Braille House

Making Tourism Accessible for Visitors who are Blind or have Low Vision

RESOURCES

# Tips for Sourcing Providers, Resources and Materials

It is important when investing in resources, materials and providers that care is taken to source a quality provider and product. With resource and material providers coming and going in the marketplace, changing hands, and being subject to internal and external circumstances, it is not wise to provide a list of recommended providers. There are, however, a number of tips that businesses and destinations can follow to assist in ensuring quality and service delivery when seeking to make their destination more accessible to visitors who are blind or have low vision. The following suggestions are offered for consideration.

- ✓ Seek recommendations from other businesses. Ask about quality, price and reliability.
- ✓ Check if the supplier has any required quality certifications.
- ✓ Seek assurance that product quality will meet required standards, for example for alternative print.
- ✓ Ascertain the supplier's longevity in the market and financial stability.
- ✓ Check the supplier's commitment to customer service and clear communication.
- ✓ Research several product providers and compare quotes to ensure value for money.
- ✓ Review the supplier's capacity to scale an order up or down – from small to high quantities.
- ✓ Carefully review product information.
- ✓ Delivery turnaround time can be key – ensure clarity of lead and delivery times.
- ✓ Get clarity if the order may be impacted by external suppliers and shipping.
- ✓ Understand the process involved if your product is to be produced – is the production process efficient? Does it demonstrate speed and flexibility?
- ✓ Is the product quoted fit for purpose? For example, will it have longevity if it is for outdoors (e.g. outdoor Braille signage).
- ✓ Understand payment terms.
- ✓ Develop a relationship with a key person from the business you select.
- ✓ Does the supplier demonstrate a quest for continuous improvement?
- ✓ Look at business reviews wisely.
- ✓ If purchasing off-the-shelf products, consider value for money, product longevity and guarantee.

- ✓ If you are looking for an external provider to upskill staff (for example Human Guide Training):
  - ➢ Research potential providers, including online and through your networks, especially seeking information about reliability and capacity to deliver.
  - ➢ Be clear when speaking to potential providers about the focus of the training, who needs it, timing and time availability, options for training delivery (eg in person or online), the outcomes you want to achieve, and your budget.
  - ➢ When you have narrowed your provider search, seek out clients they have previously served, for feedback.
  - ➢ If the provider typically offers a 'standardised' training program, aske if it can be customised to meet your needs.
  - ➢ Does the training provider accommodate people who learn differently? Ask them to give you an example.
  - ➢ Refer to relevant ✓ tips above.

**Braille House can assist businesses and venues to make their destinations accessible to visitors who are blind or have low vision**. Contact us if you have questions or need assistance with the development and production of Braille and tactile resources. We can assist with Braille signage, tactile QR code indicators, tactile maps, and "twin vision" documents (such as menus, hotel compendiums) with large print and braille, which further have access to audio, via a tactile QR code.

Provided below is Braille House's Capacity Statement. It provides a snapshot of the organisation's ability to offer a wide range of services.

Reach out and discuss your needs with us at Braille House.