Creating Access - What is Accessibility?

- Stephanie: Inclusion is everything, you know, without inclusion we'd be lost and alone and sad and lonely.

- Carolyn: Inclusion’s just part of who we all are or should be.

- Dina: If you don't feel included, you're not going to go to a space, you're just gonna go away. Ramps for wheelchairs, they think of special parking spots.

- Carolyn: The wheelchair sign on the parking bays and physical access, I think that's probably what springs to mind for most people.

- Dina: I think for a lot of people, they think of helplessness, they think of someone who can't navigate the world on their own so we have to make these special inclusive things for them. It's more about removing barriers that people might run into, literally and figuratively.

- Stephanie: That any young person that comes through our building or is wanting information from our website or wherever, there's no barriers whatsoever. It is available, it's accessible, it's easy and it's just no drama whatsoever.

- Dina: Because there's all kinds of young people in the world. They come from different cultural backgrounds, they come from different genders and sexualities and they come with their different levels of ability and disability.

- Stephanie: I’m gonna get really emotional 'cause it's so hard out there for a lot of young people. They have to navigate so much stuff and, so yeah, I think it's hugely important that we make it, we make everything just easier.

- Carolyn: Well youth services are part of the community and actually I think it's just a fundamental responsibility for everybody to be accessible.

- Stephanie: One of the first things was actually putting a phone number on our sign in the front, just a simple phone number so if people can't get in or whatever or they need to call, it's right there.

- Dina: We’re working a lot to make sure our social media is all accessible, so including image descriptions wherever we can, putting captions on all of our videos, and making sure the language is language that people will be able to engage with.

- Carolyn: We’ve updated our website to include an invitation for people to contact us about their accessibility requirements and we've also done some simple things like making sure we know the measurements of doorways for example, so we can actually provide that to somebody on the phone.

- Stephanie: Making sure that our online presence is more user-friendly, we have an ad in the paper that we include that if you have any needs that we can help you with all your needs.

- Dina: Really simple stuff like if you laminate a sign, it can make it harder for people to read. No one had thought of that, we were just trying to make things more durable.

* Carolyn: Centrally I think it's actually the attitudes are the key because I think if you have the right attitude and the right intention, you can often break down even some of the physical barriers, you can actually overcome if you're creative.

Graphic: Download accessibility resources for your organisation at www.creatingaccess.org.au.