

# Venue Accessibility Checklist

The Venue Accessibility Checklist is a specific reference guide which aims to assist event organisers in creating an event that is accessible to all members of the community.

### Must Have:

#### **Venue**

* Are there accessible public transport services near the venue? How many stops so you can provide this information on the accessible routes from railway stations or bus stops to the event.
* 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 pathways clear, well-lit with non-slip surfaces?
* Are all doors wide enough (minimum 1000mm) for a wheelchair user to get through?
* Are there accessible unisex toilets?
* Is there a hearing loop? If not, can you install a temporary one?
* Will audio description be provided for blind and low-vision attendees?
* If the venue has fixed seating, are there removable seats for wheelchair users? What do the chairs look like? Can a dog fit underneath comfortably?
* Is there an accessible evacuation procedure? Eg. both visual and audio fire alarms are installed and working. Clearly marked accessible emergency exits with accessible routes which are clear of obstruction.

#### **Transport**

* Have you provided the closest transport hubs to your event with estimated walking times and gradients?

#### **Signage**

* Do you have clear signage to indicate the main entrance?
* Do you have clear signage to direct people to all event areas as well as amenities such as food stations, info booths, toilets and first aid?
* Have you ensured signage is printed with clear contrast colours (black on white)?
* Are accessible pathways clearly identified?
* Is there an accessibility map which highlights all the accessibility elements available? This can be in an accessible electronic format or large print.

#### **Assistance animals**

* Are there facilities for assistance animals (e.g. a nearby grass area to toilet Guide Dogs? Ideally no road crossings, car park crossings etc., water, shade)?

#### **Lighting**

* Is there adequate lighting?

#### **Staff**

* Have staff (including venue-supplied staff) and volunteers been briefed on disability awareness including Guide Dog rights and any accessibility measures or requirements including emergency evacuation procedures?
* Can there be in-person support provided throughout the event to help orientate and guide attendees? By meeting them at the entrance, doing a walk through whilst describing the venue, showing them where the amenities are and provide further assistance if required? If the person can meet them at the transport hubs/drop-off points, can this be clearly communicated prior to the event?

### Good to have:

#### **Venue**

* Is there a breakout space or quiet room?
* Is there clear external signage to the event which includes visual symbols?
* Is the information/registration desk at a height that is accessible for a wheelchair user?
* Are there lifts with audible information and buttons with a raised tactile surface and braille markings?

#### **Infrastructure**

* Are there easily accessible powerpoints available to charge mobility devices?

#### **Lighting**

* Can the lighting be controlled in the venue? Are there blinds we can lower to make the room dimmer if required?

**Catering**

* Are there accessible facilities such as food and drink counters marked with clear visual signage?
* Are the catering tables or food vendors (including food trucks) at a suitable height for wheelchair users?
* Can the venue provide accessible plating or finger food? With clear descriptions/labelling of food with someone to help serve the food?
* Have dietary requirements been considered?

**Registration**

* Are registration forms and booking systems in an accessible format with different submission options such as web, telephone and email?

### Tips for communication and assistance

We’ve been taught for years that people with disability are ‘special’ or ‘different’, which can make us overlyconscious of the risk of offence when interacting with them. But it’s important to remember, just like in thelanguage 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 followingtips for communication and assistance in your staff orvolunteer 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 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.
* always address your comments directly to a person who is deaf rather than to their interpreter (if a person who is deaf has a sign language 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.
* ask which side you should be on if a person who is blind asks for assistance to go somewhere 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.