

# Create a more inclusive experience for fans who are blind or have low vision

Sport is an integral part of Australian culture, especially watching games at an arena. Here are some ways you can help create an inclusive experience for fans who are blind or have low vision.



## Communication

- Be vigilant and if you see a fan who may need your support approach them and check. Identify yourself when approaching the customer.
- Navigating large sporting venues like the MCG, can be tricky. Check if the customer needs assistance, rather than assuming they do.
- Never channel conversation through a third person.
- When speaking with the customer, be yourself and act naturally.
- Don't avoid words like "see" or "look" or talking about everyday activities such as watching TV or videos. Use everyday language.
- Avoid the impulse of assisting a customer for example, grabbing their arm, without seeking their permission. You will startle the customer causing risk to your safety and theirs.

## Dog guides



- Refrain from touching dog guides without seeking permission from the owner. A dog guide needs focus to do their job. Distractions affect their ability to work.
- If you see other patrons trying to distract the dog guide, check if the owner requires any assistance.

## Guiding around the venue

- Some customers may prefer support with guidance around the venue, while others will just seek some advice. Check with them what type of support they are after.
- Be open to guiding the customer to their allocated seating area.
- Offer your elbow - this is a simple and safe way to guide the customer.

## Body language

- Keep using body language. This will affect the tone of your voice and give a lot of extra information to the person with vision loss.

When you follow these steps, you create a far more inclusive experience for fans who are blind or have low vision.

