

# Accessible and inclusive event checklist

## Live event (on campus or at an external venue)

### VENUE

*The below checklist will ensure that the venue is accessible and inclusive before you book.*

- Check the venue's accessibility facilities with the venue manager.
- Check the venue can be easily accessed by reviewing the [UNSW Access Map](#). This involves ensuring accessible entry points of the building.
- If the venue has fixed seating, check if there are wheelchair seats or removable seats for a wheelchair, low mobility or access users.
- Check the aisle width is set to a minimum of 1 metre for any wheelchair users.
- Ensure table height and counters are accessible to wheelchair users and people of short stature. *An accessible table has a surface height of no more than 34 inches and no less than 28 inches above the floor. At least 27 inches of knee clearance must be provided between the floor and the underside of the table.*
- If wheelchair users need to access the stage, ensure it is wheelchair accessible.
- Check the facilities to ensure there are gender neutral, accessible and parent friendly options.
- Check if the venue has a hearing loop or assisted listening devices in the venue.

### MARKETING & COMMUNICATIONS

- Ask attendees whether they have access requirements by including this question in the registration form or Eventbrite page:

Do you have any accessibility requirements?

It is essential that this is an open-ended question (not a tick box) so that the individual can describe their requirement with their preferred language. See more information on using Eventbrite here: [UNSW Events Toolkit](#).

- Check your event page can be accessed by users that utilise screen readers. Screen readers are a digital tool for persons who are vision impaired which convert text to voice. Ensure your event listing has text to provide information and does not solely have an image or a PDF as screen readers cannot read this information to the user.

When you have an image on a webpage, email, social media and any other communications, include alternative text [Alt tag] on the image to describe the image. This allows screen readers to tell the reader what the image contains. Check the FAQs page for examples.

Provide information about how to access the venue, including how to get there, public transport and parking information. See an example below and at [UNSW Venue information](#).

## Sir John Clancy Auditorium

### Wheelchair Access

The Sir John Clancy Auditorium is located at UNSW Sydney's Kensington campus, ([highlighted red on this map](#)). The closest accessible drop off point to the Sir John Clancy Auditorium is at Gate 9, High Street. Vehicles can pull up directly in front of the venue.

### Parking

There are limited wheelchair reserved parking spots in front of the venue. NSW parking permits are required. Paid casual and visitor parking is offered via the CellOPark App and 'pay by plate meters'. For more information visit [UNSW Parking on Campus](#).

For paid ticketed events, companion cards ([find out more here](#)) and similar services should be honoured.

Provide an alternative option for guests to register for your event, such as by email or phone, including providing the [National Relay Service](#) details.

Please see an example below:

For event enquiries or to discuss your access requirements, please call XXX on XXX or email [xxx@unsw.edu.au](mailto:xxx@unsw.edu.au).

The XXX is happy to receive phone calls via the National Relay Service. TTY users, phone 133 677, then ask for 02 XXX. Speak and Listen users, phone 1300 555 727 then ask for 02 XXX. Internet relay users, visit [relayservice.gov.au](http://relayservice.gov.au), then ask for 02 XXX.

## ACCESS REQUESTS

If a patron or guest contacts the event organiser with an access request, it is essential to respond and book these services.

To facilitate this, prior to your event generate your registration report to review for access requirement requests. If using Eventbrite, this report can be downloaded via clicking 'custom question report'. See more on how to use Eventbrite in the [UNSW Events Toolkit](#). Some of these requests may include:

**Wheelchair and low mobility accessible venues**

*Ensure accessible seating is reserved for these patrons and their guests.*

**Captions (text displayed on a screen to read)**

*Please refer to the Captions for events section below for more information.*

**Auslan Interpretation**

*Please refer to the Auslan interpretation at events section below for more information.*

**Hearing Loop or Assisted Listening**



Please refer to the FAQ's section.

## SETTING UP THE VENUE

- Display reserved seat signs for guests with accessibility requirements. For example, reserve seats for wheelchair users, Auslan specific seats or captioning services along with companion seats.
- Provide a wheelchair ramp or alternative access route to the stage (if required)
- Include accessible signage: digital screens inside and outside the venue, wayfinding and printed signage.
- Check that the hearing loop or assisted listening devices are working and event staff are briefed on how patrons access and use them. It is the Event Organisers responsibility to check with the venue these services are working and available. See more information here on assisted listening.
- If there is strobe lighting or flashing lights communicate this to guests via email and at the event via printed or on-screen signage.
- Inform event staff or front of house staff about all the event users accessibility requirements. We advise that you allocate at least one staff member to manage accessibility at the event.
- If you are unsure of any of the above, please refer to the FAQs section.

## INCLUSIVE EVENT

Check your event is inclusive and respectful (for both live in venue and online/digital events)

- Ensure that the language and content does not discriminate. For example, consider the tone and use of language and the diversity of the event material and presentations. Refer to the [UNSW writing style guide](#) for more information.
- Check your event have diverse speakers. Read about the [UNSW Panel Pledge](#). Check the event will have an [Acknowledgement or Welcome to Country](#)
- Check for accessible presentations and documents

