

Low Sensory Shopping Hour.

What is it?

The **Low Sensory Shopping (LSS) Hour** aims to make the shopping experience more relaxed by making it less busy, noisy, and bright for all shoppers.

A person living with Autism, the elderly or someone with any disability may particularly benefit from the Low Sensory Shopping Hour. The shopping experience has been adapted to create a more pleasant, agreeable and accessible environment for those with sensory impairment or a sensory processing disorder.

Why is it important?

By providing this dedicated shopping time, shoppers often expect less judgement, reduced anxiety and sensory stress, if they, or a family member have difficulty with the experience. The aim is to make the experience more relaxed, inclusive and encourage people to attend who may normally avoid this kind of environment.

When?

Handmade Canberra is pleased to offer a Low Sensory Shopping hour experience at each market. The Low Sensory Shopping hour will run from 9am and 10am on the Sunday of the market weekend.

Who can attend?

The experience is inclusive and open to all. Anyone who may benefit from the experience is encouraged to come along. We ask that attendees register by getting a FREE ticket to attend the Low Sensory Shopping hour via the link on our website.

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What does it look like?

Handmade will be doing the following during LSS hour:

- Dimming the lights to make it less bright
- Reducing noise of music and PA announcements to make it less noisy
- Educating staff and stallholders so they better understand the customers needs
- Reducing attendance numbers to give more space and reduce overwhelm through ticketed entry
- Provide a respectful announcement 15 minutes and 5 minutes before the doors open to the general public
- Provide a quiet space in the foyer for visitors to retreat if they require
- Provide a market map and [detailed guide](#) on our website to support customers on how to navigate the market and get help.

What stallholders should do:

- **ALL stalls** must be ready to trade at 9am on Sunday
- Minimise strong smells – For example- keep candles with lids on, don't commence cooking until 10am
- Reduce noise- keep noise to a minimum such as loud blenders, grinders and any noise within your stall
- Ensure signage and price tags are easy to read
- Provide accessible changerooms. Allow caregivers into fitting rooms to help those who struggle with dressing themselves. Ask whether assistance is welcomed.
- Be more present and help customers if they can't reach products or need a bit more help.
- Remember, not all disabilities are visible. If a customer is wearing a [Sunflower lanyard](#), it is a discreet indicator that they need additional support, help or a little more time.
- Turn off dynamic or moving lights during this time.
- Consider that some people with Autism may make loud vocal noises and this is expected.