

# **Attachment C**

## **Inclusive and Accessible Event Guidelines**



Sydney2030/Green/Global/Connected



# A City for All

# Inclusive and

# accessible 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.

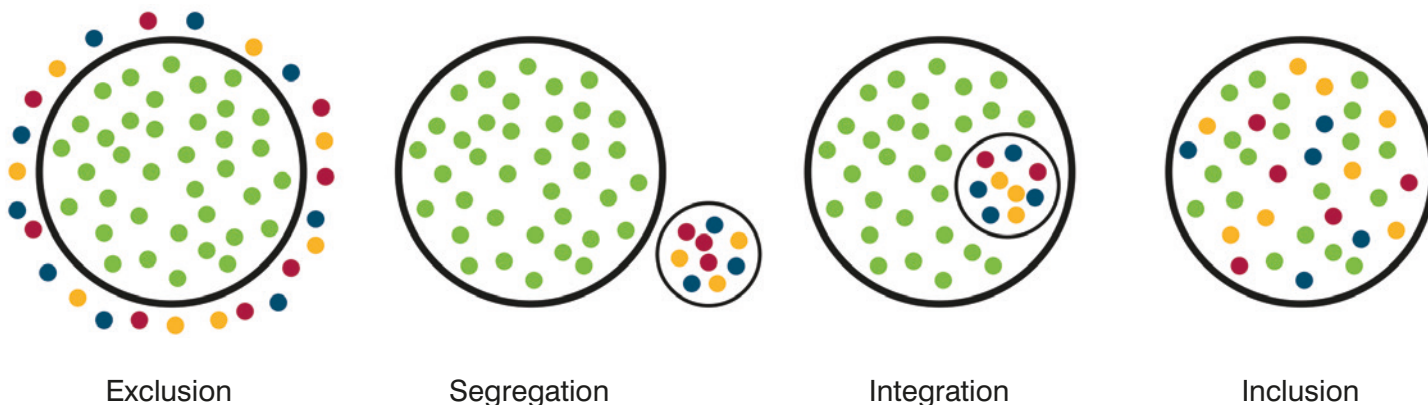
## Legislative and policy context

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 City's 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 inclusive and accessible 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 Content Accessibility Guidelines WCAG 2.1
	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, 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 toilets<sup>1</sup>
- 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
- Where more than one portable accessible toilet is provided, provide a mix of toilets with left and right hand transfer configurations.

### 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 Donfsck 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

- Inappropriately placed event infrastructure can create barriers to access. Ensure that infrastructure such as signs, furniture and stalls do not impede the continuous accessible paths of travel within the event venue or space
- 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.

#### Public transport and accessible alternatives

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

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

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, drop off points and buggy services can make events accessible to people with limited mobility:

- Aim for a minimum of 1% of on-site parking spaces to be accessible
- Where accessible parking cannot be provided onsite, provide information about the closest on street mobility parking spaces and commercial parking stations with accessible parking
- Where major events have a traffic management plan, consider providing designated drop off areas for people with limited mobility (subject to approval of the local Traffic committee)
- For smaller events, identify safe and accessible set down points (no stopping zones) near the venue. These can be used for up to 5 minutes as set down areas (as long as driver remains within 3m of the vehicle).
- 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.





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

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.

### **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



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

## Accessible seating

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 family<sup>1</sup>. 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 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.

## Accessible viewing areas

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
- where feasible, consider providing shelter for these areas in the event of rain.

**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 to lip read
- Having seating that includes back and arm 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
- Have large print menus (minimum font 18pt) and menus with pictures available on request
- 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.



## Remember

If your event provides inclusive experiences that if someone requests access supports such as those described on the following pages, all event organisers have a responsibility under the *Disability Discrimination Act 1992* to provide these where possible.

### Making events inclusive of people with sensory disabilities

Over the next few pages are some examples of technologies, services and spaces that can make your events more welcoming and inclusive of people with sensory disability, and enable them to access content of the performances.

#### Audio description

For major events, consider providing audio description of performances or installations to provide people who are blind or have low vision with an equivalent experience of visual elements in an event or performance.

Audio description is designed for people who are blind or have low vision. A live narrator or audio recording describes what is visually happening in a performance or film, or describes visual elements of an artwork for example.

Video content can also be audio described. A video only requires audio description if there is something that needs to be audio described. If a video shows the Australian Prime Minister delivering a speech, then audio description is not required as the primary content is already provided through the dialogue. These are known as talking head videos.

However, if that same video had text on screen that wasn't described by the audio, or if the Prime Minister pointed to an object but didn't refer to it in his speech, then the information would not be perceived by someone who is blind or has low vision and audio description provides equivalent access.



Photographer: Joanne Chan

## Case Study

In 2019, the City of Sydney hosted two separate tours of the Lunar Lantern exhibition for people who are blind or have low vision.

The audio-described tours were led by professional audio describer Fran Mathey, who describes for the City's New Year's Eve fireworks on the ABC.

The tours also featured interactive tactile elements of the lanterns, to enable patrons to interact and gain a tactile and audio experience of the lunar lanterns.



Photographer: Joanne Chan



### Making events inclusive of Deaf and hard of hearing people

When planning an event, it is important to understand that different accessible communications technologies benefit different people in different ways.

 <b>Auslan</b>	 <b>Live Captioning</b>	 <b>Hearing Augmentation</b>
<p><b>Auslan the sign language of the Australian Deaf community</b></p>	<p><b>Captions composed of text, are created as an event takes place and are displayed on a screen. This enables people to access content delivered by spoken words and sounds in text format.</b></p>	<p><b>Makes amplified sound easier for people with hearing aids to hear.</b></p>
<p><b>How does it work</b></p> <p>In an event or performance context, an interpreter translates speeches and other performances with spoken word into Australian Sign Language.</p> <p>The interpreter is often on stage so spectators can see the translator and performance together.</p> <p>Some interpreters specialise in interpreting music, but will need music and lyrics ahead of time to rehearse.</p>	<p><b>How does it work</b></p> <p>A professional captioner types all audio content on their device which publishes transcript as it is typed on a weblink.</p> <p>The live transcript can be displayed on any screen at the event via accessing the weblink. Captions can be open or closed.</p> <p>The captioner is either at the event or works remotely using an audio feed.</p>	<p><b>How does it work</b></p> <p>Transmits sounds from inbuilt amplification system to the hearing aid of an individual. There are various types of hearing augmentation systems and hearing aid devices, using different technologies.</p> <p>This fact sheet provides a useful overview, but ask the facilities or venue manager for more detail when you book.</p>
<p><b>Auslan benefits the Deaf community</b></p> <p>– which largely but not exclusively - includes people who were born Deaf and have grown up in Deaf culture. It is estimated that less than 0.05 % of the population in greater Sydney use Auslan .</p> <p>For many Deaf people, Auslan is their first language, and not all Deaf people are confident with English.</p> <p>Auslan does not meet the needs of people with hearing loss. The majority of people with hearing loss acquire it as they age and are less likely to have learnt and or use Auslan.</p>	<p><b>Live captioning benefits most people with hearing loss</b> (1 in 7 people or 14.5% of people)</p> <p>Not all Deaf people are fluent in English, so captioning does not always meet their needs.</p> <p>Captioning can benefit the broader audience, particularly if acoustics are challenging at the venue, or speakers are hard to understand.</p>	<p><b>Hearing Augmentation benefits some people with hearing loss who use hearing aids.</b></p> <p>Not everyone with hearing loss uses hearing aids, and not all hearing aids are compatible with hearing augmentation systems.</p>
<p><b>When should it be provided</b></p> <p>Available on request for all events.</p> <p>While demand for Auslan may not be as high as captioning for example, providing Auslan at events can be used as a way to share Deaf culture with the wider community and foster better awareness and more positive attitudes towards people with disability.</p> <p>If the event includes Auslan, make sure it is for all event proceedings (not just speeches).</p>	<p><b>When should it be provided</b></p> <p>Available on request for all events.</p> <p>Where acoustics are poor.</p> <p>For major events where feasible.</p> <p>NB: YouTube can use speech recognition technology to automatically create captions for your videos. These <u>automatic captions</u> are generated by machine learning algorithms, so the quality of the captions may vary.</p>	<p><b>When should it be provided</b></p> <p>Some indoor venues have hearing augmentation as a part of the requirements under the Disability (Access to Premises – Building) Standards 2010.</p> <p>For outdoor events, you may elect to hire portable hearing augmentation systems – these are typically FM receiver based.</p>



Sydney Rides Festival - Photographer Katherine Griffiths, City of Sydney

### **Making events inclusive of people with Autism and other sensory processing disorders and mental health issues**

A sensory space is a designated space in an event or venue specifically created with tools and equipment to help children and adults with sensory processing disorders regulate their senses, especially when they are experiencing sensory overload or a meltdown.

Sensory processing disorders are commonly (but not always) associated with being on the Autism Spectrum also known as Autism or Asperger's syndrome).

People with a sensory processing disorder, can be particularly sensitive to light, sounds, textures, flavours, smells and other sources of sensory input. Symptoms of sensory processing disorders may include:

- **Hypersensitivity:** Hypersensitive (or oversensitive) people may have an unexpected response to loud noises and /or notice sounds that others do not. They may dislike being touched, even by people they know. They may be fearful in crowds, and therefore be reluctant to participate for fear of being bumped into. People who are sensitive to touch may avoid handing objects over to others.
- **Hyposensitivity:** Hyposensitive (or under sensitive) people lack sensitivity to the surroundings. They might have a high tolerance for, or indifference to pain. They may be "sensory seeking" meaning they have constant need to

touch people or things – even when it is not appropriate. Others who are sensory seeking have a lower proprioception - or sense of their body in the world - resulting in a person needing to spin, swing or use another form of movement in order to feel regulated.

In young children and some adults, these sensitivities can result in challenging behaviours, or severe withdrawal. Children and adults may experience a meltdown, which can be mistaken – particularly by on lookers - as a temper tantrum.

For many children and adults with sensory processing disorders or mental health issues such as anxiety, having access to a sensory room means they have a safe space of their own where they can go to feel regulated and calm.

Sensory spaces can be places of sensory stimulation and/ or sensory de-stimulation.



Destructive Steps - Street dance competition 2017 - Photographer: Katherine Griffiths City of Sydney

### **Sensory de-stimulating spaces (quiet space):**

A quiet space is specifically used for people who need to avoid sensory stimulation (including some people with Autism) and others who may become overwhelmed in certain busy event environments, for example people with anxiety.

Key features of a quiet space include:

- A space like a tent, where the person can get away from noise, light, sound, other people, and other stimuli
- Noise cancelling headphones for people who are overstimulated by noises
- If within a venue, calming lighting
- Comforting blankets and pillows.

### **Sensory stimulating spaces**

Key features to include for sensory stimulation include:

- Fidget toys, like fidget spinners – to allow people to satiate the desire for constant movement
- Weighted toys and blankets
- Toys and books with stimulating textures, like sequins, knots.

### **Sensory adjusted performances**

Sensory adjusted performances are designed to create a performing arts experience that is welcoming for people on the autism spectrum, or for others with disabilities that create a sensitivity to sensory input.

Often the lights are turned on and the sound is turned down, so children and adults can dance, walk, yell or sing! As with all children, it is important that kids with autism or other disabilities are exposed to different situations in order to broaden their experiences, but visual and verbal prompts are key to helping them cope with and enjoy these experiences. Features of sensory adjusted performances can include:

- **Relaxed Environment:** a relaxed and safe environment with limited crowds and visitors and extra staff to help as well. The most important aspect of these types of performances is that it's a non-judgmental environment, especially if children are exhibited challenging behaviours. Parents and carers can relax and worry less about disturbing others.
- **Modified Sounds:** lowered sound levels throughout the performance benefit for children who are sensitive to loud noises.
- **Adjusted Lighting:** Low lighting, especially lighting focused on the audience, helps some children who have difficulty taking in sensory input such as bright lights.





Chinese New Year 2017- Photographer Katherine Griffiths, City of Sydney

- **Extra Space:** Since crowds are limited, extra space is available throughout the venue for standing, walking and dancing, and this can benefit children who are sensory seeking and need to move to regulate.
- **Quiet space or sensory space** – A child may be over stimulated from sensory input and need a quiet place to de-stress
- **A Social Story** provided to parents, so they can share with their children prior to the performance. Showing children what you want them to do and what is expected helps them prepare for the day
- **Sensory Maps** that identify which places might be noisy, bright, dark, busy, have a strong smell, or where people might be able to go when you want to get away from these places (i.e. quiet space or sensory space). These easy to read maps help people to understand the environment and prepare for the journey.
- **Explanation of the ‘Hidden Curriculum’:** The ‘Hidden Curriculum’ is the type of behaviour rules that most people just seem to know for a certain situation or context. Some people with sensory processing disorders might need help understanding the types of things are allowed and expected in the event context. These might include things like if people are expected to remain quiet during performance or not, whether people are allowed to touch the art or if they can just look at it, for example.
- **Allow for the use of communication devices such as iPads and other tablet devices.** Some children on the spectrum use electronic devices to communicate as they are unable to speak. Allowing them to use these devices, gives these children the opportunity to express their feelings about the show as well as ask questions.
- **Trained Staff** who know what to expect during the performance. Having staff that can be clearly identified, and understand the needs of people with sensory issues makes the experience easier and more comfortable for the entire family.
- **Orientation Visits** – offering orientation visits for families and children attending sensory adjusted performances allows families to familiarize themselves with the venue. Allowing a child to see the venue before a show helps decrease the anxiety of attending. It also takes away the fear of the unknown and creates a sense of familiarity on the day of the performance

# Accessible materials and information



Now that your event is accessible and includes opportunities for inclusive participation, it is important to provide information about these features and promote these features of your event to people with disability.

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 paths of travel. They may also consider the available communication methods, such as Auslan interpreting, captioning, audio description and assistive listening devices such as hearing loops. Good quality information helps people with disability to participate with confidence.

Historically, the needs of people with disability have not been considered at many events, and people with disability aren't yet used to being included. It is important to actively promote what's on offer so people with disability are aware and feel welcome.

Make sure you provide information about events in accessible formats. 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 2.1 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 your event has its own 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 2.1 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

The following information that should be included on a dedicated event website:

### **Getting there**

- nearest accessible public transport location
- 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

### **Venue accessibility**

- maps that include key event destinations, accessibility infrastructure and continuous accessible paths of travel
- accessible seating and viewing area
- accessible toilet locations

### **Opportunities for inclusive participation**

- whether hearing augmentation, Auslan interpreting, captioning and audio description is provided
- whether other supports are provided – such as quiet spaces or sensory adjusted performances.

### **Booking information**

- How to book for any access features, including dedicated drop of areas , accessible viewing areas, or sensory adjusted performances etc
- Whether the Companion Card is accepted (for paid events) .

### **Contact Information**

- How to contact the event organiser to discuss your access needs - including email, contact number, and the National Relay Service, and
- Contact details for assistance on the day.
- Use relevant accessibility icons to help communicate these features.
- If your event does not have its own website, but uses event listings pages, at minimum include information about venue accessibility and how to contact the event organiser to discuss your access needs.



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

## Communications and Marketing

Now that your event is accessible, and includes opportunities for inclusive participation, it's important that you communicate and promote these features of your event.

Your event communications, such as invitations and flyers, should at minimum

- Ask participants to notify you about any specific accessibility support needs or requirements
- Communicate specific access services and opportunities for inclusive participation (where provided).
- Provide direct contact details, should people need to ask questions about accessing the event – including a direct telephone number, email address and website.

When promoting your event through digital communication channels, avoid using PDF invitations only. Instead use accessible HTML formats, Word documents, accessible PDF documents, or plain text. This will assist people who use screen readers to access information.

## Recommended inclusion statement for events

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

<insert name and role> on  
< insert phone number> >.

### Best practice considerations

#### ***Print accessibility***

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

- Sans-serif font
- Aim for 12 point font size (10.5 is the absolute minimum)
- Avoid using all capitals (use upper and lower case) and italics
- A minimum of 30% colour contrast between background and key information text
- Ensure text is horizontal and straight (not vertical)
- Using accessibility icons if relevant

#### ***Actively promote to people with disability***

To maximise attendance of people with disability at your event, promote your event to disability organisations and peak bodies. Some strategies include:

- Email details of your inclusive event to local disability services and or peak bodies.
- Promote your event on social media, and tag local disability groups and service providers
- Some groups, such as Guide Dogs NSW/ACT have regular electronic newsletters, you may be able to promote your event in their newsletter. Please note this may involve a fee.

# 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
- Consider providing staff with Deaf awareness 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.

### 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.

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



Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Continuous accessible path of travel (outdoor)</b>					
<p>Provide continuous accessible path of travel with the following considerations:</p> <ul style="list-style-type: none"> <li>• No steps, turnstiles, and obstructions such as signs and stalls, furniture or temporary infrastructure such as power cabling or art installations</li> <li>• A minimum 1200mm wide, with 1800mm pass spaces every 20 metres</li> <li>• A minimum of 2000mm height clearance.</li> </ul>	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				
<p>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.</p> <p>Include temporary ramps and cable trays for outdoor events as required.</p>	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	All Events	Major Events	Best Practice	Yes/ No/Not Applicable	Comments
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### 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). Where this is not possible a stair lift may be used.	x				

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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### Wayfinding and signage

<p>Where event signage is provided it:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Uses large sans-serif font</li> <li>• Avoids the use of all capital text (capitalise the first letter)</li> <li>• Uses directional arrows and symbols where possible</li> <li>• Provides direction to key event destinations such as performance areas and food service areas</li> <li>• Provides direction to accessible infrastructure such as accessible toilets, and accessible seating and viewing areas</li> <li>• Is located at destination points to confirm location</li> <li>• 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.</li> </ul>	x				
<p>For major events signage and wayfinding systems are supported by:</p> <ul style="list-style-type: none"> <li>• Venue maps at entrances and exits, as well as in promotional materials and on websites</li> <li>• Maps indicate the continuous paths of travel and key destination points and accessible toilets.</li> </ul>		x	x		



Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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**Public transport and accessible alternatives**

Step free continuous accessible path of travel between key transport hubs and drop-off/pick-up zones and the event has been identified and communicated as part of the event communications.		x	x		
Accessible public transport options are identified and communicated as part of the event communications.		x	x		
Existing available accessible parking (incl. designated on street mobility parking spaces and accessible spaces within nearby parking stations), are identified and communicated as part of the event communications.		x	x		
Designated drop off areas provided as part of the traffic management plans of major events.		x	x		
Safe and accessible set down points (no stopping zones) near the venue are identified and communicated for events without traffic management plans.		x	x		
Where designated drop off points or not stopping zones are more than 400m from the venue, mobility buggies are available to people who are less mobile.		x	x		

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

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Accessible seating</b>					
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				
Ensure that there is seating with back and arm rests available.	x				
Where wheelchair seating bays can be booked, the ticketing system allows people to book online. Alternatively ensure a phone is provided so seats can be booked over the phone.		x	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, where that is provided.			x		
Ensure that people who are blind or have low vision are able to be seated within close proximity to presenters, stages or performance areas where it is better to hear.			x		

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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### Accessible viewing areas

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:

- 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

x



Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Accessible Service Areas</b>					
<p>As far as possible:</p> <ul style="list-style-type: none"> <li>• Provide accessible counter heights of approximately 800–850mm</li> <li>• 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</li> <li>• Avoid hand written signs. Aim to produce signs in the following format: <ul style="list-style-type: none"> <li>– minimum 18 point size font</li> <li>– sans serif font</li> <li>– single spacing between lines</li> <li>– different font sizes to distinguish between headings.</li> </ul> </li> </ul>		X	X		
<b>Temporary and moveable furniture</b>					
Ensure there is seating with back and arm rests available.		X	X		
Minimum clearance 1200mm provided around and between dining settings.		X	X		
Minimum 25% of tables at accessible height with appropriate clearance for wheelchair users.		X	X		
Accessible tables have height ranges of 750–770mm, with a 720–740mm underside clearance, and minimum 850mm clearance between legs.		X	X		
Furniture has good colour contrast.		X	X		
<p>Provide access to power points for people who use mobility scooters to recharge their scooter.</p> <p>Ensure that power points are at an appropriate heights (between 230mm – 1170mm) for people in mobility scooters to be able to reach them.</p>			X		

Task	Upon Request	Major Events	Yes/ No/Not Applicable	Comments
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**Making events inclusive of Deaf and hard of hearing people**

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	Best Practice		
Provide microphones where possible at outdoor and indoor events as they assist people who are hard of hearing.	x	Best Practice		
Provide captioning of spoken content on large screens or via tablet, including video content.	x	Recommended		
Provide audio description of visual elements like performance, art, fireworks and video content.	x	Best Practice		
Provide Auslan (Australian Sign Language) interpretation for spoken word, such as talks, speeches or performances.	x	Best Practice or where you want to promote and share Deaf culture		
Provide sensory adjusted performances for people on the autism spectrum.		Recommended (where appropriate)		
Provide sensory spaces for people with sensory processing disorders and or lived experience of mental health issues.	x	Recommended (where appropriate)		

**Appendix C:  
Accessible Materials and Information**

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Online information</b>					
Online event information is digitally accessible.	Minimum requirement for government agencies	Recommended	x		Note: All government agencies organising events should ensure all digital communications comply with WCAG 2.1 Web Accessibility Standards.
Downloadable documents are available in alternative formats (at a minimum a Word version formatted for accessibility).	Minimum requirement for government agencies	Recommended	x		Note: All government agencies organising events should ensure all digital communications comply with WCAG 2.1 Web Accessibility Standards.
Provide information outlining key access features of your event and contact details for people to seek further information. This can be either through <ul style="list-style-type: none"> <li>• A dedicated accessibility web page for a major event, or</li> <li>• information within the event listing.</li> </ul>	x				



Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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Online information (continued)

<p>Venue accessibility</p> <ul style="list-style-type: none"> <li>• maps that include key event destinations, accessibility infrastructure and continuous accessible paths of travel</li> <li>• accessible seating and viewing area</li> <li>• accessible toilet locations.</li> </ul> <p>Opportunities for inclusive participation</p> <ul style="list-style-type: none"> <li>• whether hearing augmentation, Auslan interpreting, captioning and audio description is provided</li> <li>• whether other supports are provided – such as quiet spaces or sensory adjusted performances.</li> </ul> <p>Booking information</p> <ul style="list-style-type: none"> <li>• How to book for any access features, including dedicated drop of areas , accessible viewing areas, or sensory adjusted performances etc.</li> <li>• A contact phone # for book these services if it cannot be done on line</li> <li>• Whether the Companion Card is accepted (for paid events).</li> </ul> <p>Contact Information</p> <ul style="list-style-type: none"> <li>• How to contact the event organiser to discuss your access needs - including email, contact number, and the National Relay Service, and</li> <li>• Contact details for assistance on the day.</li> </ul>					
		x	x		

<b>Task</b>	<b>All Events</b>	<b>Major Events</b>	<b>Best Practice</b>	<b>Yes/ No/Not Applicable</b>	<b>Comments</b>
<b>Communications and marketing</b>					
<p>Event communications, invitations and flyers include the following:</p> <ul style="list-style-type: none"> <li>• Ask participants to notify you of access requirements</li> <li>• Information about what kinds access services and opportunities for inclusive participation will be available</li> <li>• Direct contact details of appropriate staff member should someone needs to discuss their access requirements</li> </ul>	x				
<p>Print accessibility requirements for print materials has been considered.</p> <ul style="list-style-type: none"> <li>• aim for 12 point size font (10.5 minimum)</li> <li>• Sans serif font</li> <li>• Single spacing between lines</li> <li>• Avoid using all capitals (use upper and lower case) and italics</li> <li>• A minimum of 30% colour contrast between background and key information text</li> <li>• Text horizontal and straight (not vertical)</li> <li>• Use accessibility icons if relevant</li> <li>• Advertise acceptance of companion cards.</li> </ul>		x	x		
<p>The inclusive event has been promoted to people with disability.</p>		x	x		

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
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**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	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	X		



**Appendix D:**  
**Staff attitudes and awareness**

Task	All Events	Major Events	Best Practice	Yes/No/Not Applicable	Comments
<b>Staff attitudes and awareness</b>					
<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"> <li>• A basic induction for appropriate language to use when communicating with people with disability</li> <li>• The locations of viewing areas, accessible toilets, paths, ramps, entrances and exits, lifts and other features</li> <li>• The availability of captioning, audio description and/or assistive listening technology such as hearing loops</li> <li>• The availability of Auslan (Australian Sign Language) and the most appropriate viewing locations</li> <li>• Information about both the accessible and inaccessible features of the event</li> <li>• Emergency evacuation procedures for everyone, including requirements and considerations of people with disability.</li> </ul>	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> <p>Consider staff with Deaf awareness training.</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
<b>Accessible</b>	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.
<b>Access and mobility map</b>	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.
<b>Accessible communication</b>	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"> <li>• Auslan interpreting (Australian Sign Language)</li> <li>• Captioning</li> <li>• Audio description</li> <li>• Easy Read English</li> <li>• Accessible digital documents</li> <li>• Large print</li> <li>• Braille</li> </ul>
<b>Accessible toilets</b>	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, contrasting toilet seat colour, grab rails and braille signage.
<b>Ambulant toilets</b>	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.
<b>Colour contrast</b>	When the difference between colours enables elements to be distinguished Source: AS1428.4.2 (2018)
<b>Continuous accessible path of travel (CAPT)</b>	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'. Source: Australian Human Rights Commission (2013) Advisory Notes on Streetscapes



Term	Meaning
<b>Disability</b>	<p>The definition includes a disability that:</p> <ul style="list-style-type: none"> <li>• Presently exists, or</li> <li>• Previously existed but no longer exists, or</li> <li>• May exist in the future, or</li> <li>• Is imputed to a person.</li> </ul> <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>
<b>Egress</b>	<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>
<b>Inclusive</b>	<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>
<b>Key event destinations</b>	<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"> <li>• Entrances</li> <li>• Toilets including accessible toilets</li> <li>• Information points and stalls</li> <li>• Food service areas</li> <li>• Ticketing booths</li> <li>• Accessible seating and viewing areas</li> <li>• Exits.</li> </ul>
<b>Luminance Contrast</b>	<p>The light reflected from one surface or component when compared to the light reflected from another surface or component.</p> <p>Source: AS1428.4.2 (2018).</p>

Term	Meaning
<b>Major Event</b>	<p>Major Events include those which meet any of the following criteria:</p> <ul style="list-style-type: none"> <li>• Outdoor events that are over numerous sites</li> <li>• Outdoor events and festivals that run over two or more consecutive days</li> <li>• Outdoor events that involve road closures</li> <li>• Outdoor events with anticipated attendance of over 500 people</li> </ul> <p>Due to the nature of different events, the activities, scale and locations can have a determination on whether the event is classified as major or minor. The above list is indicative of regular triggers for major events, however case by case assessments may be required at pre-production and application stage to determine the classification for a specific event proposal.</p>
<b>Mobility Parking</b>	<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><b>Designated Mobility Parking Spaces</b> 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 <a href="http://rms.nsw.gov.au">rms.nsw.gov.au</a></p>
<b>Sensory Space</b>	<p>A sensory space is a designated space in an event or venue specifically created with tools and equipment to help children and adults with sensory processing disorders regulate their senses, especially when they are experiencing sensory overload or a meltdown.</p>
<b>Sensory adjusted performances</b>	<p>Sensory adjusted performances are designed to be welcoming and inclusive of people on the autism spectrum or for other disabilities that create a sensitivity to sensory input. The performances include adjustments to lights and sounds and may include additional features such as story maps to help people understand the environment and the social context.</p>

Term	Meaning
<b>Shoreline</b>	<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"> <li>• An adjacent building wall.</li> <li>• An adjacent raised landscape fixture or planting that incorporates either kerb, low height wall, raised planting area.</li> <li>• An adjacent flush landscape fixture or planting (such as mulch or lawn).</li> <li>• Directional tactile ground surface indicators.</li> <li>• Textural surface contrast.</li> </ul> <p>Source: Draft Australian Standard AS1428.4.2 (2015)</p>
<b>Temporary Structure</b>	<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>
<b>Wayfinding</b>	<p><b>Wayfinding system</b> 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><b>Wayfinding decision points:</b> 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"> <li>• <b>Wayfinding destinations:</b> Places or areas that are the intended end points of a wayfinding journey.</li> <li>• <b>Wayfinding information points:</b> 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.</li> <li>• <b>Wayfinding path:</b> 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.</li> </ul> <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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