Disability + Inclusion

Accessible Event Guide

Maribyrnong
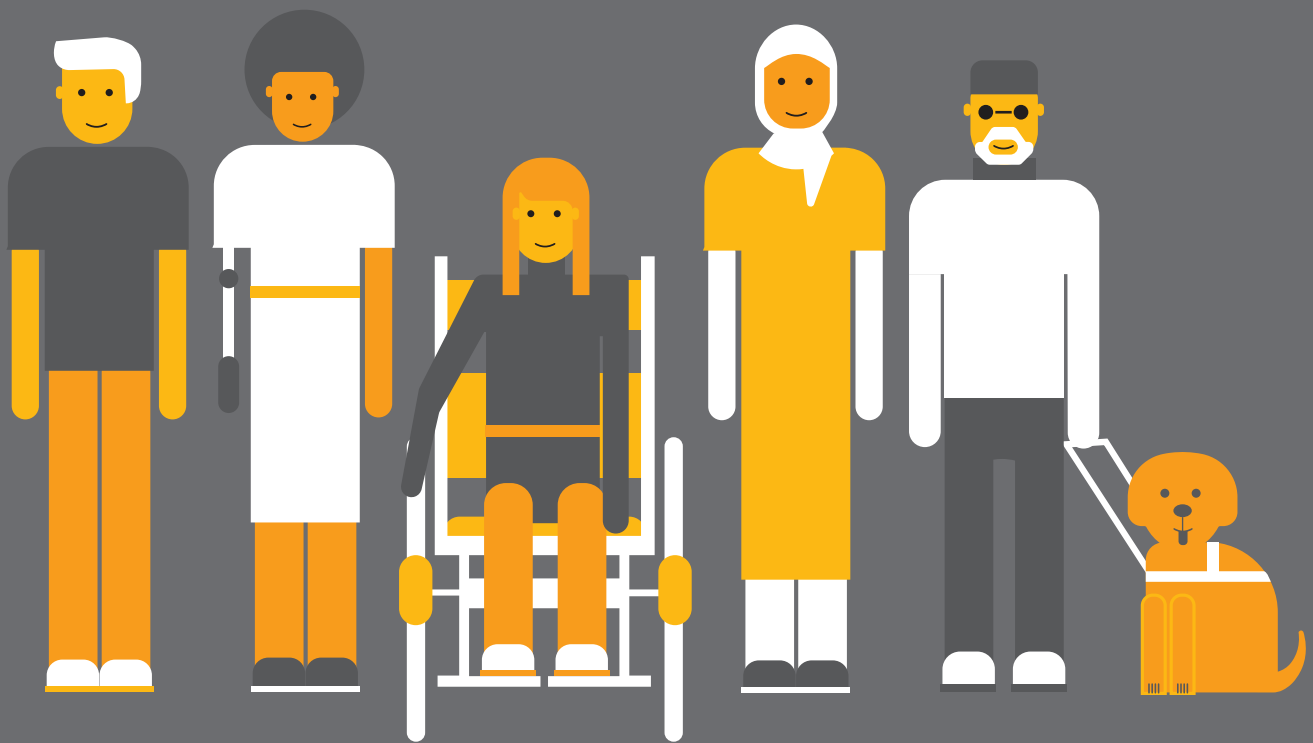CITY COUNCIL

We acknowledge the Australian Aboriginal and Torres Strait Islander peoples of this nation.

We acknowledge the people of the Kulin nation as traditional custodians of the lands on which Maribyrnong City Council is located and where we conduct our business.

We pay our respects to ancestors and Elders, past and present.

We are committed to honoring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

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Introduction.

Making your event accessible for everyone means anyone can participate and enjoy themselves, and this will help to make your event a success.

Whether it's a person with disability, an older person or parents with prams, accessibility benefits everyone.

Both Federal and State laws require that people with disability have equal access and opportunity to participate as people without disability.

Making sure your event is accessible is a legal requirement. Failure to do so could result in a complaint of discrimination.

It is recommended that Council event staff complete Council's Disability and Inclusion Training, and that Council and external event staff are aware of the needs of people with disability, and have a positive attitude.

Designing accessible promotional materials.

Accessible fonts

There are two styles of fonts, Serif and San serif.

A serif is a decorative line found on some fonts.

San serif fonts are easier to read as they don't have the decorative line.

Arial and Avenir are examples of a san serif fonts and are Council's brand fonts:

Arial

Avenir

An example of a serif font is Times New Roman.

Times New Roman

San serif fonts also work better for digital publications, as pixilation on the screen can distort serif fonts.

Accessible font point sizes

Use larger font point sizes. The larger the point size, the easier it is to read.

Arial font at 12 or 14 point is ideal for hand-held materials.

Contrasting colours

Use colours with good contrast for ease of readability.

You can test the colour contrast by making a black and white photocopy. If it's still readable the contrast is adequate.

Accessible promotion and ticketing.

Print and online promotions

Ensure the website or social media channel you are using to promote your event is accessible.

Visit w3.org/WAI for further information about web accessibility.

Ticketing

Online ticket sale websites should have an accessible booking system.

Ticket boxes and information stands should be accessible for people with physical disabilities (consider bench heights / information being visible from a seated position).

If tickets aren't free, people should be able to use their Companion Card, Victorian Carers Card or Seniors Card to buy a ticket.

Companion card scheme

Ensure ticketing and event staff are made aware of the Companion Card, Victorian Carers Card and Seniors Card schemes, which all offer discounts for a wide variety of services, events, and goods for card holders.

Event programs

Include an Accessibility Site Map showing accessible toilets, accessible paths of travel, rest areas, RECHARGE, and emergency exit point/s.

Use symbols as well as words to support people with vision impairment, intellectual disability or low literacy in English.

Event site A-Z.

Accessible drop off point

Your accessible drop off point should:

- be close to the entrance
- have a smooth and level ground surface
- have seating and shade if possible.
- be close to the registration or information area.

Accessible parking

One (1) accessible car space per 50 spaces must be provided for your event. Accessible car spaces must be:

- marked and clearly visible
- close to the entrance
- on firm, level ground
- have ramped access from the car space to the path
- be at least 5.4m long x 2.4m wide to allow for enough space either side of the car for a person to get in or out.

Note: vehicles designed to carry people who use electric wheelchairs are often larger than an average car.

Audio visual presentations

- Prior to the show, advise the audience if strobe lighting, flash pots, or other noisy special effects will be used.
- If lights are lowered during the performance or presentation, ensure full lighting is returned during arrival, intermission and exit times.
- Consider using augmented communication such as Braille, Hearing Loops, audio commentary or captioning for videos.
- Provide Auslan Interpreters – signing for people who are deaf. You will need to book this service well in advance.

Catering and dining areas

- Ensure there are event staff available to assist in self-service dining areas.
- Plan for a range of dietary needs (e.g. diabetic friendly food, vegan etc.) and offer culturally appropriate options.

- Provide crockery and cutlery options – mugs with handles, environmentally-friendly drinking straws for those who have difficulty holding.

- Consider alternatives to small milk and sugar containers or provide assistance.

- Make menus and menu boards easy to read using large, clear fonts. Consider using images of menu items. This can help people with communication or intellectual disabilities express their choices.

Clear and accessible paths

Ensuring your event has clear and accessible continuous paths throughout makes it easy for everyone to move in, out and around your event.

Ensure paths are:

- free of all obstacles, are firm, with an even surface, no steps or steep inclines.

- well lit, especially for evening or indoor events

- wide enough for a person who uses a wheelchair and someone pushing a pram to pass each other (recommended 1 metre width).

- free of overhead obstacles (low hanging branches, signs). Recommended overhead clearance is 2 metres from the ground.

- Run from the accessible car parking spaces to the accessible drop off point and throughout the public access areas of the venue or event site.

- Allow for circulation space around seating, dining, sales and toilet areas so people using wheelchairs or pushing prams can easily turn around.

Counters

- Should include a lowered area so wheelchair users can see and communicate with service providers.

- The recommended height is 75 – 80cm.

Doorways

- The venue's main entrance should have a doorway at least 90cm wide and be free of steps.

- Internal doorways should be wide enough to accommodate a person driving their own wheelchair. Recommended clear width 85cm.

- Doors should be automatic or easy to open and have either flat or D-shaped handles.

- If not all the doors are accessible, accessible doors should be clearly marked.

Hearing loop

- A hearing loop is an augmented listening system that lets people with hearing aids receive the projected sound via the T-switch on their hearing device.

- Hearing Loop locations should be clearly indicated on the event program map.

- Seats in the hearing loop area should be clearly marked.

Language

- Always make sure you use appropriate language in all your communications e.g. promotional material, signage and event material.

  For example – accessible car park not disabled car park. Visit the intranet to access Council's Disability and Inclusion Language Guide.

Lifts

- Events can only take place in upstairs venues where there is an accessible lift available, otherwise the venue is not suitable for a public event.

Public address system (PA)

- Ensure the sound quality and volume are at acceptable and comfortable levels, so it can be clearly heard.

Ramps

- Permanent and temporary ramps must meet Australian standards.

- Use a registered supplier to hire a ramp.

Recharge points

- Provide designated, clearly marked AC power outlet/s for people to recharge their electric mobility device (e.g. wheelchair or scooter).

- Ideally, locate the recharge point in the Rest Area.

Rest areas

- Free drinking water should be available in at least one Rest Area.

- Seats with arm rests should be positioned around the Rest Area.
- If possible, seats should be located in areas that are shaded, cool and quiet.

- One Rest Area should be close to the accessible drop off point.

Signage and wayfinding

- All main event information, toilets, rest areas, dining areas, exits should be clearly marked.

- Position signs so they are visible, including for people using wheelchairs.

- Ensure font type and size is clear, large and with a good contrast (pale background / black text).

- Consider using symbols as well as words to support people with vision impairment, an intellectual disability or low literacy in English.

Seating

- Provide adequate accessible pathways between and around seating blocks. Recommended width of 1.2m.

- Reserve a proportion of front row seats for people with disability. Seats should be close to accessible pathways.

- Provide a minimum of three (3) spaces per 150 seats for wheelchair users, and one (1) space for 50 seats after that.

Stalls

- Advise stallholders to keep the area in front of their stalls clear of all obstacles so they are accessible and safe for everyone.

- Ensure signage isn't blocking pathways.

- Keep an area of the counter clear of products so people using wheelchairs can more easily communicate with stallholders.

Toilets

- Provide at least one (1) unisex, accessible toilet with every bank of toilets that has one or more cubicles.

- Keep the approach and the cubicle clear, clean and well-lit.

- Check baby change facilities are folded up to provide adequate space for a person with disability, and if needs be, their carer.

- For large events consider hiring mobile changing places toilets that cater for people with disabilities and their carers.

What else can you do?

- Consider providing a community bus, so travel to your event is made easier for people with disabilities.

- Provide wheelchairs for use at your event.

Accessible event checklist.

☐ Have all staff working on or at your event completed Council's Disability Training program or been made aware of the needs of people with disability?

Communications, promotion and ticketing

☐ Are all your communications (promotional materials, ticketing and all event information accessible?

☐ Do all your communications use appropriate language when referring to disability?

☐ Is your online booking system accessible or have an accessible alternative?

☐ Are ticket boxes accessible?

☐ Does your booking system or method, allow for Companion Cards, Seniors Cards and Carers Cards?

Venue / event site

☐ Is the venue/location you are considering booking for your event, accessible?

Do the following meet accessibility standards:

☐ Lift/s?

☐ Doorways?

☐ Temporary or permanent ramps?

☐ Is there at least 1 unisex, accessible toilet per bank/block of public toilets?

☐ Is there adequate lighting throughout the venue, including auditoriums?

☐ Does your event have an accessible drop off point?

☐ Have you provided enough accessible parking spaces?

☐ Are there clear, accessible and continuous paths through the public spaces of your event?

☐ Is there adequate circulation space for wheelchair users in dining, seating, point of sale and toilet areas?

☐ Have you provided enough spaces for wheelchair users in your seated event areas?

☐ Have you provided seated rest areas throughout the venue/event?

☐ Have lowered areas been provided in dining areas (tables), counters, registration desks, market stalls, and at points of sale for wheelchair users?

☐ Do you have a public address system?

☐ Have you provided RECHARGE point/s?

☐ Is there an augmented listening system (i.e. Hearing Loop) in place/available for audio visual presentations?

☐ Have you considered providing accessible transport, such as a community bus?

Signage / wayfinding

☐ Is signage throughout the event (including menus) accessible and easy to read?

☐ Is signage visible from a seated position?

Sensory considerations

☐ Does your event include strobe lighting, flash-pots or noisy special effects?

☐ Have you advised the audience of these effects prior to the show/s starting?

Resource list.

Access audits

Association of Consultants in Access Australia
access.asn.au
(03) 5221 2820 (Mon to Wed)

Auslan interpreters

Expression Australia
expression.com.au
9473 1111

Disability awareness training

Arts Access Australia
National peak body for arts and disability to increase access to the arts for people with disability as artists, art-workers, participants and audiences.

artsaccessaustralia.org
9699 8299 (Arts Access Victoria)

Hearing loops, FM systems and assistive listing technologies

Word of Mouth Technology
wom.com.au
9723 0660

Transcription to audio files

Vision Australia
visionaustralia.org
1300 847 329

Maribyrnong City Council
Corner Hyde and Napier Streets Footscray
Mail address   PO Box 58, Footscray VIC 3011
Phone: 9688 0200
After hours/emergency: 9688 0200
Fax: 9687 7793
Email: email@maribyrnong.vic.gov.au
www.maribyrnong.vic.gov.au

TIS **131 450**

If you are deaf, hearing-impaired, or speech-impaired, please use the
National Relay Services

TTY **133 677**

Speak and listen **1300 555 727** www.relayservice.com.au

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