



Planning Accessible Events

Guide & Checklist

Central Coast Council

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Introduction

Everyone enjoys going to a good event. Events can be a time to relax, be entertained, have a bit of fun, learn some new skills, spend time with friends and family, or meet new people.

Unfortunately people with disabilities commonly come up against barriers which make their participation in events very difficult. This might be because of where the event is held, how it is set up or how it is advertised resulting in the event feeling unwelcoming and exclusive for people with a disability.

This guide is designed to assist event organisers ensure that everyone is able to attend and participate in their events.

It will cover physical aspects of accessibility and outline how the content of events can be more inclusive.

These guidelines are intended for application to the planning of any event or meeting, which may include conferences, festivals, workshops, film or music events, award ceremonies, fundraisers, community consultations or Annual General Meetings (AGM's).

The guidelines apply to any event, regardless of whether you are expecting people with disabilities to attend or not. This is because they will ensure a better experience for all event attendees, and also because it is likely that you will not know when a person with a disability wants to attend your event.

People are under no obligation to disclose their disability to you.

Don't forget that people with disabilities will not just be participants to your event they may be sponsors, performers, special guests or presenters. This guide will help you to consider how accessibility and inclusivity can be ensured through all aspects of your event.ⁱ

This guide cannot cover every instance where an access issue may occur. The most important principles to remember are:

- Throughout the planning process continually ask yourself the following question: "is this accessible and inclusive for **everyone?**"
- Remember that everyone should be able to attend an event, feel included and have their needs met.
- Be open and responsive when an accessibility issue is raised.
- Ask how you can make that aspect of the event more accessible and consult with others who can advise you on accessibility.

- Find a solution to the problem which will not compromise on the quality of the event experience for people with disabilities.

No two people with disabilities are the same. All people have different needs and preferences. Examples have been provided in this guide to illustrate how a particular situation may affect a group of people with a specific disability. It is important to remember that these are generalisations and not all people in that group will be impacted in the same way.

This guide does not provide extensive technical specifications for access. For technical information consult the Disability Access to Premises (Buildings) Standards at <http://www.comlaw.gov.au/Details/F2010L00668>. Within these standards you will find references to the Australian Standards.

This guide provides information about most aspects of making your event accessible and inclusive. A quick reference checklist can be found at the beginning of this document. This checklist acts as a summary of topics covered in this guide and can be used to make a quick assessment of your event.

How important is it to plan accessible events?

Approximately one in five people in Australia have a disability. Therefore, people with disabilities represent a significant sector of the population who need to be catered for.ⁱⁱ

This guide will help you to cater for a market which is often neglected bringing the purchasing power of people with disabilities, their friends and families to your events.

People with disabilities have the right to participate in public life equally, with dignity, and without disadvantage, discrimination or having to identify their disability.

People with disabilities are protected under the *Commonwealth Disability Discrimination Act of 1992* which makes discrimination against people with disabilities unlawful in areas such as education, employment, transport, access to goods and services and access to premises. The act also protects family, carers, and others associated with people with disabilities, from discrimination on the basis of disability.ⁱⁱⁱ

If your event is not accessible and a person with a disability is disadvantaged or discriminated against either directly or indirectly, this could result in a

complaint of discrimination against you or your organisation, which could be costly and damaging to an organisation's reputation.

Making sure your event is accessible to people with disabilities demonstrates a commitment to, and value of inclusion of all people.

Accessibility does not only benefit those with disabilities, it is beneficial to everyone including older people, parents with prams, people with temporary disabilities, children, people from culturally and linguistically diverse backgrounds, and even the event organisers and stall holders at your events with heavy loads, carting goods and making deliveries. When an event has been planned with accessibility in mind it is a far more enjoyable event for everyone.

If you are contracting other services, such as caterers or professional conference organisers, these services should be aware of their responsibility to make their services accessible to people with disabilities. You can ask them about how they plan to cater for people with disabilities when you are choosing a service provider. ^{iv}

Limited funding might mean you may find it difficult to implement some accessibility features. However, for the most part accessibility and inclusivity of an event is inexpensive and just requires being informed about access and inclusion, careful planning, consultation and good decisions about your venue, services and activities.

How accessible is this event?

Quick reference checklist

Use the page numbers at each heading to refer to parts of the Planning Accessible Events guide. This checklist has been developed in conjunction with the Access Institute. ^v

Planning your event - From page 12	Yes/No
<ul style="list-style-type: none">• Have you allocated some of your budget to potential access needs, e.g. Auslan interpreters?	
<ul style="list-style-type: none">• Is your venue wheelchair accessible? Don't overlook small sets of stairs.	
<ul style="list-style-type: none">• Is there a wheelchair accessible toilet?	
<ul style="list-style-type: none">• If hosting a sit down event, are there wheelchair accessible viewing spaces?	
<ul style="list-style-type: none">• Is there a hearing augmentation system? e.g. hearing loop.	
<ul style="list-style-type: none">• Have you allocated parking close by for people with disabilities? Is there accessible parking for motorised scooters and wheelchairs? Is there a drop – off zone for people with disabilities?	
<ul style="list-style-type: none">• Are there clear, external and internal directional signs including symbols?	
<ul style="list-style-type: none">• Are there clear paths of travel from outdoor to indoor areas?	
<ul style="list-style-type: none">• Is there protection from wind, rain and noise in outdoor areas?	
<ul style="list-style-type: none">• Are there wide, self-opening or easy to open doors?	
<ul style="list-style-type: none">• Are the door handles lever style and at an accessible height?	
<ul style="list-style-type: none">• Are their safety markings across any glass doors and adjacent panels?	
<ul style="list-style-type: none">• Are service counters clutter free and at low height? Do they have an accessible buzzer?	
<ul style="list-style-type: none">• Does seating have backs and armrests?	
<ul style="list-style-type: none">• Is the lighting consistent and even throughout the site?	

<ul style="list-style-type: none"> • Is there clear space between furniture and exhibits for a person to manoeuvre a mobility aid (i.e. wheelchair, scooter, walking frame, walking stick)? 	
<ul style="list-style-type: none"> • Do you have a recharge power point for people to charge electric wheelchairs and scooters? 	
<ul style="list-style-type: none"> • Are the floors and ground surfaces slip resistant? 	
<ul style="list-style-type: none"> • Are the smoke alarms and emergency exits visible and accessible? 	
<ul style="list-style-type: none"> • Is there sufficient information for people with disabilities: <ul style="list-style-type: none"> - Lift - Accessible toilet - Emergency procedures 	
<ul style="list-style-type: none"> • Is there an accessible website with information about events and services, and is the booking page accessible? 	
<ul style="list-style-type: none"> • Are there discounts for pensioners, and do you accept companion cards? 	
<ul style="list-style-type: none"> • Are you able to provide water for assistance animals? 	
<ul style="list-style-type: none"> • Is there accessible first aid and support? 	
Moving around your event	Yes/No
<ul style="list-style-type: none"> • Have you created a mobility map of the site indicating accessible parking, toilets, paths and attractions? 	
<ul style="list-style-type: none"> • Are there accessible self-service counters/display areas? 	
<ul style="list-style-type: none"> • Are there staff available to assist in self service areas? 	
<ul style="list-style-type: none"> • Are exhibits suitable heights for people using wheelchairs? 	
<ul style="list-style-type: none"> • Is there access to stage and change room areas? 	
<ul style="list-style-type: none"> • Should you provide accessible guided tours? 	
<ul style="list-style-type: none"> • Will you provide wheelchairs for loan? 	
<ul style="list-style-type: none"> • Is there access to support staff to assist where necessary (e.g. pushing wheelchairs)? 	
<ul style="list-style-type: none"> • Is there access to and within viewing areas and lookouts (e.g. near parade routes)? 	
<ul style="list-style-type: none"> • Have you provide wheelchair accessible seating throughout site? 	
<ul style="list-style-type: none"> • Are there accessible rest areas including seating, lighting, drinking fountains, shelter etc? 	
<ul style="list-style-type: none"> • Should you provide an accessible shuttle service? Or is there access to accessible public transport options near 	

the site?	
<ul style="list-style-type: none"> • Are their accessible options to all attractions onsite (i.e. beach ramps, fishing platforms, lake areas, camping sites, playgrounds, picnic areas etc)? 	
Vision	Yes/No
<ul style="list-style-type: none"> • Is signage large print, and available as raised tactile, braille? 	
<ul style="list-style-type: none"> • Have you placed an 'assistance animals welcome' sign at entry? 	
<ul style="list-style-type: none"> • Is lighting effective throughout the site? 	
<ul style="list-style-type: none"> • Have you provided clear, large print name tags for staff and volunteers? Are staff available to read information to participants if required? 	
<ul style="list-style-type: none"> • Do you need to consider audio guides, signage and descriptions of performances and plays? 	
Hearing	Yes/No
<ul style="list-style-type: none"> • Do staff or volunteers need to have basic sign language skills? 	
<ul style="list-style-type: none"> • If you are showing films, do you need to consider captioning? 	
<ul style="list-style-type: none"> • Should you provide live captioning at talks or presentations, or have sign language interpreters on event stages? 	
<ul style="list-style-type: none"> • Should you provide pen and paper to event staff so they are able to exchange information? 	
<ul style="list-style-type: none"> • Are there appropriate acoustic environments to reduce background noise? 	
<ul style="list-style-type: none"> • Are there any alternatives to audible announcements (i.e. visible display)? 	
Invitations and advertising – From page 18	Yes/No
<ul style="list-style-type: none"> • How accessible is your advertising? Is it available in different formats, including text which is accessible to screen readers? 	
<ul style="list-style-type: none"> • Have you considered the guidelines for producing clear print? 	
<ul style="list-style-type: none"> • Have you included details about your event's accessibility on your invite? 	

<ul style="list-style-type: none"> • Have you provided contact details where patrons can ask accessibility questions? 	
Etiquette and language – From page 23	Yes/No
<ul style="list-style-type: none"> • Do event staff know how to interact confidently and appropriately with people with a disability? 	
<ul style="list-style-type: none"> • Are event staff aware of language dos and don'ts? 	
Your event – From page 26	Yes/No
<ul style="list-style-type: none"> • Have you asked your MC and presenters to keep in mind the need to use descriptive verbal language for the benefit of people who are vision impaired, and clear body language to aid understanding for people who are hard of hearing? 	
<ul style="list-style-type: none"> • Have you considered the need for alternative formats and how you will provide this information (e.g. PowerPoint slides and conference pack)? 	
<ul style="list-style-type: none"> • Have you considered how everyone will be able to participate in your event's activities? 	
<ul style="list-style-type: none"> • Have you conducted a risk assessment and eliminated or mitigated against environmental hazards? 	
<ul style="list-style-type: none"> • Have you considered emergency procedures and how people with disabilities will be catered for? 	
<ul style="list-style-type: none"> • How accessible is your catering of food and refreshments? 	

Key points to remember:

- Throughout the planning process continually ask yourself, **"Is this accessible and inclusive for everyone?"**
- Remember that everyone should be able to attend an event, feel included and have their needs met.
- Be responsive when an accessibility issue is raised.
- Ask how you can make that aspect of the event more accessible and consult with others who can advise you on accessibility.
- Find a solution to the problem which will not compromise on the quality of the event experience for people with disabilities.

Section 1: Planning your event

From the earliest stages of organising your event, ensure that accessibility is on your planning agenda. It is much easier to consider accessibility from the outset, rather than as an afterthought closer to the day of the event.

You need to consider it a given that there will be people with disabilities who will be attending your event.

Consult with the experts

It can be much easier to plan an accessible and inclusive event when you consult with people who know how to make an event accessible for people with a variety of disabilities.

You could invite people with disabilities, families, carers, and representatives who work in the disability sector to be on your organising committee.

Further, you should always consult with your patrons who will be able to provide feedback.

Event cost

For the most part, making your event accessible to people with disabilities just takes good planning. However, there may be some expenses that you need to budget for during the early planning stages. These expenses may include;

- Sign language (Auslan) interpreters.
- The production of accessible formats; braille or audio.
- A wheelchair accessible portable toilet (if the venue you choose does not have an accessible toilet).^{vi}

Choosing a venue

When choosing a venue for your event, you will need to consider its accessibility. It is best to do a walkthrough of the venue. Considerations should include:

The entrance

- The entrance must be accessible via a flat, even surface or ramp, or an elevator to provide a continuous path of rolling travel.
- If a ramp leads to the entry it should have a maximum gradient of 1:14 and have a slip resistant tread. For further details on ramps refer to The Disability Access to Premises (Buildings) Standards section, D5.2.

- Pay particular attention to whether there is a small step or two at the entry point. Often this is overlooked. If such a step does exist consider another building, or consider hiring a portable ramp (See Section 5: Useful resources).
- Staircases should have railings on both sides.
- If an alternative entry to the main entrance is used for accessibility, signage is required to indicate this accessible entry. Entry to a building for people with disabilities should be equally dignified as it is for people without disabilities.
- The doors of the venue need to be easy to open. Automatic doors are preferable. A door that can be pushed open using only a light level of strength is also acceptable.
- Also consider the door handle. A door knob is more difficult to turn compared to a lever handle. Try using the door handle with a clenched fist and light force.
- You could also leave the door open in a secured position preventing it closing.
- If the event requires a reception desk or table, ensure that it is low enough for a person of short stature or a person using a wheelchair to approach and see over. Some reception counters have a lowered section especially for this purpose. These lowered sections also provide leg room for a person using a wheelchair. This enables them to approach the desk front on, rather than from the side. ^{vii} If this is not available, staff will need to be responsive and accommodating and come around to the front of the counter to serve the person.

The venue

- **Access:** Make sure that participants with disabilities will be able to access all parts of the venue that are necessary for them to visit including:
 - Toilets
 - Conference room
 - Breakout rooms
 - Eating areas
- **Clearance space:** To be able to move around furniture and any other equipment that will be set up on the day.
- **Lighting:** The venue should be well lit and should also have suitable window coverings so that you can control glare and sunlight.
- **Hearing loops:** If your event is a sit-down function or meeting with entertainment or presentations, you should investigate whether the

venue has a hearing augmentation system to assist people who are deaf or hard of hearing (See Section 5: Useful resources for more information to assist people who are deaf or hard of hearing).

- Seating: Make sure there are wheelchair accessible spaces within fixed seating arrangements with seating nearby for friends and family.
- Lifts/elevators: If there are lifts in the venue, consider whether they are large enough for people using wheelchairs to fit into and turn around in, and will also permit an attendant to fit. Are the buttons low enough for a person in a wheelchair to reach? The buttons should be labelled with tactile and braille.
- Braille labels: The lift should also have audio announcements and visual displays indicating the floor level upon arrival.
- Staging: If there is a stage for presentations, consider how it can be accessed in a wheelchair. If you cannot make it accessible via portable ramp, consider how you can designate space for a flat stage.
- Floor surfaces: If carpet is too thick, people using wheelchairs may find it difficult to move over this surface. Carpets with a low pile are best. Also make sure that surfaces are not slippery or uneven.
- Emergency procedures: Consider whether the venue's emergency procedure will cater for people with disabilities, e.g. will people with disabilities be offered assistance to evacuate the building?
- Signage: Includes emergency exits, toilets and way finding. Signage should be clear, large print, printed in contrasting colours and at a height where most people will be able to read it.^{viii}

Accessible Toilets

- The term 'accessible toilet' refers to a bathroom which a person with a disability is able to use. They may require a wheelchair, a carer or the support of railings for balance.
- An accessible toilet is required at all events.
- Ensure that it is unlocked for your event and not being used as a storage area.
- Consider how easy the door of the accessible toilet is to open.
- The door should be at least 850mm wide to allow the width of a wheelchair.
- It is preferable that the door opens outwards or is a sliding door. If inward opening consider whether a person in a wheelchair and an attendant would be able to fit inside and close the door.
- Check that the door locks and unlocks easily from the inside.

- Ensure there is sufficient room to have a wheelchair positioned beside and in front of the toilet pan to allow for transfer from the chair.
- There must be an L shaped continuous grab rail on the non-transfer side of the toilet pan.
- Consider whether the flush button, toilet paper, bin, wash basin, soap and paper towel dispensers, and or hand dryer are within reach for someone using a wheelchair.
- The wash basin should have a lever tap. Check that it is easy to turn on and off with a clenched fist and with light force? ^{ix}
- If there is no suitable accessible toilet you will need to hire a portable accessible toilet (See Section 5: Useful resources).
- For technical specifications, consult the Access to Premises Buildings Standards (See Section 5: Useful resources).

Outdoors

- Make sure that paved areas where your event will take place are free of trip hazards such as major cracks or unevenness.
- If the event is on the beach, you may be able to borrow Central Coast Council's beach wheelchairs to provide access to your participants who use a wheelchair (See Section 5: Useful resources).
- Ensure shaded areas are provided for those who are sensitive to heat or who experience light or glare sensitivity (See Section 5: Useful resources).
- Ensure that there are no tree branches or bushes which impede the line of travel, either from the sides or at head height.
- Make sure there are no tree roots in any line of travel.

Facilities in Central Coast Council local area

Visit our website to view a list of community facilities in the local area which may be appropriate for you to hire out as a venue. Basic information about facilities is provided, including disability access. Contact details for each venue are also provided.

Website: <http://www.centralcoast.nsw.gov.au>

Parking and transport to and from the event

When selecting a venue, you also need to consider how people with disabilities will get to and from your event.

Public transport

It is preferable that your event venue is situated within close proximity to public transport. Many people with disabilities rely on public transport to get around and you will increase the attendance of people with disabilities if there are good transport options available.

Transport considerations include:

- How easy it will be for your attendees to walk from the transport point to your event.
- The distance and quality of the environment.
- If the walk will be too difficult for attendees with disabilities to navigate, you could consider hiring an accessible shuttle bus.
- If an accessible shuttle bus is not available, you may want to consider subsidising the cost of a taxi for a wheelchair user so that they can attend your event on equal terms.
- Include information about the proximity of public transport and its accessibility in your invitations. This will make it easier for people with disabilities to plan their trip and will offer some reassurance that your event is accessible by public transport.

Accessible parking for people with disabilities

- Accessible parking should be available at your event.
- Accessible car parks should be as close as possible to the venue, with a clear and accessible line of travel leading to and from the entrance.
- Accessible car parks are wider than average car parks.
- Accessible car parks should be marked with the universal sign of access (Stick figure wheelchair user over a blue background). See the Disability Access to Premises Buildings Standards for specific technical requirements (See Section 5: Useful resources).

Drop-off and pick-up zone

It is a good idea to have an area designated at your event where people can be dropped off and picked up at close proximity to the venue.

The zone creates a safe area where people with disabilities can get in and out of vehicles, and offload mobility equipment without danger from traffic. It also means that people with disabilities do not have to travel far to the entrance of the venue.

- The zone needs to be as close as possible to the venue with a clear and accessible line of travel leading to and from the entrance.
- The zone needs to be appropriate for private cars, taxis and vans to park and be able to offload wheelchairs.
- It needs to be sufficiently sized to allow wheelchairs to offload. There may also be several people needing to be around the vehicle assisting.

Section 2: Invitations and advertising

Your venue and services at your event may be accessible; however, if your advertising is not, people with disabilities may not even know your event is happening.

Formats of invitations

It is essential to provide advertising and invitations in various formats to reach as many people as possible which may include posters, flyers, invitations, mail outs, advertising in newspapers and magazines, email, advertising online, social media, radio and TV.^x Various types of advertising formats and platforms will ensure you cater for the access needs of people with a range of disabilities.

Hardcopy or image PDF invitations and advertising

You may wish to produce hard copy or PDF flyers and posters using graphics. It is possible to create an appealing and eye catching document while ensuring that it does not prevent others from being able to read and understand it.

By ensuring invitations and advertising for your event follow clear print guidelines, you will help cater for many people with vision impairments, those with learning disabilities such as dyslexia, those with intellectual disabilities, elderly people and those from culturally and linguistically diverse backgrounds.

Producing clear print

These guidelines can be applied to any document you are producing, whether it is to be printed or electronic (these tips are adapted from the Round Table on Information Access for People with Print Disabilities Guidelines on clear print).

- Keep the format simple and in a logical sequence
- Keep the main text justified to the left margin as this makes it easier for readers to follow the text. Headings and titles can be centred if desired.
- Make sure text is horizontal and straight, rather than going vertically down the page, zigzag or curved

- Use clear, easy to read sans serif fonts, such as Arial. Avoid serif fonts. These fonts have extra details on the letters which make them more difficult to read. Do not use fonts which cluster letters close together, are narrow or which space too far apart.
- Do not italicise, underline or use block letters or a combination of capital and lower case letters, such as, 'lETteRs'.
- When creating flyers or invitations you can cater to people who require large print by making your text at least 18pt font when possible. Text should never be smaller than 12pt font.
- Bold words can be used to highlight and emphasise important details, however, ensure that the font is not too thick, obscuring the gaps between letters or the space within a character, such as with the letters, 'o', 's' and 'e'.
- Make sure the colours of the text and the background are well contrasting, for example black text on a white background, or white text on a black background are preferred by most people with vision impairments. You could also use such colour schemes as a black font over a pastel coloured background, or a pastel coloured font over a dark coloured background.
- Avoid colour combinations such as red and green, blue and green, green and yellow and blue and yellow, as people with colour deficiencies and colour blindness find these colour combinations difficult or impossible to read.
- Use clear, well defined photos and images. Consider how well the foreground of the photo contrasts with the background.
- If you are captioning photos, place the captions in a consistent position, such as beneath each photo.
- Do not place images, graphics, photos or watermarks behind the text, these can make reading the text extremely difficult.
- You can use paper with a matt finish as glossy papers reflect light and can prevent people with vision impairments and light and glare sensitivity from being able to read the text.^{xi}

Electronic methods

There will still be many people who cannot access printed materials such as those who are totally blind or who have an insufficient amount of vision to read text. These people will commonly use adaptive software to gain access to information.

Screen reading software enables people who are blind or vision impaired to read text information through listening to synthesised voice output. Screen magnification enlarges the computer screen to the users preferred size. Some people will use a braille display, which translates text into electronic braille.

Remember the below points when producing electronic documents:

- Screen readers and braille displays do not interact with image PDF's or images. A text version of your invitation is essential to ensure access to these people.
- Providing a text version will also benefit those using magnification software as image PDF's commonly appear blurred once enlarged.
- Prior to producing your invitation in a hard copy format or as an image PDF, make sure you have all the details of the document in a text format, such as in a word document. This will make it far easier for you to produce alternative versions of your document.
- Follow the points on producing clear print provided above when creating text for electronic distribution.
- If you wish to distribute your invitation via email, provide a text version of the invitation in the body of the email or attached as a Word or RTF document. This will enable people who use screen reading software or an electronic braille display to read the information.
- Utilise the internet and social media platforms to advertise your event such as:
 - Facebook
 - Instagram – great for video
 - Twitter
 - Linked In

Make sure that the text of the invite is included in the original post, so that screen reader users can read the information.

Accessibility details on your invitation

You can advise potential participants of the accessibility of your event on the invitation. Such details may include features of your venue and proximity to public transport. This will be very helpful to people who have disabilities as they can prepare for the event and know what to expect for planning ahead. It will also offer great peace of mind to be aware that the event will be accessible when they arrive.

An example of an accessibility statement:

- Venue is wheelchair accessible, with accessible parking and amenities.
- A wheelchair accessible shuttle bus will operate on a 15 minute basis from 12:00 PM from Gosford Rail Station to the venue.
- Carers free entry to event and Companion Card is accepted.
- Note on your invitation to encourage people to make contact with the event organiser if they have any access requirements to attend the event. These may include alternative formats of the invitation, information provided at the event, such as the conference pack or PowerPoint slides, or a need for a hearing loop or interpreter. The statement could read:

"If you have any additional access requirements to attend this event please phone (---Phone number---) or email (----email address----) or SMS (---mobile number---)."

It is important to provide various ways to contact you to cater for differing needs. A SMS option is of great assistance to people who are deaf or who have speech impairments.

Don't make general statements such as "This is an inclusive event". List the accessible features to enable someone to know what they can expect at your event to enable them to make an informed decision to attend or not.

Carers and personal assistants

Consider whether it is necessary to charge carers for an entry fee or ticket to your event. They may be there to provide an interpreting service, act as a sighted guide to someone who is blind or to provide assistance with personal care.

Many carers will hold a Companion Card. For example, Central Coast Council is an affiliate of Companion Card NSW, which means holders of the Companion Card can have their attendant carer attend an event hosted by Central Coast Council without being charged an entry fee. You can advertise if the Companion Card will be accepted at your event on your invitation. Upon presentation of the Companion Card provide the carer with a ticket free of charge.

See the below link for more information about the Companion Card, including a list of affiliates of the scheme. Website:

<http://www.nswcompanioncard.org.au/>

Presenters, performers and sponsors

Ask presenters, performers and sponsors upon invitation if they require any access adjustments in order to attend your event and explain your commitment to access and inclusion. ^{xii}

Section 3: Etiquette and language

Even if you ensure that your venue, advertising and activities are accessible, this does not necessarily mean your event will be inclusive and welcoming for people with disabilities. Etiquette and language are very important in ensuring a good event experience for all.

Provide your event staff with the below list of tips for communication with people who have disabilities.

Tips for communication

- General common courtesy should always prevail.
- Always speak to the person with a disability, rather than their interpreter or carer. Do not talk in the third person to the interpreter, for example, 'Does she want a cup of tea?'
- Speak to people with disabilities in the same manner you would to people without disabilities. Do not speak to an adult with a disability as though they are a child.
- If it is appropriate for the event, shake hands with people with disabilities, as you would with people without disabilities.
- Do not engage with or pat an assistance or guide dog. Engage a person in conversation before asking questions about their dog. They are there for a specific purpose and they should not be distracted.
- Try not to express your admiration of people with disabilities when they are carrying out everyday tasks that all other people perform, for example, 'That's really wonderful that you caught the bus here on your own', such comments are patronising.
- It's best not to ask personal questions about a person's disability when first meeting, for example, 'Were you born with this, or did you have an accident?' Curiosity is natural; however it is important to resist these questions as they are often considered intrusive. People with disabilities generally consider there to be far more interesting things to talk about compared to their disability. People with a disability are not anyone's "inspiration". They wish to lead ordinary lives like everyone else and not have to identify their disability.
- When talking about disability, use expressions such as, people with disabilities, a person with a disability, a person with quadriplegia, a person who is blind, a person who uses a wheelchair, rather than terms such as, disabled people, the disabled, a disabled person, a cripple, a blind person, a wheelchair bound or confined person. Remember that

the person comes before the disability. Terms such as cripple, deaf and dumb, deaf and dumb, retarded, slow, simple, spastic, and mong are highly offensive terms, inappropriate, not acceptable and should not be used in conversation.

- Never assume assistance is needed or wanted by people with disabilities. Always ask if your assistance is required.
- Approach people with disabilities at your events to welcome them as you would anyone else. It may be difficult for many people with disabilities to approach event staff, such as those with vision impairments and those with physical impairments.
- If speaking to a person using a wheelchair for longer than a few minutes, pull up a chair to sit at an equal height to them.
- Do not panic if you think you have offended or said something wrong, simply apologise as you would to a person without a disability.^{xiii}
- Whenever you start, or resume a conversation with someone with vision impairment introduce yourself and let them know you are a member of event staff as they may not be able to read your badge. Make sure you say your name each time you engage them, as it is not easy for people who are vision impaired or blind to remember voices or be aware you are addressing them if in a group. It is good practice during meetings and conferences for all people to state their name before speaking.
- Advise people who are blind or vision impaired when you are leaving the room, otherwise they may continue to speak to you without realising you have left.^{xiv}
- If a person with vision impairment indicates they would like sighted guide to a particular area of your venue, offer you your arm or ask to take their elbow to guide them. For specific details on how to give sighted guide see this link [guidedogs.com.au/education-and-resources/access/dont-turn-a-blind-eye/guiding-communication](https://www.guidedogs.com.au/education-and-resources/access/dont-turn-a-blind-eye/guiding-communication)

For more guidance on appropriate language, visit:

<https://www.and.org.au/pages/understanding-disability.html>

Guide, hearing and assistance dogs

Guide, hearing and assistance dogs are legally permitted to enter any public facility.

Guide dogs are identified by their harness, which may be a leather or nylon piece. Look for the long handle on the dog's back.

Hearing dogs are identified by their bright orange collars and leads and sometimes may wear an orange coat. Note that hearing dogs can be any breed.

Assistance dogs are identified by a blue jacket.

Note that several different organisations provide service dogs, and dogs from other organisations may be identified differently. If you are not sure of a service dog's authenticity you can ask the handler to produce their dog's passport or identification card.

- Do not pat, feed or distract a service dog in any way. They are there for a specific purpose. Always talk to its owner rather than the dog.
- Ask the owner of a guide dog if they would like assistance to find their way around the venue, to amenities or the meeting room. If so, ask how you can best help them. Do not take hold of the dog's lead or harness. Usually a guide dog user will instruct their dog to follow a person who is showing them to a particular area. Alternatively, they may ask to take your arm to be guided.
- Make sure you, and your event staff, are aware of where a grassed area is close to the venue for toileting of dogs, so you can advise dog handlers of the location.

Section 4: Your event

It is important to consider the actual structure and content of your event. You should think about how inclusive and accessible your activities are and whether the venue is set up to allow for easy mobility, comfort and inclusion of all participants.

Emergencies

- Ensure emergency procedures address how people with disabilities will be assisted in the event of an emergency.
- Make sure that event staff are aware of these procedures.
- Consider whether the venue has auditory and visual alarms.
- When briefing participants at your event about emergency procedures, it is essential to do this in a way that all people can understand.
 - Use clear, plain English.
 - Provide both auditory and visual instructions.
 - Be descriptive with verbal directions to emergency exits, 'to my left is the emergency exit'.
 - Use hand and arm gestures to indicate emergency exits.
 - If you are providing this briefing at the start of a PowerPoint presentation you can include a slide with written instructions. Make sure, however, that you also verbalise all information that is displayed on the slide.
- Ensure that there are accessible paths of travel leading to emergency exits and once outside the building to the assembly area.^{xv}

Medical bands

If there is an incident at your event, such as a person involved in an accident or experiencing a health problem (i.e. seizure or allergic reaction), always check whether the person has a medical bracelet, necklace or key ring. These medical bands will give you information about that person's medical condition which will help you to act promptly and correctly in these instances.

Setup of the venue

The setup of your venue, whether it is an outdoor setting or conference or meeting room needs to be designed considering the needs of people with disabilities.

- People using wheelchairs and other mobility aids need enough clearance space to move around the venue comfortably.
- Make sure that items such as signs, bags, garbage bins, stray chairs, plants or branches and trolleys are not obstructing walk ways.
- Make sure that electrical cable and cords are cleared off walk ways. If it is necessary to have them in a walk way, tape them securely to the floor. These can cause trip hazards for all people.
- Tape down the edges of rugs and carpets to remove potential trip hazards.
- If you need to have an area blocked off from the participants of your event, make sure you use bright coloured hazard tapes or flags to indicate the area. Place hazard tape at various heights, including at knee height. This will assist people who are vision impaired using long canes to detect the hazard. However, do not rely on this being sufficient warning. If you have hazards on access ways the area should be monitored to make sure people can safely navigate around the hazard.
- If you plan to have marquees or tents, ensure that the lines and tent pegs are marked with bright hazard tape at various points on the line. Unmarked, these lines are commonly invisible to people with vision impairments and difficult for a cane and even a guide dog to pick up.
- Consider the volume of music at your event. Overly loud music may make it more difficult for people who are hard of hearing to interpret conversation and other sounds. People with vision impairments may also find loud music at an event difficult to navigate through as their reliance on hearing for orientation is impaired. This only needs to be a consideration where music is not the main activity.
- Also be mindful of other noises which may be distracting during sit down events, such as, catering staff or noise from an adjacent room.
- Consider having a quiet zone within your event where people can go for some refuge from the business and noise of the main event. Such spaces are often appreciated by those with autism spectrum disorders or people with certain mental health disorders. Aides such as weighted blankets, headphones, a tepee or stimi toys can assist to alleviate the overstimulation that can cause discomfort and anxiety for some people.

Maps

You may wish to have floor maps made up for a larger event that help participants locate certain facilities, programs and activities. Produce these maps using clear print guidelines (See Section 2: Invitations and advertising).

These maps can be particularly useful for people with disabilities to navigate around your venue if the map contains information about accessible features, such as toilets, entrances and exits and access ways. ^{xvi}

You could also consider having a tactile map created for the benefit of people who are blind or vision impaired. See Vision Australia's webpage on production of alternative formats (See Section 5: Useful resources).

A more affordable option is to create a text map. This is likely to be useful to anyone who finds a standard map difficult to read. People who use screen readers will find them particularly useful.

Example of a text map:

- As you enter the building, directly in front of you by 2 metres is the reception counter. You can register here for the event.
- As you are facing the reception counter, to your right is a corridor that leads to the conference room.
- The conference room is approximately 4 metres along the corridor on the left. When you are outside the room you will notice a square of carpet under your feet.
- Toilets are located directly opposite the conference room. A single door opens into a room where the ladies toilets are located on the left, the men's straight ahead and the unisex accessible toilet is to the right.

Think about the kinds of indicators that will act as orientation points for people who cannot see, for example, the square of carpet.

Announcements

At your event it is a good idea to have announcements advising participants of accessibility features to ensure that they are aware of facilities available. For example:

'There are toilets, including accessible toilets available to the left of the stage, at the main entrance.'

Or

'There is a free wheelchair accessible shuttle bus going to Gosford Rail Station leaving in 15 minutes from the drop off and pick up zone, near the main entrance.'

- Give specific verbal directions so that people who are vision impaired have a better chance of finding the facilities independently. Make sure you do not give directions such as, 'over there'.
- Use hand and arm gestures to indicate the directions of facilities for the benefit of people who are deaf or hard of hearing to aid understanding.

Producing alternative formats

You may be requested by people who wish to attend your event to provide the invitation to the event, or other materials that will be available on the day, such as programs or a conference pack in an alternative format.

Be easily contactable, approachable and willing to find a method of providing the required information.

Ask the person what format they would like the information in and whether they would prefer the information prior to the event or on the day. Many people will find it helpful to have the information prior so they have more time to read and process it.

Electronic formats

The most common alternative format you will be asked for is an electronic version. This is so that people with vision impairments can read the material using a screen reader or screen magnification.

Follow the steps above in Section 2 under 'Electronic methods' for guidance.

Most commonly a Microsoft Word or Rich Text Format RTF version will be requested.

Large print

You may receive a request from an event attendee for large print versions of your event materials, including; the invitation, agenda, or conference pack.

- Enlarging the original document using a photocopier and printing on larger paper is often not effective enough for a person with significant vision impairment; instead enlarge the text electronically within the original document.
- Standard large print is 18pt font.
- When you have an individual request for large print ask the participant what their preferred font size is, as all people with vision impairments have varying requirements.

- If you have to alter your existing document to enlarge the font, ensure that the document still reads coherently and you are still following the clear print guidelines (See Section 2: Invitations and advertising).
- Do not remove any information; ensure that the reader will have access to the whole document.^{xvii}
- In most cases you will be able to produce large print yourself, however if it is of a large quantity you can contact Vision Australia for transcription services (See Section 5: Useful resources).
- In your advertising and event materials use large print where possible. This will be beneficial to many people.

Braille and audio

Sometimes an individual will request a braille or audio alternative format. You can contact Vision Australia for these transcription services (See Section 5: Useful resources).

The cost of these alternative formats is fairly inexpensive; however you will need to allow three weeks for the transcription service.

Seating

To maximise the enjoyment and comfort of your event for patrons with disabilities, give some thought to the seating arrangements.

- For sit down events, it is advisable to keep some seating reserved for people with disabilities. People with vision impairments will commonly find it helpful to be as close as possible to the event. People who are deaf or hard of hearing may also appreciate sitting close to the front to maximise their ability to lip read, see an interpreter and read captions or slides.
- Ensure there is some seating available with arm rests. This will enable some people with mobility impairments to pull themselves up and out of a chair.
- Also ensure that your venue has seating spaces reserved for people using wheelchairs. Try to ensure that these spaces are not all in one place.
- Keep in mind that it is likely people with disabilities will want to have their friends, family or carers sitting with them. Therefore, you need to make sure that seating allows for this.^{xviii}

Lighting

If the lighting is too dull at your event it may be harder for people who are vision impaired to navigate around your venue and make it difficult for people who are hard of hearing or deaf to lip read, and or understand their interpreter's hand movements.

If it is necessary to dim the lights during a PowerPoint presentation, consider whether this will have an impact on these people. Ask them whether there is sufficient lighting. If you are aware ahead of time that lighting may be an issue for this reason you might consider spot lighting for your speakers, and or an interpreter.

Another important aspect of lighting to consider is the use of special effect and strobe lighting. Some people with epilepsy and other conditions can react adversely to such kinds of lighting. If you are having an event which will contain special effects consider lighting that chases at a slower rate, rather than flashes or strobes.^{xix}

Some people can also react to camera flashes. It is advisable when gaining permission to take photographs at your event that you also ask people if they are sensitive to camera flashes.^{xx}

Activities

It is important to give some consideration to the content of your event's activities.

Try to think of activities which are inclusive of as many people as possible. You could brainstorm this with the event planning team.

When deciding on an activity consider how well people with various disabilities will be able to engage with the activity. You can then devise alternative means of completing the task or what is referred to as "reasonable adjustment". If it is inherently inaccessible for many people you can change the activity.

Example:

You want your participants to brainstorm as a group and write down ideas on butcher's paper.

Potential Barriers:

- Difficult for people who are deaf or hard of hearing to follow the conversation.
- Might be difficult for people who are blind or vision impaired, or people who have acquired brain injuries, learning or intellectual disabilities to join in.
- The pens you have provided might not be suitable for some people with physical disabilities.

Ways to make it inclusive or “reasonable adjustments”:

- Have a designated scribe and reader at each table.
- Encourage participants to express ideas with pictures as well as words.
- Allow the use of laptops or tablet computers to complete the task.
- These activities may be made easier with the use of captioning or a sign language interpreter for people who are deaf or hard of hearing (See Section 5: Useful resources).
- Consider whether the task would be just as effective if it can be completed in a different way. Perhaps participants can do the activity independently, or in pairs.
- If you display the sheets of paper after the task is completed for the whole room to see, make sure someone reads out the information. You could also email a summary of the findings to your participants after the event.

Example:

Presenting a PowerPoint presentation.

Potential barriers:

- May be difficult for people who are blind or vision impaired to follow the visual aspects of the presentation.
- Some presentations might be difficult to understand and follow depending on the complexity, language and chosen styles, colour schemes and animations.
- May be difficult for people who are deaf or hard of hearing to follow your speech or their interpreter, as well as the presentation.

Ways to make it inclusive or “reasonable adjustments”:

- Include descriptive but plain and clear English in your presentation.
- Apply the clear print guidelines to ensure readability (See Section 2: Invitations and advertising).

- Verbalise all information on your slides to cater for people who are vision impaired. Do your best to describe graphs and tables.
- Make the slides available to people who are blind or vision impaired prior to the event via email. People who are deaf may also appreciate this service because they may need to be watching an interpreter as you speak rather than the slides.

Example:

You want your participants to move around the room, swap tables and change seating at intervals during your event to exchange ideas with others.

Potential Barriers

- The nature of such a task might be hard for many people with autism spectrum disorders, physical, sensory and intellectual disabilities to participate. It might be overwhelming and confusing for some and difficult to navigate around the room for others.

Ways to make it inclusive or “reasonable adjustments”:

- Have a designated facilitator to move around the room to exchange ideas instead of your participants.
- Allow plenty of time between sessions to enable participants to move between tables without feeling pressured by time.
- Make sure the room is big enough for such an activity and that there is sufficient clearance space between tables.
- Offer assistance to people with disabilities to move between tables.
- Consider a different activity all together.

Example:

You want to hold a film night.

Potential barriers

- People who are deaf, hard of hearing, blind and vision impaired will find it difficult to follow the plot without accessibility features.

Ways to make it inclusive or “reasonable adjustments”:

- Turn on the subtitles on the DVD so that you have ‘open captions’ displayed to the audience.
- Audio description is available for people who are blind or vision impaired, however. If it is too difficult to arrange for a public viewing of

a movie, due to its disruptive nature to the rest of the audience, it is possible to transmit the audio through individual headsets. As an alternative consider a movie which has a lot of dialogue and is easy to follow without visual prompts.

- Talk to Media Access Australia about ways to make it inclusive (See Section 5: Useful resources).

Example:

You want to have an art exhibition.

Potential barriers:

- People who are blind and vision impaired may not feel included due to the visual nature of the activity.

Ways to make it inclusive or “reasonable adjustments”:

- Consider displaying multiple art mediums including tactile displays. This will ensure an interactive and interesting experience for everyone.
- Print signage and descriptions of the art in large text and in clear print (See Section 2: Invitations and advertising).
- You may consider an interactive method of labelling artworks, such as using QR codes which can be read by smart phones. The information is then provided straight to the user and they can view it in the manner which best suits them. Such a method might be beneficial too for people who have difficulty reading text for other reasons.

Let people with disabilities know about what you plan to do in the activities and ask them personally what “reasonable adjustments” they require for how you can best accommodate for their needs.

Virtual participation

There are many people who find it difficult to attend events face to face. This might be because they have a chronic illness, anxiety, fatigue or pain which limits their ability to get out and about. Yet other people are excluded from attendance due to living remotely, or simply because they cannot access transport, support services or equipment for mobility.

Utilising social media platforms can enable more people to have opportunities to participate in events. Consider how you can make your event accessible through these means.

- A conference may be streamed live, so that listeners at home can tune in via webinar. You may also monitor Facebook and Twitter so that viewers can post questions to your presenters.
- Use videos with captioning.
- You can provide information given out at your event in various formats on your website for others to download. This might include; notes taken at the event, PowerPoint slides from your presenters, a recording or video of your event, recommendations made during your event etc.

Catering

If your event includes catering, you will need to think about how people with disabilities will have their needs met.

- Think about the nature of the event and how you will serve people food and drink. Buffets are extremely difficult to access for many people with disabilities. Alternatively, an event where waiters bring food to the tables is far more accessible for everyone.
- Do not place food on tables out of reach to people of short stature, or who are using wheelchairs.
- At a stand-up event, make sure that there are some chairs and tables available for people to sit down and eat at. It can be very difficult for many people to eat standing up.
- Mugs are easier to drink from compared to cups and saucers.
- Provide bendable straws for people who cannot drink out of a cup.
- Make sure that there is cutlery available for people who cannot pick up finger food.
- Ensure that there are event staff available to assist any person who may require help to get their refreshments. This assistance may include helping a person get food from a buffet and carrying their plate to a table.
- If you have menus for your event, you can have these translated into braille and large print (See Section 5: Useful resources). If you do not have menus available in alternative formats event staff will need to read a menu to people who require it.
- If you are hiring food vendors, consider whether their food stalls are accessible to people with disabilities. It is the responsibility of these vendors to meet requirements under the Commonwealth Disability Discrimination Act 1992.^{xxi}

Evaluation and feedback surveys

You may wish for participants to fill out evaluation forms about your event. It is important to consider how you will make these surveys accessible so that everyone has a chance to have input.

Inclusive methods of gaining feedback:

- Have volunteers or members of staff asking people for feedback as they leave the event. They can dictate feedback into an evaluation form.
- Hand out printed evaluation forms as people register at the event. Be aware that this method excludes many people and others will find it very difficult including those with vision impairments, people with learning or intellectual disabilities, people with low levels of literacy and some people with physical disabilities who cannot write in the standard way.
- You could have iPads on site for people wishing to fill out the evaluation electronically. iPads have built in accessibility features such as, Voiceover and Zoom for people who are blind or vision impaired, features for people with limited fine motor and physical abilities and features for people who are deaf or hard of hearing.
- Ask for email feedback. You could do this by getting participants email addresses upon registration and later sending a mass email with a Microsoft Word or RTF version of an evaluation form. If some participants do not have email, provide a print version, or offer to mail the form.

A combination of all of these methods should cater to almost everyone's needs.

Conducting evaluation surveys are also an excellent way to establish if you have met the needs of people with disabilities. ^{xxii}

Include a few questions such as:

'If you are a person with a disability, were your access needs met? Yes/No'

'How can we make access better in the future?'

What reasonable adjustments could we make to ensure the event is more inclusive and accessible in future?

Section 5: Useful resources

This section provides information about hiring equipment and resources. It also offers further information on topics mentioned in this guide.

Please note that Central Coast Council does not guarantee the reliability, accuracy or validity of any of the facilities, services or schemes listed below.

If you would like further information about anything in this guide please contact Central Coast Council:

Phone: (02) 4325 8222/ 4350 5555

Email: ask@centralcoast.nsw.gov.au

General resources

Access to premises

The Australian Human Rights Commission's webpage on access to premises provides information about the rights of people with disabilities to have access to public areas. It includes links to various resources which can be of use to ensure access to your event venue.

Website:

http://humanrights.gov.au/disability_rights/buildings/access_to_premises.html

The Good, the Bad and the Ugly

A resource developed by the Australian Human Rights Commission which outlines common access problems, illustrated with images. The guide is available from the below link in Microsoft Word and HTML formats.

Website: http://www.humanrights.gov.au/disability_rights/buildings/good.htm

The Access Institute

Access Institute trains and develops professionals to create accessible environments that deliver independence for everyone. They are a team of nationally qualified access consultants and auditors.

The Access Institute has developed a range of Access Awareness Handbooks in response to a need for a simple and concise resource that can be used by a range of organisations who are aiming to improve access to their business, services, and premises.

Website: <https://accessinstitute.com.au/>

Disability Statistics

This page is provided by the Australian Network on Disability. It provides useful statistics about disability which can help in establishing how many people will benefit from accessible events.

Website: <http://www.and.org.au/pages/disability-statistics.html>

What's Hot and What's Not Guide

A language guide produced by Don't DIS my ABILITY. This guide contains useful tips about communication with people with disabilities. This guide acts as a useful educational tool, ideal for disability awareness training of event staff.

Website:

https://resource.dse.theeducationinstitute.edu.au/sites/default/files/3375_facs_whats-hot-and-whats-not_web.pdf

Media Access Australia

Media Access Australia provides resources for improving access to media for people with disabilities. Information to make various forms of media accessible can be found at this website.

Website: <http://www.mediaaccess.org.au/>

Accessible toilets

For technical specifications for accessible toilets consult section F2.4 of the Access to Premises – Buildings standards 2010.

Website: <http://www.comlaw.gov.au/Details/F2010L00668>

Hearing

Interpreter services

Auslan Services

Auslan Interpreting services

Phone: 1300 287 526

Email: admin@auslanservices.com

Website: <http://www.auslanservices.com/>

The Deaf Society

Sign language – Auslan Interpreting, video remote interpreting and note taking services available on the Central Coast.

Website: <http://www.deafsociety.org.au>

Multicultural NSW

Translating and interpreting services

Phone: 1300 651 500

Email: languageservices@crc.nsw.gov.au

Website: http://multicultural.nsw.gov.au/our_services/interpreting_translation

Live Captioning

Red Bee Australia

Provides real-time captioning on the Central Coast, either remotely or in person.

Phone: 02 9212 5277

Website: www.redbeemedia.com.au

Pacific Transcription

Provides real-time voice to text captioning services for people who are deaf or hard of hearing. Specify on booking that this is the required service.

Phone: 1300 662 173

Website: <http://www.pacifictranscription.com.au/>

Ai-Media

Provides remote live captioning

Phone: 02 8870 7700

Email: info@ai-media.tv

Websites: www.ai-media.tv & www.ai-live.com

More Information

Better Hearing Australia – Assistive Technology

This page provides detailed and useful information about assistive technology which can be used to aid hearing. It includes information about various kinds of hearing augmentation systems.

Website: <http://www.betterhearing.org.au>

The Deaf Society of NSW – Working with Interpreters

This page provides information about working with an interpreter. It gives useful tips for communication between you, the interpreter and a person who is deaf.

Website: <http://www.deafsocietynsw.org.au>

Vision

Vision Australia

The below link provides information about transcription services for large print, braille, audio and tactile alternative formats.

<http://www.visionaustralia.org/business-and-professionals/print-accessibility-services/alternate-format-production>

More Information

Guide Dogs NSW/ACT

The following webpage provides instructions for providing sighted guide to people who are blind or vision impaired.

Website: <http://guidedogs.com.au/education-and-resources/access/dont-turn-a-blind-eye/guiding-communication>

Don't Turn a Blind Eye

This page from Guide Dogs NSW/ACT provides information about providing clear and hazard free travel for people who are blind or vision impaired.

Website: <http://guidedogs.com.au/education-and-resources/access/dont-turn-a-blind-eye>

Specific disabilities

If you would like to find out about different disabilities to increase your understanding of how you can make events accessible, see below a list of websites regarding particular types of disabilities.

Cerebral Palsy Alliance

Website: <http://www.cerebralpalsy.org.au/home>

The Physical Disability Council of NSW

Website: <http://www.pdcnsw.org.au/>

Brain Injury Australia

Website: <http://www.braininjuryaustralia.org.au/>

Autism Spectrum Australia

Website: <https://www.autismspectrum.org.au/>

NSW Council for Intellectual Disability

Website: <http://www.nswcid.org.au/>

Mind Australia

Website: <http://www.mindaustralia.org.au>

Vision Australia

Website: <http://www.visionaustralia.org/>

Deaf Australia Inc.

Website: <http://www.deafau.org.au>

References

ⁱ Meetings and Events Industry of Australia & Human Rights and Equal Opportunity Commission (2006) 'Accessible events, A Guide for Organisers'
www.humanrights.gov.au/disability_rights/buildings/access_to_premises.html

ⁱⁱ Australian Bureau of Statistics (2011) 'One in five Australians with a disability'
Media release,
www.abs.gov.au/ausstats/abs@.nsf/mediareleasesbytitle/49BEE5774F0FB1B1CA256E8B00830DF6?OpenDocument

ⁱⁱⁱ Meetings and Events Industry of Australia & Human Rights and Equal Opportunity Commission (2006) 'Accessible events, A Guide for Organisers'
www.humanrights.gov.au/disability_rights/buildings/access_to_premises.html

Australian Human Rights and Equal Opportunity Commission (N.D.) 'About Disability Rights',
www.humanrights.gov.au/disability_rights/about_disability.html

^{iv} Meetings and Events Industry of Australia & Human Rights and Equal Opportunity Commission (2006) 'Accessible events, A Guide for Organisers'
www.humanrights.gov.au/disability_rights/buildings/access_to_premises.html

^v Access Institute 'Festivals and Outdoor Events Handbook 2.3',
www.accessinstitute.com.au

Meetings and Events Industry of Australia & Human Rights and Equal Opportunity Commission (2006) 'Accessible events, A Guide for Organisers'
www.humanrights.gov.au/disability_rights/buildings/access_to_premises.html

^{vi} Meetings and Events Industry of Australia & Human Rights and Equal Opportunity Commission (2013) 'Accessible events, A Guide for Meeting and Event Organisers' www.meetingsevents.com.au/downloads.php

^{vii} Knox City Council (2007) Your Guide to... Accessible Events',
www.knox.vic.gov.au/Page/Page.aspx?Page_Id=1113

Meetings and Events Industry of Australia & Human Rights and Equal Opportunity Commission (2013) 'Accessible events, A Guide for Meeting and Event Organisers' www.meetingsevents.com.au/downloads.php

^{viii} Meetings and Events Industry of Australia & Human Rights and Equal Opportunity Commission (2006) 'Accessible events, A Guide for Organisers'
www.humanrights.gov.au/disability_rights/buildings/access_to_premises.html

^{ix} Meetings and Events Industry of Australia & Human Rights and Equal Opportunity Commission (2006) 'Accessible events, A Guide for Organisers'
www.humanrights.gov.au/disability_rights/buildings/access_to_premises.html

City of Whittlesea and Deb Whitecross Enterprises (N.D.) 'Accessible Events and Programs Guide', www.whittlesea.vic.gov.au

^x Meetings and Events Industry of Australia & Human Rights and Equal Opportunity Commission (2006) 'Accessible events, A Guide for Organisers'
www.humanrights.gov.au/disability_rights/buildings/access_to_premises.html

^{xi} Round Table on Information Access for People with Print Disabilities (2011) 'Guidelines for Producing Clear Print',
www.printdisability.org/guidelines/guidelines-for-producing-clear-print-2011/

^{xii} Knox City Council (2007) Your Guide to... Accessible Events',
www.knox.vic.gov.au/Page/Page.aspx?Page_Id=1113

^{xiii} NSW Government (2012) 'What's Hot and What's Not Language Guide',
Don't DIS my ABILITY,
www.dontdismyability.com.au/tools_and_tips/language_guide

^{xiv} Vision Australia (2010) 'Working With People With Vision Loss'
www.visionaustralia.org

^{xv} Knox City Council (2007) Your Guide to... Accessible Events',
www.knox.vic.gov.au/Page/Page.aspx?Page_Id=1113

City of Whittlesea and Deb Whitecross Enterprises (N.D.) 'Accessible Events Guide for Community groups' www.whittlesea.vic.gov.au

^{xvi} Knox City Council (2007) Your Guide to... Accessible Events',
www.knox.vic.gov.au/Page/Page.aspx?Page_Id=1113

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