User guide for inclusive and accessible events

Version 3 - August 2024

Make it matter

Luther Cora, a proud Yugambeh man and prominent Gold Coast performer with the Yugambeh Aboriginal Dancers.

Image credit: Getty images
Photographer: Chameleonseye

Acknowledgement

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We would like to acknowledge every person whose commitment, knowledge and lived experience contributed to the production of this checklist. A special thanks also to our Inclusive Futures: Reimagining Disability colleagues and the Engagement Council for your unwavering support, expertise and guidance, and for supporting the development of this project.

Griffith University acknowledges the Traditional Custodians of the land in which we work and pays respect to the Elders, past and present, and extends that respect to all Aboriginal and Torres Strait Islander people.

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Disclaimer and permissions

This checklist (including any enclosures and attachments) has been initiated by Inclusive Futures: Reimagining Disability at Griffith University and developed in collaboration with a team of disability, education, and events specialists. We sincerely thank everyone involved for their generous contribution, support, and assistance.

This checklist, which will be followed by a complete Toolkit in early 2025, is intended to be a living document, with regular updates. Whilst the information is considered true and correct at the date of publication, changes in processes and technologies after the time of publication may impact the accuracy of the information. The information may change without notice and the developers are not in any way liable for the accuracy of any information printed and stored in any way interpreted and implemented by a user.

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Front cover
Inclusive Futures: Reimagining Disability 'Inclusivity in Play' Pitch Event,
November 2022.

Image credit: Griffith University
Photographer: Luke Marsden

Introduction

Inclusive Futures: Reimagining Disability has developed this accessible events checklist in collaboration with people with disability, to assist event organisers with a best practice guideline to design, plan, host, deliver and evaluate accessible events. Our objective is to foster an inclusive environment by proactively addressing barriers and enabling all individuals to fully engage. This checklist outlines essential access and inclusion considerations that should be followed when planning events. Its purpose is to ensure that everyone has an equitable and dignified opportunity to actively attend and participate.

By considering the recommendations in this guide, event organisers can create an environment that embraces diversity, promotes inclusivity, and removes barriers for individuals with disability. It is our collective responsibility to make events accessible and welcoming to all attendees, regardless of their ability. We encourage you to refer to this guide as a valuable resource throughout your event planning process. It provides practical guidance and best practices that can assist in creating meaningful and inclusive experiences for all participants.

Thank you for joining our commitment to creating a more inclusive future—where events are accessible to everyone.

How to use this user guide

This checklist has been written by a team of disability, accessibility, education, design and inclusive event specialists, many of whom have lived experience of disability.

It is designed as a quick overview of accessibility for events and to assist event organisers in providing an inclusive and enjoyable experience for all who choose to attend. As access requirements vary, depending on the type, size and style of event, some parts of this checklist may not be applicable. There may also be additional requirements you may need to consider based on your target audience, event duration and location.

If you are an event professional, company, or corporation that regularly hosts events, this checklist has been produced for you. We encourage readers to be mindful of the ever-shifting landscape and new technologies as they emerge beyond the scope of this document and recommend you explore new offerings as they come to light.

The Inclusive Futures: Reimagining Disability Team

Note: For a more detailed overview of the considerations in this Checklist, the 'Toolkit for Inclusive and Accessible Events'—to follow, and currently in development— will provide thorough explanations, case studies, pictures and short instructional videos.

About us - Griffith University

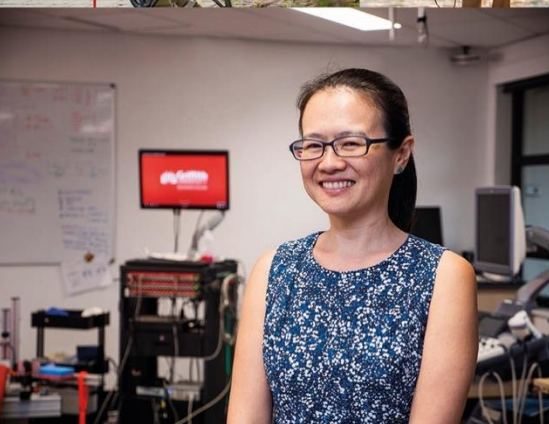**30+ Years** **Reliable & dependable** **Global reputation** **Five Campuses** **Infrastructure** **Diverse faculties**

Ranking in the top 2% of universities worldwide, Griffith has come to be regarded as one of Australia's most innovative tertiary institutions and one of the most influential universities in the Asia-Pacific region. Everything we do – from education to research and community engagement – is designed to meet the new world in which everything interconnects and is focused on improving people's lives.

Griffith University is the leading university nationally for research in disability and rehabilitation (The Australian's Research Awards 2023) and is the leader nationally and third internationally in tourism (Shanghai 2022 Global Ranking).

Inclusive Futures: Reimagining Disability

More than one billion people worldwide—including 40% of Australians—live with a disabling impairment or chronic condition. Of all the modern challenges facing humankind, creating a just, inclusive and equitable future for those living with disability is arguably one of the greatest.

To tackle this challenge, Griffith University has established Inclusive Futures: Reimagining Disability, an interdisciplinary alliance of people with disability, researchers, designers and educators, as well as health and social services providers, industry and government bodies. Griffith was ranked #1 university in the country for research and innovation on disability and rehabilitation.

Inclusive Futures seeks to deliver innovative solutions and shape policy to improve quality of life—through sport and recreation, education and work, and communities that promote health, wellbeing and social connection. We aim to work with people with disability to create products, services and places focused on reducing impairment and increasing participation in a reimagined, inclusive society.

Our values:

- A collective and creative vision for the future built by uniting experts from diverse sectors and disciplines in a collaborative solution-focused community.
- Sustainable solutions designed with stakeholders, through genuine and authentic relationships among individuals with disability, world-class industry leaders, and the community.
- Ambitious, innovative, and ethical solutions to the most important and long-standing challenges faced by people with disability.
- Equitable and transparent access to life-changing innovations, knowledge, and evidence.

About the authors

Rebekah Barker BHuServ

As the Project Support Officer, Bek is responsible for managing daily operations and strategic planning for research across the Inclusive Futures initiative. To this role, Bek bring 8 years' experience in tertiary education and research support within the health, disability and rehabilitation sector. With a background in Human Services, she built her early career in a client focused, case manager position where she worked with government, businesses and training organisation to help people who have experienced barriers to employment, gain the confidence to find and keep a job.

Joe-Anne Kek-Pamenter BMmst, DipGD, Cert IV Design, Cert IV TAA, MOUS

Jo is a senior graphic designer and Microsoft Master Instructor with over 30 years' experience in visual communication, inclusive education, and instructional design. Drawing on her lived experience as a person with disability (hearing impairment), she has developed a reputation as an innovator in accessible design. She is the Graphic Design and Communications Officer for Griffith University's Inclusive Futures: Reimagining Disability (IFRD) research alliance, where she takes responsibility for all aspects of communication, design, social media and support for special projects and inclusive events. She was invited to participate on the Judging Panel for the Australian Access Awards 2023.

Jo has also run her own boutique design studio since 2013 with a focus on disability inclusion and accessibility. In addition to this Accessible Events Checklist, her most recent work includes collaborating on the Media Diversity Australia 'Disability Reporting Handbook', ADCET Guideline 'Supporting Deaf and hard of hearing students online', The Voice of Queenslanders with Disability (Infographics/Diagrams) and the soon to be published IFRD 'Toolkit for Inclusive and Accessible Events'.

Section 1: Inclusive Events Checklist

EVENT OVERVIEW

Event details	
Event name	
Event overview	
Key stakeholders	
Event type	☐ Free ☐ Ticketed ☐ In-Person ☐ Online ☐ Hybrid
Themed event	
Entertainment	

Date and time	
Event date(s)	
Event time(s)	
Duration	
Bump in date/time	
Bump out date/time	

Location	
Venue name	
Room (if required)	
Capacity	
Close to public transport	
Accessible parking (number of spaces)	

Attendees	
No. attendees (pax)	
Target audience	☐ Open to all attendees ☐ By invitation only

Guest list created	
Special guests	
Acknowledgements	Welcome or Acknowledgement to Country ☐ Yes ☐ No

EVENT VENUE

Event space	
Room style	
Size	
Layout	
Furniture	Furniture: ☐ Fixed position ☐ Movable Seating: ☐ Hard ☐ Soft ☐ Stools Tables: ☐ Rectangle ☐ Round ☐ High ☐ Low
Stage size / height	
Lighting, power, cooling and ventilation	Lighting: ☐ Fluorescent ☐ Ambient ☐ Natural Windows: ☐ Yes ☐ Window coverings ☐ No Air conditioning: ☐ Yes ☐ No Fans: ☐ Yes ☐ No Number and location of Power points: Availability of power boards? ☐ Yes ☐ No
Stairs / Ramp Note: Ramps must have an incline gradient no steeper than 1:14.	Access to the stage is via: ☐ Stairs ☐ Ramp ☐ Both Do the stairs have railings? ☐ Yes ☐ No Does the ramp have railings? ☐ Yes ☐ No
Audio visual	Does the event space have: Microphones: ☐ Handheld ☐ Lapel Screens: ☐ Large screen above the stage ☐ Monitor **Note:** Consider whether your speakers have low mobility when selecting microphone styles, in which case, lapel

	microphones are more appropriate. Screens are required for presentations, captioning and projecting Auslan interpreters. Check with your AV and accessibility providers what types of screens, how many and where they will be positioned. Sometimes, this can mean multiple screens are required and with complex setups.
Toilets / Restrooms	Location/proximity to venue/room: Are there enough toilets for your audience size: Inspection carried out for cleanliness: ☐ Yes ☐ No ☐ Accessible ☐ Ambulant ☐ Unisex / Gender Neutral ☐ Showers ☐ Changing Places ☐ Parent's Room **Note:** If your event has a large number of wheelchair users or persons with low mobility, consider a venue with multiple accessible toilets (not just one).

Transport, travel and parking	
Organised transport	Is there organised transport to and from the event? ☐ Yes ☐ No Have you considered guests with disability, who may need access or arrival support? ☐ Yes ☐ No
Public transport	Is the venue close to accessible public transport services? ☐ Bus ☐ Train ☐ Tram ☐ Ferry ☐ Taxi rank
Drop-off points	Are there clearly identified drop-off points near the venue entrance? ☐ Yes ☐ No
General parking	Distance from venue/room: ☐ Undercover ☐ Open ☐ Paid parking ☐ Free to use
Accessible parking	Does the venue have clearly identified and designated accessible parking bays? How many? Distance from venue/room: ☐ Undercover ☐ Open ☐ Paid parking ☐ Free to use

	☐ Undercover access to the venue ☐ Ramp access ☐ Elevator access Do the accessible car parks have adequate circulation space? ☐ Yes ☐ No
Allocated parking	Can parking be reserved or allocated for guests? ☐ Yes ☐ No
Thoroughfare	Is there a continuous, even, unobstructed and accessible path from the parking area, drop-off point and public transport into the venue entrance? ☐ Yes ☐ No Is there sufficient lighting along pathways leading to the venue entrance? ☐ Yes ☐ No
Additional access requirements?	

VENUE ACCESSIBILITY

Accessibility	
Access to venue	Uninterrupted path free of hazards: ☐ Yes ☐ No ☐ Open pathway ☐ Undercover path ☐ Stairs/railings ☐ Elevator ☐ Escalator ☐ Ramps ☐ Ramp with railings ☐ Wide doorways ☐ Automatic opening doors
Support staff	Have staff or volunteers been allocated to assist at the event to support people who may require assistance? ☐ Yes ☐ No Have support staff completed Disability Awareness Training? ☐ Yes ☐ No
Room layout	Consider space for movement for all attendees, including wheelchairs, powerchairs, assistance animals and assistive equipment, such as walking frames. ☐ Access to entry / exit, evacuation, toilets & amenities ☐ Wide aisle suitable for wheelchairs / powerchairs / prams ☐ Table heights that are accessible for wheelchair users

	☐ Accessible seating areas
	☐ Chairs with armrests for persons with low mobility
	☐ Front row seating for captioning and/or interpreting
	☐ Appropriate lighting (consider people who lipread)
	☐ Assistance animals: consider toileting areas / water bowl
Directional signage	Adequate signage that is easy to read and understand, using a combination of words and symbols? ☐ Yes ☐ No Signage incorporates braille (i.e.: venue, toilets, lifts)? ☐ Yes ☐ No
Site map	Is there a site map that includes information on access and inclusion for the venue that attendees can refer to, and with adequate wayfinding and OHS, evacuation information? ☐ Yes ☐ No
Sensory friendly	Sensory friendly spaces are quiet chill out zones within your event where guests can retreat and desensitise at any given time to rest, if they feel overstimulated or fatigued. Check your room for the following items that might cause sensory overstimulation and/or distress: ☐ Bright lights ☐ Noisy spaces ☐ High traffic areas ☐ Strobing, blinking or flashing lights
Catering / dining	Ensure your catering spaces and set-up considers access for all, including accessible tables, seating and caters for wheelchair users and persons of short stature. ☐ Accessible low seating (rather than stools) ☐ Low tables (rather than bar height) ☐ Food trucks / vans have a low accessible order window
Communal spaces	Are there shared spaces that all people can access and share in the venue? ☐ Yes ☐ No
Accessibility	Depending on your target audience you may consider: ☐ Live captioning ☐ Auto captioning ☐ Transcripts ☐ Auslan interpreting ☐ Audio descriptions ☐ Provide captioner / interpreter copies of all materials ☐ Pre-reading ☐ Handouts ☐ Copies of presentations ☐ Materials with accessible colour schemes and fonts ☐ Large-text versions of handouts ☐ Easy read materials

	☐ Dyslexia friendly materials ☐ Braille ☐ Plain English ☐ Materials using languages other than English
Event activities	Activities designed to ensure access for all ☐ Breakout activities are accessible ☐ Closed captioning on video/audio recordings ☐ Audio Descriptions on video and visual-based activities

CATERING

Food and beverages	
Catering	Is catering available at the venue or brought in? ☐ Yes ☐ No Catering company: Contact name: Contact number: Email:
Type of catering?	☐ Tea and coffee ☐ Morning tea ☐ Afternoon tea ☐ Lunch ☐ Dinner ☐ Buffet ☐ Finger food ☐ Platters ☐ Pass arounds ☐ Mints ☐ Biscuits
Dietary requirements	Have you considered catering options for all dietary requirements, with separate, clearly labelled plates for guests to easily find food that is catered for them? ☐ Yes ☐ No
Beverages	☐ Water ☐ Jugs and glasses ☐ Carafs ☐ Bottles ☐ Tea/coffee ☐ Decaf ☐ Herbal teas ☐ Green tea ☐ Milk ☐ Lactose/dairy free milks ☐ Straws ☐ Non-alcoholic ☐ Alcoholic ☐ Licensed venue ☐ Bar ☐ Waiter/table service ☐ Drinks package
Food trucks	Food trucks will be used for this event? ☐ Yes ☐ No Do the food trucks have an accessible window height? ☐ Yes ☐ No Business name: Contact name: Contact number:

	Email:
	Details:

PRINT AND DIGITAL COLLATERAL

MARKETING AND PROMOTIONAL MATERIALS	
Marketing materials	Are there multiple diverse communication channels being used in promoting the event to cater for a diverse audience? ☐ Invitation ☐ Flyer ☐ Poster ☐ Brochure ☐ Newsletter ☐ Direct mail/email ☐ Social media ☐ Website ☐ Banner ☐ Digital screen ☐ Multimedia ☐ Digital forms ☐ Newspaper ☐ Radio ☐ Community boards ☐ Other
Accessibility	Are there accessible versions of your materials? ☐ Accessible font (sans serif, 12pt or higher) ☐ Accessible colour contrast ☐ Large text version available ☐ Accessible for screen reader technology ☐ Browsable using a keyboard and/or touch screen ☐ Accessible PDF file ☐ Alternative Text (ALT) text on all digital images ☐ Closed Captions (CC) ☐ Audio Descriptions (AD) ☐ Easy Read versions (where appropriate) ☐ Braille materials (where appropriate) ☐ Use of easy to read, plain or conversational English ☐ Free of flashing and strobing elements ☐ Use of QR Codes (where applicable) ☐ Electronic forms that are easy to use / correct errors
Inclusive language	Marketing materials makes use of inclusive language? ☐ Yes ☐ No
Languages other than English	Option to have materials translated into languages other than English (upon request)?

	☐ Yes ☐ No
Access requirements	Does your promotional material provide access and inclusion information to attendees who may have additional access requirements? ☐ Yes ☐ No
Site plans	Are there site plans available pre-event, so people with additional access requirements can plan their travel and attendance needs? ☐ Yes ☐ No

HANDOUTS AND OTHER COLLATERAL	
Event materials	☐ Name tags/badges ☐ Attendee list ☐ Handouts ☐ Event run sheet/agenda ☐ Certificates ☐ Photo/video talent release forms/waivers (to be signed) ☐ Corporate or other gifts
Signage	☐ Site map ☐ Event signage ☐ Directional signage ☐ Event agenda ☐ Table/seating chart ☐ Emergency/evacuation procedure and assembly point ☐ OHS/first aid information ☐ QR code / URL for live captioning access ☐ Photo / videography notice ☐ Marketing / advertising / promotional banners or posters
Photography and/or videography	Shot list or shooting script for photographer / videographer ☐ Yes ☐ No

OTHER EVENT CONSIDERATIONS

SAFETY, INCIDENT AND EMERGENCY INFORMATION	
Site Plan	Have you acquired a site plan for the venue? ☐ Yes ☐ No
Emergency details	Event manager: Phone: Fire Warden: Phone: First aid officer: Phone:
Evacuation plan	Have you acquired a copy of the venue evacuation plan? ☐ Yes ☐ No ☐ Emergency exit ☐ Assembly point ☐ Accessible exits for people with disability ☐ Evacuation plan for wheelchair users / reduced mobility ☐ Evacuation plan for Deaf / Hard of hearing ☐ Emergency service access point
Fire equipment	What is the fire danger rating, in terms of accessibility? ☐ Extinguishers ☐ Fire blanket ☐ Fire hose ☐ Fire alarm (auditory) ☐ Visual / flashing beacon
Security	Are there any security arrangements in place for the event? ☐ Yes ☐ No
Insurance	
Name of insured person / company	
Insurance broker	
Certificate of currency	

Type of insurance / insurance class	
Policy number	
Expiry Date	
Contact details	Name: Phone: Email:

Name of insured person / company	
Insurance broker	
Certificate of currency	
Type of insurance / insurance class	
Policy number	
Expiry Date	
Contact details	Name: Phone: Email:

LIST OF CONTACTS

Full name	
Role	
Organisation	
Phone	
Email	

Full name	
Role	
Organisation	
Phone	
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Contact us

For enquiries regarding partnership opportunities
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