



Australian Catholic Bishops Conference

WELCOMING PEOPLE WITH DISABILITY



GUIDELINES FOR CONFERENCES AND EVENTS

Contents

| | |
|---|-----------|
| Letter | 3 |
| Introduction | 4 |
| Glossary of Terms | 5 |
| Checklists for Organisers | 6 |
| Suggested Registration Invitations | 8 |
| Checklists for Organisers | 10 |
| Useful Contacts and Resources | 19 |
| Attachments | 21 |
| Universal Symbols | 24 |

The Australian Catholic Bishops Conference published this booklet under the guidance of the Bishops Commission for Pastoral Life with the advice and assistance of the Australian Catholic Disability Council and its Deaf and Hard of Hearing Committee.

The Australian Catholic Bishops Conference thanks the City of Greater Bendigo and Jacinta Wall, CatholicCare, Dioceses of Wollongong for the waiver of copyright that has allowed the production of this booklet for the benefit of creating accessible conferences and events.

For more information and resources please contact:



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Welcoming People with Disability

Guidelines for Conferences and Events

Dear Friends in Christ,

How do we encourage and assist the full participation of people with disability in our major liturgical celebrations, national and diocesan conferences, gatherings and parish events?

A major challenge is to ensure that all people are included in the life of the Church, especially people with disability, their families and friends who support them. To assist in ensuring and promoting full participation of people with disability this booklet has been developed as a guideline for Church agencies, diocesan offices and parishes.

The booklet 'Welcoming People with Disability' may encourage and assist church agencies and faith communities to discover and celebrate the beauty and strength of the Body of Christ by promoting the full participation of people with disability, their families and friends in the life of the Church. It is a call to create opportunities for participation in where everyone is valued, gifted and acknowledged.

Let us confidently strive to become inclusive communities that warmly welcome people with disability and their families; communities where the presence of Jesus Christ is recognised in everyone and where we can all fully participate in the life of our Church.

Yours sincerely in Christ,

A handwritten signature in black ink that reads "Terence J. Brady". The signature is written in a cursive style with a small dot at the end.

Most Rev. Terence J Brady

Introduction

When hosting major liturgical celebrations, national and diocesan conferences, gatherings and parish events it is important to ensure that all people have an equal opportunity to participate.

People with a disability can be disadvantaged when participating and accessing these events. This may include difficulty in being able to see the information on an invitation, walking up the stairs at the event or hearing what is being presented.

In order for liturgical celebrations, national and diocesan conferences, gatherings and parish events to be fully inclusive, it is important to understand the diverse needs of all participants.

To be inclusive to people with a diverse range of abilities it is essential to ensure that access is maximised. Having easy access to an event may be the difference between people attending or not attending. Church celebrations and events that accommodate the diversity of participants will be more successful with higher attendance and participation rates.

Disability Discrimination Act

The *Federal Disability Discrimination Act 1992* (D.D.A.) provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.

Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with 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.

© Human Rights and Equal Opportunity Commission

Glossary of Terms

Accessibility

The extent to which all people are able to easily enter or get to a facility or use resources that are barrier free.

Accessible Parking Bay

A bay with a minimum width of 3200 mm. The bay will be adjacent to the building entrance and be on level ground with a firm surface and no loose particles. It will be marked with the universal sign and have a continuous accessible path of travel.

Accessible Toilets

A toilet that is available for both males and females, which has appropriate circulation space inside and outside the toilet for people using a wheelchair.

Accessible Website

The use of appropriate technology that allows all people to use the internet, for instance, people with sensory or physical impairments.

Audio Cassette

Involves recordings of written material and is the most widely used alternative format for people with vision impairment.

Audio/Hearing Loop

An amplifier and cable that transmits sound from a public address system directly to the hearing aids of people who are positioned inside the loop cable.

Auslan

Standard Australian sign language.

Braille

The translation of text into raised dots on a page for people with a vision impairment.

Captions

Captions show the soundtrack of a TV or video program as text on the TV screen. This is particularly useful for people who are deaf or have a hearing impairment.

Circulation Space

The unobstructed space required to enable a person using a wheelchair to manoeuvre freely.

Continuous Accessible Path of Travel

An uninterrupted path of travel to or within a building providing access to all facilities free from obstacles including stairs.

Companion Card

A card for people with a significant permanent disability who are unable to participate at community venues and activities without companion support. Participating organisations give the card holder a second ticket for their companion free of charge.

Universal Symbol of Access

A set of internationally recognised symbols consisting of a white stylised picture on a plain blue square background.

Large Print

Large print is useful for people who have some vision and cannot read standard size print. "Large print" is generally taken to indicate a print size of 18 points or greater.

Luminance Colour Contrast

The amount of light reflected from one surface compared to that reflected from the background or surrounding surfaces. A minimum of 30 per cent variation is recommended.

Ramp

Australian Standards use 1:14 as the maximum slope/ gradient.

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 loss.

Checklists for Organisers

- ✓ This booklet is a guide to creating accessible events and festivals. It contains checklists that will give event organisers and staff members insight into the issues associated with living with a disability, and how these issues can act as barriers for participation.
- ✓ The booklet will provide the resources to embrace diversity, to minimise barriers and to enable the opportunity for all community members to participate in events and festivals. Parts of these checklists may or may not apply to your event, so only use the parts that are relevant.
- ✓ The number of ticks on your checklist will help you determine how accessible your event is. The number of crosses will indicate aspects of your event or the venue that may require attention.
- ✓ These checklists are a guide to creating accessible events. It is important to remember that the more access requirements you can meet the more accessible your event will be.

Creating Access

The following checklists give lists of those aspects to be considered when organising an event that is accessible to all.

The checklists are designed to assess whether or not aspects of the organised event and the venue meet the varying needs of people so they can easily attend and participate.

Tick “yes” or “no” on the checklists to determine the accessibility of the venue and event. The ticks in the “yes” box will show your venue meets the access requirement. A tick in the “no” box indicates the aspect of the venue or event that does not meet access requirements and may require changes for access to be improved.

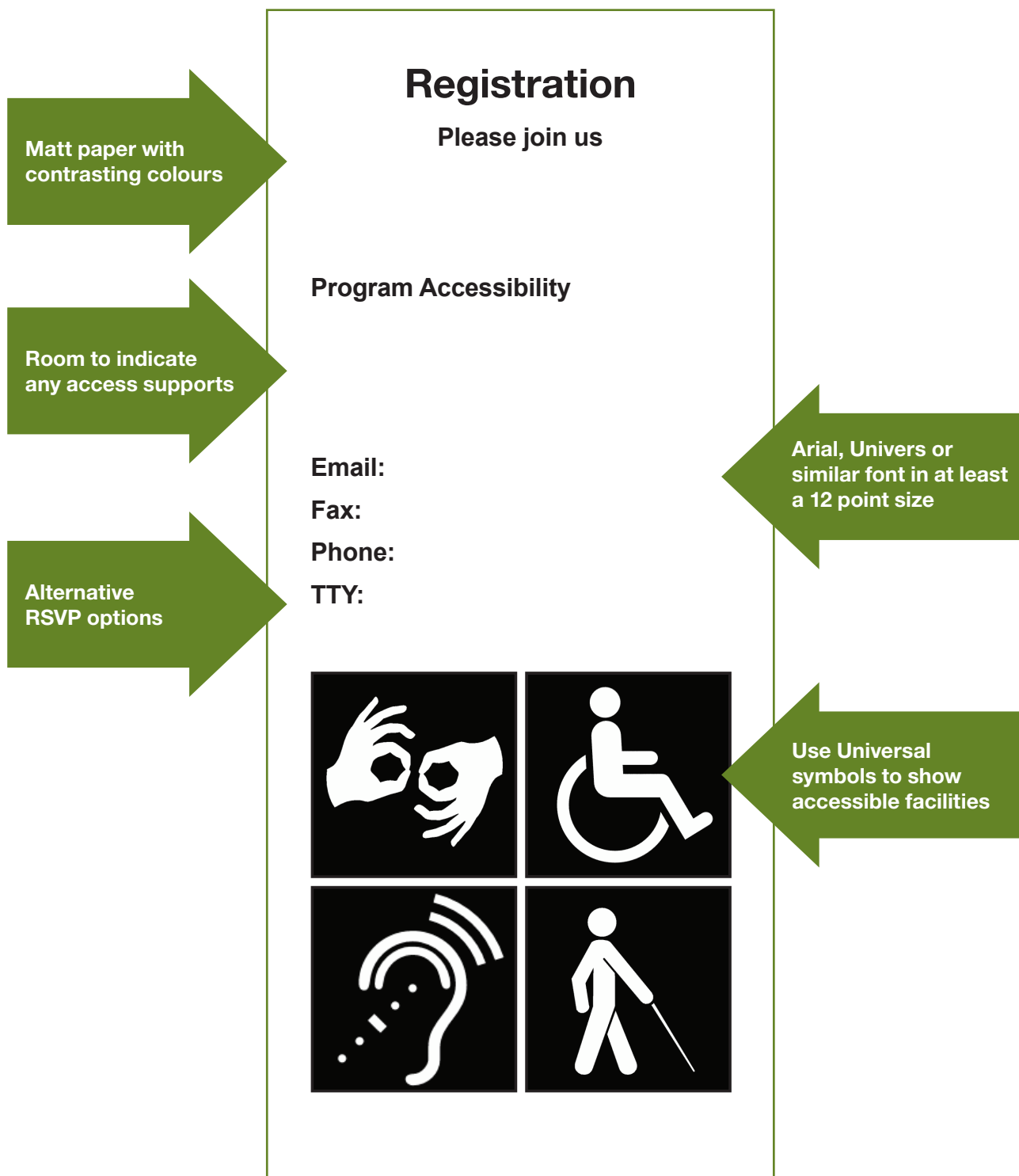
Checklists for Organisers

By making invitations and promotional material in accessible formats you can ensure participants are not disadvantaged when it comes to participating in events.

| INVITATIONS AND PROMOTIONAL MATERIALS | YES ✓ | NO ✗ |
|--|--------------|-------------|
| Are universal symbols of access used? | | |
| Have you used matt paper with contrasting colours for all promotional material and invitations? | | |
| Are invitations and promotional material designed to be easy to read using fonts such as Arial or Universe? | | |
| Has a font size of at least 12 points been used? | | |
| Is promotional material available in alternative formats, e.g. large print computer disc or audio tape format? | | |
| Are invitations and promotional materials clear with plain backgrounds i.e. no background patterns or graphics? | | |
| Have you advertised or mentioned on the invitations whether there are accessible facilities available at the venue e.g. hearing loops, accessible toilets, wheelchair access etc | | |
| Have you asked people to indicate if they have any special needs e.g. interpreter, dietary requirements? | | |
| Have you got an email address, telephone, facsimile and TTY number, if available, included on your invitation to enable alternative ways for people to R.S.V.P? | | |
| Has the event been advertised in alternative formats for example radio, newspaper, television or on the internet? | | |
| Have captions and voice over's been used in television advertisements? | | |
| Is the website accessible for people who are print disadvantaged? | | |
| Are you sending out the invitations early enough before the conference to be able to respond to any accessibility requests? | | |
| Have you provided a clear map that shows the parking areas and entrances designated for disabled people? | | |
| Have you provided lanyard badges (which can be hung round the neck) rather than those that need to be put on with a clip or safety pin? | | |

| DELEGATE PACKS/HANDOUTS | YES ✓ | NO ✗ |
|--|--------------|-------------|
| Can you provide the packs in alternative format e.g. Braille or large print? | | |
| Can you send the documents electronically? | | |
| Have you provided full size copies of any slides to any delegates who have requested them? | | |

Suggested Registration Forms



Continue to page 8 >>

Suggested Registration Forms

<< *Continued from page 7*

Program Accessibility (Please Tick)

| | |
|--|--|
| Auslan Interpreter | |
| Hearing Loop | |
| Tactile Interpreter <i>(help in communicating with Deaf or Blind people using non verbal – touch/body language)</i> | |
| Large Print | |
| Sighted guides – assistance to and from sessions | |
| FM user | |
| Orientation & Mobility Instructor for Hotel/Venue | |
| Note Taker | |
| Braille | |
| Guide Dog user information | |
| Special dietary requirements Vegetarian Vegan Nut Allergies Gluten Free Lactose Intolerant Other: | |

The organisers will make every effort but cannot guarantee to meet the needs of all registrants.

NOTE: Ensure people with disability have a support worker/carer to accompany and support them. You might like to add.

If you are bringing a carer/support worker to the conference please fill the form below (standard registration form).

Check List for Organisers

Transport requirements for people with a disability may vary depending on the individual. Access to suitable transport is an important factor in determining whether people will attend.

| TRANSPORT | YES ✓ | NO ✗ |
|--|--------------|-------------|
| Is public transport available to and from the venue? If so, list available public transport | | |
| Is the public transport available for people with varying access requirements? | | |
| Is there a level drop off area? | | |
| If there is no public transport available are you able to organise alternative transport options e.g. hire an accessible bus and driver for the event? | | |

It is important to provide a continuous accessible path of travel that is an internal and or external travel path that is free from obstacles including steps and chairs.

| CONTINUOUS ACCESSIBLE PATH | YES ✓ | NO ✗ |
|--|--------------|-------------|
| Are accessible parking bays available at the venue? | | |
| Are the accessible parking bays signed using the international access symbol? | | |
| Is there an accessible and continuous path of travel from the accessible parking bays to the venue? | | |
| If there is an accessible parking bay situated undercover, is clearance greater than 2500 mm high to allow for car top hoists? | | |
| Is there an accessible and continuous path of travel from the entrance to all other areas within the venue? | | |
| If parking is not available at your venue, where is the nearest place people can park? | | |

Check List for Organisers

Consider the impact of the cost of an event on accessibility. People with a disability often require an additional person such as a carer to attend events with them and in some instances this may involve additional costs.

| COST OF EVENT | YES ✓ | NO ✗ |
|--|--------------|-------------|
| Have you included the cost of accessibility in your planning budget? | | |
| Have you enquired about the cost of ensuring your event is accessible? For example; employing a sign interpreter , providing Braille or FM system | | |
| Has it been advertised that there is a cost (if applicable)? | | |
| Have you advertised the various prices that apply e.g. full rate, concession card holders, and students? | | |
| Have you registered and advertised if there is a cost for support workers of a person with a disability? | | |
| Has it been advertised if companion cards can be used? | | |

| CONFERENCE ORGANISATION | YES ✓ | NO ✗ |
|--|--------------|-------------|
| Have you checked before employing any external conference organisers that they have experience of dealing with access issues and making adjustments for people with disabilities? | | |
| Have you agreed who is to be responsible for ensuring that the event/ conference is accessible? | | |
| Have you checked on these arrangements at planning meetings | | |
| Have you checked whether any of the facilitators or presenters have specific requirements e.g. accessible accommodation, car parking space, personal equipment, a workshop room close to the main hall? | | |
| Have you captured the particular requirements of people with disability on a database and followed up with individual delegates and facilitators well in advance if anything is unclear | | |
| Have you included personal assistants in counting numbers of delegates, seating arrangements, catering etc? <i>Personal assistants may accompany people with disability, and may need to be seated with them during the conference</i> | | |
| Will you have enough assistants available on the day to meet, greet and direct people and help to meet the accessibility requirements of delegates and facilitators with disability? <i>Consider whether assistants need disability awareness training or guidance on disability etiquette.</i> | | |

Check List for Organisers

| PROGRAMME | YES ✓ | NO x |
|--|-------|------|
| Have you considered starting the event at 10am? | | |
| Have you planned in sufficient breaks to enable people to move around between sessions if they need to? | | |
| Have you allowed sufficient time for people to move between sessions and plenary sessions, particularly if the rooms are on different floors and the number of lifts/accessible lifts is limited? | | |
| Are refreshment breaks long enough to enable people to have a drink/food and use toilet facilities (particularly where the number of accessible toilets is limited or they are not close to the conference hall ,church or other rooms)? | | |

| PLENARY SESSIONS | YES ✓ | NO x |
|---|-------|------|
| Have you considered the needs of people with access requirements when setting up the main room? <i>It is particularly important to ensure that there is sufficient circulation space for wheelchairs. People using wheelchairs will welcome being given a choice of where to sit. Ensure Deaf participants are in clear view of the Auslan interpreter.</i> | | |
| Have you booked a sign language interpreter well in advance? <i>Remember that sign language interpreters need regular rests, so you will need to book two or more interpreters to cover an all-day conference.</i> | | |
| Do you have someone available who knows how to work the induction loop system and who has the necessary equipment to test that it is working? | | |
| Is any screen (e.g. for PowerPoint presentations) big enough to be seen from the back of the hall? <i>Are captions being provided on all videos?</i> | | |
| Consider whether presenters will be easily visible or whether you need to arrange a platform. | | |
| If any of the presenters use a wheelchair, have you asked them what support they need when moving onto the platform? | | |
| Have you checked with the speakers whether they wish to use a lectern? <i>**If a lectern is to be used, it needs to be adjustable for people of different heights and you need to ensure that the speaker will be visible to the audience.</i> | | |
| Have you checked that there is sufficient light for the speakers to be able to read their notes? <i>**The speakers may need additional lighting if the main lights are to be dimmed during their talks.</i> | | |
| Is there adequate light so the Auslan interpreter can be seen. <i>Check the lighting on stage to ensure Deaf participants can see the interpreter and check that lights are not shining in interpreters eyes. Is there easy access on and off the stage for the interpreter? If captions are not available on videos, can the interpreter clearly see any screens being used for videos?</i> | | |
| If a table is to be used for a panel, is it the right height for a person using a wheelchair? | | |

Check List for Organisers

| | | |
|---|--|--|
| Is there an adequate sound system? <i>If things go wrong with the sound system, you should have someone available to rectify problems quickly.</i> | | |
| Have you asked all the speakers which type of microphone they would prefer? | | |
| Is there a roving microphone for contributions from the floor? | | |
| Have you ensured that all speakers know they must use a microphone? | | |
| Can you provide clipboards for people who need them to take notes <i>**For panel discussions</i> | | |
| Consider using SMS/Twitter technology for asking questions or making comments | | |
| Have you met the needs of personal assistants e.g. electric sockets, different seating, table etc | | |

| WORKSHOP GROUPS | YES ✓ | NO ✗ |
|--|--------------|-------------|
| Have workshop leaders been briefed in advance on the accessibility requirements of any participants in their workshops? <i>**To ensure that presenters, facilitators, and workshop leaders operate to a high standard of accessibility, the briefing you provide them with should include guidelines on accessibility. Attachment 1 can be used for this purpose.</i> | | |
| Have workshop leaders being informed in advanced to seek participants with disability permission to inform other participants on the best way to introduce, communicate and interact with the participant with disability to ensure full participation. | | |
| Have workshop leaders being informed in advanced to introduce each participant for the benefit of people who are blind or vision impaired. | | |
| Are workshop rooms set up to accommodate the needs of people with accessibility requirements? <i>**Examples include a different type of chair (with or without armrests, or with an upholstered seat instead of a plastic one); space for a wheelchair (including sufficient circulation space); induction loop.</i> | | |
| Does the layout of the room e.g. theatre style, circle, horseshoe, take account of the needs of people with visual or hearing impairments? | | |
| If no breakout rooms are available, will you be able to separate groups of people sufficiently to enable them to have discussions without too much noise leaking from other groups? Are the groups small enough for people to be able to hear input from all members of the group? Are the acoustics of the hall suitable for multiple discussion groups? <i>**People with hearing impairments will be particularly affected by noise from other groups. Groups should be placed in separate rooms wherever possible but, if this cannot be achieved, people need to be asked to make a conscious effort to keep the noise level to a minimum</i> | | |
| Have you sent/given large print/Braille/full size copies of slides or handouts in advance of the conference/ presentation/workshop to people with visual impairments who have requested them? | | |

Check List for Organisers

| DISPLAY STANDS | YES ✓ | NO ✗ |
|---|--------------|-------------|
| Is there sufficient room between display stands to enable movement of delegates, including delegates using wheelchairs? | | |

| EVALUATION | YES ✓ | NO ✗ |
|---|--------------|-------------|
| Is the evaluation sheet available in alternative formats? Can it be completed and returned electronically? | | |
| Does it ask people whether their accessibility requirements were met; and whether more could have been done on accessibility? | | |

For make sure that the facilities are comfortable, accessible and meet the needs of all people.

| SIT DOWN FUNCTIONS | YES ✓ | NO ✗ |
|---|--------------|-------------|
| Is the evaluation sheet available in alternative formats? Can it be completed and returned electronically? | | |
| Does it ask people whether their accessibility requirements were met; and whether more could have been done on accessibility? | | |

Check List for Organisers

Ensure your venue provides an equal opportunity for all individuals to participate.

| THE VENUE | YES ✓ | NO ✗ |
|---|-------|------|
| Is the reception desk at a height suitable for people in wheelchairs? If not, can an alternative desk be used for all delegates? | | |
| Are name tags in large prints to assist with introductions and discussion during the conference | | |
| Is the outside and the inside of the venue clearly signed with contrasting colour signage in large print? | | |
| Is the ground, level at the entrance to the venue | | |
| Are steps or a lift present within the venue? | | |
| If steps are present at the venue is there a ramp available in close proximity for people who use a wheelchair? | | |
| Do steps have a handrail, contrasting edging and tactile ground surface indicators? | | |
| Is it easy to open the entrance door? | | |
| Is there a clear opening space of at least 850 mm around doors within the venue? | | |
| Are facilities within the venue clearly signed with contrasting colour signage? Toilets? Exits? Function rooms? | | |
| Does the venue have an accessible unisex toilet? | | |
| Is there at least 950 mm clear space at one side of the toilet pan? | | |
| Is there an 800 - 820 mm high grab rail situated next to the toilet | | |
| Is the hand basin extended out from the wall and at a height of 770 - 800 mm? | | |
| Is there a soap dispenser at a height of more than 900 mm and less than 1100 mm above the floor? | | |
| Is there a hand towel dispenser at a height of more than 900 mm and less than 1100 mm above the floor? | | |
| Is the toilet paper dispenser a maximum of 300 mm from the front of the toilet and at a height of between 480 mm and 700 mm from the floor? | | |
| Is there a continuous hand rail provided across the rear wall and side wall nearest to the toilet pan | | |
| Is there 1200 mm clear space in front of the door on the outside of the accessible toilet? | | |

Check List for Organisers

| | | |
|--|--|--|
| If the event is outside, is there an accessible toilet in close proximity with an accessible and continuous path of travel | | |
| If there is not an accessible toilet have you made arrangements to hire one? | | |
| Does the venue have low pile carpet of less than 6 mm or a non-slip floor? | | |
| Is there a lift available at the venue? | | |
| If the event uses more than one room in the venue are the rooms close to each other with an accessible and continuous path of travel? | | |
| Is there plenty of room for people to move around freely and easily? | | |
| Have you considered that some attendees/ participants may have a guide dog with them? <i>**Guide dogs will need an appropriate grassed area for toileting.</i> | | |
| Have you considered providing a Quiet Room? (It is a good idea to provide a quiet room for rest, especially if your event is going to be long and crowded. Some people with mental health issues or fatigue will particularly welcome this). | | |
| Is there a flashing light connected to the fire alarm for deaf and hard of hearing people? | | |

| CONFERENCE DINNER AND CATERING FACILITIES | YES ✓ | NO ✗ |
|--|--------------|-------------|
| Is the room where meals will be served accessible? | | |
| Are there any steps to this room? | | |
| Is it large enough for several servery points to avoid long queues? | | |
| Is it large enough for people to move around when all delegates are in the room? | | |
| Is there sufficient room between tables for wheelchair users to move around? | | |
| Are the tables of a suitable height for wheelchair users? | | |
| Can the room where lunch will be served accommodate some chairs and tables for people who cannot eat standing up? Or can a separate seating area be provided? | | |
| Have Auslan Interpreters, support staff and companions registered for all meals and provided contact details? | | |
| When arranging seating for conference dinners has access been considered? <i>Deaf participants need to have a clear view of the interpreter. Auslan interpreters need to sit with Deaf participants during the meal so communication with other delegates is possible. People using wheelchairs need clear access to the table and facilities. Place the person with access requirements facing the front of the event.</i> | | |
| Is there a quiet area for consuming meals and beverages | | |

Check List for Organisers

| DIETARY REQUIREMENTS | YES ✓ | NO ✗ |
|---|--------------|-------------|
| Can the venue cater for people on special diets? | | |
| Can all food be labelled? | | |
| Can ingredients be labelled to meet the needs of people with allergies | | |
| Is there a reasonable choice of different types of food? <i>**Some people may prefer food they can eat with their fingers rather than with cutlery. Straws should be available where drinks are served</i> | | |

| OVERNIGHT ACCOMMODATION | YES ✓ | NO ✗ |
|--|--------------|-------------|
| Are there accessible bedrooms for delegates or facilitators who need to stay overnight before or after a conference? <i>**You should ask to see an accessible bedroom and check the bathroom facilities, space around the room, and emergency contact arrangements as some accessible bedrooms do not meet the required standard.</i> | | |

| SHADE AND SHELTER | YES ✓ | NO ✗ |
|---|--------------|-------------|
| If shade and shelter is provided for outdoor areas is this accessible for people using wheelchairs? | | |

| SMOKING AREAS | YES ✓ | NO ✗ |
|---|--------------|-------------|
| If smoking areas are provided, are these accessible for people using wheelchairs? | | |

Check List for Organisers

All community members participating in an event want to be able to see, hear, and understand what is being presented.

| THE EVENT | YES ✓ | NO ✗ |
|---|-------|------|
| Do you have an audio loop installed at the venue? | | |
| If you do not have an audio loop have you made enquiries to hire a phonic ear system? | | |
| Have you used the international symbol for hearing assistance to identify the location of the hearing loop | | |
| Has the system been checked to ensure it is working properly? | | |
| Have you arranged for audio-visual technicians to conduct volume tests of audio loops/phonic ear system when guests arrive? | | |
| Have you found out if guests require a sign language interpreter? | | |
| Have you arranged to book a sign language interpreter if required? | | |
| Have any multi-media presentations and videos been captioned? | | |
| Has it been organised for all visual information to be presented verbally? | | |
| Do event organisers and staff have knowledge and understanding of the issues associated with access for people with a disability? | | |
| Are staff members able to give guests information on accessibility if required? | | |

Complete the following checklist to ensure the emergency procedures of your event meet the access requirements for all people.

| EMERGENCY PROCEDURE | YES ✓ | NO ✗ |
|--|-------|------|
| Are there specific emergency procedures developed for people with a disability? | | |
| Do you have an alternative to verbal announcements of emergency procedures for people with a hearing impairment? **A flashing light with the fire alarm | | |
| Is there an accessible emergency exit with a continuous accessible path of travel from the emergency exit away from the building? | | |
| Are staff members trained in evacuation procedures for people with a disability? | | |

Useful Contacts and Resources

Information about access audits

Association of Consultants in Access Australia has a list of members who can provide audit services
www.access.asn.au

Information about Disability Awareness Training

Some members of Association of Consultants in Access Australia also provide Disability Awareness Training
www.access.asn.au

Information about disability organisations that can assist

Links to national peak disability groups
www.humanrights.gov.au/disability_rights/links/links.html#community

Vision Australia

454 Glenferrie Road Kooyong Victoria (03 9864 9607)
4 Mitchell Street, Enfield. New South Wales (02 9334 3556)
www.visionaustralia.org.au

Information about the law

Human Rights and Equal Opportunity Commission Disability Rights homepage
www.humanrights.gov.au/disability_rights/index.html

State and Territory anti-discrimination agencies
www.humanrights.gov.au/disability_rights/links/links.html#EOCs

Information about other guides and checklists for accessible events including outdoor events

WA Disability Services Commission Access Resource Kit
www.disability.wa.gov.au/Global/Publications/Understanding%20disability/Built%20environment/Access%20Resource%20Kit.pdf

Canterbury City Council has produced guidelines for the management for outdoor events
www.canterbury.nsw.gov.au/Community/Disability-Programs

Melbourne City Council has checklists under their 'Good Access is Good Business Program
www.melbourne.vic.gov.au/enterprisemelbourne/BusinessSupport/Pages/Access.aspx

ACCESS AUDIT.
www.accessauditsaustralia.com.au

Information about building specifications and requirements

The Building Code of Australia (BCA) includes access requirements for different types of building. It is developed by the Australian Building Codes Board
www.abcb.gov.au/

Useful Contacts and Resources

Information about how to access sign language interpreters

The web addresses below provide access to organisations that will assist in booking a sign language interpreter

National: Auslan Services: auslanservices.com

Information about website accessibility

Human Rights Commission Advisory Notes
www.humanrights.gov.au/disability_rights/standards/www_3/www_3.html

World Wide Web Consortium Guidelines
www.w3.org/TR/WAI-WEBCONTENT

Vision Australia
454 Glenferrie Road Kooyong Victoria (03 9334 3333)
www.visionaustralia.org.au

Information about TTY

Telstra Aged and Disability Centre (National Disability Line, phone: 1800 068 424) Rental TTYs are available from Telstra on application.

Australian Communication Exchange (ACE)
www.aceinfo.net.au

Information about the National Relay Service

The National Relay Service (NRS) is an Australia-wide telephone access service which provides access to anyone in the wider telephone network for people who are Deaf or have a hearing or speech impairment.
www.relayservice.com.au

Information about how to provide information in Braille and other alternative formats

Vision Australia
454 Glenferrie Road Kooyong Victoria (03 9864 9607)
4 Mitchell Street, Enfield New South Wales (02 9334 3556)
www.visionaustralia.org.au

Information on hearing augmentation systems

For information see
www.deafnessforum.org.au/index.php?q=assistive-devices-deaf

Disability Projects Office

Secretariat for Pastoral Life
Australian Catholic Bishops Conference
GPO Box 368 CANBERRA ACT 2601
T 02 6201 9868 F 02 6247 6083 E disability@catholic.org.au
www.catholic.org.au

Attachment 1

Accessibility Guidelines for Presenters, Facilitators and Workshop Leaders

We try hard to make our conferences accessible and would like you to follow our guidelines on accessibility.

Please read them carefully to see which ones will apply to you, and tell us as soon as possible if you anticipate that you will not be able to comply with any of them.

Telling us on the day of the conference will be too late for us to make alternative arrangements.

We will:

- ✓ brief you in advance on the particular requirements of participants in your workshop
- ✓ ensure that workshop/meeting rooms are set up to accommodate the needs of people with particular requirements e.g. a different type of chair (with or without armrests, or with an upholstered seat instead of a plastic one), space for wheelchairs, induction loop, produce copies of any slides and handouts you intend to give out in alternative formats, where requested, and send/give them to people with visual impairments in advance of the presentation/workshop

We ask you to:

- ✓ provide us with copies of slides/handouts in advance of the conference so that we can produce large print/Braille/full-size copies where these have been requested
- ✓ make sure that any slides are easily readable and do not contain too many words or complex diagrams that may be difficult for some people to read
- ✓ read out what is on the slides and explain the content of any photographs
- ✓ ensure that any video that you show contains subtitles
- ✓ check that you can be seen and heard at the start of your presentation or workshop
- ✓ check that sign language interpreters can be seen by those who need to see them
- ✓ provide regular breaks to allow people to move around if they need to, or to meet the needs of sign language interpreters

Attachment 2

Before and on the Day of the Conference

- ✓ Check with the venue that it has provided everything that you asked for/agreed in the contract that it would provide, including anything that is needed to meet the particular requirements of disabled delegates and facilitators. You may want to provide the venue with a note of what you expect its staff to do on the day before and the day of the conference.
- ✓ Check that induction loops and microphones are working. To check that an induction loop is working, you will need an appropriate testing device, or the assistance of a person who uses a hearing aid that has a 'T' position.
- ✓ Check that the signs to the venue, conference hall, syndicate rooms and accessible toilets are clear. Provide more signs if necessary. Signs should be easily visible to people using wheelchair.
- ✓ Reserve places for people requiring specific seating positions, such as people with visual or hearing impairments. Check that there are clear sight lines between the seats for people using sign language interpreters and the interpreters.
- ✓ Check that you have enough assistants available on the day and brief them on the venue, facilities and particular requirements of disabled delegates and facilitators. You may need assistants to:
 - meet people at the entrance/lift and direct them to the conference reception
 - meet people with visual impairments arriving at the entrance and show/guide them round the conference facilities, if they ask for this
 - help people find syndicate rooms and the main conference hall
 - guide people at lunch
 - move chairs in the restaurant for a delegate using a wheelchair
 - carry plates and glasses at lunchtime for individual people with disability, if needed
 - help with the evacuation of people with disability in the event of an emergency evacuation
 - walk any guide dogs or other assistance dogs
 - help to meet the needs of people with disability and their families/carers/friends on the day where these have not previously been notified
 - provide support or help at the end of the event to anyone who needs it
- ✓ Ensure that the introduction will cover the location of accessible toilets and the emergency evacuation arrangements for delegates with disability. Have printed versions available for delegates with hearing impairments.
- ✓ Encourage everyone to be flexible on the day to meet the needs of people with disability that have not previously been notified.
- ✓ Check that food is labelled and that particular dietary requests have been met.
- ✓ Ensure that there is plenty of drinking water available throughout the conference, not just at breaks and mealtimes.
- ✓ If taxis are to be ordered at the end of the event, ensure that wheelchairs can be transported where necessary.

Attachment 3

Guidelines for Venue Provider

We aim to make our conferences accessible to people with disability and those who support them.

We need your assistance to make sure that we are able to meet everyone's needs on the day.




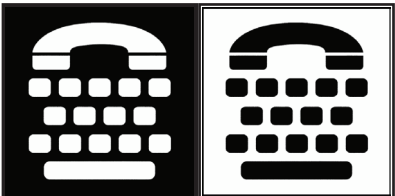

We will:

- ✓ discuss our requirements in detail with you before booking the event
- ✓ let you know about presenters or delegates with disability whom we are expecting and their particular accessibility requirements
- ✓ alert you of any change to our requirements as soon as we know about them
- ✓ have our own assistants and support personnel on hand on the day to guide and support all our delegates


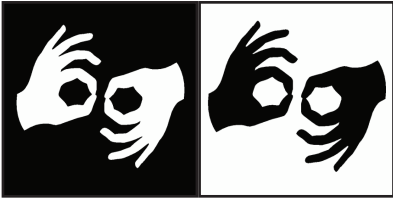

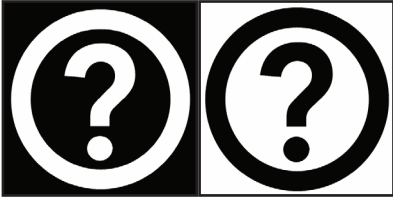
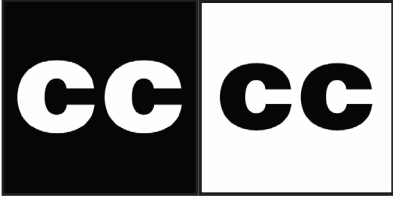
We ask you to:

- ✓ provide everything agreed in the contract
- ✓ let us know about any planned changes to the venue's facilities as soon as you know about them
- ✓ ensure that at least one accessible toilet and (where a lift is needed) at least one lift is available on the day, except where circumstances cannot be foreseen as in the event of a power cut
- ✓ inform your staff that people with disability and their support person will be attending the conference and provide disability awareness/disability etiquette training where appropriate
- ✓ tell us if you are planning a fire drill
- ✓ ensure that your staff are trained in the safe evacuation of people with disabilities
- ✓ give us the name and telephone number of someone we can contact on the day in case of unforeseen requests or problems

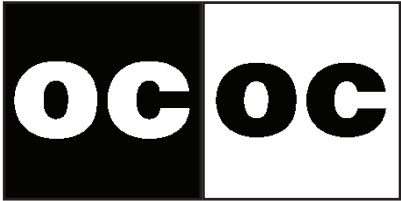
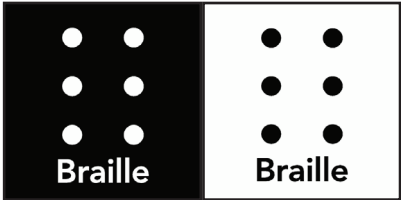
Universal Symbols

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|  | <p>Access (Other Than Print or Braille) for Individuals Who Are Blind or Have Low Vision</p> <p>This symbol indicates access for people who are blind or have low vision, best used in places such as: a guided tour, a path to a nature trail or a scent garden in a park; and a tactile tour or a museum exhibition that may be touched.</p> |
|  | <p>Symbol for Wheelchair Accessibility</p> <p>The wheelchair symbol indicates access for individuals with limited mobility, including wheelchair users. Remember that a ramped entrance is not completely accessible if there are no curb cuts, and an elevator is not accessible if it can only be reached via steps.</p> |
|  | <p>Audio Description</p> <p>Blind or low vision people may enjoy performing arts, visual arts, television, video, and film that offers live commentary or narration (via headphones and a small transmitter) of visual elements provided by a trained Audio Descriptor.</p> |
|  | <p>Telephone Typewriter (TTY)</p> <p>This device is also known as a text telephone (TT), or telecommunications device for the deaf (TDD). TTY indicates the presence of a device used with the telephone for communication with and between deaf, hard of hearing, speech impaired and/or hearing, persons.</p> |
|  | <p>Volume Control Telephone</p> <p>This symbol indicates the presence of telephones that have handsets with amplified sound and/or adjustable volume controls.</p> |

Universal Symbols

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|---|---|
|  | <p style="text-align: center;">Assistive Listening Systems</p> <p style="text-align: center;">These systems transmit amplified sound via hearing aids, headsets or other devices.</p> |
|  | <p style="text-align: center;">Sign Language Interpretation</p> <p style="text-align: center;">The symbol indicates that Sign Language Interpretation is provided for a lecture, tour, film, performance, conference or other program.</p> |
|  | <p style="text-align: center;">Accessible Print (18 pt. or Larger)</p> <p style="text-align: center;">Large print is indicated by the words: "Large Print," printed in 18 pt. or larger text. In addition to identifying large print versions of books, pamphlets, museum guides and theater programs, you may use the symbol on conference or membership forms with large print. Sans serif or modified serif print with high contrast is important, and special attention should be paid to letter and word spacing.</p> |
|  | <p style="text-align: center;">The Information Symbol</p> <p style="text-align: center;">Knowing where to find what you need is almost as valuable as finding it. The information symbol indicates the location for specific information or materials concerning access, such as "LARGE PRINT" materials, audio cassette recordings of materials, or sign interpreted tours.</p> |
|  | <p style="text-align: center;">Closed Captioning (CC)</p> <p style="text-align: center;">Closed Captioning (CC) (commonly known as subtitles) enables people who are deaf or hard of hearing to read a transcript of the audio portion of a video, film, exhibition or other presentation. As the video plays, text captions transcribe (although not always verbatim) speech and other relevant sounds.</p> |

Universal Symbols

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|---|---|
|  | <p style="text-align: center;">Opened Captioning (OC)</p> <p>This symbol indicates that captions, which translate dialogue and other sounds in print, are displayed on the videotape, movie, television program or exhibit audio. Open Captioning is preferred by many, including deaf and hard-of-hearing individuals, and people whose second language is English. It also helps teach children how to read and keep sound levels to a minimum in museums and restaurants.</p> |
|  | <p style="text-align: center;">Braille Symbol</p> <p>This symbol indicates that printed material is available in Braille, including exhibition labelling, publications and signage.</p> |

The Disability Access Symbols were produced by the Graphic Artists Guild Foundation with support and technical assistance from the Office for Special Constituencies, National Endowment for the Arts.

The Bishops Commission for Pastoral Life thanks the City of Greater Bendigo for the waiver of copyright allowing local production of this booklet for the benefit of creating accessible events for all.



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