

# Venue Checklist

## 4. Ticketing, Seating and Services

The following statements should be addressed by Customer Service Manager and 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]

| **Access facilities and services** | **Yes** | **Part** | **No** | **Action** |
| --- | --- | --- | --- | --- |
| There is customer service assistance at reception or central information point |  |  |  |  |
| Venue staff are knowledgeable and able to assist regarding access facilities and initiatives |  |  |  |  |
| Hearing augmentation system is available in the venue. *Note the type of system* |  |  |  |  |
| There are signs with access symbols indicating the availability of the augmentation system |  |  |  |  |
| There is information available regarding augmentation system and procedures for use |  |  |  |  |
| Staff are aware of the augmentation system and are able to assist in it’s usage |  |  |  |  |
| There is reserved seating with good sightlines to both performance and Auslan Interpreters |  |  |  |  |
| There are captioned performances |  |  |  |  |
| There are clear procedures for booking audio description and collection of headsets |  |  |  |  |
| Staff are aware of the audio description service and are able to assist in it’s usage |  |  |  |  |
| Accessible performances have been promoted in main stream and disability media |  |  |  |  |
| Accessible performance promotional material is in appropriate format for the disability service |  |  |  |  |
| Companions with and without a disability are able to be seated together |  |  |  |  |
| Venue provides a policy on provisions for assistance animals |  |  |  |  |
| Staff are aware of the policy regarding assistance animals in the venue |  |  |  |  |
| Wheelchair and other assistance equipment is available for loan/hire |  |  |  |  |
| Access equipment that is available/ for hire is advertised |  |  |  |  |
| People who use motorised wheelchairs are able recharge their wheelchairs at the venue |  |  |  |  |
| Transport is available for people with limited mobility at events with multiple, widely spaced venues |  |  |  |  |
| Staff are trained in disability awareness |  |  |  |  |

| **Seating** | **Yes** | **Part** | **No** | **Action** |
| --- | --- | --- | --- | --- |
| There are rest areas throughout venue with available seating |  |  |  |  |
| There are accessible pathways to seating areas ie: with ramps, lifts and clear path of travel |  |  |  |  |
| Some seating considers ease of use for sitting in and rising out |  |  |  |  |
| Some seating has back support and armrests in both rest areas and event space |  |  |  |  |
| In the venue seating is provided for people who use wheelchairs and their carers |  |  |  |  |
| In the venue signs indicate the seats covered by the hearing augmentation system |  |  |  |  |
| Wheelchair accessible seating is evenly dispersed throughout the venue |  |  |  |  |
| There is circulation space within the venue for a person to transfer from a wheelchair to a chair |  |  |  |  |
| Seating with good sightlines is reserved for access initiatives |  |  |  |  |
| Seating for people with wheelchairs is flexible enough to allow for companions to sit together |  |  |  |  |
| Some seating allows room for an assistance animal to sit beneath or beside their companion |  |  |  |  |
| Seating can be booked to meet the needs of people with disability ie: near to stage; or aisles |  |  |  |  |
| Reserved seating is coordinated between the ticketing outlets and in the venue |  |  |  |  |
| Audiences can store their mobility aids in available storage during performances |  |  |  |  |

| **Ticketing** | **Yes** | **Part** | **No** | **Action** |
| --- | --- | --- | --- | --- |
| Ticketing and seating information for people with disability is available in a range of formats |  |  |  |  |
| Ticket prices are equitable if seating choice is restricted ie. suitable seating is A reserve only |  |  |  |  |
| Ticketing and Box Office staff are trained in disability awareness and access considerations |  |  |  |  |
| Ticketing and Box Office staff are aware of the venue disability services and facilities available |  |  |  |  |
| Ticketing staff are aware of the event services and facilities available for people with disability |  |  |  |  |
| Booking office is accessible for people with a wheelchair or limited mobility |  |  |  |  |
| Ticketing counters are at a suitable height for people in wheelchairs to carry out transactions |  |  |  |  |
| Booking office is accessible for people with a sensory disability ie: use of Braille; hearing loop |  |  |  |  |
| Accessible seating spaces are clearly identified on venue seating maps |  |  |  |  |
| Staff are familiar with National Relay Service to facilitate communication |  |  |  |  |
| Carers receive free or discounted tickets as part of the Companion Card scheme |  |  |  |  |
| Booking services online are fully accessible for people with a vision impairment |  |  |  |  |
| Contact number and email are available for queries about the disability services provided |  |  |  |  |
| Warnings and hazards have been communicated at point-of-sale ie: smoke; explosive sounds |  |  |  |  |
| People with disability are not disadvantaged when booking access on multiple ticket deals |  |  |  |  |
| There are opportunities for giving feedback on the ticketing process |  |  |  |  |

| **Food, beverage service** (If offered as part of the service) | **Yes** | **Part** | **No** | **Action** |
| --- | --- | --- | --- | --- |
| Menus are available in an accessible formats ie: website in plain text; large print |  |  |  |  |
| Counters are at a height suitable for transactions with people in wheelchairs |  |  |  |  |
| People are able to pre-order food/ drinks |  |  |  |  |
| Food and beverages can be delivered to people with disability in the performance or rest area |  |  |  |  |

## Assessment of Results

### Priority Action and Goals

* [enter text]

### References and Links

[Current Building Code of Australia standards for hearing augmentation](http://www.a-com.com.au/hearing-augmentation-new-legislation/)

[Companion Card, NSW](http://www.nswcompanioncard.org.au/)

[National Relay Service](http://www.relayservice.com.au/)

[Auslan interpreters – NSW](http://www.slcommunications.com.au/)

[Audio Description services](http://www.visionaustralia.org.au/info.aspx?page=590)

#### Captioning services

* [Caption It](http://www.captioning.com.au/our-services/)
* [Captioning and Audio Description Technology for the Arts](http://theatrecaptioning.com.au/)
* [Red Bee Media](http://www.redbeemedia.com/services)

[Disability (Access to Premises – Buildings) Standards, 2010](http://www.ag.gov.au/premisesstandards)

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