

CREATING INCLUSIVE SPACES



CDS

Centre for
Disability
Studies

MARLY

WHY WAS THIS GUIDE DEVELOPED?

Venues such as pubs, hotels, cafes and restaurants are often at the heart of a community and can be key to an individual's sense of social inclusion within their community.

Yet, **1 in 3** people with disability who have experienced discrimination, did so from **service, hospitality and teaching staff***

So, the Centre for Disability Studies (CDS) and the Marlborough Hotel have come together to develop this guide to:

- 1) Increase awareness around accessibility and social inclusion
- 2) Suggest small changes you can make to the day-to-day practices of your venue



WHO IS THIS GUIDE FOR?

This resource is for pubs, hotels and other 'local watering holes' who wish to increase the accessibility and inclusion of their venue.

Are you a manager, bar/wait staff member, or event planner? Then this resource is for you!

With nearly **1 in 5** Australians having a disability, you are not only likely to work with a person with disability, but many of the patrons and customers who walk through your doors will also be persons with disability*. So, you can make a big difference!



INCLUSIVE NOT JUST ACCESSIBLE



Social Inclusion refers to the right everybody has to be connected with their community.

If you are an 'accessible' venue, then all members of the community can **physically** access and use your venue, with use of ramps, lifts, handrails, disabled toilets, etc.

Physical accessibility is required by Australian Law*.

However, not all disabilities are physical. There are people with neurological, intellectual or psychosocial disabilities, or who are Deaf or hearing impaired and/or Blind or vision impaired.

Disabilities are often **invisible****.



How inclusive your venue is does not only affect the individual, but also your venue. Customers with disability are **x3** more likely to **avoid** a business, and **x2** more likely to **dissuade** others from a business due to their negative diversity reputation***.

It is therefore important that public venues are **inclusive, not just accessible.**



*ABS 2016, 4430.0: Survey of Disability, Ageing and Carers 2015

*For more information on Australia's legislative requirements, please visit:
 - Article 19 of the UN Convention on the Rights of Persons with Disabilities
 - Australian Disability Services Act (1993)
 - Australian Disability Discrimination Act (1992)

**National Disability Service: <https://www.nds.org.au/disability-types-and-descriptions>

***'Missing out: The business case for customer diversity' 2017, Australian Human Rights Commission

CASE STUDY

SOCIAL NETWORKING GROUP + THE MARLBOROUGH HOTEL

The Social Networking Group is an inclusive initiative run by the Centre for Disability Studies (CDS). The group meets once a month in a local venue, creating a place where people with and without disabilities can come together to socialise and promote social inclusion. The Social Networking Group has visited many local venues since 2011, most frequently the **MARLY**.



The **MARLY** as a cornerstone venue in the inner-west commune, has always been a place for everyone. As a pro-active response to a discriminatory incident in 2018, this resource was born from a vision of creating a truly, all-inclusive space for everyone. The unique lived experiences, ideas and differences of all our guests makes the **MARLY** the colourful place that it is.



BEN | Social Networker

“The **MARLY** is a vibrant community-based Hotel where we can be comfortable and feel welcome. They help us out with great customer service with a smile. They also treat us equally no matter what, and always have time to just hang out when and if they can.”

GIORGIA | Social Networker

“I love the atmosphere. The overall vibe of the venue is inclusive, and the staff play a major role in making that happen. If they’re welcoming and friendly to all customers, then it is easy for anyone to feel included.”



TARA | MARLY Staff Member

“It’s important to be inclusive, because it just is. It’s every person’s right to have access to and work in social institutions, eat, drink, listen to live music or whatever it might be. Every person’s lived experience is intensely unique, and the vibrancy of a diverse venue enriches the experience for everyone.”



HOW CAN YOU MAKE A DIFFERENCE IN YOUR ROLE?

Creating an inclusive venue is a team effort, and everyone has a different role to play. We have some suggestions below:



MANAGERS:

- Is your venue as accessible as possible?
- Does your menu have diverse dietary and price options?
- Is your website accessible?

- Is there any further training your staff can do? (e.g. learn basic sign language for guests with hearing impairment)
- Are there multiple ways for patrons to book? Phone, website, email or face-to-face?
- Do your staff undergo disability awareness training as part of their induction?
- Do you run events that celebrate inclusion and diversity?



BAR/WAIT STAFF

- Be ready to address the needs of all patrons
- If you think someone needs a helping hand, are you confident to just ask: “Is there anything I can help you with?”

Remember to speak to every patron directly, even if they have someone supporting them.

If you would like more information on how to make some of these changes, please contact CDS at cds@cds.org.au



ACCESSIBLE

- ramps/elevators
- bathrooms
- adaptable seating/arrangements



VALUES

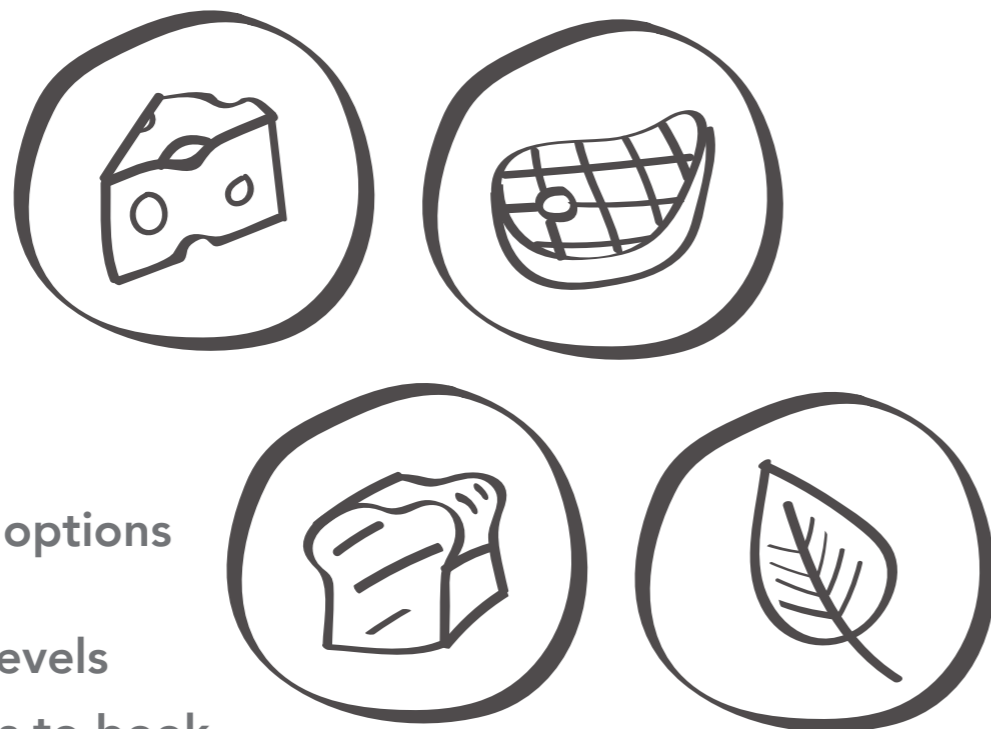
- be approachable and authentic
- everyone is welcome
- be open to all that your unique and diverse community has to offer



HOW TO BE AN INCLUSIVE VENUE

OPTIONS

- diverse dietary options and pricing
- flexible sound levels
- alternative ways to book



COMMUNICATE

- just ask!



CDS

Centre for Disability Studies

CDS is a non-profit organisation, affiliated with the Sydney Medical School, University of Sydney. CDS has been in operation since 1997.

CDS' vision is: Building Capacity for Change.

Over the past 20 years, the mission of CDS has been to create and disseminate knowledge that would improve the lives of people with disability through designing and developing research, teaching and clinical practice to inform disability policy and practice.

CDS does this through co-creating opportunities for inclusion with people with disability; introducing new initiatives for workforce development; and developing clinical partnerships and research relationships that are meaningful to people with the lived experience of disability.

w: <http://cds.org.au>

e: cds@cds.org.au

p: (02) 9036 3600



THE MARLY

The Marlborough Hotel is an institution on Newtown's King Street, home to live music, DJs, local beers and quality pub grub. At the same time, a local watering hole and a nightlife mainstay, the **MARLY** is home to both locals and a spot for out of towners to experience inner-west nightlife.

Weekend nights are known for all things dance, whilst weeknights offer quintessential pub feeds and local beverage beers. The **MARLY** has experiences and offerings for its varied patrons.

w: <https://www.marlboroughhotel.com.au/>

e: marlborough@solotel.com.au

p: (02) 9519 1222

ABOUT US

