

Accessible and Inclusive Events Basics



Before the event

Physical accessibility

- Is the event close to public transport, with drop off zones and nearby accessible parking?
- Is the venue easy to locate and enter, for example if it's down an alley then specify this.
- Does it have ramps, lifts, wide corridors and corners for wheelchair and mobility aid users?
- Are the doors automatic or lightweight, especially on accessible bathrooms?
- Is there auditory access such as hearing loops (built in or portable), microphones and good acoustics?
- Are there power points for recharging wheelchairs, communication devices and phones?
- Is there a room or an area which can be set aside as a quiet space?
- Is the flooring stable and non-slip? If grass, gravel or woodchips, have you planned to create pathways out of carpeting or matting?
- Are power cords covered by carpet or low-profile cable covers, and not causing tripping hazards or barriers for wheelchair or mobility aid users?
- Have you checked that emergency exits and routes are accessible?
- Have you considered reusing venues if they worked well last time?
- Have you asked for the venue's accessibility information kit, or requested that they create one?

Informational accessibility

- Is general event and accessibility information available in the same place, or do attendees have to search for it?
- Can attendees register or buy tickets in multiple ways e.g. online, over the phone or in person?
- Can your attendees access event information in multiple formats e.g. online, over the phone, in person? This will reduce the hours people often take deciding whether they want to/are able to attend an event
- Have you asked about access needs during registration, minimise the need to complete a form or separate process

Attitudinal accessibility

- Have your staff been given information on how to be inclusive and welcoming to all attendees?
- Have you briefed your staff on the access requirements of attendees and what is available for them?
- Do your staff know these interaction basics?; Extend the same courtesy you would to anyone e.g. shaking hands
- Address the person directly, not their friends, family or support worker.
- Ask if someone would like assistance, respect the answer they give.
- Use the person's name, don't refer to them as a diagnosis.
- Use age-appropriate communication, don't raise or lower your voice unless asked to.
- Respect multiple identities, people may not want to have a disability related conversation.
- Don't assume you can and should identify people living with a disability.
- Don't be afraid to make mistakes and try again!



During the event

Physical accessibility

- Have you set up large, clear signage throughout the event?
- Are the registration tables at heights suitable for standing and seated attendees?
- Have you set aside seating who request it, but not segregated from other attendees?
- Have you installed ramps around the event and onto any stages?
- Are there personal hearing loop devices available for outdoor events, or have you hired a venue with an inbuilt hearing loop?
- Is there shelter from the rain or sun, and have you ensured you have comprehensive weather contingency plans?
- Have you considered the lighting? It should generally be well lit inside and shaded outside.
- Have you provided water and toileting facilities for assistance animals?



Informational accessibility

- Have presentations been provided in digital and physical form, ideally before the day?
- Can attendees join the event, both in-person and online attendance options?
- Have schedules, set lists or activity timetables been provided so that attendees can plan their day?
- Have maps for medium/large events been provided, in digital and physical form, also so attendees can plan their day?
- If you must have strobe lighting, have you provided clear signage and announcements about it?
- Have copies of menus or online links been provided? This is especially important when long queues are anticipated and attendees need to know what is on offer before getting to the front of the line.

Attitudinal accessibility

- Have you reminded front of house staff that they in particular must be welcoming of all attendees?
- Are staff willing and able to be an attentive communication partner, especially for people with diverse communication styles and needs?
- Have all staff been briefed on available accessibility factors and options?
- Have staff been provided with a direct contact number to the event organiser, so they can be contact them with questions they themselves cannot answer?
- Remind staff their behaviour is role modelling to attendees



After the event

What's next?

- Have you planned a debrief with staff, to document examples of successful and unsuccessful access, using a document you keep adding to?
- Do you actively employ people with lived experience of disability in all areas, not only events?
- Do you convene co-design groups for policy reviews, audits, major events and planning?
- Have you inserted accessibility requirements in to venue/event applications, therefore raising expectations of other event organisers?
- Do you share resources within your organisation and with external suppliers?

