**Venue Checklist**

**3. Signage and Communications**

The following statements are best addressed by Customer Service Manager in conjunction with the Venue Manager and checked on a regular basis. These statements aim to identify opportunities for reviewing access and increasing inclusive practices.

Further information and explanation of some terms are on the Venue Information sheet

**Venue Name:**

| **Communciation** | YES | PART | NO | ACTION |
| --- | --- | --- | --- | --- |
| Venue access information is available in a range of formats ie web, audio, print, braille |  |  |  |  |
| Goods and services information is in a range of formats ie web, audio, print, braille |  |  |  |  |
| Venue/ organisation offers a range of communication options for booking tickets  |  |  |  |  |
| People with disability can make enquires using a range of communication channels  |  |  |  |  |
| Venue/ organisation utilises National Relay Service to receive or make calls |  |  |  |  |
| Communication points have accessible systems ie. Braille; visual cues at intercom |  |  |  |  |
| People with disability are represented in media in an inclusive and respectful way |  |  |  |  |
| Language is inclusive and person-centred  |  |  |  |  |
| Images are inclusive of people with disability |  |  |  |  |
| Universal access symbols are used on all signage and promotional formats |  |  |  |  |
| Auditory and visual information is provided for performance warnings ie: explosive sounds |  |  |  |  |
| Staff have undertaken disability awareness training |  |  |  |  |
| Staff are aware of the access facilities and services and able to advise the public |  |  |  |  |

| **Signage** | YES | PART | NO | ACTION |
| --- | --- | --- | --- | --- |
| There are wayfinding and directional signage for access facilities ie. entrances, lifts, toilets |  |  |  |  |
| Wayfinding signage uses accessible formats for communicating information ie audio, Braille |  |  |  |  |
| There are clear wayfinding indicators and information signage in the main reception |  |  |  |  |
| Signage and wayfinding indicators are provided at ‘points of decision-making’ |  |  |  |  |
| Information signage are displayed at a height to be read by a person in a seated position |  |  |  |  |
| Characters and letters are sized so easy to read, according to viewing distance |  |  |  |  |
| Characters and symbols contrast with their background  |  |  |  |  |
| Universal access symbols are used on signage  |  |  |  |  |
| Signage used to direct the public at night is illuminated  |  |  |  |  |

**Assessment of Results**

**Priority Action and Goals**

**References and Links**

National Relay Service - A free service to assist telephone communication with people who are deaf or have a hearing or speech impairment

<http://www.relayservice.com.au/>

Guidelines for Producing Readable Text

<http://www.visionaustralia.org/info.aspx?page=1845>

Accessible Arts

<http://www.aarts.net.au/resources/>