

Attachment C

Draft Disability Inclusive Event Guidelines



Sydney2030/Green/Global/Connected



A City for All

Disability

inclusive event

guidelines

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Background and introduction

Inclusive and accessible events provide equitable opportunities for people who live, work and visit the City of Sydney local government area to enjoy and participate in the amazing social and cultural events on offer.

There are significant economic opportunities associated with catering tourism and recreational services for people with disability.

Tourism Research Australia's (TRA) National Visitor Survey (NVS) 2017 first quarter data on day and overnight trips shows that:

- People with disability spent \$3.3 billion on tourism services, accounting for 17 per cent of all tourism expenditure
- On average, people with disability spent more on day trips than people without disability, \$111 compared with \$106
- People with disability took around 9 million day trips, which accounted for 21 per cent of all day trips
- People with disability spent on average \$615 on overnight trips compared with \$677 for people without disability
- Expenditure was \$2.9 billion for older people and \$2.7 billion for young families.

Purpose

These guidelines provide event organisers with minimum requirements and a best practice framework to ensure consistent practice and positive outcomes across a diverse range of events. The guidelines outline key access and inclusion considerations that should be referred to when planning and delivering events within outdoor spaces in the City of Sydney area.

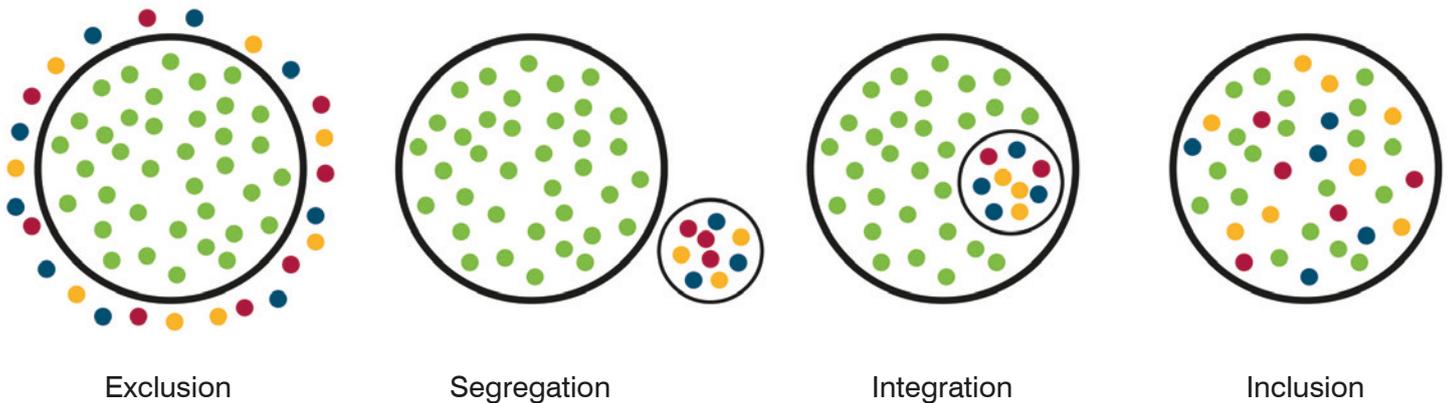
Legislative and policy context

These guidelines are informed by and meet the requirements under the *Disability Discrimination Act 1992* and the objectives of A City for All: Social Sustainability Policy & Action Plan 2018–2028 and the Inclusion (Disability) Action Plan 2017–21.

The *Disability Discrimination Act 1992* makes it against the law to discriminate against a person because of disability when providing goods, services or facilities, or access to public premises. This includes venues in which events are held, and the activities, performances and services available at events.

These guidelines are intended to ensure that everyone has equitable and dignified opportunities to attend and participate in events.

These guidelines will be provided to all event organisers who seek outdoor permits for events and festivals, as part of the Event Guidelines.



People with disability

One in five people in Australia have a disability. Disability may be acquired at birth or early in life or may be the result of accident, illness or injury throughout life. Disability becomes more likely as we age, with more than half of people aged over 65 living with disability.

When planning inclusive events, it is important to understand the different barriers faced by people with disability.

General barriers include:

- **Physical barriers** – lack of access to premises where event activities are held
- **Communication barriers** – lack of information and communications in accessible formats
- **Attitudinal barriers** – lack of disability awareness, including use of respectful language, and assumptions that people with disability can't participate in certain activities or have unique interests and perspectives
- **Socioeconomic barriers** – the cost of events can impact on making them truly inclusive for everyone.

Understanding the different types of disability and each person's needs will assist in the design, development and implementation of inclusive events. Different people face different barriers, depending on their experience of disability. The experience of disability and the barriers faced by individuals may also vary day to day. For example, people with:

- **Physical disability** – may face physical barriers in accessing an event venue
- **Cognitive disability** such as developmental delay, intellectual disability and acquired brain injury – may face communication barriers and barriers in accessing information about events
- **A lived experience of mental health issues** may face attitudinal barriers, i.e. assumptions that they can't participate in activities or events, or become easily overwhelmed by noisy environments
- **Sensory disability** such as a person who is Deaf or is hard of hearing, blind or has low vision, autism spectrum disorder and sensory processing disorder – may face communication barriers and barriers in accessing information or may require support to attend an activity of event.

It is the responsibility of events organisers to provide everyone with equitable opportunities for inclusive participation.

Remember that each person is different. What works for one person may not work for another, even if both people have the same disability. No two people will have the same need, expectations, skills and aspirations. So while it is important to plan events to be as inclusive as possible, being flexible, respectful and asking people if and how you can help can go a long way.

Principles of event access

The following four principles provide a framework for planning inclusive and accessible events



Accessible venues and spaces:

- The activity or event is held in an accessible venue or space
- Appropriate infrastructure is used to maximise access within and around the venue or space
- The access features of the venue or activity are communicated in promotional materials, so that people with disability are able to make an informed decision about their participation before the event.



Opportunities for inclusive participation and experiences:

- Event activities and services can be experienced by people with disability in a shared and inclusive manner
- Inclusive communication at events such as presentations, announcements and speeches are provided in accessible formats.



Accessible materials and information:

- Event materials, including promotional, documents, PowerPoint presentations, plans, designs and maps – both print and online – are accessible and/or available in different formats.



Staff awareness and attitudes:

- Events staff are welcoming and confident to communicate with people with disability, and have sound disability awareness.

Types of events and access requirements

Accessible and inclusive events benefit everyone. Particular groups that benefit include people with disability, their carers, family and friends, older people, families with young children, people from culturally and linguistically diverse backgrounds (CALD) and visitors.

There are simple and easy ways to make an event disability-inclusive if you take time to plan and consider these guidelines.

Access and inclusion requirements should be considered early in the event planning process.

All event organisers should strive for best practice accessibility, as outlined in these guidelines, however, smaller events may have limited resources available to deliver all best practice inclusion and accessibility event features.

All events should meet the minimum requirements set out in the table below.

Minimum requirements	
Venue (both indoor and outdoor)	The venue is wheelchair accessible, with step free entry, and a continuous accessible path of travel to all destinations of the event
	There are accessible toilets available at the event
Opportunities for inclusive participation	Auslan interpreters, live captioning and audio description are provided upon request (when the type of event, size and budget allows this to be achieved)
Accessible materials and information	Where possible, ensure event websites and digital documents comply with web accessibility WCAG2.0 Note: All government agencies organising events should ensure all digital communications comply with WCAG 2.0 Web Accessibility Standards
	Avoid using PDF invitations in digital communications
	Event promotions should provide detail of the access features available at the event where provided such as hearing loops and interpreters
	Provide contact details of event organiser, including telephone number, email address and website so people who need more information about the venue can contact with someone who can answer questions
	Ask guests about individual accessibility support needs they may have (within invitations and promotional materials)
	Be prepared to provide accessible communications if requested
Staff attitudes and behaviours	All staff preparing or participating in an event, including contractors such as security and catering, and volunteers, should be briefed by the event organiser about key access features of the event space

Media Access Australia has a [Service Providers Accessibility Guide: a quick reference guide for accessible communications](#). Slide Genius has a useful guide on how to make [PowerPoint slides accessible](#).

Accessible venues and spaces



The venue or space, whether it is indoors or outdoors, is one of the most important planning considerations for accessible and inclusive events. If the venue is physically inaccessible, there is a risk that your event may exclude a number of people, including people with disability, families with young children and older people.

Minimum requirements

Accessible entrance and the continuous accessible path of travel

An accessible entrance (step free) and a continuous accessible path of travel throughout your event will support independent and dignified access for people with disability.

All events should provide as far as feasible an accessible entrance that is:

- step free and flat, or
- accessible via a ramp that is no steeper than 1 in 14 incline (See Australian Standards 1428.1), or
- accessible via lift.

As far as possible, a continuous accessible path of travel should be available. A continuous accessible path of travel is a route within a building, venue or space that is:

- Free of steps, turnstiles, and obstructions such as signs and stalls, furniture or temporary infrastructure such as power cabling or art installations

- Provides a minimum 1000mm wide clearance (indoors) and as far as possible 1200mm in width (outdoors). For high volumes of attendees a 1800mm passing spaces should be provided every 20 metres (outdoors)
- Provides a minimum of 2000mm height clearance
- Includes temporary ramps and cable trays for outdoor events as required
- Avoids surfaces such as grass and rough gravel as they can be a risk and trip hazard for people who are blind or have low vision, older people, and people using wheelchairs or have spinal sensitivity.

Accessible toilets

All events should provide accessible toilets, either permanent facilities that exist within the public domain, or through the hire of portable accessible toilets.

There are many types of accessible portable toilets on the market, but not all comply with current standards. Ensuring as far as possible that portable toilets comply with current accessibility standards and are placed at an easily accessible location. See glossary for definitions of wheelchair accessible and ambulant toilets.

As a minimum the provision of wheelchair accessible toilets must:

- Have a minimum ratio of 1 wheelchair accessible toilet per 10 standard toilets¹
- Not be locked or used as a storage area.



People interacting with the Infinite Choir at Pitt Street mall in the Sydney CBD. The Infinite Choir was set up as part of the Sydney Christmas events 2013. / Photographer: Damian Shaw

In addition, the portable wheelchair accessible toilets at outdoor events must be:

- As accessible as possible – no foot pump operated sink, maximum circulation space: W 1900mm min and L 2300mm min. (See Australian Standards 1428.1 Clause 15)
- Located next to an continuous accessible path of travel
- Include a landing at the top of the ramp for wheelchairs to stabilise and manoeuvre appropriately
- Located on firm, level ground or accessible via ramp no steeper than 1 in 14 incline (when not located on level ground). Accessible temporary structures.

Temporary structures

All outdoor events should provide equitable and dignified access into any temporary structures where event performances and activities occur.

- Temporary structures must be accessible to wheelchair users via the provision of an access ramp. In particular:
 - Access to the structure will be provided by a ramp compliant with Australian Standards 1428.1
 - As far as possible, the ramped entry to the temporary structure will be the primary entrance
 - Where the accessible entrance is not the primary entrance:
 - The accessible entrance should be no further than 50m away from the primary entrance
 - The location of the accessible entrance will be clearly signposted at the main entrance
 - It will be clearly sign posted as an accessible entrance.

Where it is not feasible to provide ramped access, an alternative means of access, such as a platform-lift, should be provided.



City of Sydney was a proud sponsor of the Sydney Festival 2017. Photographs of sponsorship and marketing material / Photographer: Katherine Griffiths

Event wayfinding and signage

Wayfinding and signage assists people to find their way to and around an event venue or space. Wayfinding signs and maps allow people to understand the event environment, and be confident about attending the event and participating in the activities on offer.

As a minimum, wayfinding systems and signage where provided at events should:

- Provide good colour visibility/contrast between one surface or component and another surface or component. You can use Vision Australia's [Colour Contrast Analyser](#) to check foreground and background colour combinations to determine if they provide good colour visibility (See glossary).
- Use large sans-serif font
- Be minimum 18 point font
- Avoid using all capital text (capitalise the first letter)
- Use directional arrows
- Be located at decision points such as entrances
- Provide direction to key event destinations such as performance areas and food service areas
- Provide direction to accessible infrastructure such as accessible toilets, and accessible seating and viewing areas
- Have signage at the destination points to confirm location

- Provide directional signage at a height that can be seen from a distance, taking into consideration crowd density and people who use wheelchairs
- Ensure signage does not obstruct the continuous accessible path of travel or kerb ramps
- Provide minimum 2000mm height clearance
- Be located near to a continuous accessible path of travel or service area and at a height to enable use by people with low vision or wheelchair users. See Wayfinding Standard (AS 1428.4.2) for details.

For outdoor events

Providing good access at outdoor events requires some additional considerations

- Event layouts should maximise the use of existing footpaths (footways) and kerb ramps by locating key infrastructure next to these pathways such as stalls, accessible, toilets, drop off zones, stages, emergency egress
- Key event infrastructure such as stalls, signs and traffic control barriers, should not block existing kerb ramps
- Where there is no permanent footpath (footway) forming a continuous accessible path of travel, use temporary access matting compliant with AS1428.1 to ensure there is a flat and clear pathway to key event infrastructure
- The pathway must be continuous, with no breaks or gaps



City of Sydney NAIDOC in the City event held at Hyde Park. Pascal Donsck with his family. / Photographer: Katherine Griffiths

- Where there are stairs, consideration should be given to the provision of an alternative accessible path of travel such as a ramp or lift
- Trucks setting up during bump in and out must not block the continuous accessible path of travel
- Where temporary ramps, stairs, cable trays and matting must be used then they must comply with AS1428.1.

Other things to remember

- Physical barriers and structures can impact on people accessing or participating in an event. It is important to ensure that physical barriers such as signs, furniture and stalls do not impede continuous accessible paths of travel within the event venue or space. Steps at an entrance to a venue or space can also be a physical barrier
- Uneven surfaces such as grass and loose gravel/pebbles can be difficult to traverse, particularly if someone is using a wheelchair or mobility aid
- The use of a microphone at an event, even at small events, can assist people who are hard of hearing
- People who use mobility scooters may need access to power points to recharge their scooter. It is important that power points are at an appropriate height for people in mobility scooters to be able to reach them. (between 230mm and 1350mm high). Don't assume that everyone will be able to reach a power point without assistance
- Where temporary seating is used, aim to provide a minimum of 25% of seating with back and arm rests.



City of Sydney Cycling and Walking team presents 'Light the City'. / Photographer: Katherine Griffiths

Best practice considerations

Emergency egress

Being able to evacuate in an emergency is just as important as being able to get into an event. In addition to general event emergency evacuation procedures, event organisers should consider the following as part of event planning:

- Use accessible communication strategies such as:
 - Visual Alerts during an emergency for Deaf people or people who are hard of hearing
 - Calmly explaining to people with intellectual disability what to do during an emergency
- Identify designated event staff or appropriate emergency services to provide additional assistance for people with disability if required
- Identify multiple accessible evacuation routes to emergency evacuation assembly points and make sure staff are aware of these.

Mobility parking and public transport

Planning an inclusive event means considering how people can get there. Key considerations include:

- Accessible public transport options – identify and communicate the different types of accessible transport options available to and from your event
- Walkability between public transport locations and the venue. Identify routes to your event that are step free, avoid steep gradients and where possible have regular rest points along the walking route (every 50–75 metres)

- Consider providing alternative options for people who are not able to walk to the event from public transport locations, such as community transport or buggy services for people with restricted mobility.

Active transport options such as walking and cycling are the City of Sydney's preferred mode of transport, however for some people with disability this is not feasible. Accessible parking and drop off points are important features to consider:

- Aim for a minimum of 1% of on site parking spaces to be accessible, or 2 designated on street mobility parking spaces within 200m, as far as possible
- Where accessible parking cannot be provided onsite, provide information about the closest on street mobility parking spaces and commercial parking stations with accessible parking
- Identify safe and accessible set down points near the venue.

The City of Sydney has a publicly available list of designated on-street mobility parking spaces on our [website](#).

All information on accessible transport, parking and drop off zones must be provided on the event website or within promotional materials.



Good Neighbourhood BBQ in Foley Park Glebe, August 2018 / Photographer: Katherine Griffiths

Wayfinding and signage

Good wayfinding at a large event helps people to find their way around independently. Major events and festivals should have wayfinding systems that include venue maps at entrances and exits, as well as in promotional materials and on websites. Ideally maps should indicate the continuous paths of travel, key destination points and accessible toilets.

A large part of wayfinding and information services during an event comes from staff and volunteers. Ensure staff know the layout of events and accessible paths of travel, and consider disability awareness training to ensure staff are confident to interact with people with disability.

Opportunities for inclusive participation and experiences



Now that your event is accessible, and people can get there, consideration should be given to how people with different disabilities can participate in your event.

Accessible seating and viewing areas

Consider these points when planning your event:

- Check whether the ticketing system allows people to book a range of seating that best suits their abilities and allows people to sit with friends and family¹. Alternatively provide contact details so that it can be done manually
- Ensure that Deaf people or people who are hard of hearing are able to choose seats that are in a location with clear sightlines to Auslan interpreters and screens with captioning
- Ensure that blind people or people who have low vision are able to be seated within close proximity to presenters, stages or performance areas where it is better to hear
- Ensure rows of seats have appropriate space between them for people to manoeuvre and provide spaces at the end of the row for people who use mobility devices such as or walking frames
- Ensure some seating includes arm and back rests
- Seating for people using wheelchairs should be dispersed with non-wheelchair spaces to allow people with disability to be seated with friends and family.

- Consider this guidance for appropriate grouping and distribution:

Number of fixed seats in a room or space	Number of wheelchair seating spaces	Grouping and location
Up to 150	3 spaces	1 single space; and 1 group of 2 spaces (mixed)
151 to 800	of 150 seats	other group

These requirements should be communicated to event staff, booking operators and security staff so that they are able to communicate this information and assist people to specific seating options. These staff should also be familiar with the different seating options and their locations.

Where there is only general spectator viewing, consider providing no standing areas or designated accessible viewing areas or platforms:

- A no standing area is a location within a venue or at an event that accommodates everyone, particularly people who use wheelchairs or other mobility devices or people who prefer to sit instead of stand
- An accessible viewing area is a location within a venue or at an event that is accessible for everyone, including people who use wheelchairs, mobility scooters, walking frames or other mobility devices.



Sydney New Years Eve 2016. Auslan interpreter projected on to Sydney Harbour Bridge Pylon / Photographer: City of Sydney

These areas should be:

- Located next to a continuous accessible path of travel
- Within clear sightlines to the event or screens for viewing of alternative accessible communication e.g. Auslan interpreters, live captioning and audio description
- Clearly indicated on the event map
- Promoted on the event website and if possible available for booking
- Inclusive of friends and family of people with disability
- Be described as an “accessible seating or viewing area” or “no standing area” – NOT disabled or wheelchair areas.

Consider providing a quiet space near to the event or activity for people on the Autism Spectrum to be able to access if they need to de-sensitise and relax.

Why is this important?

Accessible seating and viewing areas are important because:

- Just like anyone else, people with disability have the right to choose their seat and the opportunity to sit with family and friends
- People who use wheelchairs may not be able to view the event due to the lowered seating position as well as other members of the public standing in front of them
- Deaf people or people who are hard of hearing need clear sightlines to see Auslan interpreters, live captioning and lip read
- Having seating that includes back and arms rests is beneficial particularly older people and people who may have reduced core strength, or may need to rest.



Parallel Parks. People explore the Great Barrier Reef at Customs House Library using Virtual reality headsets / Photographer: Katherine Griffiths

Accessible service areas

Service areas include ticket booths, reception areas, sign-in areas or food and beverage stalls. When planning your event, think about the following to maximise the accessibility of service areas:

- Provide accessible counter heights of approximately 800–850mm
- If accessible counter heights are unable to be provided, ensure there are additional staff available to assist people with disability in accessing services that may be located behind the service area
- Avoid hand written menu boards as they can sometimes be difficult to read from a distance. Consider each of the following format and style suggestions when developing signs that may be viewed from different distances within service areas:
 - minimum 18 point size font
 - sans serif font
 - single spacing between lines
 - different font sizes to distinguish between headings.

See [Vision Australia's assistive technology and accessibility guidelines](#) for further requirements.

Why is this important?

- If a service area's counter is too high, then it can be difficult for someone in a wheelchair to access and communicate with dignity
- Blind people and people with low vision, people with intellectual disability and people from culturally and linguistically diverse backgrounds may have difficulty reading signage that is too small or hand written
- A service area that is more accessible and equitable for everyone can also increase business.

Inclusive and accessible event performances and activities

As far as is feasible, the event organisers should provide inclusive experiences at events and ensure event activities and services can be experienced by everyone in a shared and inclusive manner.

When planning an event, consider the communication needs of people who are Deaf, hard of hearing, blind or have low vision.

The following services and features can make your event more inclusive:

- Assistive listening devices such as hearing augmentation via hearing loops, either within the venue facility or portable hearing loops for outdoor events and activities
- Captioning of spoken content on large screens, including video content. Providing key speeches to captioning services in advance will help with the accuracy of captions
- Audio description of visual elements like dance, art, fireworks and video content
- Auslan (Australian Sign Language) interpretation for spoken word, such as talks or speeches.

Remember

that if someone requests access to these services all event organisers have a responsibility under the *Disability Discrimination Act 1992* to provide accessible and inclusive services.

If alternative accessible communication has been provided for the formalities of an event, it is important to ensure at least one performance if not the whole event is also interpreted e.g. Auslan interpreting and captioning of songs, drama performances.

Why is this important?

- Providing speeches and performances in alternative formats will allow people with sensory disabilities to experience and enjoy the event
- Alternative formats such as captioning may also support people from culturally and linguistically diverse backgrounds to understand what is being said.

Accessible materials and information



To enable people with disability to participate with confidence, good quality information about the accessibility of the event should be provided.

Planning for accessible and inclusive event information and materials should occur early.

Aim for all materials and communications for the event to be accessible.

Why is this important?

- People with disability rely on quality information about an event to make an informed decision on how they may attend and participate. They may consider ease of access to the venue and if the venue has features such as accessible toilets and continuous accessible paths of travel. They may also consider the available communication methods, such as Auslan interpreting, captioning, audio description, assistive listening devices such as hearing loops
- If such information is not provided for an event, it is likely that people with disability may not attend
- Quality and clear information about an event supports participation of the whole community, such as use of plain English and symbols or pictograms to convey information
- People with disability rely on a range of alternative formats to access information. For example a person with low vision may use a screen reader, a person with an intellectual disability may prefer to access information in Easy English.

Online information

All government agencies organizing events are required to comply with web accessibility standards WCAG 2.0 in their digital communications, in line with the Web Accessibility National Transition Strategy that mandates that all government websites were expected to meet Level AA conformance by the end of 2014. The NSW Government made a commitment to adhere to the National Transition Strategy.

If you propose to create an event website, consider developing a dedicated accessibility webpage that outlines key access features of the event and is easy to find from the main page:

- The web page should be digitally accessible and compliant with the WCAG 2.0 standards
- All downloadable documents should be made available in alternative formats (as a minimum a Word version formatted for accessibility)
- The online booking system should allow people to book accessible seats and request support without having to speak to someone.



Crowds pictured at Dawes Point during the New Year's Eve fireworks, 2015 / Photographer: Cole Bennetts/ City of Sydney

Key information that should be included on an event website:

- accessible public transport options
- nearest on-street mobility parking and/or commercial car park with accessible parking
- nearest accessible drop-off zone
- the location/names of roads that may be closed or affected
- accessible seating and viewing area, and information on booking requirements
- accessible toilet locations
- whether hearing augmentation, Auslan interpreting, captioning and audio description are provided
- maps that include key event destinations, accessibility infrastructure and accessible continuous paths of travel
- relevant accessibility icons
- alternative methods to contact event organisers, including email, contact number, and the National Relay Service
- contact details for accessible assistance on the day.

Marketing and invitations

Inclusive marketing communications and strategies ensure people with disability attend and can be confident about what is on offer.

The design of marketing material can greatly affect the readability of information for people who are blind or have low vision, intellectual disability and people from culturally and linguistically diverse backgrounds.

Minimum requirements

- When promoting your event through digital communication channels, avoid using PDF invitations only
- Try using Word documents, accessible PDF documents, or electronic content such as emails that have been formatted for accessibility. This will assist people who use screen readers to access information
- Providing contact details, including telephone number, email address and website for more information
- Asking participants to notify you about any specific accessibility support needs or requirements.



Nicole Holmes from Guide Dogs NSW/ACT uses Tactile and Braille Street signs at Hyde Park / Photographer: Katherine Griffiths

Recommended inclusion statement for events

We aim to deliver inclusive and accessible events. If you have any particular access or communication needs please contact xxx on phxx.

Best practice considerations

When promoting your event with print communications, consider the following print accessibility requirements:

- Non-serif font
- Minimum of size 12 font
- Avoiding using all capitals (use upper and lower case) and italics
- A minimum of 30% colour contrast between background and key information text
- Ensuring text is horizontal and straight (not vertical)
- Using accessibility icons if relevant
- Advertising the acceptance of Companion Cards.

To maximise attendance of people with disability, distribute accessible marketing material to the disability and ageing groups and organisations:

The City of Sydney What's On website has accessibility icons.

Staff attitudes and awareness



Staff and volunteers play a key role in ensuring that events and programs are inclusive and accessible. Disability awareness will enable event producers and staff to better plan and deliver accessible and inclusive events.

Appropriate communication and etiquette is important to making everyone welcome. In many cases, disability awareness partnered with respectful communication can overcome many barriers.

Minimum requirements

All staff preparing or participating in an event, including contractors such as security, catering and volunteers, should be briefed about key access features including:

- Appropriate language and strategies for communicating with people with disability
- Locations of viewing areas, accessible facilities, paths, ramps, entrances and exits, lifts and other features
- Availability of captioning, audio description and/or assistive listening technology such as hearing loops
- Information about both the accessible and inaccessible features of the event activities and performances

- Emergency evacuation procedures for everyone, including requirements of people with disability
- An understanding and awareness of assistance and companion animals, particularly Guide Dogs. Further information on what to consider can be found on the [Guide Dogs NSW/ACT website](#).

Remember

Each person is different. What works for one person may not work for another, even if both people have the same disability. No two people will have the same need, expectations, skills and aspirations.

So while it is important to plan events to be as inclusive as possible, being flexible, respectful and asking people if and how you can help can go a long way.



City Talks featuring Auslan interpreter / Photographer: Katherine Griffiths

Best practice considerations

All major events should also, where feasible:

- Provide staff with disability awareness training, and consider annual refreshers to this training
- Ensure at least one event staff member has a Mental Health First Aid Certificate
- Where there are dedicated access officers, or staff with specialist knowledge – ensure staff and event participants have contact details for them.

Why is this important?

- Low levels of disability awareness and negative views about people with disability are one of the main barriers to participation
- Sound disability awareness and staff attitudes increases the satisfaction and the likelihood of people with disability attending an event or service again.

Appendices: Disability-inclusive event checklists

Appendix A: Accessible venues and spaces

The following checklist outline the minimum and best practice requirements for inclusive and accessible events.

- The minimum requirements provide are designed to ensure that all events include a continuous accessible path of travel, appropriate supply of accessible toilets, a single point of contact for accessibility enquiries and good information about accessing the venue and event
- The best practice considerations are those the City encourages all event organisers to achieve where feasible.

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Accessible entrance						
Step free entrances to venue.	x					
Lift access for events not on the ground floor.	x					
Ramps are no steeper than 1 in 14 incline (See Australian Standard 1428.1).		x				
Continuous accessible path of travel (indoors)						
Provide continuous accessible path of travel with the following considerations: <ul style="list-style-type: none"> • No steps, turnstiles, and obstructions such as signs and stalls, furniture or temporary infrastructure such as power cabling or art installations • A minimum 1000mm wide clearance • A minimum of 2000mm height clearance. 	x					

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Continuous accessible path of travel (outdoor)						
Provide continuous accessible path of travel with the following considerations: <ul style="list-style-type: none"> • No steps, turnstiles, and obstructions such as signs and stalls, furniture or temporary infrastructure such as power cabling or art installations • A minimum 1200mm wide, with 1800mm pass spaces every 20 metres • A minimum of 2000mm height clearance. 	x					
Avoid as far as possible uneven surfaces such as grass and gravel for the continuous accessible path of travel.	x					
Maximise the use of existing footpaths and kerb ramps by locating infrastructure adjacent to these pathways. Examples are: stalls, accessible toilets, drop off zones, stages.	x					
Ensure that key event infrastructure such as stalls, signage and traffic control barriers, do not block existing kerb ramps.	x					
Use temporary access matting compliant with Australian Standards 1428.1 to ensure there is a flat and clear pathway to key event infrastructure, where there is no permanent path available. Include temporary ramps and cable trays for outdoor events as required.	x					
All pathways are continuous, with no breaks or gaps.	x					
Indicate the alternative continuous accessible paths of travel where there are stairs.	x					
Ensure relevant people who are responsible for bump in and bump out are aware that they must not block the continuous accessible paths of travel.	x					
Temporary art installations do not obstruct the continuous accessible path of travel.	x					

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Accessible toilets						
Minimum 1 wheelchair accessible toilet per 10 standard toilets. These toilets must be as accessible as possible, i.e. no foot pump operated sink, maximum circulation space: W 1900mm min and L2300 min (See Australian Standards 1428.1 Clause 15).	x					
Accessible toilets are not locked or used as storage.	x					
Locate outdoor portable toilet near to the continuous accessible path of travel and on a level ground via ramp no steeper than 1 in 14 incline (See Australian Standard 1428.1).	x					
Accessible temporary structures						
Temporary structures have been designed and installed in consideration of the Australian Building Codes Board 'Temporary Structures Standard (2015)'.	x					
Where the primary entrance to the temporary structure is not accessible, signage has been provided at the primary entrance indicating the location of the accessible entrance. The accessible entrance is also clearly signposted.	x					
Temporary structures are accessible to wheelchair users via the provision of an access ramp no more than 1 in 14 incline (See Australian Standards 1428.1).	x					

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Wayfinding and signage						
<p>Where event signage is provided it:</p> <ul style="list-style-type: none"> • Should provide good visibility/contrast between one surface or component and another surface or component. See Vision Australia’s Colour Contrast Analyser to determine whether the colour palette is appropriate • Uses large sans-serif font • Avoids the use of all capital text (capitalise the first letter) • Uses directional arrows and symbols where possible • Provides direction to key event destinations such as performance areas and food service areas • Provides direction to accessible infrastructure such as accessible toilets, and accessible seating and viewing areas • Is located at destination points to confirm location • Is located at an appropriate distance and height from a continuous accessible path of travel or service area so that people with low vision or wheelchair users are able to access information. See Draft Wayfinding Standard (AS 1428.4.2) for details. 		X				
<p>For major events signage and wayfinding systems are supported by:</p> <ul style="list-style-type: none"> • Venue maps at entrances and exits, as well as in promotional materials and on websites • Maps indicate the continuous paths of travel and key destination points and accessible toilets. 		X				

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Mobility parking and public transport						
There is a step free continuous accessible path of travel between key transport hubs and drop-off/pick-up zones and the event. Where appropriate, ensure there are regular rest points along the walking route, every 50–75 metres.		X				
Accessible public transport options are available for people who may not be able to attend the event via private travel. Promote the accessible public transport options available.		X				
Alternative transport options (buggy service, community bus) are available for people with mobility limitations, chronic illness and older people.		X				
Aim for a minimum of 1% of on site parking spaces to be accessible, or 2 designated on street mobility parking spaces within 200m, as far as possible.		X				
Provide information on the closest on-street mobility parking bays and commercial parking stations with accessible parking.		X				
Drop off zones have been established near the entrance of the venue or space, and clearly identified.		X				

**Appendix B:
Opportunities for inclusive participation and experiences**

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Accessible seating and viewing areas						
Seating for people using wheelchairs is to be dispersed with non-wheelchair spaces to allow for people with disability to be seated with friends and family.		x				
<p>Where there is only general spectator viewing, consider providing no standing areas or designated accessible viewing areas or platforms. Ensure that these viewing areas are:</p> <ul style="list-style-type: none"> • Located next to a continuous accessible path of travel • Within clear sightlines to the event or screens for viewing of alternative, accessible communication such as Auslan interpreting, audio description and captioning • Clearly indicated on the event map • Promoted on the event website and if possible available for booking • Inclusive of friends and family of people with disability • Be described as an “accessible seating or viewing area” – not disabled or wheelchair areas. 		x				

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Accessible seating and viewing areas (continued)						
The ticketing system allows people to book a range of seating that best suits their abilities and allows people to sit with friends and family, alternatively if the system does not allow for this provide contact details so that it can be done manually.		X				
Ensure that Deaf people or people who are hard of hearing are able to choose seats that are in a location with clear sightlines to Auslan interpreters and screens with captioning.		X				
Ensure that blind people or people who have low vision are able to be seated within close proximity to presenters, stages or performance areas where it is better to hear.		X				
Consider providing a quiet space within close proximity to the event or activity for people who experience sensory disabilities such as a person on the autism spectrum if they need to de-sensitise and relax.		X				
Ensure that there is seating with back and arm rests available.		X				
Ensure that rows of seats have appropriate space between them for people to manoeuvre between them.		X				
The features are communicated to event organisers and staff, including booking operators and security so that they are able to communicate this information and assist people with specific seating needs.		X				

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Accessible Service Areas						
<p>As far as possible:</p> <ul style="list-style-type: none"> • Provide accessible counter heights of approximately 800–850mm • If accessible counter heights are unable to be provided, ensure there are additional staff available to assist people with disability in accessing services that may be located behind the service area • Avoid hand written signs. Aim to produce signs in the following format: <ul style="list-style-type: none"> – minimum 18 point size font – sans serif font – single spacing between lines – different font sizes to distinguish between headings. 		X				
Temporary and moveable furniture						
Ensure there is seating with back and arm rests available.		X				
Minimum clearance 1200mm provided around and between dining settings.		X				
Minimum 25% of tables at accessible height with appropriate clearance for wheelchair users.		X				
Accessible tables have height ranges of 750–770mm, with a 720–740mm underside clearance, and minimum 850mm clearance between legs.		X				
Furniture has good colour contrast.		X				

Task	Minimum	Best Practice	Yes	No	N/A	Comments
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Alternative means to enjoy event activities and performances:

For all major events the following should be provided

Note: these requirements should also achieved as far as possible for all other events, and must be provided upon request

Provide assistive listening devices such as hearing augmentation via hearing loops (within the venue facility) or portable hearing loops (for outdoor events and activities).		X				
Ensure that microphones are available for outdoor and indoor events as they assist people who are hard of hearing.		X				
Provide captioning of spoken content on large screens or via tablet, including video content.		X				
Provide audio description of visual elements like performance, art, fireworks and video content.		X				
Provide Auslan (Australian Sign Language) interpretation for spoken word, such as talks, speeches or performances.		X				
Provide sensory adjusted performances for people and children on the autism spectrum.		X				
Provide access to power points for people who use mobility scooters to recharge their scooter. Ensure that power points are at an appropriate heights (between 230mm–1170mm) for people in mobility scooters to be able to reach them.		X				

Appendix C: Accessible Materials and Information

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Online information						
<p>Online event information is digitally accessible.</p> <p>Note: All government agencies organising events should ensure all digital communications comply with WCAG 2.0 Web Accessibility Standards.</p>	Minimum requirement for government agencies	x				
<p>Downloadable documents are available in alternative formats (at a minimum a Word version formatted for accessibility).</p> <p>Note: All government agencies organising events should ensure all digital communications comply with WCAG 2.0 Web Accessibility Standards.</p>	Minimum requirement for government agencies	x				
<p>Provide information outlining key access features of your event and contact details for people to seek further information. This can be either through</p> <ul style="list-style-type: none"> • A dedicated accessibility web page for a major event • Or information within the event listing. 		x				
<p>The online booking system allows people to book access spaces and support requirements without having to speak to someone.</p>		x				

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Marketing and invitations						
<p>Provide marketing and invitations in accessible format. This may include:</p> <ul style="list-style-type: none"> • Plain text emails • HTML email – where images are included with appropriate alt text • Word document formatted for accessibility • PDF document that has been formatted for accessibility • PowerPoint documents formatted for accessibility. <p>Note: All government agencies organising events should ensure all digital communications comply with WCAG 2.0 Web Accessibility Standards.</p>	X					
<p>Where invitations and marketing materials are print only, they should use:</p> <ul style="list-style-type: none"> • Minimum 12 point size font • Sans serif font • Single spacing between lines • Avoid using all capitals (use upper and lower case) and italics • A minimum of 30% colour contrast between background and key information text • Text horizontal and straight (not vertical) • Use accessibility icons if relevant • Advertise acceptance of companion cards. 		X				

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Marketing and invitations (continued)						
Provide contact details of relevant event organiser on marketing materials, including phone number, email address and website.	x					
Include a statement on marketing materials and invitations that ask attendees whether they have any specific accessibility support needs or requirements.	x					
Where relevant, distribute accessible marketing material and invitations to disability and ageing peak bodies/sector.		x				
If advertising on the City of Sydney What's On website use relevant accessibility icons.		x				
Emergency information						
Ensure there are designated staff or appropriate emergency services that are able to provide additional assistance for people with disability if required.		x				
Identify and communicate (appropriately such as through event guides, event website, marketing material) the locations of the continuous accessible paths of travel for egress to emergency evacuation points. Ensure designated staff are aware of these paths.		x				

**Appendix D:
Staff attitudes and awareness**

Task	Minimum	Best Practice	Yes	No	N/A	Comments
Staff attitudes and awareness						
<p>Brief staff, contractors such as security, catering and volunteers about the key access features of the event.</p> <p>This may include:</p> <ul style="list-style-type: none"> • A basic induction for appropriate language to use when communicating with people with disability • The locations of viewing areas, accessible toilets, paths, ramps, entrances and exits, lifts and other features • The availability of captioning, audio description and/or assistive listening technology such as hearing loops • The availability of Auslan (Australian Sign Language) and the most appropriate viewing locations • Information about both the accessible and inaccessible features of the event • Emergency evacuation procedures for everyone, including requirements and considerations of people with disability. 	x					
<p>Disability awareness training has been provided to event staff</p> <p>At least one event staff member has a Mental Health First Aid Certificate.</p>		x				
<p>Provide a dedicated access officer or staff member with specialist access or disability knowledge as part of your event.</p> <p>Provide their contact details as part of key marketing material and invitations.</p>		x				

Further resources

- Meetings Australia in conjunction with the Australian Human Right commission has developed Accessible Events: A Guide for Meeting and Event Organisers to help event organisers plan and deliver accessible events and meet their responsibility to provide accessible services under the *Disability Discrimination Act 1992*.
- Victorian Government – Accessible events guidelines and checklists for organisers, chairs, speakers and MCs - <https://providers.dhhs.vic.gov.au/sites/.../Accessible-events-guidelines-checklist.doc>
- Mental Health First Aid Australia - Mental health first aid is the help provided to a person who is developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis. The first aid is given until appropriate professional help is received or the crisis resolves. <https://mhfa.com.au>
- WayAhead – Mental Health Association NSW provides mental health information – the WayAhead Directory, Mental Health Factsheets and information and education seminars; and runs anxiety support groups in NSW <https://wayahead.org.au>

Glossary

Term	Meaning
Accessible	Commonly associated with mobility standards and safety compliance, accessibility refers to the physical ability of people to access a place or thing. Source: NSW Department of Planning - <i>Everyone Can Play</i> Design Guidelines.
Access and mobility map	A walking route map that provides access features such as continuous accessible path of travel, rest points along this route as well as accessible toilets in the vicinity. An access and mobility map also indicates any physical barriers such as stairs and steep hills.
Accessible communication	Accessible communication, or sometimes known as alternative formats is a piece of communication designed to provide information for people with disability, where print or oral communication is a barrier. The type of accessible communication may vary depending on the person's access requirements. Types of accessible communication includes: <ul style="list-style-type: none"> • Auslan interpreting (Australian Sign Language) • Captioning • Audio description • Easy Read English • Accessible digital documents • Large print • Braille
Accessible toilets	Accessible toilets are specifically designed to provide enough space to accommodate wheelchair access, and assistance when transferring from wheelchair to closest pan. Accessible toilets include features such as lower mirrors and washbasins, contracting toilet seat colour, grab rails and braille signage.
Ambulant toilets	Ambulant toilets are specifically designed for those with ambulant disabilities that do not require the extra space that is provided by accessible toilets. People who have ambulant disabilities are people who have a mobility disability but are able to walk.
Colour contrast	A difference clearly seen when two colours are put together. Source: Draft Australian Standard AS1428.4.2 (2015)

Term	Meaning
<p>Continuous accessible path of travel (CAPT)</p>	<p>Continuous accessible path of travel (CAPT) is ‘an uninterrupted route to and within an area providing access to all features, services and facilities. It should not incorporate any step, stairway, turnstile, revolving door, escalator, hazard or other impediment which would prevent it from being safely negotiated by people with disability’.</p> <p>Source: Australian Human Rights Commission (2013) Advisory Notes on Streetscapes</p>
<p>Disability</p>	<p>The definition includes a disability that:</p> <ul style="list-style-type: none"> • Presently exists, or • Previously existed but no longer exists, or • May exist in the future, or • Is imputed to a person. <p>While the <i>Disability Discrimination Act 1992</i> uses a ‘medical model’ to define disability, it is important to distinguish between a person’s impairment and the social context in which it occurs.</p> <p>A ‘social model’ of disability suggests that disability is a product of the barriers that communities allow to remain in place. Such barriers may be physical, such as inaccessible streetscapes; or social, such as a lack of information in accessible formats and attitudes of people. When a community removes those barriers, the majority of people with disability can function at much higher levels.</p>
<p>Egress</p>	<p>A means of egress is a continuous and unobstructed way of exit travel from any point in a building or structure to a public way and consists of three separate and distinct parts: the way of exit access, the exit, and the way of exit discharge.</p>
<p>Inclusive</p>	<p>As well as providing access, inclusive spaces, infrastructure and activities strive to remove obstacles and barriers that prevent people of all ages, abilities (both physical and mental) and cultural backgrounds from being able to participate.</p>
<p>Key event destinations</p>	<p>Key event destinations are locations within the event that support and enhance the attendees’ experience. This includes:</p> <ul style="list-style-type: none"> • Entrances • Toilets including accessible toilets • Information points and stalls • Food service areas • Ticketing booths • Accessible seating and viewing areas • Exits.
<p>Luminance Contrast</p>	<p>The light reflected from one surface or component, compared to the light reflected from another surface or component (Australian Standard 1428.1).</p> <p>It is not simply the difference in the colour contrast but the difference in the light reflective properties of each colour.</p>

Term	Meaning
<p>Mobility Parking</p>	<p>The Mobility Parking Scheme provides parking concessions for holders of a Roads and Maritime Services (RMS) issued Mobility Permit. The scheme does not include provisions for the design of the parking spaces to be accessible, but instead aims to provide concessions for permit holders on cost and time conditions for on street parking, and allow provisions for authorities to ensure the provision of dedicated spaces for the exclusive use of permit holders.</p> <p>Designated Mobility Parking Spaces can be used <i>only</i> by motorists holding or transporting a Roads and Maritime Services (RMS) issued Mobility Permit. Some mobility parking spaces are designed to include additional space and access features such as kerb ramps to make them accessible and safe for people with mobility disabilities to get in and out of their vehicle. However a dedicated mobility parking space does not require these features to be designated as such.</p> <p>Source: Roads and Maritime Service (2016) <i>Parking Concessions</i> – available at rms.nsw.gov.au</p>
<p>Shoreline</p>	<p>A continuous physical element which provides a detectable horizontal or vertical outline or edge for navigation.</p> <p>Shorelines provide a detectable, functional and preferably continuous element permitting a person who is blind or vision impaired to travel through open areas or between key destinations, where a person who is sighted would use visual information for navigation or directionality.</p> <p>A shoreline is part of a wayfinding path and consists of the continuous accessible path of travel in conjunction with one or more of the following:</p> <ul style="list-style-type: none"> • An adjacent building wall. • An adjacent raised landscape fixture or planting that incorporates either kerb, low height wall, raised planting area. • An adjacent flush landscape fixture or planting (such as mulch or lawn). • Directional tactile ground surface indicators. • Textural surface contrast. <p>Source: Draft Australian Standard AS1428.4.2 (2015)</p>
<p>Temporary Structure</p>	<p>Temporary Structures are used for a variety of functions at public and private events. They may provide viewing facilities (temporary tiered seating), shelter (tents and marquees), platforms and supports for performers (such as stages) and portable toilets. These types of temporary structures are commonly found at sporting events, such as racing events, circuses, concerts and festivals and social occasions, such as weddings.</p> <p>Source: ACBC (2015) <i>Temporary Structures Guidelines</i></p>

Term	Meaning
<p>Wayfinding</p>	<p>Wayfinding system A series of wayfinding information and wayfinding decision points connected by wayfinding paths enabling a person to travel independently.</p> <p>A good wayfinding system will allow people to reach their destination easily and quickly by providing the cues and information to: know where you are, where you are headed, and how best to get there; and recognise when you have reached your destination.</p> <p>Wayfinding decision points: A place or location where information is provided to enable a pedestrian to make informed choices about their location and intended destination(s) via the provision of information that is legible to the user.</p> <ul style="list-style-type: none"> • Wayfinding destinations: Places or areas that are the intended end points of a wayfinding journey. • Wayfinding information points: A place or location which enables a building user to identify the building and the wayfinding destinations at the initial pedestrian arrival points via the provision of information that is legible to the user and which connects them to wayfinding decision points via wayfinding paths. • Wayfinding path: An enhanced CAPT which includes features and finishes which enables the path and associated elements to be detectable, and visually distinguishable from the surrounding surfaces. <p>Note: For persons with impaired vision and other persons with non-mobility related disabilities, a wayfinding path may include steps and stairs. Some persons with impaired vision will not use lifts, preferring to use stairs, travelators or escalators.</p> <p>Source: Draft Australian Standard AS1428.4.2 (2015)</p>



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