

Making Information Accessible

The Disability Discrimination Act states that you must ensure your services are accessible to disabled people.

To meet the needs of disabled people:

- Produce all information in plain language and a minimum type size of 12 point, preferably 14 point.
- Use a clear, easily recognisable, sans serif font. Use a matt paper of contrasting colour. Justify type on the left. Don't print sentences in block capitals.
- On request, provide information in alternative formats such as large print, audio tape, Braille, and an easy-to-understand version.
- Use interpreters for people who need to communicate in a sign language or other community language.
- Design and develop your web site in a way which makes it accessible for disabled people.
- Provide your service in a flexible way, where appropriate using home visits, telephones, the internet or different opening hours.
- Ensure that your premises are fully accessible to people with mobility or sensory impairments.
- Provide publicity materials which tell disabled people what you can or cannot do.
- Have good working relationships with other appropriate service providers and suitable referral arrangements.
- Provide your staff with disability equality training. A key barrier for disabled people is negative attitudes towards them.
- Get regular and organised feedback from disabled people about the accessibility of your service.
- Involve disabled people in service planning and training delivery.

For more information, contact:

The Scottish Accessible Information Forum (SAIF)

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