

# 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 details

**Venue Name:** [enter venue name]

**Address:** [enter street address]

| **Communication** | **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

* [enter text]

### References and Links

[National Relay Service](http://www.relayservice.com.au/) - A free service to assist telephone communication with people who are deaf or have a hearing or speech impairment

[Guidelines for Producing Readable Text](http://www.visionaustralia.org/info.aspx?page=1845)

[Accessible Arts](http://www.aarts.net.au/resources/)