

Festivals and events

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With almost 20 per cent of people living with disability in Australia – a country with an aging population – businesses that lack access are missing out on potential customers.

Use this checklist to review how accessible and inclusive your business is. If you identify some gaps, consider making improvements to welcome customers of all ages and abilities.

You can also use this checklist as a guide when selecting premises to establish a theatre or cultural venue. Relevant legislation must be adhered to in any building upgrade or development works.

General access issues to consider

Does your festival or event venue have:

Access to premises	Yes	No
Clear external and internal directional signs including symbols		
Accessible parking for people with disability on-site or nearby		
Accessible pathways from the car park to the site and facilities		
Accessible public transport nearby		
Clear path of travel from outdoor to indoor areas		
Step-free access as an alternative to any steps or stairs		
Wide, self-opening or easy-to-open doors		
D-style lever door handles at an accessible height		
Protection from wind, rain and noise in outdoor areas		

Ease of access when moving around the premises	Yes	No
Appropriate safety markings on glass doors and adjacent panels		
Colour contrasting door frames/trims		
A handrail from the entrance to the service counters		
Enough space between furniture, stalls, exhibits or in busy areas for a person to easily manoeuvre a mobility aid (e.g. wheelchair, walking frame, stick, crutches)		
Slip-resistant flooring		
Covered grassed and/or dirt pathways to improve access		
Covers over cables or wires to prevent tripping		
Limited use of roped barriers		
Ramp or lift access to all levels		
Handrails and contrasting edges on any steps		

Ease of access when moving around the premises	Yes	No
Colour-contrasting handrails		
Seating on mobile exhibits		
No overhanging foliage on pathways		
Tactile tiles before steps, ramps, jetties, piers and other hazards		
Accessible on-site transport (if required)		
Access to any mobile attractions e.g. trains, buses, rides etc		
Signed passenger stops and vehicles		
Seatbelts on any mobile attractions		
Wheelchairs/mobility devices for loan		
Support personnel available to assist where necessary e.g. pushing a wheelchair		
Access to and within viewing areas and lookouts e.g. near parade routes		
Consistent and even lighting along pathways		
Glare-free lighting at service counters		
Lighting on stair nosings in dark entertainment areas		

Accessible amenities	Yes	No
Step-free access to stage and change room areas		
Definition of stage edges in entertainment areas		
Access to speakers or performers' platforms		
Low-height or roving microphones		
Low-height or adjustable lecterns		
Wheelchair-accessible seating at various locations in the venue, with space to sit with friends		
Seating with backs and armrests		
Seating in contrasting colours to walls and floors		
Accessible rest areas including seating, lighting, drinking fountains and shelter at low height		
Clutter-free ticket counters with a seat		
Accessible self-service counters/display area		
Ticket and reception counters at an accessible height, with leg room suitable for a person using a wheelchair		
An accessible buzzer on ticket counters		

Accessible amenities	Yes	No
Accessible water/tea/coffee facilities		
Access to any bar/kiosk area (including low-height bar area)		
Accessible storage area for mobility aids		
Good acoustics throughout the venues		
Hearing augmentation systems		
Water for assistance animals		
Accessible first-aid support		
Accessible information and support area		
Suitable height exhibits for people using wheelchairs		
Accessible sharps disposal units		
Access to any vending machines/food outlets/kiosk/drinking taps		
Space for storing mobility aids and baggage		
Access to any boat ramps, jetties or fishing platforms		
Access via decking or floating entry to any beach or lake areas		
Access via ramp or beach entry to any swimming areas/pools		
Availability of 'beach/pool accessible' wheelchair for loan		
Access to any camping sites and facilities		
Accessible picnic areas with shelter, seats and BBQ's		
Access to any playgrounds and play equipment		
Scooter/wheelchair recharge point		
An accessible toilet		
An accessible baby change area		
An accessible baby feeding area		
An ambulant toilet for men and an ambulant toilet for women		
A gender-neutral toilet		
A Changing Places facility		

Accessible provision of information	Yes	No
Information about services for people with disabilities e.g.		
Lift		
Accessible toilet		
Emergency procedures		
A mobility map of the site indicating accessible parking, toilets, paths, attractions etc.		
Information about public transport access to the site		
Information about drop-off points close to entries		
Accessible guided tours		
Audio information and braille buttons in any lifts		
A phone message about events, services and facilities		
An accessible website with information about events, services and facilities		
Large print, raised tactile, braille and audio signage		
An assistance animal welcome sticker at entries, (e.g. guide hearing dog)		
Information in large print and braille		
Clear, large print name tags on staff/volunteers		
Audio descriptions of performances and displays		
Audio guides for exhibits and displays		
Captions on digital screens		
Tactile depiction of artist displays e.g. paintings		
Audio descriptions of attractions on any shuttle service		
Raised tactile signage and braille on mobile exhibits		
Hearing loop at service counters and in performance areas		
Alternatives to any audio announcements e.g. visual display		
Alternatives to any visual displays e.g. audio announcements		
SMS service for communication		
An internet booking system		
Discounts for concession card holders		
A telephone booking system		
Accessible payment options		

Accessible provision of information	Yes	No
Companion Card acceptance		
Staff who can communicate appropriately with people with disability	Yes	No
Friendly helpful staff, trained in access awareness, including speaking clearly for easy lip-reading		
Staff available to assist in self-service areas		
Staff available to read information for customers if required		
Staff with basic sign language skills		
Sign language interpreters if required		
Pen and paper for exchanging information		
Pen and paper for exchanging information		
Appropriate acoustic environments to reduce background noise		
Hearing loops at ticket counters and in presentation/performance areas		
SMS communication service		
Service areas in quiet zones		
Alternatives to any visual information e.g. audio announcement		
Alternatives to any audio announcements e.g. visual information		
Responsive evacuation procedures	Yes	No
Visible and audible fire alarms		
Accessible emergency exits		
Emergency evacuation procedures suited to people with different abilities		

Accessibility improvement plan

Now you have completed the access checklist, you will have identified areas where you are providing good access. You might have also identified areas that need improvement.

Use the last page of this checklist to develop an accessibility improvement plan for your café or restaurant venue, based on your no answers in the checklist.

Start by grouping the access action you need to take, into the following areas:

- Action you can take now for little or no cost
- Action you can take in the medium term that doesn't require renovation to your premises
- Action you will need to take during a refurbishment or redevelopment of your premises to provide access for all.

Under the **National Construction Code**, you are required to provide access for people with disabilities in any renovation or redevelopment project.

If you don't own your premises, you can talk to your landlord about the legal requirements of providing access for all, as they are also responsible under the **Commonwealth Disability Discrimination Act 1992**.

Access consultants

There are qualified and accredited access consultants who can conduct an access audit of your premises and provide you with specialist advice and assistance for developing an access plan. Visit the **City of Swan website** for more information.

Disclaimer

The information published in this checklist is provided by the City of Swan as a community service. It shares information about how individual businesses can review and improve their accessibility for people with disabilities.

While due care has been taken in preparing this checklist, the City and the authors do not guarantee its accuracy or currency.

The City and the authors are not responsible to you or anyone else for any loss, damage or injury incurred or sustained by any person because of the use or reliance on this checklist.

The information generated from the use of this assessment checklist is intended to be used as a guide for your business only. It should not be relied on for future marketing considerations. You should seek your own independent advice regarding accessibility for people with disability.

The City of Swan does not warrant or guarantee any particular outcome in respect of your business's self-assessment.

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Accessibility improvement plan

Short term actions:

Medium term actions:

Long term actions: