



Online Inclusion Training

Creating Inclusive Retail

Self-paced e-learning for retail
Decision Makers and Team Members

Helping you understand the needs of shoppers with disability

Our training is informed by real-life experiences, designed through conversations with our community, sharing facts and focussed on what you can do now, for little or no cost.

Welcoming retail spaces benefit everyone, from individuals with disabilities to elderly customers and families with prams.

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Why accessibility should be a *priority*:

Potentially boost sales by

7%

simply by including the needs of people with disability.

People with disability have a combined disposable income of over

\$54 million

1 in 5

people with disability have not completed a purchase in the previous 12 months due to in-store treatment.

People with disability are

3x

more likely to avoid a store following a negative experience.

Accessibility is a gradual process, and even minor changes can have a significant impact.

Our self-paced online courses are designed to help retail employees understand how to create a welcoming environment that is both accessible and inclusive.

Show your customers you care.

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Course Options:

From just **\$49.95 per course** with bulk pricing discounts available.

Decision Makers

Understand the business case for now and in the future.

Team Members

Boost confidence to provide an inclusive shopping experience.

During this training, you will learn...



- Why accessible retail is good for business and how it benefits everyone.
- About physical disability and common shopping barriers.
- How to provide an accessible space in and around the store.
- How to prepare your team to give an inclusive welcome.
- What changes you can make to create an inclusive shopping experience.

Enquire Today:

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Spinal Cord Injuries Australia (SCIA) is a for-purpose organisation dedicated to empowering individuals with disabilities and neurological conditions to thrive.