

How to enhance retail accessibility for individuals with disabilities using the latest mapping technology

For individuals with accessibility issues, shopping centres can pose a complex environment with numerous challenges. These can include sensory overload caused by bright lights, excess noise, crowds, and music, as well as a lack of clear indoor wayfinding solutions for those with vision impairments.

As a result, these customers often miss out on an enjoyable shopping experience and the shopping centre misses out on engaging with these customers.

NGIS, Liveli and its partner MapsPeople can offer location mapping and wayfinding solutions

to empower individuals with accessibility issues, so that they can navigate indoor spaces with ease and confidence and enjoy the shopping experience.

1. Australia Institute of Health and Wealth



Some features our solution can offer include:

1. Wheelchair accessibility

With our technology you can locate wheelchair ramps, elevators, and accessible entrances/exits effortlessly. Ensure smooth and hassle-free mobility for visitors and staff using wheelchairs.

2. Visual accessibility

High-contrast maps aid individuals with visual impairments in navigating retail facilities. The platform allows customers to adjust zoom level and font size for personalised viewing, comfort and clarity.

3. Audio instructions

The platform provides audio instructions that can be helpful for people who are blind or visually impaired. These instructions can be played through a smartphone or other compatible device.

4. Multilingual support

Our solution can support multiple languages, which can be helpful for people who speak languages other than the primary language of the building.

5. Route personalisation

Create further personalised routes based on individual needs and preferences. This feature can be helpful for people with mobility issues to avoid areas that pose a problem.

6. Sensory-friendly support

Our solution supports individuals with sensory sensitivities by providing routes that avoid excessive noise, bright lights, strong smells, or overwhelming movement. We offer alternative pathways to create a comfortable shopping experience. Additionally, users can locate designated “quiet rooms” or spaces to find solace and escape overwhelming sensory stimuli.

Accessible Spaces from MapsIndoors

Brought to you by NGIS, Livelī is an indoor mapping and wayfinding platform that helps users navigate complex indoor spaces like shopping malls (airports, hospitals, and other large venues). Built on Google Maps, MapsIndoors provides a seamless transition from outdoors to indoors and provides a comprehensive solution that empowers businesses to create accessible and inclusive environments for everyone.

Make the change today

By implementing MapsIndoors, shopping centres can enhance accessibility, ensuring that all visitors have a positive and inclusive shopping experience.

Contact us today to learn more about how NGIS, Livelī can revolutionise accessibility in retail indoor navigation. Together, let's create an inclusive environment for all.



Alexis Phillips

+61 404 827 211

alexis.phillips@ngis.com.au