AUSTRALIAN DISABILITY NETWORK

10 TIPS for Inclusive Service Delivery



Inclusive service delivery helps customers, clients and community members access services with dignity, choice and confidence. Small changes can remove barriers and make everyday interactions easier.

These tips will help customer-facing teams provide flexible, accessible and respectful service.

1. Start with a warm welcome

Help people feel welcome from the first interaction.

- Greet the person directly and introduce yourself.
- Ask "How can I help you today?" and avoid making assumptions.
- Give the person time to explain what they need.

2. Ask, don't assume

Each person knows their own access needs best.

- Ask before giving physical help or touching mobility equipment.
- Listen to the answer and follow the person's lead.
- Respect their decision if they do not want assistance.

3. Speak to the person

Respectful communication helps build trust.

- Speak directly to the customer, not only to a support person or interpreter.
- Use clear language and a respectful tone.
- Check the person has the information they need.
- Avoid talking down or over-explaining.

4. Offer communication choices

People communicate in different ways. Offer choices where you can.

- Ask the person how they would like to communicate.
- Offer options such as speaking, writing things down, text message, email or an interpreter.
- Offer information in other formats, such as large print, Easy Read or audio, if you have them.

5. Make spaces easy to use

Look for physical and sensory barriers in your service area.

- Keep entrances, pathways and service counters clear.
- Offer flexible seating arrangements and a lower counter where available.
- Provide a quieter space or reduce noise and glare when needed.

6. Be flexible with the process

People may need different ways to reach the same outcome.

- Offer alternatives to queues, touchscreens, phone calls or online-only forms.
- Allow extra time, breaks or a different appointment format.
- Focus on meeting the person's needs, not just following the usual steps.

7. Make information clear

Clear information helps people make informed choices.

- Explain next steps, waiting times, costs and available options.
- Use readable text, clear headings, captions and descriptive links.
- Give people time to read information and ask questions.

8. Respect privacy and choice

Help people stay in control of their own information and decisions.

- Discuss disability or access needs only when relevant to the service.
- Ask permission before sharing personal or access information.
- Support the person to make their own decisions.

9. Welcome all types of support

Some people choose to bring a support person, such as a family member, friend or support worker, or an assistance animal.

- Welcome assistance animals. Do not pat, feed or distract them while they are working.
- Include the support person, but keep speaking directly to the customer.
- Ask the customer before sharing their private information with anyone else, including their support person.

10. Ask for feedback and improve

Every interaction is a chance to learn.

- Check whether the person received the help they needed.
- Offer accessible ways to provide feedback or make a complaint.
- Share recurring barriers with your team and act on what you learn.

Inclusive service is about listening, offering choice and being flexible. These everyday actions help more people use your services with dignity and confidence.

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