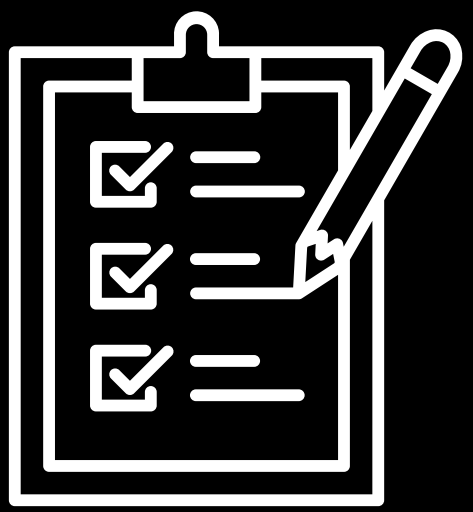


AIDE (Accessibility, Inclusion, Diversity, and Equity) Services and Products Checklist

By implementing these comprehensive AIDE principles, you ensure that your services and products not only prioritise accessibility but also consider and address the unique needs of the deaf community. Regularly revisiting and adapting these practices will contribute to an inclusive and positive user experience for all.



Checklist



Accessible Communication and clear information exchanges



Provide Auslan, written, or visual communication alternatives. Ask first before delivering on specifics.

EXAMPLES

- Auslan translations (both Auslan and Deaf)
- subtitles
- transcripts
- braille options
- hearing loop
- Comm-guides (for deafblind)



Inclusive Design Principles

- ☐ Develop products/services usable by people with diverse abilities and ensure they have requested this kind of design that will enhance their lives.

EXAMPLE

Ensure you have consulted appropriately represented deaf people on the design of the products/services to make it visual friendly.



Diverse Team Inclusion

- ☐ Set up a team with diverse abilities, including deaf members.

EXAMPLE

Include deaf individuals in decision-making processes and project teams, including from the start of the design of the project.



Engage Deaf Community

- ☐ Collaborate with deaf organisations and actively seek community input regularly.

EXAMPLE

Host community forums or events to gather feedback on your offerings.



Example-Based Training

- ☐ Utilise practical examples in training materials for clarity and with ample examples.

EXAMPLE

Develop training modules with real-life scenarios involving deaf users.



Clear Two-Way Communication

- ☐ Ensure clear channels for both sending and receiving information and communicating about the products and services they are using.

EXAMPLE

Implement a chat system with instant messaging and feedback features.



Adaptable Design

- ☐ Create flexible designs to accommodate individual needs.

EXAMPLE

Design possible additions to a product that will enhance the usage for deaf people.



User Research and Feedback

- ☐ Conduct user research that includes deaf individuals and gather ongoing feedback.

EXAMPLE

Regularly ask for feedback through surveys and focus groups with the deaf community with proper communication supports in place.



Collaboration with Deaf Organisations

- ☐ Form partnerships with organisations specialising in deaf support.

EXAMPLE

Work with a local deaf association to co-host awareness events or workshops.



Accessible Support and Resources

- ☐ Ensure training materials and support resources are accessible.

EXAMPLE

Provide online tutorials with Auslan interpreters/translators or subtitles.



Regular Accessibility Audits

- ☐ Conduct periodic audits to find and address potential barriers.

EXAMPLE

Periodically review your frontline services to ensure there are no issues that deaf people have to deal with regularly.



Community Engagement

- ☐ Actively engage with the deaf community through various platforms.

EXAMPLE

Keep a social media presence with clear accessible information to foster communication and address concerns.

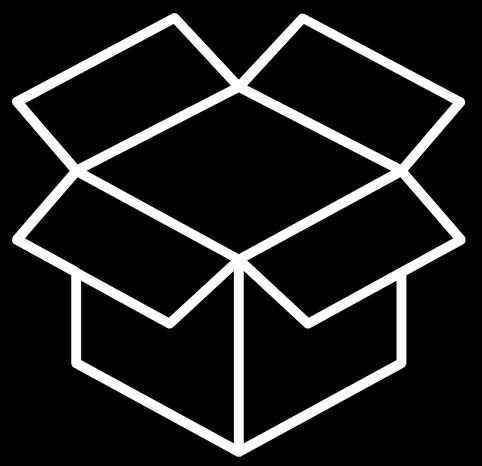


Continuous Improvement

- ☐ Foster a culture of ongoing improvement based on evolving needs.

EXAMPLE

Regularly update your products/services in response to user feedback and technological advancements.

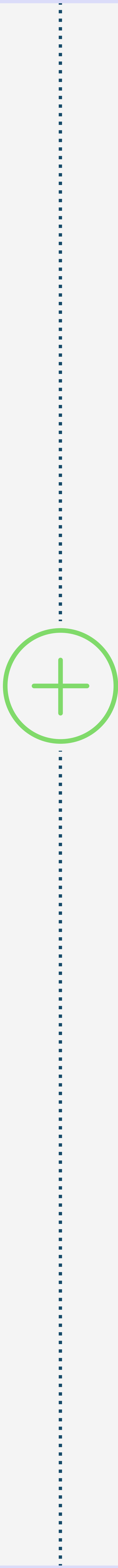


Examples




AIDE-Inclusive Service: Providing a performance/show that is accessible for the deaf community

- 1 Host pre-show forums where deaf community members share insights on accessibility preferences.
- 2 Consulting with a group of deaf people (of diverse backgrounds, including deafblind and neurodiverse) on types of shows deaf people would like to see.
- 3 Select and confirm several shows and ensure directors/producers are aware and accepting of the possible changes and adaptations.
- 4 Consult deaf, especially deafblind experts on incorporating visual storytelling elements and vibrant lighting for a more inclusive visual experience.
- 5 Include deaf actors, Auslan interpreters as shadows for hearing actors, and advisors in the production team.
- 6 Collaborate with local deaf business to host sign language workshops in conjunction with the show.
- 7 Design a show with adjustable lighting for varied visibility preferences and comfortable seating arrangements.
- 8 Implement a ticketing system with a dedicated chat support for deaf patrons to inquire and provide feedback. Include image of seatings and spots for interpreters if they are not part of the cast.

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- 9 Develop promotional videos with deaf actors, showcasing snippets of the performance.
 - 10 Provide a Deaf-friendly space for them to gather afterwards and check in with them how they find the experience.
 - 11 Distribute surveys after each show to understand the audience's experience and gather suggestions.
 - 12 Plan out for next shows and put all in writing and confirm with other deaf experts for their availability and possible clashes with other events.

AIDE-Inclusive Product: Providing a product that is accessible and complementary for the deaf community

- 1 Consulting with a group of deaf people (of diverse backgrounds, including deafblind and neurodiverse) on ideas of products deaf people would like to have.
- 2 Select and confirm several prototypes and ensure developers are aware and accepting of the possible changes and adaptations based on regular feedback.
- 3 Consult deaf, especially deafblind experts on how the products could help and other possibilities on modifications or uses.
- 4 Collaborate with local deaf business to host Auslan and Deaf awareness and sensitivity training workshops in conjunction with the consultation and development of products.

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- 5 Develop promotional videos with deaf consultants, showcasing features of the products that helps deaf consumers.
 - 6 Provide a Deaf-friendly space for them to gather afterwards and check in with them how they find the product experience.
 - 7 Put all in writing on the procedures, processes, and progress on the design and development of products and how to collaborate with deaf experts and ask for direct and clear feedback from those deaf experts themselves and incorporate them into the report.