



Eyecare Eyewear Access & Inclusion Statement

Our Commitment

At Eyecare Eyewear, everyone deserves to feel welcome, included, and supported. We are dedicated to providing a safe, seamless, and accessible experience for visitors and patients of all ages, backgrounds, and abilities. We aim to provide accurate, up-to-date access information so you can plan your visit with confidence.

Who We Include

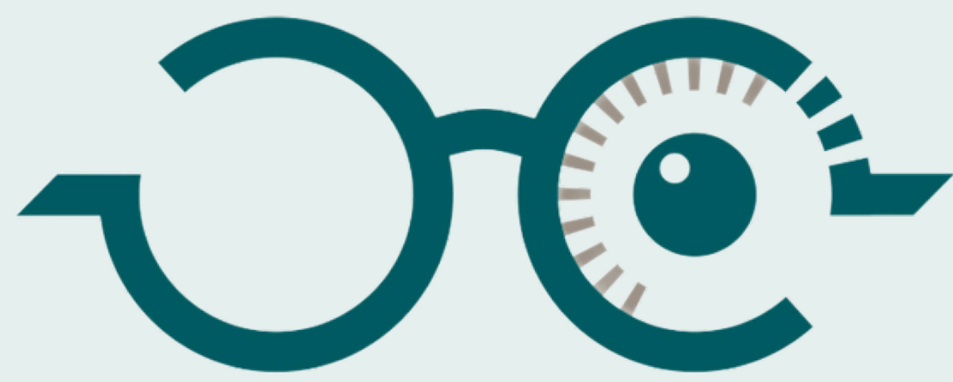
We actively welcome and accommodate guests with diverse access needs, including:

- Visitors using mobility aids (wheelchairs, walking frames, strollers/prams)
- People with vision loss, low vision, or hearing conditions
- Neurodivergent visitors, including individuals with sensory processing needs or autism
- Seniors, families with prams, and multi-generational travel groups
- Support workers, carers, and companions (Assistance animals are warmly welcomed throughout our practice and outdoor grounds)

What to Expect On-Site

1. Eyecare Eyewear Practices

- **Entry & Pathways:** Flat, step-free access from the main entrance into our reception, optical dispenses, and testing rooms. Doorways and internal walkways are spacious and wide enough to comfortably accommodate wheelchairs and mobility scooters.
- **Parking & Drop-Off:** Convenient street parking and close-proximity parking options with flat pathways directly leading to the front entry. We also have step-free rear practice access for patients that required a less public entrance or shorter distance to our consultation rooms.
- **Seating & Comfort:** Comfortable, sturdy seating is available in our reception and waiting areas.
- **Lighting & Sensory Environment:** As eye care professionals, we understand sensory sensitivities. We offer adjustable room lighting in consultation rooms, and our team is happy to accommodate low-sensory appointment times upon request.
- **Communication & Care:** Our team is trained in respectful disability awareness and clear communication. We are happy to provide information in larger text formats or work directly with support persons and companions.



eyecare eyewear

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Pre-Arrival Enquiries & Support

If you have specific access questions, require tailored assistance during a clinical visit, or need pre-arrival information in an alternative digital format, our friendly team is here to assist.

Practice Contact Details

Eyecare Eyewear Dalby
87 Cunningham St
07 4669 7072

Eyecare Eyewear Chinchilla
95 Heeney St
07 4668 9888

For opening hours: www.ecew.com.au/contact-us/

Accessibility is an ongoing journey. We regularly review and refine our facilities and practices, and we warmly welcome patient feedback to help us build an even more inclusive space for our local community and regional visitors.