By ensuring your event is accessible, everyone will be able to participate and enjoy it. This includes people with disabilities, parents with prams, older people and others. Accessibility benefits everyone!

Remember, it is required by law that people with a disability have equal access and opportunity to participate in events as those without disabilities. Failure to provide adequate access may result in a complaint of discrimination against the organiser under the Victorian Anti-Discrimination Act or Federal Discrimination Act.

**This guide covers**

- Event Promotion, Tickets, Pre-event Information
- On Arrival
- At the Event Site
  - Public Address Systems
  - Doorways
  - Lifts
  - Ramps
  - Service Counters
  - Stalls
- Signage
- Seating
- Audio-Visual Presentations
- Hearing Loop
- Toilets
- Catering and Dining Areas
- Rest Areas
- Recharge Point
- Resources List and Checklist.

**Promotion, Communication, Tickets and Event Information**

**Ensure your promotional materials are accessible**

- Use large, clear fonts with good contrast when designing your programs and promotional materials, including invitations, banners, newspaper advertisements, etc. (eg. Arial 12pt is ideal for hand-held printed materials)
- Test contrast by making a black and white photocopy of any coloured information. If it is still clearly readable as a photocopy, there is adequate contrast
- Online advertising should ensure the website is accessible. For more information visit: [www.w3.org/WAI/intro/accessibility.php](http://www.w3.org/WAI/intro/accessibility.php)
- Ticket boxes and information stands should be accessible for people with physical disabilities, ie: lower bench heights and information visible from seated position
- Online ticket sales websites should have an accessible booking system
- Provide an Accessibility Site Map with accessible toilets, accessible paths of travel and accessible emergency exit points all clearly marked. This can be separate or part of general event program
- Use symbols as well as words to support people with vision impairment, intellectual disability or low literacy in English
- Make sure all event staff are aware of the needs of people with a disability and have a positive attitude.
**On Arrival**

**Accessible Drop-Off Point**
- Close to the entrance of the event
- Ground surface should be smooth and level, with seating and shade if possible
- Welcome/Registration/Information Area close to accessible Drop-Off Point.

**Accessible Parking**
- Provided close to the entrance
- Accessible car spaces need to be on firm, level ground
- Gentle, ramped access to path from car space
- Accessible car spaces require enough space on both sides for a person to get out and into a wheelchair or mobility aid. Note: vehicles designed to carry people who use electric wheelchairs are often larger than average (car space should be 5400mm long by 2400mm wide)
- 1 accessible car space is required for every 50 spaces provided for the event.
- Ensure signs marking accessible car spaces are clearly displayed.

**At the Event Site**

**Clear and accessible continuous paths of travel**
- Accessible pathways have a firm, even surface with no steps or steep inclines and are free of obstacles such as bollards, signs, displays, plants or furniture
- Paths should always be well lit, especially for nighttime events or if indoors
- Paths should be wide enough for a person in a wheelchair and someone with a pram to pass each other easily (recommended 1000mm wide)
- No overhead obstacles such as low hanging branches or signs, as they may impede a person who has trouble seeing (recommended overhead clearance 2000mm from the ground)
- Accessible paths should run from the accessible car parking spaces to the drop off point and throughout public access areas of the venue
- Circulation space is required around seating, dining, sales and toilet areas so people with wheelchairs or prams can easily turn around.

Clear, accessible paths of travel provide room for a wheelchair and pram to pass easily.
Public Address Systems (PA)

- PA systems are a good way to ensure information is being relayed across a large venue or area. However, make sure the sound quality is acceptable and the volume is set at a comfortable level.

Doorways

- The main entrance to venue should have a wide doorway (900mm wide) and be free of steps
- Doors should be automatic or be lightweight to open, and have either flat or D-shaped handles
- Internal doorways should be wide enough to accommodate a person driving their own wheelchair (recommended 850mm clear opening width)
- If not all doors meet access requirements, the accessible doors should be clearly indicated.

Lifts

- An upstairs venue with no means of disability access, e.g. a lift, is not a suitable venue for a public event. (Contact the MetroAccess officer or an Access Consultant for information about accessible lift standards).

Ramps

- Permanent or temporary ramps must meet Australian Standards
- For ramp enquiries event organisers should contact an access consultant or registered supplier of temporary ramps (see Resources List).

Service counters

- Counters should include a lowered area so people using a wheelchair can see and communicate with service providers. Recommended height between 750 – 800mm.

Stalls

- Ensure stall-holders know they should keep the area in front of their sales table/counter clear so people with a physical disability or vision impairment can approach the counter safely
- An area of the sales table/counter should also be clear of products so people using wheelchairs can communicate with stall holders
- Make sure stall-holders do not block paths of travel with their displays.

Market stalls and registration desks recommended height 750-800mm, with no obstacles blocking access to them.
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Signage
• Main event information, toilets, dining areas, rest areas and exits should be clearly indicated
• Use symbols as well as words to support people with a vision impairment, an intellectual disability or low literacy in English
• Signs need to be positioned so someone sitting in wheelchair can see them easily
• Lettering should be large and clear (Arial font) with good contrast (black text on white or pale background is best)
• Use appropriate wording such as “Accessible Car Park” rather than “Disabled Car Park”.

Theatre Seating
• Provide adequate accessible pathways between and around seating blocks, e.g. wide enough for wheelchairs or scooters. Recommended width 1200mm
• A proportion of front row seats should be reserved for people with disabilities, closest to the accessible pathway
• As a minimum, 3 spaces for wheelchairs should be provided per 150 general seats, plus 1 space per 50 general seats after that.

Audio Visual Presentations
• If strobe lighting, flash pots or other special effects are to be used, the audience must be advised prior to the show starting, as these effects can have a detrimental affect for people with a disability such as epilepsy or tinnitus
• If lowered lighting is required during presentations, ensure full lighting is returned during arrival, intermission and exit times
• Augmented communication such as: Braille, Hearing Loops, audio commentary or captioning for videos should be considered
• Provide Auslan Interpreters - signing for the deaf. These services must be booked well in advance. (See Resources List, or contact the MetroAccess Officer on 9240 1111).

Hearing Loop
An augmented listening system that allows people with hearing aids to receive the projected sound directly into their ear via the T-switch on their device.
• Location of Hearing Loop areas should be indicated on the event map
• Seats that are within the Hearing Loop area should be clearly marked
• A portable Listening Device available for loan from the MetroAccess Officer 9240 1111.

Toilets
• At least 1 unisex, accessible toilet should be provided with every bank of public toilets of one or more cubicles
• Accessible toilet cubicles and approach must be kept clean, clear and well lit
• Baby change facilities should be folded up to provide adequate circulation space for a person with a wheelchair or mobility aid and their carer
• For very large events consider hiring a Marveloo, which is a mobile ‘Changing Places’ toilet; caters for people with severe disability and their carers
• For Portable Accessible Toilets supplier information see Resources List.
Catering & dining areas

- Provide staff to assist in self-service dining areas
- Menus should use a large, clear font, with menu boards easy to read (Arial, 12pt minimum is ideal)
- Menu boards should have large font and clear contrast. Pictures of menu items can help people with communication or intellectual disabilities express their choices
- Provide options with crockery and cutlery. Provide mugs with handles and drinking straws to help people who have difficulty holding plain cups or bottles
- Provide alternatives to small milk and sugar containers, or make assistance available
- Consider a variety of dietary needs such as gluten-free, dairy-free, vegan or diabetic friendly foods, as well as offering culturally appropriate options.

Rest Areas

- Seats (with arms rests) should be positioned around the Event Area so older people or those with mobility issues can rest. They should be located in areas that are shaded, cool and quiet (if possible)
- Free drinking water should be provided in at least one designated Rest Area
- One Rest Area should be close to the Accessible drop-off point, so people with disabilities or older people can wait comfortably to be collected from the event.

Recharge Point

- Where possible, a designated, clearly marked AC power outlet should be made available for people to recharge their electric mobility device (wheelchair or scooter). The Recharge Point should be close to the Rest Area, if possible.

The RECHARGE Scheme™ was first developed in the Shire of Nillumbik, and there are now thousands of participating businesses in Victoria.

Other ways to improve access to your event

- Provide a Community Bus for people with disabilities to attend
- Provide wheelchairs for use at event (Hire information in Resources List).

Resources List

Access Audits
Association of Access Consultants
ph: (03) 5221 2820
secretary@access.asn.au
www.access.asn.au

Disability Awareness Training
Institute of Access Training Australia (IATA) Access Audits Australia (AAA)
ph: (03) 9329 8028
info@accessinstitute.com.au
www.accessinstitute.com.au

SCOPE
ph: (03) 9843 2073
contact@scopevic.org.au
www.scopevic.org.au

Auslan Interpreters
VicDeaf
ph: (03) 9473 1111
www.vicdeaf.com.au

Hearing Loops, FM Systems and Assistive Listening Technologies
Word Of Mouth Technology
ph: (03) 9723 0660
info@wom.com.au
www.wom.com.au

Transcription to audio files
Vision Australia
ph: (03) 9864 9222 or 1300 847 466
info@visionaustralia.org
www.visionaustralia.org

Captioning for film, video and television
Captioning and Subtitling International (CSI)
ph: (02) 9429 9100
info@captioningandsubtitling.com.au
www.captioningandsubtitling.com.au

Accessible Toilet Hire
Splashdown
ph: (03) 9314 6700
admin@splashdown.com.au
www.splashdown.com.au

Super Safe Hire Group
ph: 1300 132 731
sales@supersafehire.com.au
www.superloo.com.au

Marveloo
Mobile Accessible Restroom
Ph: (03) 9818 2000/1800 654 013
info@changingplaces.org.au
www.changingplaces.org.au

Accessible Ramp and Wheelchair Hire
Aidacare
ph: 1300 133 120
sales@aidacare.com.au
www.aidacare.com.au
By following the checklist below you can quickly see if your event is accessible for people with a disability. For more detailed information, see the main Accessible Events Guide document.

Checklist

☐ Have you considered accessibility when selecting the venue/location for your event?
☐ Are your posters, mail-outs, tickets and other event information accessible?
☐ Are your ticket boxes accessible?
☐ Is your online booking system accessible, or has an accessible alternative?
☐ Have you considered providing transport for people with disabilities?
☐ Have you provided an accessible drop off point close to the entrance/registration point?
☐ Have you provided enough accessible parking spaces?
☐ Are there clear and continuous paths of travel throughout the public spaces of the event venue?
☐ Are there enough wheelchair spaces provided in theatre seating areas?
☐ Have you provided seated rest areas throughout the venue?
☐ Have you provided adequate circulation space in seating, dining and toilet areas?
☐ Have you provided lowered tables with spaces for wheelchairs at dining areas?
☐ Is the signage, including menus, throughout the venue accessible?

☐ Do you have a Public Address System?
☐ Do the doorways at the venue meet accessibility standards?
☐ If there are lifts at the venue, do they meet accessibility standards?
☐ Do any ramps (temporary or permanent) meet accessibility standards?
☐ Do counters, registration desks and market stall tables have lowered areas?
☐ Is the signage throughout the event easy to read and visible from a seated position?
☐ If there is strobe lighting, flash-pots or noisy special effects, do you advise the audience prior to the shows starting?
☐ Have you provided adequate lighting throughout the venue, including auditoriums?
☐ Is there an augmented listening system (ie: Hearing Loop) in place/available for audiovisual presentations?
☐ Is there at least 1 unisex, accessible toilet per bank/block of public toilet cubicles?
☐ Have you considered offering a variety of food options to meet cultural and dietary requirements?
☐ Have you considered providing a RECHARGE Point for people to charge their electric wheelchairs or scooters?

For a copy of this document in an alternative format, please contact the MetroAccess Officer on 9240 1111.

For more information on how to make your event more inclusive of people with disability, please contact Moreland City Council’s MetroAccess Officer on 9240 1111.


If you require this document in a language other than English, please contact the MetroAccess Officer on 9240 1111.