. This is the name of the work that we're doing to help shops welcome people with disability.



When the word **we** is used, it means the people at DARE Disability Support who are working on the project, like Annie.



When the words **research article** or **report** are used, it means the documents that other people have written. They have information about projects that are similar to ours.



When we talk about **people with disability**, we mean people with disabilities like intellectual disability or autism.

'People with disabilities like intellectual disability or autism' is a lot of words to say, so to make this document shorter, sometimes we just say 'people with disability' instead.

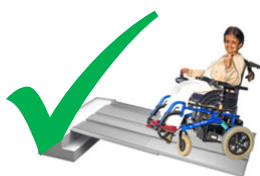
# Why we are doing this project



People with disability want to use local shops just like anyone else. Sometimes this is difficult.



Shops are trying to make it easier for people with disability but there are still things that are missing.



For example, it is good when a building has a ramp so a wheelchair can come into the shop.



But, the people who work at the shop also need to know how to make people with disability feel welcome.

# What we want to do



We want to help 100 shops make changes so it is easier for people with disability to go shopping.



We are helping shops in the Blue Mountains and Penrith.

## How we collected information



We read research articles and reports to find out what other people have done.



We talked to 30 people with disability, their family and support workers in the Blue Mountains or Penrith.



We also talked to 12 people who own or manage a business in the Blue Mountains or Penrith.



We went to 5 different shops with people who have a disability to see what it was like.



# What we found



When we read research articles and reports, we found that:



Other people have helped their local shops make changes for people with any type of disability.



They have made some really good and detailed plans.

Our project is different because it:



- Focuses on disabilities like intellectual disability and autism.



- Shops don't need to pay anything to get our help, because we are using money from the NDIS. That means it's easier for shops to make the changes.



When we talked to shop owners and people with disability in our local area:



The shop owners told us that they try really hard to make sure people with disability can use their shop like everyone else.



People with disability said that most shops are nice to go to.



But there are lots of things that are still a problem.



People with disability told us that they sometimes:



- Don't use many shops.



- Feel like it's hard to talk to the people working at the shop.



- Find the lights, noise, and shop layout uncomfortable.



- Feel uncomfortable when the people working at the shop are tense around them.



- Find it hard when there are crowds, or when they need to wait in queues or in a waiting area.



- Have trouble reading written information, like a menu.



Shop owners told us that they sometimes:



- Are not sure how to offer help to customers with disability.



- Don't know much about intellectual disability or autism.

# How we can fix these problems

## WHY?

We worked out that the reason for these problems are:



- Customers with disability worry about using shops they don't know.



- The people who work at the shops haven't been taught how to help customers with disability.



- There isn't a way for customers with disability to find out what shops are the friendliest and easiest to use.



So we've come up with some ways to fix these problems:



- We'll teach people who work at local shops ways to make customers with disabilities feel welcome.



- We'll make a way for people with disabilities to be able to use a shop and then tell us if it was good. This is called a mystery shopper program.



- We'll have ways for anyone to be able to see which shops welcome people with disability.



# How we will check it has worked



We'll try the changes in just one town in the Blue Mountains to check if the changes are ok. This town will be Springwood.



Then, customers and the people who work at the shops can tell us what worked and what didn't work.



After that, we'll fix the things that didn't work.



Then we'll ask shops in all towns in the Blue Mountains and Penrith to make the changes.



At the end of the project in 2020, we'll ask customers and shops again if the changes have worked.

# What will happen at the end of this project



We hope this project will help customers with disabilities use shops like anyone else.



We hope that this will mean that life will be a bit easier and happier.



It will also help local shops because more customers will be able to buy things from them.





This is because people with disability will be able to go there.

Other people in the community will also want to go there because they know this shop is nice to everyone.

## How to find out more



We've got lots of information about the project:



- on our website:  
[www.areyouinclusive.com.au](http://www.areyouinclusive.com.au)



- on Facebook:  
[www.facebook.com/areyouinclusive](http://www.facebook.com/areyouinclusive)



You can also call Annie on 0414 835 831.

Annie is the Disability Inclusion Ambassador at DARE Disability Support. She is organising the Are You Inclusive project.



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Most of the pictures in this report were by Photosymbols®

