



Everyone is invited.

Your guide to hosting inclusive events

Making inclusion easy

Being inclusive isn't difficult, it just requires preparation. This guide outlines the steps to design events that are welcoming to everyone. Each section offers practical ways to ensure your events are accessible, inclusive, and memorable.

Stay inspired

Inclusion is a continuous journey and can build over time. By incorporating the following considerations into your planning, you can create events that don't just 'tick the inclusion box', but also foster a welcoming and respectful environment for everyone.

Why inclusion matters

Creating inclusive events benefits everyone. It means more people can attend, and it builds connection within the community. Accessibility is all about respecting the diverse needs of your audience and making sure everyone enjoys your event.

Need assistance?

If you have questions or need further assistance, we're here to help.

Phone: 1300 453 303

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Checklist for event accessibility



1. Plan it

You can address potential barriers by starting your accessibility planning early. You might like to consider:

Venue selection:

- Choose venues with wide and level pathways, ramps, elevators, step-free entryways and close proximity to accessible public transport.
- Ensure there are accessible bathrooms at, or close to, your event.
- Check venue ramps and elevators to make sure they are functional and easy to locate.
- Check the location of accessible parking and drop-off zones. The best location is close to entrances. If not, plan to reserve spots and clearly mark them.
- Look for venues that have adult change facilities. This allows people who need them to remain at your event longer.

Event set-up:

- Test your set-up with people who use wheelchairs, walkers, prams, or other mobility aids.
- Arrange accessible seating areas with space for mobility aids and companion seating.
- Provide food and beverage counters at accessible heights.
- Designate quiet zones with low lighting and minimal noise.
- Provide water drinking bowls for service animals and assign an area for their toileting.
- If needed, provide matting on uneven surfaces, like grass or gravel, to improve access for wheelchairs, walkers, prams and other mobility aids.

Event communication:

- Provide information on your event accessibility throughout your marketing. If you can, use images that show diversity.
- Arrange AUSLAN interpreters for all on-stage presentations.
- Ask for accessibility requirements when people register for your event.
- Arrange hearing loops and provide microphones at speaking events.
- Use plain English, large print, and avoid jargon in written communications.
- Check that your website is easy to read.
- Apply captions on videos and have printed reference materials on hand.

Social media promotion:

- Use image descriptions to improve accessibility on photos.
- Capitalise any hashtags. This improves readability (e.g. #InclusiveEvents).

Staff training:

- Arrange disability awareness training, concentrating on respectful communication and basic disability etiquette.
- Assign specific accessibility responsibilities for staff, such as assisting with mobility aids or directing attendees to accessible facilities.
- Appoint an 'Inclusive Champion' to oversee the accessibility of your event and serve as a point of contact.

2. Run it

Understanding the needs of your attendees helps you adapt your event effectively:

Onsite communication:

- Offer live captioning for all on-stage performances or presentations.
- Ensure signage is high contrast and at an accessible height.

Sensory inclusion:

- Offer noise-cancelling headphones and sensory kits.
- Reduce background noise and minimise visual distractions in presentation areas.

3. After your event

Gathering feedback from attendees helps you improve future inclusive events:

- Create an accessible feedback form or interview attendees to collect suggestions and feedback.
- Identify and document areas for improvement at future events.
- Share accessibility successes and lessons learned with your team.

Need more inspo?

Check out the resources below

Accessible Transport: transportnsw.info/travel-info/using-public-transport/accessible-travel

Understanding 'hidden' disabilities: hdsunflower.com/au

Changing Places: changingplaces.org.au

Detailed Accessible Event Guide: nsw.gov.au/departments-and-agencies/premiers-department/community-engagement/event-starter-guide/accessibility

More inclusion tips: zerobarriers.net.au/resources/free-resources/accessibility-guide-english/accessibility-guide/

Web Content Accessibility Guidelines (WCAG): wcag.com/resource/what-is-wcag/



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