Accessibility in Public Events and Concerts Checklist

ACCESSIBILITY IN PUBLIC EVENTS AND CONCERTS CHECKLIST

What is the purpose of this checklist?

When planning an event, it is crucial to consider the accessibility needs of members of the community. Equal Access: Disability Access Consultants, has produced this checklist for all stakeholders involved in planning meetings, concerts, and other events as a guide for good access. This checklist provides a quick overview of the accessibility of an event. It is not intended to assess every aspect of access in detail. However, it will indicate whether it is likely people with disability can easily attend and participate in the event.

Who are the event stakeholders?

It is essential to identify who the stakeholders will be, at planning stage. Event stakeholders are all people with a capacity to influence the event experience for attendees. With regards to accessibility, attendees include but may not be limited to; sponsors, presenters, exhibitors, vendors, paying guests, association members, assistance animals and speakers.

Who should use this checklist?

Event, concert, conference, festival planners, and organisers should complete this checklist. Where possible, this checklist should be conducted in collaboration with:

- Management of the proposed venue
- Any external service providers such as catering, audio/visual and marketing
- Local accommodation providers for travelling attendees

It is also strongly recommended that people with disability and accessibility expertise are invited to assist in identifying physical barriers, developing solutions for removing these barriers, and setting priorities for implementing improvements required.

What materials are needed to complete this checklist?

Venue floor plans are helpful to assist in determining where access will need to be provided for attendees and can be used to mark-up areas in need of assessment. It is also recommended a site survey be conducted where possible to confirm access suitability. When undertaking a site survey, remember to bring copies of this checklist, a clipboard, a pencil or pen, and a flexible steel tape measure. Think about each area or space from the perspective of people with a range of disability, including mobility, sensory, hearing, visual, and cognitive, noting areas that need improvement.
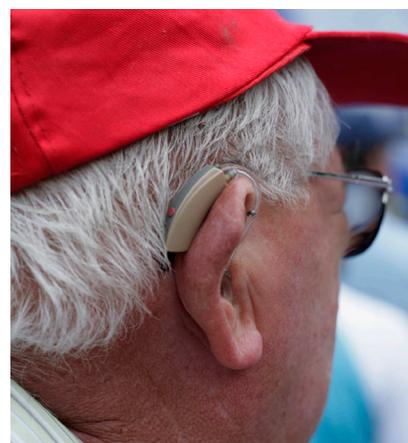
How should this checklist be used?

This checklist is designed to be completed in 2 sections. The first section lists the overall features to help decide if a potential venue is accessible. The second section details which accessible features are required and enables planners an opportunity to identify which access features need to be implemented or addressed. A glossary provided in the Appendix defines some access terms. Words which are in **bold italics** are explained in the glossary.

What happens when this checklist is complete?

When completing this checklist, discuss possible solutions stakeholders. Decide which will best eliminate barriers at a reasonable cost. Prioritise finalised items and make a timeline for carrying out rectifications. Where permanent modifications are not feasible, consider alternative methods for providing access. It may be possible to implement temporary plans such as valet parking services where existing parking is not accessible, or chaperones to assist with opening doors.

Before implementing necessary improvements to access be sure to refer directly to local and national legislation for technical requirements. If assistance is required to help understand federal, state, or local legislative requirements, contact Equal Access www.disabilityaccessconsultants.com.au

SECTION 1

CHOOSING THE RIGHT VENUE	Yes	No	N/A	Comments
Is the venue accessible by the public or private transport services?	☐	☐	☐	
Will the venue have accessible parking that is easy to find and close to the venue entrance?	☐	☐	☐	
Will nearby parking be used outside the venue and will it be accessible?	☐	☐	☐	
Will the venue have **accessible entrance/s**?	☐	☐	☐	
Will the venue have **accessible toilets** at convenient locations?	☐	☐	☐	
Will the venue have **gender-neutral toilets**?	☐	☐	☐	
If the venue has a permanent stage, is it accessible and does it provide **privacy screening** for transferring between levels?	☐	☐	☐	
If requiring a speaker system or public address system, is there a **hearing augmentation** system (RF, IR, or induction loop) in the area?	☐	☐	☐	
Are the public areas clear of **barriers** (steps, stairs or steep ramps, etc)?	☐	☐	☐	

OUTDOOR VENUES	Yes	No	N/A	Comments
Does the venue have **accessible pathways** (permanent or temporary)?	☐	☐	☐	

ENCLOSED VENUES	Yes	No	N/A	Comments
Will multi-level buildings be provided with a **lift** between levels?	☐	☐	☐	

SECTION 2

PROVIDING INFORMATION ABOUT THE EVENT	Yes	No	N/A	Comments
Will an **accessible website** be developed to promote the event, including details of accessible facilities?	☐	☐	☐	
Will there be an alternative way to obtain event details or make bookings, such as contact phone number?	☐	☐	☐	
Will an accessible web-based booking system be developed which enables attendees to identify any access requirements for themselves or companions?	☐	☐	☐	
Is an attendee able to reserve a wheelchair or other required seating for themselves and adjacent seating for their companions via website or phone?	☐	☐	☐	
Will written material have a large font size in a clear sans-serif style such as Arial, with good contrast for text and background?	☐	☐	☐	
Will the language on web and printed material be easy to understand and use appropriate **terminology**?	☐	☐	☐	
Will promotional material be saved in an **accessible electronic format** such as Word or rich text format, for printing in a preferred format if requested?	☐	☐	☐	
Will an accessible/ mobility **event plan** be prepared to assist with wayfinding?	☐	☐	☐	
Will the event website and print material display details for car parking, drop-off points, taxi/ rideshare ranks, and public transport?	☐	☐	☐	

EVENT MANAGEMENT	Yes	No	N/A	Comments
Will training be conducted for event and venue staff on disability awareness and considerations (access, assisted persons, assistance animals, **terminology**, communication)?	☐	☐	☐	
Will a complaints register be created, with a straightforward procedure to resolve complaints relating to or involving people with disability?	☐	☐	☐	
Will a plan be developed for emergency management for people with disability (procedures, evacuation, Personal Emergency Evacuation Plans (PEEPs))?	☐	☐	☐	

	Yes	No	N/A	Comments
Will regular inspections be conducted to keep areas clear, unobstructed, and maintained?	☐	☐	☐	
Will there be an easy to find service and information desk within the event space?	☐	☐	☐	

TRAVELLING TO THE EVENT	Yes	No	N/A	Comments
Will the event be close to bus stops, tram stops, and train stations?	☐	☐	☐	
Are there accessible pathways from car parking, bus stops, tram stops, or train stations to event entrances?	☐	☐	☐	
Will drop-off points, taxi, and rideshare ranks be provided?	☐	☐	☐	
Is adequate lighting provided externally along pathways, throughout car parking, drop-off points, and venue entrances?	☐	☐	☐	

ARRIVING AT THE EVENT	Yes	No	N/A	Comments
Are the entrances easily identifiable?	☐	☐	☐	
Is there signage provided at car parking and **accessible entrances**?	☐	☐	☐	
Will crowd control/security/event staff be capable of assisting?	☐	☐	☐	
Will an undercover waiting/queuing area with seating be provided?	☐	☐	☐	

ENTERING THE EVENT	Yes	No	N/A	Comments
Will clear paths of travel (minimum 1m wide) be provided to and within the event?	☐	☐	☐	
Is the entrance clear of **barriers** (turnstiles, steps, steep ramps, etc.)?	☐	☐	☐	

MOVING AROUND THE EVENT	Yes	No	N/A	Comments
Is access available to all public areas?	☐	☐	☐	
Are viewing platforms accessible (i.e. with a compliant **ramp**)?	☐	☐	☐	
Is there **lift** or ramped access to stages, with **privacy screening** for transfer on/off the stage?	☐	☐	☐	

	Yes	No	N/A	Comments
Are there handrails and kerb rails on both sides of ramps with tactile ground surface indicators (**TGSIs**) at each end?	☐	☐	☐	
Are handrails provided to both sides of each stairway (2 or more steps) with **stair nosings** and **TGSIs** at each end?	☐	☐	☐	
Do all paths of travel have a clear height of 2m and free of projecting objects?	☐	☐	☐	
Do glass doors and windows have **glazing bands**?	☐	☐	☐	
Do doors comply with the following requirements: • Clear opening of 850mm • No greater than 20 Newton opening force • Have 'D' type lever action door handles	☐	☐	☐	
Have wheelchair **circulation spaces** been provided around each doorway?	☐	☐	☐	
Is **signage** provided with Braille and large tactile font?	☐	☐	☐	
Are objects within reach range for people using a wheelchair?	☐	☐	☐	
Are height-adjustable tables provided for people who need them?	☐	☐	☐	
Is adequate lighting provided to all pathways, stairways, ramps, **lifts**, and general public areas?	☐	☐	☐	
Are floor surfaces free from glare and high reflection?	☐	☐	☐	
Is there a choice of seating available that will provide extra support, such as armrests?	☐	☐	☐	
Will there be enough room for people with disability to move around freely when all participants are present?	☐	☐	☐	
Has a quiet area been provided free from sensory overload (scent-free, background noise, luminance contrasts)?	☐	☐	☐	

EXTERNAL AREAS	Yes	No	N/A	Comments
Are there slip-resistant ground surfaces, including temporary pathways over grass surfaces?	☐	☐	☐	
Are ramped entrances provided to marquees, and other structures that have raised flooring?	☐	☐	☐	

PERFORMANCES	Yes	No	N/A	Comments
Do all raised structures including marquees, podiums, stages, viewing platforms, etc. have an enclosing barrier or luminance contrast strip around the edge?	☐	☐	☐	
Will wheelchair spaces be distributed throughout the venue?	☐	☐	☐	
Does wheelchair seating have additional seats adjacent for companions?	☐	☐	☐	
How will captioning, **Auslan** sign interpretation, or **hearing augmentation** system being provided?	☐	☐	☐	
Are presentations accessible, i.e. captioning, contrast, large font?	☐	☐	☐	

GOODS AND SERVICES	Yes	No	N/A	Comments
Are service counters at an **accessible height**, including ticket booths, food outlets, and sales counters?	☐	☐	☐	
If ATMs, vending machines, etc. will be available, will they be accessible?	☐	☐	☐	

USING FACILITIES WITHIN THE EVENT	Yes	No	N/A	Comments
Will the accessible toilets have appropriate **signage** and directional **signage**?	☐	☐	☐	
Are **ambulant toilets** provided at each bank of toilets?	☐	☐	☐	
Will a permanent or transportable **Changing Places** facility be provided at the event?	☐	☐	☐	
Are doorways accessible (sufficient circulation spaces, **'D' type** door handles, **snibs** on doors)?	☐	☐	☐	
If provided will **drinking outlets** be accessible?	☐	☐	☐	
Is a **hearing augmentation** system provided?	☐	☐	☐	
Are scooter and motorised wheelchair **recharge points** available at convenient locations?	☐	☐	☐	
Will wheelchair hire be available?	☐	☐	☐	
Will an assistance animal toileting area be made available?	☐	☐	☐	

APPENDIX: GLOSSARY OF TERMS

This Glossary of Terms has been produced to assist event planners in the task of becoming familiar with access vocabulary and terminology.

Accessible electronic format
A document in electronic form which is easier to distribute and can be more accessible than print documents for people with disability. The document can also be printed in alternative formats for people with vision impairment.

Accessible entrance/s
A venue entrance with accessible features including wide doorway/s, reachable door handles, and level threshold.

Accessible height
Service counters at a height that allows a person using a wheelchair to access the counter by providing a counter height within 830-870mm above floor level, and clear height beneath the counter within 800-840mm above floor level.

Accessible pathways
A continuous accessible pathway that does not include either a step, stairway, turnstile, revolving door, escalator, moving walk, or other impediment.

Accessible toilet
A toilet is designed to meet the needs of people with disability, particularly people who use a wheelchair, and enable them to use sanitary facilities in safety and comfort. For more details visit the following link: www.disabilityaccessconsultants.com.au/transportable-hire-disabled-toilets-events/

Accessible website
A website that is usable by as many people as possible, including people with disability. The website can be accessed on various devices, offers alternatives to all audio and visual assets, and has colour contrast and adaptable font sizes.

Ambulant toilet
A toilet designed to meet the needs of people with mobility disability who require additional supports to enable them to use a toilet cubicle in safety and comfort. It features a 900x900mm circulation space inside and outside the cubicle and grabrails on both sides of the pan.

Auslan
A shortened word for Australian sign language developed for Australians with a hearing impairment. It is a visual form of communication that uses gestures and body movements to convey meaning.

Barriers
A physical obstacle or obstruction that prevents movement or access. Examples include turnstiles, steps, steep pathways, etc

Changing Places
A 'Changing Places' is a sanitary facility designed to meet the needs of people with high support needs that are assisted with personal hygiene. They feature an overhead hoist and adjustable height adult-sized change table. Relocatable 'Changing Places' can be towed or transportable by truck.

Circulation spaces
A clear unobstructed area, to enable people using mobility aids to move around. Generally, for a turn between 60° to 90° either a space of greater than 1500 x 1500mm or a 500 x 500mm splay is required. For a turn between 90°-180° a space not less than 2070 x 1540mm is required.

Compliant ramp
An inclined surface on a pathway between two landings with a gradient of 1:14-1:20. The ramp also has features currently compliant with AS 128.1 and the BCA.

'D' type
Door handles with a 'D' shaped lever-type allow people with hand impairments to grip and turn door hardware.

Drinking outlets	Drinking outlet designed to be accessible at a height of 870mm, and knee and foot clearances underneath at a minimum width of 850mm.
Event plan	A map in both printed and pdf form designed to assist in navigation and identification of accessible features within the event area. It is developed in an accessible format and includes typical items such as accessible toilets and car parking, recharge points, parent rooms, ATM and vending machines, public transport stations.
Gender-neutral toilets	An inclusive toilet provision for use by persons of any gender related identity, which benefits population groups who identify themselves as transgender, genderqueer, intersex (or any identity outside the boundaries of male/female).
Glazing bands	Horizontal non-translucent strips applied to glass areas which can be mistaken for a doorway. They are needed for people with vision impairment to alert them to a barrier created by clear glass, preventing them from walking through it.
Hearing augmentation system	The communication of information for people who are deaf or hearing impaired by using a combination of audio, visual, and tactile means. A Hearing Augmentation system assists people with a hearing impairment. It takes a sound source such as a microphone, television, or other speaker output, and transmits a signal to a user.
Lift	A platform or enclosed car to transport passengers vertically between floor levels. An enclosed lift car requires internal dimensions not less than 1100mm x 1400mm.
Lighting	Lighting levels appropriate to the expected task in an area. This benefits most people in general, however also assists older people and people with vision impairment. Lighting should be reflected downwards without promoting pooling or glare. Typical levels include 150 lx for paths of travel, and 200-300 lx in all other areas where the activity will be conducted.
Privacy screening	A physical barrier that provides privacy and dignity for a person whilst accessing or exiting a stage.
Recharge points	A general power outlet (GPO) is located in a convenient location close to general facilities which is used to recharge a motorised wheelchair or scooter. The GPO is located between 900-1000mm above floor level and is fitted with a safety switch.
Signage	Accessible signage includes raised text and symbols, Braille and luminance contrast for the ease of use by people with vision impairment.
Snibs	A door lock control is designed so that they provide an easy grip. They have a lever handle of a minimum length of 45 mm from the centre of the spindle.
Stair nosings	A non-slip contrasting strip between 50-75mm applied to the top surface of a stair tread and setback no more than 15mm from the front.
Terminology	Language terms, both written and verbal, to reference a person with disability. Whilst preferences may differ according to the person involved, in Australia the widely accepted language adopts a "person first" approach, for example "a person with disability" or "people with disability".
TGSIs	Tactile Ground Surface Indicators (TGSIs) are truncated cones or bars installed to ground surfaces to facilitate the safe movement of pedestrians with vision impairment by warning of hazards or providing directional guidance.