# Outcome 1: Events and Services

Delivering accessible and inclusive events and services benefits everyone. Accessible and inclusive events positively impact community attitudes towards people with disability and celebrate our diverse community.

**Disability Access and Inclusion Plan Outcome 1**

* People with disability have the same opportunities as other people to access the services of and events organised by a public authority.

“No matter what the venue, activity or opportunity, is it open and available to anyone who wishes to access it?” consultation participant

### Make access and inclusion a priority

Access and inclusion are more than providing a ramp or enough space for a wheelchair to pass through. When planning events and services, at the very least, you should think about:

* The various needs of your attendees, participants and service users, including sensory needs.
* Engaging a diversity of stakeholders, particularly people with lived experience of disability, in the event or service design and review phases.
* Accessible and inclusive promotional materials and communication methods.
* Location or venue accessibility, including online events, and time of day.
* Staff knowledge and experience, and training options to ensure staff and volunteers can respond positively to people with disability, and provide quality supports where applicable.

### Applying universal design principles

Best practice access and inclusion involves applying universal design principles to ensure people of all abilities, age, cultural background, and other factors can participate.

Centre for Universal Design Australia has a series of short videos and resources on applying universal design principles to events and services. For more information visit [Inclusive events and conferences.](https://universaldesignaustralia.net.au/category/conferences-and-events/inclusive-events-and-conferences/)

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| EVENT PLANNING: Starter checklist |  |
| **Marketing and communications** |  |
| Do your promotional materials reflect a diversity of people with disability? | Choose an item. |
| Do your promotional materials highlight what accessible features and supports are available? | Choose an item. |
| Does your website meet web accessibility standards?  | Choose an item. |
| Do written materials use large (minimum 12 points) and clear font (for example Arial, Helvetica), with good contrast between the text and background colours (use [Colour Contrast Analyser](https://www.visionaustralia.org/business-consulting/digital-access/resources/colour-contrast-analyser))?  | Choose an item. |
| Do your materials use inclusive language (refer to [Language Guide](https://pwd.org.au/resources/language-guide/) and [Inclusive language style manual](https://www.stylemanual.gov.au/accessible-and-inclusive-content/inclusive-language)) and plain English (refer to [How to write in plain English](https://www.stylemanual.gov.au/writing-and-designing-content/clear-language-and-writing-style/plain-language-and-word-choice))? | Choose an item. |
| Are written materials available in alternative formats, including visual stories? | Choose an item. |
| If visual representations or presentations are being used, will there be audio description or other accessible formats available? | Choose an item. |
| Are multiple methods of contact provided, such as phone number, email address and [National Relay Service](https://www.accesshub.gov.au/about-the-nrs)? | Choose an item. |
| **Tickets and Registration** |  |
| Where attendees or participants need to register or purchase tickets, can they make specific reasonable adjustment requests if needed? | Choose an item. |
| Are booking forms and registration systems accessible? | Choose an item. |
| Can people purchase tickets or register via alternate methods, such as phone, email or in-person? | Choose an item. |
| Is the event [Companion Card](https://www.wacompanioncard.org.au/) affiliated? | Choose an item. |
| **Venue** |  |
| Have you done an accessibility review on the venue? If yes, are there any additional accessibility provisions required? | Choose an item. |
| Wayfinding and signage: Is directional signage clear with good contrast? Is signage tactile and does it use universal symbols?Are there communication boards? | Choose an item.Choose an item.Choose an item. |
| Entry points and doors: Are there any structures obstructing access points?Are kerb ramps in place where needed?Are all doors wide enough for a wheelchair user?  | Choose an item.Choose an item.Choose an item. |
| Stairs: Do stairs have handrails and tactile surfaces on step edges? Does the venue have ramps and or an elevator as an alternative to stairs? | Choose an item.Choose an item. |
| Are there accessible unisex toilets with grab rails? | Choose an item. |
| Is there a sensory space or quiet room? | Choose an item. |
| Are there assistance animal facilities, such as toileting area, water, shade? | Choose an item. |
| Are there easily accessible power points available to charge motorised scooters, wheelchairs and other assistive technology? | Choose an item. |
| Sound and lighting:Are there microphones and audiovisual systems to amplify speech?Are there hearing loops? Where hearing loops are not available, can you use mobile hearing loops?Is the venue well lit?Are entrance pathways and carparking areas well lit? | Choose an item.Choose an item.Choose an item.Choose an item.Choose an item. |
| Outdoor venues:Are there any structures blocking access points?Are kerb ramps in place where needed?Where onsite amenities are not available, are accessible portaloos and water stations provided?Do grassed areas have mobi-matting pathways for easy access?Is there seating and rest spots in shaded areas? | Choose an item.Choose an item.Choose an item.Choose an item.Choose an item. |
| Entertainment and catering:Are stages accessible to performers and speakers?Do you need an Auslan interpreter for speakers or performers?Is there designated seating with a direct view of the stage, screens, speakers, performers and interpreters?Where sitting is fixed, can seats be removed for wheelchair users?Where tables with seating are used, are your tables at a distance and height appropriate for wheelchair users?Are catering tables and food vendors at a suitable height for wheelchair users?Are stalls and information desks at a suitable height for wheelchair users? | Choose an item.Choose an item.Choose an item.Choose an item.Choose an item.Choose an item.Choose an item. |
| **Transport and parking** |  |
| Are there accessible public transport services near the venue? | Choose an item. |
| Are there accessible parking bays within 40 metres of the venue? | Choose an item. |
| Are paths leading to the venue and all entrances clear and accessible? | Choose an item. |
| **Staff and volunteers** |  |
| Have staff and volunteers had disability awareness training? | Choose an item. |
| Have staff been briefed on assistance animal rules and regulations? | Choose an item. |
| Have staff been briefed on accessibility measures and individual requirements? | Choose an item. |
| **Emergency Management** |  |
| Is there a clearly marked first aid point? | Choose an item. |
| Do you have an emergency management plan that includes protocols for evacuating people with disability? | Choose an item. |
| Have the appropriate emergency services been informed? | Choose an item. |