



Office for Disability

Accessible Public Events

Public events and functions should be for everyone. When organising public events, it is important to ensure that they are accessible and don't inadvertently exclude people with a disability

The following elements can help to make events more inclusive and enable participation from a wider section of the community.

Before the event

- Provide promotional materials in readable standard print — such as clear fonts of minimum size 12 and a layout that uses high-colour contrast. Consider making some promotional materials available in accessible formats or available on request.
- Ensure promotional material contains an accessibility tag. This states whether the venue is accessible and provides contact details so someone with access requirements, such as Auslan interpreters or attendant carers, can contact the organiser.
- Check that the venue can reserve or allocate seating for people who use a wheelchair. These seats should be situated throughout the audience and not just limited to the front or back of the venue. Reserving seats near the front of the venue will help people with a vision impairment to see and will assist people with a hearing impairment to lip read or view a sign-language interpreter.
- Consider the accessibility of ticket sales — this includes ticketing booths or reception desks being at an accessible height, and accessible websites for online ticketing.

Accessible venues

- Select accessible venues. These have clear signage, wheelchair access, stairways with handrails, hearing loops, are close to public transport, and have accessible parking bays close to the venue.

- Inside the venue, ensure that at least one toilet is an accessible toilet and is in a convenient location. Make sure the venue has wide hallways and doorways, and that there is sufficient space for a wheelchair to manoeuvre.
- It may be helpful to visit the venue before the event to check access and the knowledge of staff.

Access to information

- Provide written materials, such as programs and handouts, using readable standard print. Consider making some written materials available in accessible formats before the event.
- If the venue does not already have one installed, consider hiring portable hearing induction loops for people who have a hearing impairment.
- Be aware of providing alternatives for communication, such as using captions on videos, providing visual and auditory alternatives to announcements.

Staff

- Although physical access is an important factor of inclusion, this will not be as effective if staff members have negative attitudes towards people with a disability. For many people, the on-the-ground staff members will be the only members of an organisation who the general public meets, and are very important to an organisation's public image. Training staff members to understand disability access issues enables more effective communication and contributes to people with a disability being treated with respect.

Further information

See also: Office for Disability fact sheet: 'Accessible Formats'
www.officefordisability.vic.gov.au

If you would like to receive this document in an accessible format, contact the Office for Disability:

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