

Venue access information

Guide for including website content for people with disabilities

# How to use this document

Communicating with and providing information for people with disability is vital in creating an accessible and inclusive experience, and it’s good for your business! People with disability need to plan their travel in detail as there are many potential barriers that could prevent full participation and dignified enjoyment.

By providing as much information as possible, people with disability can then make an informed decision on whether your activity is the right one for them and if what has been put in place will meet their accessibility requirements.

So, how do you make sure you are communicating the useful information for people with disability? You can use the following resource to answer questions about your venue and place this information on your website.

Don’t stress if your activity currently isn’t completely accessible from the get-go, total accessibility is a process that takes time. Providing information on what you currently have in place ensures people with disability can make informed decisions about their visit.

## Venue name:

Activity Address:

## Venue information

Consider including the following information in the description of the activity, perhaps under an Accessibility heading

Is there viewing platform(s) and where are they located?

………………………………………………………………………………………………………………………………………………

How many guests/carers can be accommodated beside a wheelchair seat/bay?

………………………………………………………………………………………………………………………………………………

Where are the most suitable seating options for Blind/Low Vision patrons?

………………………………………………………………………………………………………………………………………………

Where are the most suitable seating options for Deaf/Hard of Hearing patrons?

………………………………………………………………………………………………………………………………………………

Consider creating a page on your website for Accessibility and include the following information

## Audio Loop

Does the venue have an audio loop installed?

………………………………………………………………………………………………………………………………………………

## Restrooms

Are all gender accessible bathrooms available?

………………………………………………………………………………………………………………………………………………

Which seats in the venue are closest to the accessible restrooms?

………………………………………………………………………………………………………………………………………………

Does the venue have ‘Changing Places’ facilities or is there one near?

<https://changingplaces.org.au/find-a-toilet/find-changing-places-toilet/>

………………………………………………………………………………………………………………………………………………

## Parking

You may also like to include this information on a ‘how to get here’ page (or similar)

How many accessible car parks are there on site?

………………………………………………………………………………………………………………………………………………Can parking be purchased/ pre-booked and how? E.g. online, by phone.

………………………………………………………………………………………………………………………………………………Are there other alternative parking facilities close to the venue?

………………………………………………………………………………………………………………………………………………Are there dedicated accessible drop off and pick up points?

………………………………………………………………………………………………………………………………………………

What accessible public transport is available?

………………………………………………………………………………………………………………………………………………

Where is the nearest taxi rank/drop off area?

………………………………………………………………………………………………………………………………………………

## Accessible features

Is there a dedicated accessibility staff member I can contact?

Contact name:

Job title:

Phone number:

Email address:

Is there a sensory room/chill out space available for visitors to use?

………………………………………………………………………………………………………………………………………………

Does your venue provide sensory kits? (e.g. fidget spinners, earplugs)

………………………………………………………………………………………………………………………………………………

If you would like to speak to someone directly, contact us at \*include hyperlinks\*

Phone Number: ……………………………………………………………………………………………………………………

Email: ……………………………………………………………………………………………………………………