

Welcoming Inclusive Network



Accessibility

Making it easier for everyone to access your club



Accessibility

Making it easier for everyone to access your club

Physical accessibility isn't just about ramps, toilets, and parking. It's about making sure people with disability can participate fully in your club, just like anyone else.

Imagine this: a new member with disability arrives at your club, excited to join in, but quickly realises there is no accessible toilet. They are left with no choice but to cut their visit short. What could have been a positive and welcoming experience leaves them feeling frustrated and like they don't belong.

For individuals, these barriers affect more than just convenience. They can harm a person's confidence, well-being, and ability to join in and be social through sport. For your club, poor accessibility can hurt your reputation, reduce member numbers, and make it seem like you're not committed to being inclusive.



The good news?

Accessibility doesn't have to cost a fortune!



Even small, low-cost improvements can make a big difference to people with disability and show your community that your club genuinely cares.

While some upgrades may take time and resources, the long-term rewards, like stronger community connections, loyal members, and being recognised as a truly inclusive club, make it well worth the effort.

Most importantly, improving access benefits everyone. Clear signage, step-free entrances, good lighting, and safe emergency plans make your club more welcoming and easier to navigate not only for people with disability but also older adults, parents with prams, and visitors alike.



12 ways to enhance physical accessibility

- 1 Make sure the entrance is accessible (step-free, wide opening, and free from hazards).** If not, install a permanent ramp to improve access. If your facility has stairs, adding handrails can make it much easier to access.
- 2 Ensure there are accessible parking bays located close to your facility's entrance.** They should be clearly marked by the International Symbol of Access (white wheelchair on blue background), both on the ground as well as with raised signs.
- 3 Consider installing automatic sliding doors or an automatic door button.** Alternatively, consider keeping your entrance and other doors open during opening hours.

International
symbol of access



- 4 Use clear signage throughout your club's facilities.** Signs should feature easy-to-read fonts, high-contrast colours, and universally recognised symbols, especially for facilities like accessible toilets, exits, and way-finding.
- 5 Adjust the height of your counter or service area** so that individuals using mobility devices or those of shorter stature can see and engage with club members. If adjustments are not possible, be prepared to assist people by coming around the counter.
- 6 Rearrange furniture to create more space for movement** and remove any clutter from the ground that could obstruct pathways and create trip hazards.
- 7 Ensure all spaces within your premises are physically accessible.** This includes function rooms, changing rooms, kitchen, bar, outdoor spaces, and visitors areas.



**Rainy day? Hot weather?
Make sure your paths
still work for everyone,
whatever the weather.**





- 8 Provide a variety of seating options**, including chairs of various heights and ones with backrests and armrests. This will accommodate many people, including young children, older adults, and anyone needing to sit for extended periods.
- 9 Place the equipment on the lower shelves** to ensure that most people can reach it without assistance.
- 10 Ensure that unisex accessible toilets are clearly marked and kept clutter-free.** If it isn't possible to create one, make sure members know the location of the nearest accessible restroom. Alternatively, can you consider having ambulant toilets? Different toilets suit different people and needs, so provide a range of options.



- 11 Adjust lighting and noise levels to accommodate people with sensory disability or sensitivities.** Avoid glare and make the most of natural lighting. Also, consider providing a quiet space or noise-cancelling headphones.

- 12 When creating your emergency plan, make sure it works for everyone,** including people with disability, older and younger individuals, and anyone who may be injured or distressed during an emergency.



Accessible paths are only helpful if they are kept clear. Leaves, debris, or damage can turn a good path into a barrier.



Playing away games or competitions at other clubs or venues?



Let your members know what to expect: share the key access features of the host club, like ramps, parking, and toilets. And don't be shy, ask them to post access information online too!



Digital accessibility

Imagine someone new to your club. They are excited to get involved, so they check your website and Facebook page for details. But the text is small and hard to read, there are no captions on your videos, and they can't find clear information about session times or costs. Instead of feeling welcomed, they feel uncertain and excluded before they have even had the chance to visit.

For many people, a club experience begins online. If your communication and marketing aren't accessible, you may unintentionally be creating barriers that stop potential members from joining.



Improving digital accessibility not only demonstrates that your club genuinely values inclusion, but it also broadens your member base, strengthens your reputation, and builds trust.



While some upgrades may require resources (like making your website fully compliant with accessibility standards), many small changes are quick, low-cost, and easy to put into place.

And remember: accessible communication benefits everyone. Clear, easy-to-read information helps busy people, older adults, people new to the area, and anyone trying to plan their time. Being upfront about what your club offers reduces frustration and shows you're committed to inclusion.



10 practical ways to improve your club's digital accessibility

1

Give people different ways to contact you, including by phone, email, online form, or social media. This way, they can choose what works best for them.

2

Make your website accessible by following the Web Content Accessibility Guidelines (WCAG). If resources are limited, start small, see our *Communication and Digital Accessibility Checklist*.

3

Use accessible design with clear fonts (e.g., Arial, Helvetica, Calibri), high-contrast colours, and readable text sizes across all channels.

4

Add captions and Alt Text to all videos, images, and graphics, including those on social media.

5

Communicate in plain English and avoid jargon, acronyms, or idioms. Use simple language, images, and universally recognised symbols to make things easier to understand.

6

Show your whole community in your photos, videos, and stories. Include people of different ages, abilities, cultures, and backgrounds. When people can see themselves represented, they are more likely to feel included and welcome at your club.

7

Provide alternative formats for key documents (e.g., Easy Read, large print, or audio versions) to support members with different needs.

8



Make sure online forms and PDFs are screen-reader friendly, and avoid posting scanned documents or image-only PDFs.



If you can't read it easily on your phone, chances are others can't either. Always check your content on a mobile phone.

9

Be clear and transparent about what your club provides. Include details like session times, costs, equipment needed, whether Companion Cards are accepted, any member benefits such as discounts on gear/uniforms, and what to expect at a try-out session.

10

Add an inclusion statement and accessibility tab to your website or Facebook page. Keep this updated with key features (accessible parking, toilets, quiet spaces, potential hazards) so people can make informed decisions.







inclusion solutions

4/61 Walters Drive, Osborne Park WA 6017

PO Box 1279, Innaloo, WA 6918

08 9201 8900

www.inclusionsolutions.org.au

info@inclusionsolutions.org.au



This project is proudly supported by the Australian Government.