Purpose
UNSW is dedicated to ensuring all events, or extracurricular programs are accessible for all guests and audience members and to guarantee all accessibility needs are met.

Why is access important and what are access needs?
There are around four million people with disabilities in Australia representing a considerable proportion of your potential audience, guests or customers. Everyone benefits when access is better, including those with a disability and other attendees, people with heavy baggage, young children, those with prams and many older people.

People with disability face a range of barriers to participation in public events. There are two main areas to consider when organising an event.

1. Physical Accessibility: People with mobility difficulties may be unable to get into venues, move around within the venue or access toilets.
2. Communication: People with a vision or hearing impairment, intellectual disability or other disability that affects understanding or communication, may have difficulty accessing spoken, written and audiovisual information.

The National Disability Discrimination Act
We have a legal obligation to make sure that we do not discriminate against people when we hold public events. The National Disability Discrimination Act (1992 DDA) aims to ensure that people with disabilities are not treated less favorably than people who do not have a disability.

When planning an event, it is a legal requirement to consider the access needs of people with a disability. With over 20 per cent of the NSW population living with disability, making your event accessible is also an important decision for our external relations. Promoting an event’s focus on accessibility may also be an attractive prospect for supporting partners or sponsors.

Accessibility customers or attendees might be:
› Someone with low vision or hearing
› A person who is a wheelchair user
› A person with mobility and dexterity difficulties
› A person with intellectual disability
› A parent pushing a stroller
› An older person

The basics
The basic requirements for events at UNSW are to provide:
1. Accessible online or electronic information about the event
2. An accessible registration process
3. An accessible venue (Auditorium and stage)
4. Accessible information at the event
5. Accessible catering

It is also important to respond appropriately to any additional access requirements identified by participants and attendees.

An accessible venue
Please refer to the separate document within this folder to view all UNSW venue access information. This includes alternative arrival, seating, restroom and parking information. Please ensure to check what accessibility options are available for your guests at the venue. If there are limitations associated with your venue, there are always solutions to implement and communicate with attendees before an event.
Accessibility checklist

1) **Venue** Before an event is announced, check venue access and organise a site visit. Ensure auditorium, or event space is set up to be inclusive for all guests including:

   a) Aisle width (minimum 1000mm)
   b) If the venue has fixed seating, are there removable seats for wheelchair users?
   c) Accessible toilets
   d) Check automatic doors and all attendees can evacuate safely.
   e) Ensure table height and counters are accessible to wheelchair users and people of short stature

2) **Event details**

   a) Check seating for guests and speakers on stage is accessible
   b) Place reserved seat signs where appropriate for wheelchair users and Auslan or captioning services (if providing).
   c) Provide a wheelchair ramp to the stage (if needed)
   d) Accessible signage (AV, wayfinding, event details)
   e) Audio Visuals (AV) including audio loop and livestream options.
   f) If there is strobe lighting or flashing lights communicate this to guests via email and at the event.
   g) Access services including Auslan and captioning services. (Check if it is possible to provide this)
   h) UNSW Staff including FOH are briefed and one staff member is allocated to access at the event. (refer to UNSW Access Ambassadors)
   i) Catering is accessible to all attendees.

3) **Promoting the event / Registration page and process**

   a) Eventbrite page includes accessibility question in custom responses: ‘Please indicate if you have any accessibility requirements?’
   b) Attendee report has been managed from Eventbrite with all registered guests who have an accessibility requirement.
   c) Attendees access questions have been responded to and managed as part of the event.
   d) Access to venue, including transport and parking is has been checked and information is available.
   e) Webpage 1. Ensure access guidelines have been checked and icons are included 2. Web standards are met on the event webpage (refer to document 3. and 7. Further reading)
   f) For ticketed events, companion cards and similar services should be honoured.
   g) Ensure guests and participants can register for the event in a range of ways, including by phone (National Relay Service), email or online. If using an online form or third party booking service, make sure it is accessible.

**Accessible online or electronic information about the event**

Event promotional information should make it clear that every effort will be made to ensure that the event is accessible for people with disability and invite people to discuss their access needs with organisers.

Ensure digital invitations are accessible. If physical invitations are provided, ensure attendees can easily access accessible digital versions. Ensure that guests and participants can register for the event in a range of ways, including by telephone, by email or online.
Provide information about accessing the venue, including accessible parking, general parking, public transport, and venue drop off points.

**Eventbrite**

In the master [Events toolkit](#) there is an Eventbrite template to use when setting up your listing to register guests. If you are amending a new or published listing, you will need to add a question to get indicative numbers of attendees with access needs by adding the ‘Access Question’ on the order form in Eventbrite.

‘Please indicate if you have any accessibility requirements?’

**Accessible information at the event (Services)**

There are a range of services that can be provided for guests, students and staff attending events. These services provide guests with the equal opportunity to engage with the event. These include:

**Captioned Screens** (*Open Captioning*): Captions are text descriptions that display dialogue, identify speakers, and describe other relevant sounds that are otherwise inaccessible to deaf people or those with hearing loss. If it is possible to provide live captioning at your event (available through Ai-Media). This involves having an adequate internet connection available for attendees to connect through their personal devices, as well as a phone line to connect the captioners.

**AUSLAN sign language:**

Experienced AUSLAN interpreters stand to the side of the stage and translate what the speakers are saying into AUSLAN. A block of seats is reserved for users of this service. These need to be arranged in Eventbrite as a ticket type prior to the event or collate the number to reserve seats.

**Accessible catering**

If serving food buffet style, ensure it is accessible for people in wheelchairs. It should be on tables low enough for people seated to reach with clear signage for any dietary requirements.

**Sales / Order Counters:** If the counter is over 34 inches high, there must be a section at least 36 inches long, between 28 and 34 inches high.

**Accessible venue set up**

If you have received responses from registered guests via Eventbrite there are ways to accommodate their access need in the auditorium. By providing a designated an accessible seating area at the front of audience areas with an unimpeded view of the stage, speaker and (if provided) Auslan interpreter. Alternatively, it is also best to have areas allocated for wheelchair uses in the middle isle halfway down the seating bank. For a medium sized event, aim to provide seating for 20 people as a minimum (roughly 1.5m2 per person).

**Assistance Animals**

According to the DDA, if the assistance dog is appropriately trained and certified to assist the attendee, and meets acceptable standards of hygiene and behaviour, then access to public spaces and services is guaranteed. There are circumstances under which access may be refused and these are detailed under Section 54A of the Act. If the dog has an infectious disease or threatens public health or the health of other animals, it may legally be refused access. The guest can also be obliged to produce evidence that their dog is a legitimate assistance animal when asked (identity card. This will carry a picture and provide evidence that the animal is certified).

**FOH Staff at event**

It is very important to ensure that all staff managing the registration or check in process at the event are briefed on accessibility before the event starts. At least one staff member should be allocated to accessibility at the event to facilitate any accessibility questions, and ensure any attendees can easily access the venue, auditorium and all event spaces.
This staff member should be managing all guests and attendees that disclosed their accessibility requirements before the event from the report pulled from Eventbrite.

For example:

1. The aisle has removed two chairs from the seating bank for wheelchair users and a reserved seat sign has been placed for their companion.
2. Reserve seat signs have been placed at the front of the venue and centre aisle for any guest with low vision or hearing loss.
3. Reserved seat signs have been placed for all attendees using any Auslan or captioning services in the appropriate seating areas.

**UNSW Accessibility Ambassadors**
The [UNSW Accessibility Ambassadors](https://www.edi.unsw.edu.au/EDI) are student volunteers that help keep campus inclusive and assist everyone on campus to experience and participate in events fully. If you are organising an event on campus, the student Accessibility Ambassadors are always there to help attendees with access needs. For more information, email: skillsdevelopment@unsw.edu.au

**An accessible venue**
Please refer to the separate document within this folder to view all UNSW venue access information. This includes alternative arrival, seating, restroom and parking information. Please ensure to check what accessibility options are available for your guests at the venue. If there are limitations associated with your venue, there are always solutions to implement and communicate with attendees before an event.

**Complaints**
If you receive a complaint, please contact the EDI office to ensure it is managed according to our framework and the national legal requirements. It is important that you take any complaint seriously so that UNSW can resolve the issue through discussion and negotiation.

Making an event completely accessible to everyone with the above disabilities is complicated, difficult and usually not achievable for most UNSW events. There are minimum requirements and useful ways to create and deliver an event that is successful surrounding accessibility needs.

**UNSW Contacts**
UNSW Division of Equity Diversity and Inclusion
[https://www.edi.unsw.edu.au/](https://www.edi.unsw.edu.au/)
(EDI) (02 9385 3702, [edi@unsw.edu.au](mailto:edi@unsw.edu.au))

The EDI office is responsible for, among other priorities, promoting equitable accessibility for all UNSW students and staff. They are currently implementing the UNSW Disability Inclusion Action Plan (DIAP).

**UNSW Disability Services** (+61 2 9385 4734, [disabilities@unsw.edu.au](mailto:disabilities@unsw.edu.au))
The Disability Services provides services to students and staff in all matters of equity. For more information and guidance on support and facilities for students with disabilities please visit Disability Services.

**UNSW Estate Management** (+61 2 9385 5111, [estate@unsw.edu.au](mailto:estate@unsw.edu.au))
Responsible to ensure all staff, students and members of the general public on campus are safe and access to venues is met.

**UNSW Strategic Events** ([University.events@unsw.edu.au](mailto:University.events@unsw.edu.au))
UNSW strategic events office is responsible to manage all UNSW strategic events.

**UNSW Hospitality** (+61 29385 1515, [unswhospitality@unsw.edu.au](mailto:unswhospitality@unsw.edu.au))
To seek any specific venue or production information for UNSW managed venues.

**Further reading**
Making Eventbrite & web accessible
UNSW Accessible venue information
Kensington campus access map
Auslan and Captioning
Further information and contact details
Accessibility checklist

1) Venue
Before an event is announced, check venue access and organise a site visit. Ensure auditorium, or event space is set up to be inclusive for all guests including:
   a) Aisle width (minimum 1000mm)
   b) If the venue has fixed seating, are there removable seats for wheelchair users?
   c) Accessible toilets
   d) Check automatic doors and all attendees can evacuate safely.
   e) Ensure table height and counters are accessible to wheelchair users and people of short stature

2) Event details
   a) Check seating for guests and speakers on stage is accessible
   b) Reserved seat signs have been placed where appropriate for wheelchair users and if providing Auslan or captioning services.
   c) Provide a wheelchair ramp to the stage (if needed)
   d) Accessible signage (AV, wayfinding, event details)
   e) Audio Visuals (AV) including audio loop and livestream options.
   f) If there is strobe lighting or flashing lights communicate this to guests via email and at the event.
   g) Access services including Auslan and captioning services. (Check if it is possible to provide this)
   h) UNSW Staff including FOH are briefed and one staff member is allocated to access at the event. (refer to UNSW Access Ambassadors)
   i) Catering is accessible to all attendees.

3) Promoting the event / Registration page and process
   a) Eventbrite page includes accessibility question in custom responses: ‘Please indicate if you have any accessibility requirements?’
   b) Attendee report has been managed from Eventbrite with all registered guests who have an accessibility requirement.
   c) Attendees access questions have been responded to and managed as part of the event.
   d) Access to venue, including transport and parking is has been checked and information is available.
   e) Webpage 1. Ensure access guidelines have been checked and icons are included 2. Web standards are met on the event webpage (refer to document 3. and 7. Further reading)
   f) For ticketed events, companion cards and similar services should be honoured.
   g) Ensure guests and participants can register for the event in a range of ways, including by phone (National Relay Service), email or online. If using an online form or third party booking service, make sure it is accessible
Eventbrite set up

In the master Events Toolkit there is an Eventbrite template to use when setting up your Eventbrite page so that guests can register to attend. This template will already have the below question.

a) Eventbrite Question: Custom Responses: ‘Please indicate if you have any accessibility requirements?’

If you are amending a new or published listing, you will need to add the question to get indicative numbers of attendees with access needs you can add an ‘Access Question’ on the order form in Eventbrite. Please see the steps to ensure this question is applied.

Step 1) Go to your Eventbrite page listing
Step 2) Go to the ‘Manage tab”
Step 3) Go to order options
Step 4) Go to order form
Step 5) At the bottom of the question table click ‘Add another question’.

It is best practice not to have checkboxes when checking on audience accessibility requirements as some individuals do not recognise their accessibility requirement as a disability. If an attendee has an accessibility requirement it is their right to disclose this information with their preferred language. If an attendee wishes to disclose their specific access requirements, it is imperative to treat this information as private and confidential as it is the law.

1. Please indicate if you have any access requirements?
2. Select dropdown text box.
Preparing for your event

Before the event, the event organiser will need to pull a report with all the attendee access information from Eventbrite to ensure all registered guests access requirements are looked after when they arrive to the venue. Steps to pull an attendee report;

1) Go to manage tab 
2) Go to event reports 
3) Click custom question responses 
4) Select following on drop down menus 
5) Go to Report type 
6) Select the following custom question responses 
   Date Range (since sales started) 
   Attendee Status (All) 
   Configure Columns (ensure these boxes are selected) 
   Order date 
   Custom question 
   Event name 
   Buyer email + name and contact number 
7) Click ‘Update Report’

An Excel report will download from your browser where you will be able to see a column with all of the registered guest’s accessibility requirements in a column.

Building your event webpage

It is possible for almost anybody to browse the web. What’s more, you can make their experiences significantly better by designing your site with accessibility in mind. Web accessibility guidelines can be complicated, the below is about making sure your event communications can be easily read and understood by everyone and expands your potential audience. This is the bare minimum when building your event webpage;

1. Alternative text (Images)  
2. Choose text colours carefully 
3. Give your links descriptive names 
4. Use design best practice and guidelines
5. Include accessibility venue information, services, and contact details. 
6. Provide downloadable documents with information in accessible fonts i.e. FT 16 (Where possible)

Please read the further information and contacts document to read about the World Wide Web Consortium Guidelines.

1. Provide Image descriptions (Alternative text)
Alt text benefits those who can’t see or can’t see well, as well as those with cognitive or learning disabilities. Alt text is picked up by screen reader software and is read aloud to the user.

- The description should accurately reflect the content or function of the image.
- Be succinct.
- If the image contains text, replicate that text in the description.
- If the image has been used as a link, describe the link destination in the description.
- If the image serves a purely decorative purpose, it could be described as “decorative” or have a null alt (a null alt looks like this in HTML: “”, which is a cue for screen readers and other assistive technologies to ignore it). Which method you use depends on the platform you’re using.

![A photo of a green plant.](image)

2. Choose text colours carefully

- The most pressing issue is making sure text stands out against the background. Ideally, you should set a dark colour against a light one, making sure that they don’t bleed into each other.
To check what colours to use online please use this contract checker.
https://contrastchecker.com/

3. Give your links unique and descriptive names / Write link text

Don’t use ambiguous link, such as “read more” or “click here”. Instead use specific descriptions as like the name of the webpage.

- Front-load with the most important words, e.g. instead of “Learn more about barriers to inclusion in the workplace,” you could simply use, “Barriers to inclusion in the workplace.”

4. Designing your webpage content

Where possible it is always good to use the below guide when uploading event descriptions to your webpage or event landing page.

- Use clear, simple, inclusive language that is appropriate for your intended audience
- Left-align text to avoid uneven spacing between letters and words.
- Use sans serif fonts, such as Arial or Verdana.
- Use real text, not images of text. (where possible)
- Avoid excessive use of bold, capitals, italics and underlines. (where possible)
- Avoid very small font sizes.
- Links should be underlined and in a colour that stands out.
- Ensure good colour contrast between text and its background (a number of free tools are available to test this, such as Vision Australia’s Colour Contrast Analyser. See further tools below.
- Avoid using colour alone to convey information.

5. Include Accessibility venue information, services, and contact details.

It is important to provide information on the events webpage with all venue, accessible services provided and contact details. This is important so that any guests who can not register to attend the event via booking online can do this via a telephone or alternative service.

Please see the below example.
**Venue Access** - [insert venue name] UNSW's Leighton Hall’s accessible entrance is located via Gate 11 on Barker Street. Accessible parking is available on Library walk or Botany street parking station. Accessible unisex toilet facilities are available on each publicly accessible floor of the building. If you require assistance when visiting the building, please contact [insert #]

**Contact** - To discuss your access requirements and to book any access services, please call the UNSW (office responsible for delivering event) on (INSERT) or email (INSERT).

UNSW (i.e office responsible for delivering event) is happy to receive phone calls via the National Relay Service. TTY users, phone 133 677, then ask for (insert #) Speak and Listen users, phone 1300 555 727 then ask for 02 9385 1000. Internet relay users, visit relayservice.gov.au, then ask for 02 9385 1000.

**Companion Card** - The UNSW Strategic events office (Equity Diversity Office) supports the Companion Card program. For patrons who require assistance of a companion or carer, a second ticket is issued at no cost to the Companion Card holder.

**Accessible Services** Assisted Listening is available in the venue. (Ensure to check before publishing)

**Auslan** – If Auslan interpreting services are required please contact (Insert events organiser name). UNSW is dedicated to facilitating these requests for selected talks upon request where we can.

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6. **Web accessible documents and PDFs**

Creating an accessible, tagged PDFs and word documents allows someone who is vision impaired to read all the website information. This can be complicated so please refer to the below basic tips.

1. Provide the website and event information as a downloadable PDF document in using the design principles for content as outlined in item number (4).
2. Provide these documents in PDF formats
   1) The exact same font reflecting how the website was built.
   2) PDF Large print version **(FT 16)**

Please read the further information below if you are an advanced user.

7. **Webpage Headings**

Where it is possible it is always good to provide users of a webpage with headings to navigate through the page with a hierarchy. People who are blind or have low vision may rely on screen reader software to read content out to them. Please see below a short example.

H1: Event name

H2: Event description

H3: Speaker Bio’s

   H3: Speaker Bio 1

   H3: Speaker Bio 2
### Understanding assistive technologies for internet users

It is important to understand the tools and technologies that may be used when accessing information on the internet.

- Screen readers that vocalize the text on each page
- Speech recognition software that converts speech into text
- Braille terminals
- Alternative keyboards that accommodate special needs

### Further tools to design inclusive webpages

If you have advanced web and marketing skills, please see the below useful tools and links when building and designing your webpage.

<table>
<thead>
<tr>
<th>Tool</th>
<th>URL</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>W3C</td>
<td><a href="https://www.w3.org/WAI/ER/tools/">https://www.w3.org/WAI/ER/tools/</a></td>
<td>Web access tools to check your web content</td>
</tr>
<tr>
<td>Contrast checker</td>
<td><a href="https://contrastchecker.com/">https://contrastchecker.com/</a></td>
<td>A tool to check design colours on your webpage</td>
</tr>
<tr>
<td>Accessibility resources</td>
<td><a href="https://www.accessibility.org.au/resources/">https://www.accessibility.org.au/resources/</a></td>
<td>How to achieve digital access</td>
</tr>
<tr>
<td>Creating accessible forms</td>
<td><a href="https://webaim.org/techniques/forms/">https://webaim.org/techniques/forms/</a></td>
<td>How to ensure forms are keyboard accessible</td>
</tr>
<tr>
<td>Vision Australia</td>
<td><a href="https://www.visionaustralia.org/services/digital-access/blog/06-10-2016/5-ways-to-improve-document-accessibility">https://www.visionaustralia.org/services/digital-access/blog/06-10-2016/5-ways-to-improve-document-accessibility</a></td>
<td>How to provide and improve document accessibility</td>
</tr>
</tbody>
</table>

UNSW commitment to website accessibility is based on those produced by the [Web Accessibility Initiative (WAI)](https://www.w3.org/WAI), part of the World Wide Web Consortium (W3C), accepted worldwide as the standard. See [UNSW websites accessibility guidelines](https://www.unsw.edu.au/unsw-websites-accessibility-guidelines).

UNSW cannot be responsible for material that is not part of the UNSW corporate website.

To provide any feedback on UNSW websites please contact the webmaster [https://www.unsw.edu.au/unsw-website-feedback](https://www.unsw.edu.au/unsw-website-feedback)
An accessible venue

Please refer to the below venue access information when planning your event. This includes alternative arrival, seating, restroom and parking information. Please ensure to check what accessibility options are available for your guests at the venue. If there are limitations associated with your venue, there are always solutions to implement and communicate with attendees before an event.

UNSW VENUES

<table>
<thead>
<tr>
<th>VENUE</th>
<th>Capacity</th>
<th>Size</th>
<th>Accessible Toilet</th>
<th>Wheelchair accessible</th>
<th>Stairs</th>
<th>Seats for wheelchair users</th>
<th>Hearing Loop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Room</td>
<td>100 - 1000</td>
<td>975m2</td>
<td>Y</td>
<td>Y</td>
<td>N</td>
<td>Unlimited Per build</td>
<td></td>
</tr>
<tr>
<td>Breakout Spaces (4-8)</td>
<td>10 - 270</td>
<td>70m2 – 272m2</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Unlimited Per build</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Getting there

<table>
<thead>
<tr>
<th>VENUE</th>
<th>Accessible Drop off Point / Zone</th>
<th>Accessible Parking</th>
<th>Ramp with handrails to entrance</th>
<th>Accessible Entrance to Auditorium</th>
<th>Accessible Route</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Roundhouse</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td>As above</td>
</tr>
<tr>
<td>Breakout Spaces (4-8)</td>
<td>Y</td>
<td>1st Ave West, Via Gate 2</td>
<td>1st Ave West, Via Gate 2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# John Niland Scientia Building

<table>
<thead>
<tr>
<th>VENUES</th>
<th>Theatre</th>
<th>Classroom</th>
<th>Banquet</th>
<th>Cocktail</th>
<th>Accessible Toilet</th>
<th>Wheelchair Accessible</th>
<th>Stairs</th>
<th>Seats for Wheelchair Users</th>
<th>Hearing Loop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leighton Hall</td>
<td>520</td>
<td>288</td>
<td>400</td>
<td>800</td>
<td>Y</td>
<td>N</td>
<td>Unlimited Per build</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tyree Room &amp; Terrace</td>
<td>180</td>
<td>70</td>
<td>160</td>
<td>190</td>
<td>Y</td>
<td>Y 86</td>
<td>Unlimited Per build</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Galleries</td>
<td>200</td>
<td>90</td>
<td>170</td>
<td>200</td>
<td>Y</td>
<td>N</td>
<td>Unlimited Per build</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seminar Rooms</td>
<td>70</td>
<td>50</td>
<td>-</td>
<td>-</td>
<td>Y</td>
<td>N</td>
<td>Unlimited Per build</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ritchie Theatre</td>
<td>266</td>
<td>tiered</td>
<td>-</td>
<td>-</td>
<td></td>
<td></td>
<td>TBC</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Hearing Aid Loop Roger™ MyLink System Please ask our team for details

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### John Niland Scientia Building - Getting there

<table>
<thead>
<tr>
<th>VENUE</th>
<th>Accessible Drop off Point / Zone</th>
<th>Accessible Parking</th>
<th>Ramp with handrails to entrance</th>
<th>Accessible Entrance to Venue</th>
<th>Accessible Route</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leighton Hall</td>
<td>Y Gate 11</td>
<td>Y Library Walk</td>
<td>Y</td>
<td>Y</td>
<td>Access Ramp</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or Botany Parking station</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tyree Room &amp; Terrace</td>
<td>Y Gate 11</td>
<td>Y Library Walk</td>
<td>N</td>
<td>N</td>
<td>Elevator Access</td>
</tr>
<tr>
<td></td>
<td></td>
<td>or Botany Parking station</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Any guests attending events can be dropped off outside Scientia close to the ramp. Vehicles need to arrive via Botany street, Gate 11 and drive down Library Walk. Vehicles need to follow the access pathway and stick to the road limit. Refer to the UNSW Access Map for all gate and access pathways on campus [HERE].
### Sir John Clancy Auditorium

<table>
<thead>
<tr>
<th>VENUE</th>
<th>Capacity</th>
<th>Venue</th>
<th>Capacity</th>
<th>Accessible Toilet</th>
<th>Wheelchair accessible</th>
<th>Stairs</th>
<th>Seats for wheelchair users</th>
<th>Hearing Loop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clancy Auditorium</td>
<td>945-tiered theatre</td>
<td>Mathews Theatres C&amp;D</td>
<td>109-tiered theatre</td>
<td>Y</td>
<td></td>
<td>Stage L: TBC(4)</td>
<td>Stage R: TBC</td>
<td><img src="image" alt="Hearing Loop" /></td>
</tr>
<tr>
<td>Mathews Theatre A</td>
<td>456-tiered theatre</td>
<td>Mathews Pavilions</td>
<td>27 x 3m exhibition space</td>
<td>Y</td>
<td></td>
<td>TBC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mathews Theatre B</td>
<td>245-tiered theatre</td>
<td>Seminar lecture rooms</td>
<td>48-185 classroom</td>
<td>Y</td>
<td></td>
<td>TBC</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Getting there

<table>
<thead>
<tr>
<th>VENUE</th>
<th>Accessible Drop off Point / Zone</th>
<th>Accessible Parking</th>
<th>Ramp with handrails to entrance</th>
<th>Accessible Entrance to Auditorium (CAPT)</th>
<th>Accessible Route</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clancy Auditorium</td>
<td>Y Gate 9</td>
<td>Y Gate 9 parking or Gate 8 parking bays</td>
<td>Y</td>
<td><img src="image" alt="Access Ramp" /></td>
<td>Any guests attending events can be dropped off directly out the front of the main entrance. Vehicles need to arrive via High Street, Gate 8 (during roadwork) and turn onto Chancellery lane. There is accessible parking near the venue. However, these parking bays are subject to availability.</td>
</tr>
</tbody>
</table>

**This is a template**

UNSW Hospitality to provide information for remaining venues HERE

https://hospitality.unsw.edu.au/venues

**UNSW Hospitality**

Both Kensington and CBD campuses
Outlined below is a summary of the **UNSW Hospitality** venues. For further details on each venue please visit the Venues and Events page [https://hospitality.unsw.edu.au/venues](https://hospitality.unsw.edu.au/venues)

**Contact Details**
**Phone:** 9385 1515  
**Email:** unswhospitality@unsw.edu.au  
**Services:** Event Planning, venues, catering, production & design, and concierge.
Information when booking Auslan interpreters at a UNSW event

- When scoping an event to include Auslan for attendees it is important to think about the stage to determine where the Interpreter/s will stand.
- Depending on the nature of the event there may be one or two interpreters on stage. It is very important to discuss how many interpreters are needed to interpret and where they will stand on stage before seats are reserved.
- The general rule of positioning an Auslan Interpreter is stage left. If the stage set up means that they must be on stage right that is okay, if this is checked with the Auslan interpreting provider.
- The position that they stand is best to be directly in front of the patrons using the service. This is very important when reserving and managing Auslan dedicated seats.
- There is currently a shortage of Auslan Interpreters in Sydney due to demand. Booking Auslan early helps to confirm available interpreters and promote the event.
- Auslan is a language, it is the Australian language for people who have hearing loss or a deaf. This is not an international language, so it has its limitations for our International audience members.

Auslan Checklist: pre-event

1. Event Organiser: Please ensure to check with all stakeholders about having an Auslan Interpreter part of the event.
2. Allocate Auslan dedicated seats in Eventbrite or ticketing system / platform. (Please refer to the Eventbrite set up, venue seating maps and reference material).
3. Seats for general admission: Please check where the best seats are for reserved seat signs.
4. If it is not general admission, ensure dedicated seats have been put aside. Please arrange a meeting with the venue manager to discuss position on stage before reserving specific seats.

What the Auslan Interpreter needs

- Event briefing document
- Facilitate a discussion for the interpreter to discuss the format of the event, i.e LX states that will be different to accommodate the guests to see the interpreter/s.
- Meeting with the venue manager and event management team to check LX focus / general wash.
- Confirmation of stage uniform. It is best practice for the interpreter/s to be wearing black clothing unless discussed otherwise.
• Communication if recording or live streaming the Auslan dedicated show, permission and release form signed.

Stage & production requirements to check

• Chair for on stage or off stage (depending on Auslan convention)
• Lighting / LX states
• Foldback. A speaker used to direct sound to the Interpreter on stage. (rare but sometimes required)
• Rostra for height (some interpreters may need to be elevated on stage)
• Filming event for You Tube. See recording and broadcast for separate checklist below

Auslan Interpretation requires both hands to be at the same level.

If the event is complicated and there are two Interpreters on stage. It is important to check if a small black rostra box is needed for any one of the Interpreters in the case there is a substantial height difference.

Auslan costs (Indicative costs)

Includes preparation from the Interpreters, attendance at a briefing session (if available), and promotion to the Auslan Stage Left to community. Indicative costs below, all excl GST;

1) Two Interpreters for 60 minutes dense / heavy dialogue – approx. $950
2) One Interpreter for 60 minutes, low dialogue – approx. $450
3) Two Interpreters for 60 minutes, dense / heavy dialogue – approx. $1200
4) One Interpreter for a 60-minute performance or show, low dialogue – approx. $750

Please refer to the below table when arranging Auslan for an event before the interpretation is booked

<table>
<thead>
<tr>
<th>Stage &amp; seat requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Space for Auslan Interpreter to stand (or sit with chair) on stage with set.</td>
</tr>
<tr>
<td>2. Position is correct for attendees to view stage actions and Interpreters.</td>
</tr>
<tr>
<td>3. Position allows LX for one or two Interpreters.</td>
</tr>
</tbody>
</table>

**Always discuss the position on stage with Venue staff.**
Recording & Broadcast Information

Broadcasting two cameras to one channel / link on You Tube

- This can be done, but it is very important to arrange and check the technical logistics / costs early.
- Please ensure to arrange production meeting with the Production Manager, AV department to discuss the technology, costs and logistics to deliver external audiences.
- The below convention is helpful when Auslan Interpreters are on stage so that audiences can switch the view of either viewing the panel talk or the Interpreters as the main screen.
- It is very important to get accurate estimates before promoting a live stream with Auslan interpreters to audiences.
- Here is a test event / You Tube link which has been created to view an example. Please click on the bottom right to see how audiences would click on a button to change the camera to view.

Filming and Broadcasting Auslan Interpreters

- When filming Auslan Interpreters it is imperative to check if the Interpreters booked have provided consent to be filmed.
- If there are two Interpreters walking on and off stage, a camera operator will be required to focus that camera. It can’t be a locked off camera.
- It is very important to check the exact location they will stand on PS or OP and to mark it

Information when scoping and booking Captions for a talk or event at UNSW

Live Captioning is a specialist service that displays what is being said on a TV screen 1-2 seconds after it is said. Captioning services can be provided either onsite or offsite, as long as there is a stable internet connection and all words required to be captioned are delivered through a microphone. Ensure that the screen displaying the captions can be easily read by all attendees. Captioning also has the additional benefit of providing a transcript of proceedings.

- Captions are not just for audience members that have hearing loss or a deaf but are also used by attendees that have various vision impairments to assist in their cultural experience, along with being used by our International attendees.
- UNSW preferred supplier is - AI Media.
- There is a second Australian based company - The Captioning Studio based in Adelaide.
- Captioning is delivered and displayed on a large screen device or a web browser for easy viewing.
- For remote captioning, the captioner who is located offsite listens to the proceedings via a live stream, a telephone line connection or alternatively, over the internet.
• As the captioner hears the audio, they produce an instant live text transcription which displays on screen at your event within approximately two seconds. This is not just the dialogue, but the nuances and (some) actions on stage.
• If possible, venue Production Manager or Coordinator will conduct tests ahead of the event date to configure the system.
• It is very important to check if captioning is viable in the venue with the stage requirements.
• Provide live captioning involves having an adequate internet connection available for attendees to connect to through their personal devices, as well as a phone line to connect the captioners.

What the Captioning Studio needs
• Clear schedule of the event starts time, duration and end times.
• Check that the audio and caption check has been arranged for the Captioning team ahead of the delivery day. (URL's usually need to be sent by the venue manager) Example below of coordinating this;

LEIGHTON HALL
URL: captioningstudio.com/venue name
Captioner: TBC
Landline number to call for audio: (02) XXXX XXXX
Four sessions being captioned: date & time

Stage & Production Requirements to check

• Check the exact location of the screen/s with venue manger before selecting dedicated seats on the day.
• Check any LX states, or event elements will not interfere with the screens for audiences.
• BRAND: The Captioning studio can modify the code in the webpage to have specific logo uploaded or removed. i.e. upload a UNSW flag.
• Txt files can be obtained from the captioning studio to be sent to UNSW Event Coordinators for podcasts, and media material post event.

Reserving captioned dedicated seats
Please arrange a meeting with the event management team and venue manager to discuss position on stage before reserving specific seats in all venues.

Live Remote Captioning Costs from Captioner / The Captioning Studio (Adelaide)

1) Talk, panel discussion of up to 8 Individuals per 60-minute session - $495 excl GST
2) Unique Event, dense dialogue and complicated actions on stage - $1287.50 - $2575 excl GST

<table>
<thead>
<tr>
<th>Company</th>
<th>Contact Details</th>
<th>Information</th>
</tr>
</thead>
</table>

4
<table>
<thead>
<tr>
<th>Company</th>
<th>URL</th>
<th>Service Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AI Media</td>
<td><a href="https://www.ai-media.tv/">https://www.ai-media.tv/</a></td>
<td>Captioning service for university events and lectures.</td>
</tr>
<tr>
<td>The Captioning Studio</td>
<td><a href="https://captioningstudio.com">https://captioningstudio.com</a></td>
<td>Live Remote Captioning</td>
</tr>
<tr>
<td>The Deaf Society</td>
<td><a href="https://deafsociety.org.au">https://deafsociety.org.au</a></td>
<td>Auslan Interpreting service</td>
</tr>
</tbody>
</table>
Event checklists and toolkits

| Accessible Arts checklists | [https://www.aarts.net.au/resources/](https://www.aarts.net.au/resources/) |

Understanding disability: Further reading


UNSW web accessibility standards and obligations

UNSW commitment to website accessibility is based on those produced by the [Web Accessibility Initiative (WAI)](https://www.w3.org/WAI), part of the World Wide Web Consortium (W3C), accepted worldwide as the standard. See [UNSW websites accessibility guidelines](https://www.unsw.edu.au/unsw-website-accessibility).

To provide any feedback on websites please contact the webmaster [https://www.unsw.edu.au/unsw-website-feedback](https://www.unsw.edu.au/unsw-website-feedback)

Please refer to the [UNSW making webpage accessible for events](https://www.unsw.edu.au/unsw-website-accessibility).
Further information about website accessibility

| Watch their video | https://www.w3.org/WAI/fundamentals/accessibility-intro/video, which introduces web accessibility |
| The Australian Human Rights Commission endorses the application of WCAG in an Australian context | World Wide Web Access: Disability Discrimination Act Advisory Notes |

Legal Information

UNSW is dedicated to ensuring all events are accessible to all students, staff and members of the public. If you run an event you are a service provider and you will be the person responsible for making sure the event is accessible. Service providers, such as event’s organisers and sponsors, have a legal responsibility under State/Territory and Federal laws to avoid discriminating and, when barriers exist, to remove them.

Disclosure of Disability

A person with an access need or a disability is under no obligation to disclose anything about their disability to anybody. They may, however, elect to choose to disclose specific information. This information is private, and the individual is protected by the DDA to ensure this information is treated as private to the event organiser only.


UNSW Commitment to access and inclusion
1) **Student Accessibility Ambassadors** are trained to do the following.

- Assist all visitors at UNSW held events
- Provide information on Accessibility
- Physical navigation on campus
- Provide Campus Tours and finding alternative routes with you based on your needs
- Direct you to appropriate facilities or services (e.g. UNSW Disability Service Unit, Securities, Campus Facilities, etc.)
- Create personal plan based on your semester timetable
- Provide companionship or shadowing
- A personal guide to participate in an event
## Additional external resources

<table>
<thead>
<tr>
<th>Company</th>
<th>Contact Details</th>
<th>Information</th>
</tr>
</thead>
</table>
Refer to UNSW DIAP |