



DISABILITY AWARENESS

GOODS, FACILITIES AND SERVICES

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Introduction

This Disability Awareness booklet is for organisations providing goods and services and is suitable for anyone at management level who wishes to learn more about their responsibilities regarding disability in the provision of goods, services and facilities.

The Equality Act 2010 states that It does not matter whether an organisation provides a service for free, for example: a free to attend event or if they charge for it. It does not matter if an organisation is set up as a sole trader, a partnership, a limited company or any other legal structure. The size of the organisation does not matter either. Equality law applies to them.

Equality law affects everyone responsible for running the organisation or who might do something on its behalf, including employees.

This booklet provides information on:

- how you can avoid all the different types of unlawful discrimination
- an overview of how equality law applies to all businesses

Equality Act 2010

The policy of the Equality Act is not a minimalist policy of simply ensuring that some access is available to disabled people; it is, so far as is reasonably practicable, to approximate the access enjoyed by people with disabilities to that enjoyed by the rest of the public. The purpose of the duty to make reasonable adjustments is to provide access to a service as close as is reasonably possible to get to the standard normally offered to the public at large.

By the end of this booklet, readers should feel confident about the managing of disability in the provision of services, goods and facilities for people with disabilities, tackling all forms of disability discrimination and fostering positive relationships with people with disabilities

Please note that this booklet is not intended to amount to legal advice. While every effort has been made to ensure the accuracy of the contents of this booklet, we cannot accept responsibility for its correctness or for the consequences of advice given or action taken based on its contents. It is important always to get advice where a situation is uncertain or if there is any possibility of a future case