

Toolkit for accessible and inclusive events

CONTENTS

Copyright and Disclaimer2

1. INTRODUCTION2

2. GETTING STARTED CHECKLIST3

3. UNIVERSAL ACCESSIBILITY SYMBOLS.....7

4. INCLUSIVE LANGUAGE GUIDELINES10

5. TIPS FOR COMMUNICATION AND ASSISTANCE.....11

6. DRAFT WORDINGS 12

Flyers and written collateral 12

Accessibility registration forms 12

7. SAMPLE: ACCESSIBILITY REGISTRATION FORM 13

LIST OF ATTACHMENTS

- › Universal Access Symbols (.zip, 11.2MB)
- › Accessibility Register Template (.docx, 28KB)



Copyright

© NSW Department of Premier and Cabinet 2018

Disclaimer

This document (and the templates herein) has been prepared by the State of New South Wales (acting through the Communications and Engagement Division) as a guide only which may be generally relevant to you or to your event. It is in no way to be regarded as a complete or comprehensive guide.

The State of New South Wales makes this document available on the understanding that you will exercise your own skill and care. Before relying on the material contained or referred to herein in any important matter, you should carefully evaluate the source, accuracy, currency, completeness and relevance of the information for your purposes and should obtain appropriate professional advice (e.g. legal, financial, etc.) relevant to your particular circumstances.

References given in this document for contact details such as phone numbers and web address are liable to change over time as is other information contained herein.

Where references are given to third party sources, the State of New South Wales provides these for your assistance only and in no way is this to be taken as any form of representation or endorsement by the State of New South Wales for the services or productions that may be provided by these parties. Nor does the State of New South Wales make any representation as to the accuracy, currency or correctness of information provided by third parties. Similarly, you should not interpret the absence of a reference to a third party as a comment on that third party.

“As a wheelchair user, this is one venue that I never hesitate to book tickets at. That’s because I know I’m always able to sit with my friends to enjoy the game, rather than by myself.”

“As a person with low vision, the increased lighting and audio announcements about where to catch buses and taxis were a great help as I was leaving the event to get home. These little things can help to make an event so much more enjoyable and stress free.”

“As an event organiser for a popular local community event, we have tried to incorporate accessibility considerations into our planning over the last few years. We have noticed a significant increase in attendance by people with disability and their families and friends, as well as parents with prams and older members of the community. Our event now better reflects our community.”

When planning an event, it is a [legal requirement](#) to consider the access needs of people with a disability. With over 20 per cent of the NSW population living with disability, making your event accessible is also an important commercial decision. Promoting an event’s focus on accessibility may also be an attractive prospect for supporting partners or sponsors.

Accessibility customers might be:

- › Someone with low vision or hearing
- › A person who is a wheelchair user
- › A person with intellectual disability
- › A parent pushing a stroller
- › An older person.

Accessibility customers are either born with disability or they may acquire a disability, temporarily or permanently, at some point in their lifetime. It is also worth noting that as we all age, our accessibility needs increase.

This toolkit aims to assist event organisers in creating an event that is accessible to all members of the community.

For further information about organising events in New South Wales, refer to the [NSW Government’s Event Starter Guide](#).



GETTING STARTED CHECKLIST

As you go through this checklist, think about where other accessibility solutions could be applied to your event. This is just a starting point, so challenge yourself to think creatively.

During the event, put yourself into the position of an accessibility guest and make notes where you can see other changes that can be implemented next time.

Budget

- Have you factored in the additional budget to address accessibility requirements?

Venue

- Do you have the option to choose a fully accessible venue?
- If not, are both yourself and the venue prepared to implement accessibility provisions where required?
- Are there accessible public transport services near the venue?
- Are there drop off points for vehicles close to the entrance of the venue?
- Are there clearly identified accessible car parking spaces available near the entrance?
- Is there a clear, continuous accessible path of travel (CAPT) from any public transport, parking or drop off points to the venue entrance? A CAPT is defined as a delineated pathway (minimum 1 metre wide) with no steps or barriers.
- Is there a clear, continuous accessible path of travel from the entrance to all the areas being used as part of the event?
- Are all doors wide enough (minimum 1000mm) for a wheelchair user to get through?
- Is the information/registration desk at a height that is accessible for a wheelchair user?
- Are there accessible unisex toilets?
- Is there a hearing loop? If not, can you install a temporary one?
- If the venue has fixed seating, are there removable seats for wheelchair users?
- Is there provision for a break out space or quiet room?

Infrastructure and Seating

- Have you planned for alternative arrangements where any of the pre-existing infrastructure has been identified as inaccessible?
- Are any stages and risers accessible for performers and speakers, if required?
- Are there easily accessible powerpoints available to charge motorised scooters and wheelchairs?
- Have you designated an accessible seating area at the front of audience areas with an unimpeded view of the stage, speaker and/or Auslan interpreter? For a medium sized event, aim to provide seating for 20 people as a minimum (roughly 1.5m² per person).

GETTING STARTED CHECKLIST

Transport

- Are any additional accessible parking or drop off points required?

Signage

- Do you have clear signage to direct people to all event areas as well as amenities such as info booths, toilets and first aid?
- Are accessible pathways clearly identified?
- Is there an accessibility map?

Outdoor Events

- Are there any structures obstructing any kerb ramps?
- Are accessible portaloos and water stations provided?
- Do any street closures or fencing maintain the accessibility of kerb ramps or accessible paths of travel?
- Are there breakout spaces and seating provided in shaded areas?
- Do any grassy areas need to be covered with flooring materials to make mobility easier?
- Are all cable trays wheelchair accessible?

Assistance Animals

- Are there facilities for assistance animals (eg bathroom, water, shade)?
- Have staff been briefed on the rules and regulations pertaining to assistance animals? (Refer to [NSW State Legislation](#))

Tickets and Registration

- Do you have a registration form for accessibility guests? If not, can they note their specific requirements at the time of booking?
- Are registration forms and booking systems in an accessible format with different submission options such as web, telephone and email?

Content and Information

- Is any written information, such as programs, available in an accessible format for people who are blind or with low vision?
- Is there an opportunity to provide audio description or other accessible formats for any visual information such as a presentation or video?
- Do you need captions or an Auslan interpreter for any speakers or video?

GETTING STARTED CHECKLIST

Staff

- Have your staff (including venue-supplied staff) and volunteers had disability awareness training and been briefed on any accessibility measures or requirements?

Sound and Lighting

- Have audiences been informed if there will be any flash lighting, strobes, smoke, loud noises or other special effects?
- If the lights are dimmed for presentations, are any sign language interpreters still adequately lit?
- Are portable microphones available for members of the audience who are invited to ask questions from the floor?

Catering

- Are the catering tables or food vendors (including food trucks) at a suitable height for wheelchair users?
- Are accessible seating and tables available?

Marketing and Communications

- Does your website follow web accessibility standards? (Refer to WCAG 2 at a Glance and How to Meet WCAG 2.0: A customisable quick reference)
- Are there multiple methods of contact available such as a phone number, email address or telephone typewriter (TTY) number?
- Does your written material use a large and clear font style, with good contrast between text and background?
- Are your communications using appropriate inclusive language (eg 'accessible toilets' rather than 'disabled toilets') and plain English (refer to How to write in plain English)?
- Does your website have specific accessibility page?

Add your own below:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

UNIVERSAL ACCESSIBILITY SYMBOLS

Internationally recognised accessibility symbols make it easy for those with accessibility requirements to identify facilities that accommodate their requirements. Use them in all signage, including maps, marketing materials, websites and programs in order to publicise to attendees that your event is accessible.

The accompanying zip file contains 12 universal accessibility symbols in EPS, TIFF and JPEG formats.

With thanks to the Graphic Artists Guild for producing these icon files.

Wheelchair Accessible



Indicates access for individuals with limited mobility, including wheelchair users.

Accessible Print (18 pt or Larger)



Must be used at 18pt or larger. Identifies large print versions of books, programs, forms and any other printed material.

Access (Other Than Print or Braille) for Individuals Who Are Blind or Have Low Vision



Indicated access for people who are blind or have low vision, best used in places such as a guided tour, a path to a nature trail or sensory garden in a park, a tactile tour or an exhibition that may have tactile elements.

Assistive Listening Systems



Indicates the presence of a system such as a hearing loop that transmits amplified sound via hearing aids, headsets or other devices.

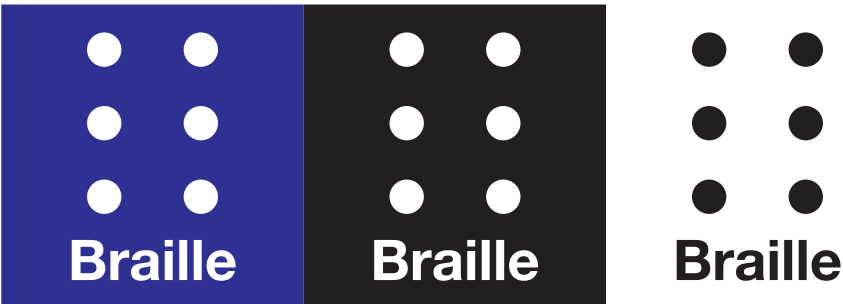
UNIVERSAL ACCESSIBILITY SYMBOLS

Audio Description



Indicates a live commentary or narration of visual elements provided by a trained Audio Describer.

Braille



Indicates that printed material is available in Braille.

Closed Captioning (CC)



Indicates that closed captioning is available. Open captions are always in view and cannot be turned off, whereas the visibility of closed captions is controlled by the viewer.

Open Captioning (OC)



Indicates that open captioning is available. Open captions are always in view and cannot be turned off, whereas the visibility of closed captions is controlled by the viewer.

UNIVERSAL ACCESSIBILITY SYMBOLS

Information



Indicates the location for information about the event and accessibility.

Sign Language Interpretation



Indicates that an AUSLAN sign language interpretation is provided.

Telephone Typewriter (TTY)



Indicates the presence of a device used with the phone for communication with and between members of the deaf and non-deaf community.

Volume Control Telephone



Indicates the presence of telephones that have handsets with amplified sound and/or adjustable volume controls.

INCLUSIVE LANGUAGE GUIDELINES

Acceptable terminology in relation to disability is constantly changing – phrases such as “handicapped” and “disabled” which were once standard language can now be considered offensive.

These are some general guidelines for inclusive language best practice:

Person first as opposed to “the Disabled”. For example:

- › Person with disability - not disabled person
- › Person who is deaf or a person who is hard of hearing - not hearing impaired
- › Person who is blind or a person with low vision - not vision impaired
- › Person without disability - not able-bodied or non-disabled
- › Wheelchair user - not wheelchair bound or confined

Recognise the person’s individuality:

- › Focus on the person rather than the disability. Don’t be afraid to ask!

Focus on accessibility rather than disability:

- › Accessibility also includes others with access requirements such as older people, children and carers.

Don’t forget facilities:

- › Accessible facility (eg toilet/car space/phone) – not disabled facility

The key rule is – don’t assume all disabilities are obvious.

For more information go to [Australian Network on Disability: Inclusive Language](#).

TIPS FOR COMMUNICATION

We've been taught for years that people with disability are 'special' or 'different', which can make us overly conscious of the risk of offence when interacting with them. But it's important to remember, just like in the language guidelines, that these are people who just happen to have different access needs.

In order to offer the best event experience possible for all attendees, you may wish to include the following tips for communication and assistance in your staff or volunteer training.

Generally:

- › Understand that each person with disability is an individual with their own likes and dislikes.
- › Always focus on the person, not their disability. Always address the person directly, not the other people who may be with them (such as a sign language interpreter or assistant).
- › Always ask the person first if they want assistance; do not assume they need it.
- › If you are having a conversation that will last more than a few moments with a person using a wheelchair, bend to eye level or pull up a chair.

For a person who may have a learning difficulty, an intellectual disability, dementia or brain injury:

- › Address the person directly, listen carefully, speak clearly and check for understanding. Always use clear language without being patronising.
- › Allow the person time to ask questions and try not to rush them. Try not to overload the person with information. Make it clear you are there to help if they forget the information.

For a person with low hearing or who is deaf:

- › Always face the person so they can read your lips. Try to make sure there are no bright lights behind you that may limit their ability to see your lips.
- › Use your normal tone of voice and volume. If possible, move out of areas with lots of background noise.
- › If a person who is deaf is there with a sign language interpreter, always address your comments directly to the person who is deaf rather than to the interpreter.
- › Have a pen and paper on hand to help you communicate with the person if necessary.

For a person with low vision or who is blind:

- › Always identify yourself by name. If appropriate, ask for their name so you can address them directly and so that they know you are talking to them and not someone else.
- › If a person who is blind asks for assistance to go somewhere, ask which side you should be on and offer your arm so they can hold it just above your elbow.
- › Never pat or distract a guide dog or offer it food while it is in harness; it is a working animal under the control of its owner.

DRAFT WORDINGS

Flyers and written collateral

Here is some simple wording you can include on your website, flyers or other written collateral that makes it clear that your event is accessible and inclusive::

[Organisation] is committed to making [event name] a safe, inclusive and enjoyable event for all.

For more information on accessibility services for [event name], visit [URL of accessibility page on event's website].

For general information about planning for [event name], visit the [organisation/event name]'s official website [URL of official event website].

Accessibility registration forms

Add the below section for an accessibility registration form. A template is also provided on page 13 of this toolkit:

This is an enquiry register for people with disability or additional accessibility requirements wishing to attend [event name]. If you, a friend or a relative have specific accessibility requirements, please complete the form below.

If you need assistance completing this form, contact [staff member] on [email address] or [phone number].

If you have hearing or speech considerations, contact relayservice.gov.au and quote our number [phone number].

If you need to contact us through an interpreter, call the Telephone Interpreting Service (TIS) on 13 14 50, and quote our number [phone number].

SAMPLE: ACCESSIBILITY REGISTRATION FORM

A registration form for attendees to your event helps with your planning process to ensure you can tailor solutions to known individual requirements. It also allows you to speak directly with guests before the event so they're able to make their own plans accordingly.

You can distribute this form as a PDF, or in an online web-based format such as [SurveyMonkey](#).

An editable Microsoft Word (.docx) version is included as an attachment with this toolkit.

The Accessible Event Company is committed to making the New Year's Eve celebration a safe, inclusive and enjoyable event for all.

This is a booking register for people with disability or those with mobility support requirements wishing to celebrate New Year's Eve. If you, a friend or a relative have specific accessibility requirements, please complete the form below.

If you need assistance completing this form, contact the Access & Inclusion Manager, John Smith at john.smith@accessibleevent.com.au or 02 9123 4567.

If you need to contact us through an interpreter, call the Telephone Interpreting Service (TIS) on 13 14 50, and ask them to contact us on 02 9123 4567.

First Name

Surname

Contact Phone Number

Email Address

Postal Address

What are your accessibility requirements? (e.g. wheelchair user, low vision)

How many guests will be attending in total?

What is your planned mode of travel to the event?

Additional Comments/Questions

Please send your completed form to john.smith@accessibleevent.com.au or 123 Events Rd, Sydney NSW 2000. Once it has been received, we will contact you with confirmation of your booking.
