Accessible Event Guidelines

September 2024

northern
beaches
council

We acknowledge the Traditional Custodians of the Northern Beaches and their Country. By these words we show our respect to all Aboriginal people. We acknowledge Elders past, present and emerging and the spirits and ancestors of the Clans that lived in this area.

Contents

Overview
Northern Beaches Council is committed to providing services to everyone. We continually strive to improve access to services for all members of our community.

Ensuring that communities are accessible and inclusive provides greater choice and control in the lives of all members of the community and is key to enabling all people, including those living with disability, to fully participate in community life.

These guidelines are intended to provide event organisers with an understanding of how to make events more accessible, outlining best practice considerations that should be implemented to ensure consistency in the planning and delivery of events.

These guidelines encourage you to:

- Think about access and participation at the earliest planning stages of your event

- Identify features that make your event less accessible to all members of the community, including those living with disability

- Understand what you can do to ensure the best possible access

- Find further sources of advice, information and assistance you might need.

It is intended that these guidelines also be provided to third-party event organisers as part of Council's event permit application process to stage outdoor events within the Northern Beaches.

Policy and legislative context

When planning an event, it is a legal requirement under the *Disability Discrimination Act 1992 (Cth)* and *Disability Inclusion Act 2014 (NSW)* to provide accessibility and inclusion provisions for people with disability.

The Disability Discrimination Act 1992 makes it unlawful to discriminate against a person, in many areas of public life, including employment, education, getting or using services, renting or buying a house or unit, and accessing public places, because of their disability. Public places include venues in which events are held, and the activities, performances and services available at events.

The *Disability Inclusion Act 2014* requires all NSW government 'public authorities' to develop a Disability Inclusion Action Plan outlining how they will work to enhance inclusion for people living with disability in their communities and ensure all people with disability have the same access to services and opportunities as everybody else.

Within this legislative framework, Northern Beaches Council is required to conduct business operations in ways that acknowledge the rights of all members of the community as equal citizens.

Council has continued working towards universal access and inclusion over the past five years through the implementation of the first *Disability Inclusion Action Plan (DIAP) 2017-21.* The plan defines key focus areas, strategies and actions to address the needs of people living with disability and improve access and inclusion for everyone. There has been significant progress in understanding and meeting the needs of people living with disability; out of 78 actions, 92% have been achieved. In 2021, 77% of survey respondents say they feel included most of the time in community life. Key achievements in the last five years include the number of

internal education and awareness training programs such as Accessible and Inclusive Events Training, and the establishment of these *Accessible Event Guidelines*.

Our continuous commitment is demonstrated in our *DIAP 2022-2026*, which builds on the achievements of the previous plan and provides an additional 'roadmap' for Council action that will assist in making the Northern Beaches more inclusive for all. As part of our DIAP (2022-2026) consultation process, it was identified that most people think negative attitudes and behaviours are influenced by a lack of knowledge and awareness. There is a responsibility of the event planner to ensure best practices are considered to make the event accessible and inclusive for all.

These guidelines address a number of the actions and strategies outlined under Council's current *DIAP 2022 - 2026*, supporting people living with disability to have greater access to information, services and facilities so that they can participate equally in their community.

Our commitment is further demonstrated in our *Better Together 2040 Strategy*. As part of this strategy for a connected community, a target has been set: by 2040, all community events, information and infrastructure will be universally accessible.

The plan and guidelines will continue to be reviewed and updated to reflect the progress of the community's vision. Everyone deserves to participate, have fun, be visible, heard and celebrated.

Our accessibility customers

Accessible and inclusive events are beneficial to everyone. There are many groups in our community who may experience barriers to participation including: people living with disability, their carers, family and friends, older people, families with young children, people from culturally diverse backgrounds, LGBTIQA+ and travellers.

Under the United Nations definition of disability, our accessibility customers might be:

- A person who is blind
- A person who is deaf
- A person who is a wheelchair user
- A person with intellectual disability
- A person with a temporary illness or injury
- A person with Post Traumatic Stress (PTS)
- An older person.

A disability includes any condition that restricts a person's mental, sensory or mobility functions. It may be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or non-visible.

People living with disability are not a readily identifiable group. Each individual is different, with specific needs, priorities and perspectives based on their personal circumstances. It is therefore important to plan events to be as inclusive as possible to provide everyone with equitable opportunities for participation.

The main categories of disability are:

Physical:
- A physical disability is the most common type of disability
- Physical disability generally relates to disorders of the musculoskeletal, circulatory, respiratory and/or nervous systems
- People experiencing physical disability may face disability barriers in accessing an event venue.

Cognitive:
- Cognitive disability can affect a person's ability to learn, communicate, retain information and undertake work or leisure activity
- Intellectual disability includes developmental delay, intellectual disability and/or acquired brain injury
- People experiencing cognitive disability may face communication barriers and barriers in accessing event information.

Sensory:
- Sensory disability can include hearing and vision, people on the autism spectrum and/or sensory processing
- A person with a sensory disability may face communication barriers and barriers in accessing event information, or may require support to attend a specific activity within an event.

People living with disability make up about 20% of Australia's population however, in NSW over 20% of the population are living with disability. It is important to ensure that everyone has equitable and dignified opportunities to attend and participate in events. In planning inclusive events, organisers must understand the different barriers faced by people with disability and accepting that people with disability are negatively impacted by the barriers operating in society that exclude and discriminate against them.

Accessibility and inclusion requirements of all stakeholders including attendees, staff, speakers, performers and volunteers who may have a disability need to be considered.

As accessibility requirements for people living with disabilities will vary depending on the people attending and the type of event, it is important to be flexible, respectful and ask the person about their individual access requirements where possible.

People living with disability require a diverse range of support and adaptations to access events including:

- mobility
- hearing
- vision
- sensory
- reading
- communication
- memory
- personal care
- mental health
- understanding instructions.

Barriers experienced by a person with disability may include physical, communication, attitudinal and socioeconomic barriers.

The following sets of best practice considerations identifies these barriers and recommends ways that these barriers can be removed, minimised or countered by other forms of support:

An emu up a gum tree.

Venue

Northern Beaches Council aims to deliver and support accessible and inclusive events. Council aims to ensure that all outdoor events are held at venues that are accessible to all.

Best practice considerations:

- Make all reasonable efforts to ensure the event is being hosted at a fully accessible venue. If not, there needs to be scope to implement accessibility provisions where required.

- Make all reasonable efforts to ensure there are accessible public transport services near the venue.

- Plan designated drop off points for vehicles close to the entrance of the venue as part of the traffic management plan.

- Identify accessible car parking spaces available near the entrance. This should include on-street parking and accessible parking within nearby parking stations.

- Make all reasonable efforts to ensure there are accessible (non-gender) toilets available.

- As a guide there should be a minimum ratio of 1 wheelchair accessible toilet per 10 standard toilets provided, either permanent facilities at the venue or through hire.

- Make all reasonable efforts to establish 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 1000mm wide) with no steps or infrastructure barriers.

- Make all reasonable efforts to ensure there is a CAPT from the entrance to all the areas being used as part of the event.

- Make all reasonable efforts to establish that all doors/entranceways are wide enough (minimum 1000mm) for a wheelchair user to get through.

- Consider alternative accessible paths of travel such as a ramp where there are stairs on the event site. The gradient of the ramp should be no steeper than 1:14 (in accordance with Australian Standards 1428.1).

- All temporary structures for wheelchair users require dignified access via a suitable access ramp.

- Make all reasonable efforts to ensure that counter heights including information/registration desks are accessible i.e. 800 - 850mm. If this is not feasible, ensure staff are available to assist where required.

- Maximise the use of existing footpaths and kerb ramps when planning placement of key infrastructure such as drop off zones, information tents, accessible toilets, stages and emergency egress.

- Make all reasonable efforts to ensure the ground is clear of trip hazards and rough surfaces, such as long grass and gravel, to minimise risk for people who are blind or have low vision, older people and/or people using mobility aid or a wheelchair. Where it is not possible to alleviate all risks consider the erection of warning signs.

- Make use of outdoor access flooring where necessary to ensure a continuous flat and clear pathway to key event areas.

- If it is not deemed feasible to provide ramped access, plan an alternative means of access such as a platform-lift.

- Make all reasonable efforts to ensure footpaths and ramps are well-lit if the event continues after dark.

- Consider facilities for assistance animals i.e. adequate space, water and shade.

- Consider the provision of power points (at an accessible height between 230mm and 1350mm high) to recharge mobility scooters.

- If the accessible entrance to a temporary structure is not the main entrance, it should ideally be no further than 50m away from the primary entrance with directional signage provided at the main entry to the accessible entry.

Accessible viewing areas and seating

Event planning should include considerations as to how people with disability can enjoy and participate. When required, provide opportunities for guests to register for seating within the accessible viewing areas.

Best practice considerations:

- Designate an accessible seating area at the front of audience areas with an unimpeded view of the stage, speaker and/or Auslan interpreter.

- Make all reasonable efforts to ensure stages and risers are accessible for performers and speakers.

- If the venue has fixed seating, check there are removable seats for wheelchair users.

- Make provision to include some seating with arm and back rests.

- Consider location of designated viewing areas for people with disability, as well as adequate space for wheelchair users to enter and move freely around (particularly for outdoor events where there is no spectator seating, such as parades or music festivals). These areas should not be segregated but delineated within the general viewing area.

- Consider if seating for wheelchair users is dispersed with non-wheelchair spaces to provide opportunity for people living with disability to be seated with friends and family.

- Make all reasonable efforts to ensure that a person who is deaf or hard of hearing has the option to be seated in a location with clear view to Auslan interpreters and/or screens with captioning.

- Ensure that a person who is blind or has low vision has the option to be seated close to stages and presenters where it is easier to hear.

- Make all reasonable efforts to ensure that rows of seating have appropriate spacing to enable people to manoeuvre and that space is allocated at the end of rows for mobility devices.

- Where there is only general spectator viewing, consider providing no standing areas (seating options for all) or designated accessible viewing areas/platforms.

Accessible marketing and communications
People living with disability must plan when attending events and require access to information to ensure there won't be unexpected barriers that may be embarrassing or ruin their experience. These barriers might include limited physical access to a building, accessible toilets, or limited accessible public transport options.

Best practice considerations:

- Assign a contact person with a direct phone number and email address to answer enquiries regarding information on any accessibility features of the event.

- Ensure the event website complies with current web accessibility guidelines WCAG 2.2

- Ensure event accessibility and inclusion information, including public transport, is available on the event website.

- Communications should use appropriate inclusive language e.g. 'accessible toilets' rather than 'disabled toilets'.

- Assist people who use screen readers to access information and provide event information in accessible HTML formats, word documents, accessible PDF documents or plain English. Consider if an Easy Read document is practical for your project.

- Ensure there are different options for submitting registration forms and booking systems such as web, telephone and email.

- Ask guests if they require accessibility support via invitations and/or promotional materials, for example:

  We welcome everyone to our event. If you have any accessibility or inclusion requirements in order to participate fully, please let us know prior to attending the event.

- Ensure event materials, both online and print, are in accessible format and/or available in different formats if requested.

- Where possible, print materials should follow accessible font guidelines:
  - Use a sans serif font in at least 12-point (or 20-point for large print)
  - Avoid use of italics or all upper case
  - Provide enough space between paragraphs and keep paragraphs short
  - Use single spacing between lines
  - Use different font sizes to distinguish headings
  - Apply at least 25% contrast between colours and text
  - Use directional arrows and symbols where relevant.

- Consider a web accessibility map that clearly shows:
  - Step-free routes to all venues
  - Location of all accessible toilets (outside of venue if applicable)
  - Location of accessible venue entrances
  - Location of accessible parking including pick up and drop off areas
  - Location of accessible public transport hubs close to venue
  - Location of high sensory areas e.g. stage.

- A dedicated section for event accessibility and inclusion information should be included on the event website (See below Event Accessibility and Inclusion Information on Website tips)

Event accessibility and inclusion information on website

Getting there	Location of accessible public transport	Location of accessible parking	Location of drop off zones	Location of roads that may be closed or affected
Venue accessibility	Include maps that show key event destinations and CAPTs	Location of accessible seating	Location of accessible viewing areas	Location of accessible toilets
Inclusive participation features and opportunities	Details on whether Auslan interpreting, captioning and audio description is provided	Details of sensory adjusted performances	Details on quiet spaces available	Details of any event areas/ performances that may include flashing or strobe lighting and how it can be avoided
Booking information	Booking systems should include different submission options such as web, telephone and email	Information on how to book for any particular access features such as accessible seating/ viewing areas	Whether concessions such as the Companion Card is accepted	Ask attendees to advise of any accessibility requirements when booking
Contact information	Details on how to contact the event organiser to discuss accessibility requirements	Contact details for assistance on the day	Include accessibility icons to help communicate accessibility features	If space on website is restricted, provide information on venue accessibility and how to contact the event organiser for further information

Sound and audio visual

As part of the event planning process, it is important to consider the different technologies and services that can make your event more inclusive of people with sensory disability and enable them to participate in performances and entertainment offered in the event program.

Best practice considerations:

- Consider the need to provide audio description of performances or video content.

- In particular for major events, consider the need to provide live captioning on request. It should be acknowledged that the broader audience can benefit from captioning if acoustics are challenging at the event or if there is difficulty understanding guest speakers.

- If it has been determined an Auslan interpreter will be provided, consider the position where the interpreter will stand, so people who are deaf or hard of hearing, can see both the person speaking and the interpreter's face and hand movement. Ensure appropriate lighting has been provided so they can be seen clearly.

- Hire portable hearing augmentation systems for the event should it be requested.

- Communicate with our accessibility audiences on any flash lighting, strobes, smoke, loud noises or other special effects that may act as potential triggers to epilepsy or PTS.

- Provide a breakout space or quiet area that is not segregated from the event footprint for people who need to avoid sensory stimulation.

Accessible communication - assistance and technologies

Auslan interpreter	Auslan interpreters are fluent in Australian Sign Language (Auslan). Their role is to facilitate communication between hearing and deaf people by converting spoken language into sign language.
Live captioning	Enables people to access content delivered by spoken words and sounds converted to text format. Captions composed of text are created and displayed on a screen as an event takes place. This also assists people who speak English as a second language.
Audio description	Audio description (AD) offers people who are blind or have low vision an understanding of what is happening visually. It is an additional narration that succinctly paints an image of transitions, movements, gestures, props, settings, costumes and scenery woven between dialogues.
Hearing augmentation	Makes amplified sound easier for people with hearing aids to hear by transmitting sounds from inbuilt amplifications system to the hearing aid of an individual.

Wayfinding and signage

Wayfinding and signage assist people to navigate around the event venue confidently and participate in the activities on offer.

Best practice considerations:

- Provide clear directional signage to key event areas such as information tent, performance stages, accessible viewing areas, accessible toilets and first aid.

- Install directional signage at decision points such as entrances as well as signage placed at main attractions to confirm location.

- Place directional signage close to a CAPT or service area at a height that can be viewed from different distances by people with different disabilities.

- Ensure accessibility features such as accessible toilets, accessible seating and viewing areas are clearly indicated on venue maps used onsite.

- Take into consideration crowds and people with low vision and people who use wheelchairs when placing directional signage.

- Make all reasonable efforts to ensure placement of signage does not obstruct the CAPT.

- A significant part of wayfinding and event information comes from event staff and volunteers so ensure this information is included in event personnel briefing.

Staff attitudes and awareness

Staff and volunteers play a key role in ensuring that events and programs are inclusive and accessible. Lack of disability awareness and discriminatory views about people living with disability are some of the main barriers to participation for people with disability. In many cases, these barriers can be overcome with greater disability awareness partnered with respectful communication.

Best practice considerations:

- Event staff should be briefed on appropriate language and strategies for communicating with people with disability.

- Event staff should familiarise themselves with the rules and regulations relevant to these guidelines including but not limited to assistance and companion animals.

- Ensure event staff are confident to provide accurate information on key access features of the event, event layout and accessible paths of travel.

- Ensure emergency evacuation procedures for everyone, including specific requirements of people living with disability have been included in the staff briefing.

- Contractors and volunteers should also receive a briefing and be confident to provide information to event attendees as required or have contact details for designated event staff with access knowledge.

- Make all reasonable efforts to ensure at least one event staff member has a Mental Health First Aid Certificate.

- Arrange disability awareness training for event staff (see below Accessible and Inclusive Communication tips).

General	Always ask the person first if they want assistance; do not assume they need it. Be polite and patient when offering assistance, and wait until your offer is accepted. Listen or ask for specific instructions. 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). Avoid asking personal questions about someone's disability.	Be considerate of the extra time it might take for a person to do or say something. Never pretend to understand what a person is saying if you don't. Ask the person to repeat or rephrase, or offer them a pen and paper.	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.
Social model language	Use language that promotes descriptive accessibility ✓ Accessible Toilet Ⓧ Disabled Toilet ✓ Accessible Parking Ⓧ Disabled Parking ✓ Accessible Entry Ⓧ Disabled Entry	Refer to person-first: 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.	Remember, accessibility also includes others with access requirements such as older people, children and carers, young families and travelers.
For people who may have a learning cognitive disability	Address the person directly, listen carefully, speak clearly and check for understanding. Always use clear language without being patronising.	Try not to overload the person with information. Do not rush them, allow the person time to ask questions.	Make it clear you are there to help if they forget the information.
For people who are deaf or hard of hearing	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 and where possible, move out of areas with lots of background noise. It can be handy to have a pen and paper on hand to help you communicate with the person.	If a Deaf person is there with a sign language interpreter, always address your comments directly to the Deaf person rather than to the interpreter.
For people who are blind or have low vision	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 wayfinding assistance, communicate that you are offering your arm for guidance 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.

Transport

If you are providing information about how to reach the venue or about public transport options for people with disability who want to attend your event, consider their transport requirements.

Best practice considerations:

- Provide details of accessible transport options available to and from the event in event communications.

- Make sure drop-off points where cars, taxis and coaches set down passengers have been identified and communicated.

- Make all reasonable efforts to ensure that there is a kerb ramp at drop off points to allow a person using a mobility device to access the entrance from the road.

- Check if any additional accessible parking or drop off points are required.

- Consider providing an accessible buggy as a pick-up and drop-off service for larger events.

- Consider if you are able to provide accessible community bus parking in close proximity to the event.

Emergency egress

Ensuring the safe evacuation of all attendees in the event of an emergency is an important element of planning. As part of the Event Emergency Evacuation Plan, event organisers should consider the following.

Best practice considerations:

- Ensure accessible evacuation routes to emergency evacuation assembly points have been identified and communicated with staff.

- Designate event or contract staff to provide additional assistance for people living with disability if required.

- Make sure there are accessible communication strategies such as visual alerts in place.

Universal accessibility iconography
Internationally recognised accessibility icons like the International Symbol of Access (ISA) make it easy for those with accessibility requirements to identify facilities that accommodate their requirements.

The following accessibility icons may be used on signage including maps, marketing materials, websites and programs to publicise to attendees that the event is accessible and inclusive.

Wheelchair accessible

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

Accessible print (18pt 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.

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.

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.

Implementation and monitoring

Event staff will be responsible for implementing and reporting on actions contained within the below checklist. This will ensure accessibility and inclusion considerations are consistently implemented and any post event issues can be adequately addressed.

Northern Beaches Council hosts several diverse and popular events within the calendar year. As part of our commitment to the delivery of accessible and inclusive events, the Events Team has committed to embedding best practice initiatives into event planning.

Further updates to these guidelines will be made in consultation with people with disability on an ongoing basis and in line with Council's DIAP review.

Inclusive and Accessible Event Checklist

Below is a checklist that has been created for all Council staff and event organisers involved in the planning and delivery of outdoor events.

Checklist - best practice considerations

Venue

○ Are we hosting the event at a fully accessible venue? If not, is there the ability to implement accessibility provisions where required or find an alternate venue?

○ Are there accessible public transport services near the venue?

○ Are there designated 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?

○ Are there accessible (non-gender) toilets available?

○ Is there a CAPT from the entrance to all the areas being used as part of the event?

○ Are all doors/entranceways wide enough (minimum 1000mm) for a wheelchair user to get through?

○ If there are stairs on the event site, has consideration been given to alternative accessible path of travel such as a ramp?

○ Is there dignified access into temporary structures for wheelchair users via a suitable access ramp?

○ Are counter heights including information/registration desks accessible i.e. 800 - 850mm with adequate leg space provided under the desk for wheelchair users?

Accessible viewing and seating areas

○ Have we designated an accessible seating area at the front of audience areas with an unimpeded view of the stage, speaker and/or Auslan interpreter?

○ Are there any specific accessibility requirements for stages and risers for performers and speakers?

○ Are we hosting the event at a fully accessible venue? If not, is there the ability to implement accessibility provisions where required or find an alternate venue?

○ If the venue has fixed seating, are there removable seats for wheelchair users?

○ Has a provision been made to include some seating with arm and back rests?

○ Have we considered the use of strobe lighting or sudden loud noises that are part of the production and communicated that as a general consideration to our event audience?

Accessible marketing and communications

○ Has a contact person with a direct phone number and email address been assigned to field enquiries regarding information on any accessibility features of the event?

○ Does the event website comply with current Web Content Accessibility Guidelines? ([WCAG 2.2](#))

○ Have we provided event accessibility and inclusion information on the event website?

○ Do our communications use appropriate inclusive language (e.g. 'accessible toilets' rather than 'disabled toilets')?

○ To assist people who use screen readers to access information, has event information been provided in accessible HTML formats, word documents, accessible PDF documents or plain text?

○ Are there different options for submitting registration forms and booking systems such as web, telephone and email?

○ Have you asked guests about individual accessibility supports they may require via invitations and promotional materials?

○ Are event materials, both online and print, accessible and/or available in different formats if requested?

Sound and audio visual

○ Has there been consideration to provide audio description of performances or video content?

○ In particular for major events, has there been consideration to provide live captioning on request? It should also be acknowledged that the broader audience can benefit from captioning if acoustics are challenging at the event or if there is difficulty understanding guest speakers.

○ If it has been determined an Auslan interpreter will be provided, have you ensured the line of view to the Auslan interpreter is clear for those guests (guests who identify as a person who is deaf or hard of hearing) requiring this consideration?

○ Has consideration been made to hire portable hearing augmentation systems for the event should it be requested?

Wayfinding and signage

○ Do we have clear directional signage to key event areas such as information tent, performance stages, accessible viewing areas, accessible toilets and first aid?

○ Has directional signage been located at decision points such as entrances as well as signage placed at main attractions to confirm location?

○ Has directional signage been placed near to a CAPT or service area at a height that can be viewed from different distances by people with different disabilities?

○ Have accessibility features such as accessible toilets, accessible seating and viewing areas been clearly indicated on venue maps used onsite?

Staff attitudes and awareness

○ Have event staff and volunteers been briefed on appropriate language and strategies for communicating with people with disability?

○ Have all event staff been briefed on key access features of the event and venue?

○ Have staff been briefed on the rules and regulations pertaining to assistance and companion animals?

○ Are staff and volunteers confident to provide accurate information on event layout and accessible paths of travel?

○ Have emergency evacuation procedures for everyone, including specific requirements of people living with disability, been included in the staff briefing?

Transport

○ Have details of accessible transport options available to and from event been provided in event communications?

○ Have drop-off points where cars, taxis and coaches set down passengers been identified and communicated?

○ Have we ensured there is a kerb ramp at drop off points to allow a person using a wheelchair to access the entrance from the road?

Emergency egress

○ Have accessible evacuation routes to emergency evacuation assembly points been identified and communicated with staff?

○ Are there designated event or contract staff to provide additional assistance for people living with disability if required?

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Further resources

**Australian Government Department
of Social Services**
Australia's Disability Strategy 2021 - 2031

Meetings & Events Australia
*Accessible Events: A Guide for Meeting
and Event Organisers*

NSW Government, Premier & Cabinent
Accessibility when planning an event

NSW Government Communities & Justice
Disability and inclusion

NSW Government, Digital NSW
Accessibility and Inclusivity Toolkit

Australian Human Rights Commission
Disability Standards

Useful contacts

Australian Disability Network

Phone: 1300 363 645 or (02) 8270 9200
australiandisabilitynetwork.org.au

Australian Human Rights commission

Phone: 1300 369 711
humanrights.gov.au

Disability Council NSW
Official advisory body to the NSW
Government

Phone: (02) 9716 2612
dcj.nsw.gov.au

Northern Beaches Council
Planning your Event

www.northernbeaches.nsw.gov.au

Physical Disability Council of NSW (PDCN)

Phone: 1800 688 831 or (02) 9552 1606
www.pdcnsw.org.au

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