

# CREATING ACCESSIBLE EVENTS IN THE SHIRE OF CAMPASPE

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# ***Creating Accessible Events***

Events that are accessible for all will be more successful with higher participation and attendance rates. It is important to take into account the varying needs of all participants when planning events so there are more opportunities for everyone in the community to participate and enjoy.

The Shire of Campaspe has produced this quick reference guide as part of their commitment to be responsive, innovative and energetic in developing an accessible and inclusive community that embraces people with disabilities. The Shire of Campaspe seeks to ensure that all residents can contribute and participate in community life with independence, equity and dignity.

The Shire of Campaspe supports the principles of Access and Inclusion. Our goal is to reduce barriers to enable access to universal services and full participation in community life for all residents. This resource is primarily focused on improving accessibility to events for Campaspe residents who have a disability.

## ***Legal requirements***

### **Disability Discrimination Act 1992**

There are legal requirements that should be considered when planning any type of event. The Federal Disability Discrimination Act 1992 (DDA) provides protection for everyone in Australia against Discrimination based on disability.

In Australia, the DDA stipulates that people who have disabilities should be able to access every premises, regardless of whether the premises is enclosed or outdoors, for example in a building or in a park. Disability discrimination occurs when people who have a disability including their friends, relatives or carers are treated less favourably than people without a disability.

The definition of 'disability' in the DDA includes: physical, intellectual, psychiatric, sensory, neurological and learning disabilities, as well as physical disfigurement and the presence in the body of disease-causing organisms. This broad definition is meant to ensure that everyone with a disability is protected.



# Engaging a broader audience

Not only is it beneficial for Event Organisers to attract a broad audience from a participation point of view, but also from an equity perspective to ensure that all members of the community have equal access to opportunities to participate in their communities. Some sectors of the community are harder to reach or involve than others and Organisers will need to make a concerted effort to engage them.

Some considerations to be aware of are:

## **Location**

Broadly consider the location and how comfortable people may feel in certain environments. For example, if an organisation wants to hold a forum to consult with people on a certain issue, it may be far more effective to meet off site at a mutual/community location rather than have the meeting at the organisations offices. In general most people prefer to attend an event locally i.e. in their neighbourhood, municipality or even region instead of having to travel large distances.

This guide will assist you in assessing if the venue you have selected is accessible for people with disabilities.

## **Timing**

Due to constraints out of people's control, such as lack of accessible public transport options and limited availability of support works, many people with disabilities may find it difficult to get to locations before mid-morning and may need to depart by mid/late afternoon. To accommodate the constraints of varied schedules, it's ideal to host repeat sessions on a range of days and times so people have choices of when they can attend.

## **Staff Training/Education**

Event Staff are essentially the 'face' of your organisations events. Through good customer service they have the opportunity to create more welcoming and enjoyable event for everyone. When Event Staff have a positive and friendly attitude and use inclusive language when communicating with people with disabilities, these are powerful tools which will assist people to feel welcome. It is recommended that Event Staff have Disability Awareness Training<sup>1</sup> for an overall understanding and awareness of the legal requirements, types of disabilities and strategies to develop accessible and inclusive events.

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<sup>1</sup> Council's Rural Access Officer is available to provide Disability Awareness Training to committees and event organisers. If you wish to undertake training, please contact Council's Rural Access Officer by phoning (03) 5481 2200.

# Venue

## Considerations when choosing a venue

People with physical disabilities may use a range of mobility aids such as wheelchairs, walkers and scooters. This must be considered in how people will travel to the venue, enter and move around the venue, and access essential facilities such as toilets. Choosing a venue which already has accessible features is preferable and may save time and money.

### Does the venue have:

Accessible public transport in close proximity?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Accessible parking bays? <i>Accessible parking bays must be:</i> - 3.6m wide - Clearly signed with the 'International Symbol of Access' and as close as possible to the main entrance		<input type="checkbox"/> Yes <input type="checkbox"/> No
For every 100 participants, there should be one accessible parking bay?		<input type="checkbox"/> Yes <input type="checkbox"/> No
A drop-off area, if accessible parking is not close to the entrance? <i>A wide, flat and a continuous travel paths from the parking/drop off area to the venue</i>		<input type="checkbox"/> Yes <input type="checkbox"/> No
A step-free entrance (this is preferable)?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Handrails along both sides of the steps?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Colour contrasting at step edging?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Tactile ground surface indicators at the top and bottom of steps?		<input type="checkbox"/> Yes <input type="checkbox"/> No
A ramp near steps (please note the recommended gradient for a ramp over 190mm, is 1:14)?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Access to any stage or microphone area, via a ramp or hydraulic lift (consider if a stage is necessary)?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Automatic/self-opening doors or alternatively doors that open easily?		<input type="checkbox"/> Yes <input type="checkbox"/> No



A minimum width of 120cm for aisles and doors, so people who use mobility aids can move around the venue with ease?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Wide, flat and continuous travel paths within the venue, avoiding sharp corners and edges?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Non-slip flooring or low pile carpet?		<input type="checkbox"/> Yes <input type="checkbox"/> No
A lowered section of the customer service and food counters so people who use mobility aids can access the services?		<input type="checkbox"/> Yes <input type="checkbox"/> No
An accessible unisex toilet, which complies with the Australian Standards (AS1428.2)?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Baby change facilities- changing bench?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Adult change facilities? <i>Adult change facilities should have:</i> <i>- tracking hoist system</i> <i>- Height adjustable changing bench</i>		<input type="checkbox"/> Yes <input type="checkbox"/> No
For outside events; an accessible toilet close to other facilities and linked with a continuous path of travel?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Clear space in front of the doorway outside the toilet, to manoeuvre mobility aids with ease?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Clear space in front of the doorway outside the toilet, to manoeuvre mobility aids with ease?		<input type="checkbox"/> Yes <input type="checkbox"/> No

# Creating a more accessible venue

Some venues will not have all the accessible facilities you require, however you can create a more accessible venue by hiring or loaning equipment and thoughtfully setting up the layout of rooms/ areas within the venue.

## Hiring or loaning equipment

Have you considered:

Providing an accessible shuttle service to the venue, if there is no accessible public transport?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing wheelchairs for loan to allow mobility for people who become fatigued?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hiring a portable ramp, so people who use mobility aids can enter and move around the venue?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hiring an accessible toilet if the venue does not provide one <sup>2</sup> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Room/area layout ideas

Have you considered:

Allowing clear pathways around any equipment such as tables and display boards?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Leaving adequate spaces throughout seating to allow for mobility aids. It is preferable if accessible seating is not just in one area/section?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing seating with backs and armrests for maximum comfort and leverage?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing seating for a carer next to the person they are assisting tables being at a height of 82-85cm so people with mobility aids can access?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing a mobility map which indicates accessible parking, toilets, paths and attractions, this will assist people with disabilities and support workers to move around the venue?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing signage in large print and in contrasting colours for facilities such as toilets, exits, and function rooms?	<input type="checkbox"/> Yes <input type="checkbox"/> No

<sup>2</sup> The Shire of Campaspe, in conjunction with Stride Events, offer a portable accessible toilet for hire. Please contact Stride Events for further information on Ph. 1300 STRIDE or (03) 5480 7576.



Providing a rest area where participants can retreat from excessive noise and heat?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing a range of food and drink dietary options?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing access to drinking taps?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing drinking straws for people who have limited fine motor skills?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing water for assistance animals such as guide dogs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Stationing staff members at entry points to assist with any enquiries?	<input type="checkbox"/> Yes <input type="checkbox"/> No



# Information and communication

## Layout of printed material

Printed material includes a range of written information, including, flyers, invitations, reports, posters, feedback forms and booklets

**Have you considered:**

Using 18pt font size or larger for flyers and information sheets when the target audience is the older person/people who have a vision impairment?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Using minimum 12pt font size for other documents?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Using easy to read font styles, such as Arial, Verdana, Tahoma or Tw Cen MT?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Justifying all text to the left ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Using both upper case and lower case letters to make it easier to distinguish key words?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Using symbols and illustrations?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Choosing colours which have high contrast, such as yellow and blue or black and white?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Using a spiral or ring binder for booklets, making it easier to turn pages?	<input type="checkbox"/> Yes <input type="checkbox"/> No

## Easy English

**Easy English** has been created to keep language simple so more people can understand what is being communicated. This benefits people with intellectual disabilities who find it difficult to read and understand complex written information. This also benefits people whose first language is not English.

**Have you considered:**

Using clear simple language?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Using short sentences?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Not using acronyms or jargon?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Using one idea per sentence?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Using pictures/symbols?	<input type="checkbox"/> Yes <input type="checkbox"/> No



# Using International symbols



**Symbol of Hearing Assistance**

Ensure the type of access being provided (e.g. captioning, type of audio loop, TTY) is clearly stated.



**Symbol of Access**

Ensure the event has a barrier-free approach to the building, an accessible entrance, accessible and useable facilities including an accessible toilet.



# Accessibility for people who are deaf or have a hearing impairment

The term ‘hearing impairment’ refers to both people who are deaf and people who have some hearing limitations. Some people are able to hear certain frequencies but not others; others find it difficult to distinguish between different sound ranges or to identify where the sound is coming from.

**Have you considered:**

Hiring and installing a hearing augmentation system if the venue does not provide one? A hearing augmentation system will increase the sound of the persons voice in a microphone, and lessen background noise.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Displaying the international symbol for hearing assistance so participants can identify the location of the hearing augmentation system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Asking participants if they require a sign language interpreter and booking one if required?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Captioning any multi-media presentations and videos?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Equipping event staff with pen and paper to assist with communication?	<input type="checkbox"/> Yes <input type="checkbox"/> No

# Accessibility for people who are blind or have a vision impairment

People who are blind have either no vision or have a very limited field of vision and cannot see objects clearly. Most people with a vision impairment have some degree of vision; however they may use glasses, a cane and/or support from guide dogs to complete daily tasks. For people with a vision impairment it is often challenging to distinguish objects from the background, due to a lack of contrast in colours, or to understand small text.

## Have you considered:

Presenting all visual information verbally, e.g. audio description of attractions, performances and displays?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing raised tactile signage and braille on exhibits, such as pieces of art, to assist with interpretation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing large, clear name tags for staff or volunteers and also considering braille?	<input type="checkbox"/> Yes <input type="checkbox"/> No
To prevent tripping, limit hazards through covering over of cables and wires and limiting the use of roped barriers?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Checking that glare is reduced to allow maximum visibility (for events which are enclosed in a venue)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Advertising events such as community forums and festivals on radio?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Using equipment which has contrasting colours, for example white cups on a black table cloth?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Displaying 'assistance animals/guide dogs welcome' stickers <sup>3</sup> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No

<sup>3</sup> For Assistance Animals Welcome stickers, please contact the Guide Dogs Association of Victoria on (03) 9854 4522.



# Emergency Procedures

**Have you considered**

Developing emergency procedures for people with a disability?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing both auditory and visual alarms for an emergency evacuation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing an accessible path of travel from the emergency exit away from the venue?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Training event staff in evacuation procedures for people with a disability?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Providing an accessible path of travel to the first aid area?	<input type="checkbox"/> Yes <input type="checkbox"/> No



# Glossary

**Accessibility** – The extent to which all people are able to easily get to a facility, enter or use facilities which are barrier free.

**Hearing augmentation** – An amplifier and cable that transmits sound from a public address system directly to people who have hearing aids. This allows people to clearly hear someone speaking into a microphone and decreases background noise.

**Teletypewriter (TTY)** - A keyboard with a screen, connected to the phone system. It allows users to have phone conversations via two-way text and is designed for those who have hearing or speech impairments.

**Companion card** – A card issued to eligible people with a disability that identifies the person requires support from a companion to participate at venues/activities and allows the companion to enter free of charge.

**Tactile ground surface indicators (TGSi)** – A series of raised dots and stripes placed on the ground to provide tactile information, for people with a vision impairment. The raised dots provide warning of a hazard directly ahead and the raised stripes provide assistance with direction.

**Inclusive language** – Using language that values people in society, regardless of sex, age, race or disability. For example, 'person with a disability'.

**Hoist** – An aide for lifting and transferring people in daily activities, such as accessing a toilet, having a shower and getting in and out of bed.

Thank you for using this quick reference guide. The guide is designed to prompt your thinking when considering putting on an event or festival. The Rural Access officer at the Shire of Campaspe is available to help if you have any further enquiries about accessibility to your event. The Rural Access Officer can provide some technical support and advice to help make your event accessible to all.

For further information contact the Shire of Campaspe on 03 5481 2200, 1300 666 535 or [www.campaspe.vic.gov.au](http://www.campaspe.vic.gov.au).

Campaspe Shire Council would like to acknowledge the Knox City Council, Loddon Shire Council and the City of Greater Bendigo for their contribution in the development of this guide.