|  |  |
| --- | --- |
| **Venue Name** |  |
| **Venue Address** |  |
| **Venue Facebook Link** |  |
| **Date of online assessment** |  |

**Online Accessibility Checklist – Venue Report**

Having access to information is a key factor for people with disability in being able to attend events.

This checklist includes:

1. The six elements of online accessibility for music venues.
2. A checklist of things live music venues can do to assist people with disability to make informed decisions about whether a venue or event will be accessible for them. These will also help provide a more inclusive experience for everyone. Ratings are assessed as either ‘Good’, ‘Ok’ or ‘Area for Improvement’ - and colour-coded according to their level of difficulty.

If you have any questions, please contact Project Lead and Access Consultant Morwenna Collett on [morwennacollett@gmail.com](mailto:morwennacollett@gmail.com).

**The Six Key Elements of Online Accessibility**

Access starts online. We’ve developed an industry benchmarking system of six key areas of online accessibility, each with their own indicators to demonstrate how accessible (or not) a music venue is when it comes to online content.

1. **Access information** **– can I find out what I need to know to plan my visit?**

Providing information about accessibility of a physical space or gig enables visitors with disability to make attendance decisions and plan their visit. This includes things like an accessibility page, contact details for any access related questions, and photos and maps of a venue.

1. **Inclusive and accessible language – can I relate to this?**

Referencing the words disability, accessibility and/or inclusion can help to ensure people with disability feel welcome. Ableist language, acronyms, jargon or technical language should be avoided. Using Plain English (reading level of a 12 year old or under) will mean that more people can engage with your content.

1. **Formatting for readability** **– can I understand this?**

How text is presented online has a big impact on its readability. Good practice is for text to be left aligned, sans serif font and to avoid using italics and ALL CAPITALS, which can be difficult for some people to read. Text should only be placed over a plain background, not an image and there needs to be an appropriate amount of colour contrast between the text and the background.

1. **Social media – can I participate in the conversation online?**

Inclusive social media usage ensures people with various access requirements are considered and can engage in online conversations, just like their peers. Using Image Descriptions, captions, #CamelCase and not overdoing emojis all help play a part in ensuring everyone can engage in social media dialogues.

1. **Technical considerations** **– can I access this platform?**

There are a number of technical items in the ‘back-end’ of websites that can impact how accessible it is for some people with disability, especially users of Screen Readers. Alt Text is important to convey meaning for people who are Blind or have low vision. Website speed and accessibility scores for both desktop and mobile are also important factors.

1. **COVID-19 accessibility – will I feel safe?**

Displaying a venue’s COVID19 safety plan will help people with disability, who may be immunocompromised or house/home bound, feel safer to attend events. This might include online (or live) streaming, which has provided newfound access for some members of the disability community and many now rely on it to access the events they participate in.

**Checklist of access actions**

.

|  | **Item** | **Ease** | **How to** | **Link** | **Rating**  **Good/OK/Area for improvement** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| **Language Use** | | | | | | |
| □ | Inclusive disability language | **Easy** | Read this guide on inclusive language  Check your website, socials and ticketing portals to ensure you're using inclusive language | Link to guide [here](https://pwd.org.au/resources/disability-info/language-guide/)  Great example [here](https://www.sydneyfestival.org.au/accessibility) |  |  |
| □ | Use Plain English | **Easy** | "Keep your language simple, at a high school reading level. If acronyms, jargon or technical language is required, provide Plain English alternatives or a glossary. | Link to reading level tools [here](https://medium.com/@annwylie/10-free-readability-calculators-1803652c11d1) |  |  |
| □ | Consider using Easy Read | **Medium/hard** | Use a mix of words and pictures (great for people with intellectual disability or whose first language is not English)  Consider whether any of your website can be translated into Easy Read | Link to info [here](https://cid.org.au/event/learn-easy-read/)  Great example [here](https://access2arts.org.au/) |  |  |
| **Formatting and text** | | | | | | |
| □ | Make your text easy to read | **Easy** | Choose left aligned text, rather than justified to improve readability and use the ordered lists provided in your content management system to present appropriate content. Use sans serif (without the ‘tails’ on each letter). Avoid Italics and ALL CAPITALS. Use bold text and/or using a larger font size for headings. Make sure text is placed against a plain background, not overlaid on the top of images. | Great example [here](https://www.sydneyoperahouse.com/visit-us/accessibility.html) |  |  |
| □ | Colour contrast | **Medium** | Pay attention to colour contrast. Before overriding the default colours of your content management system, consider the colour contrast. If in doubt use a colour contrast analyser to check. Use text colour contrast greater than 4:5:1 between the text and the background. | Check your website's colour contrast [here](https://color.a11y.com/Contrast/) |  |  |
| □ | Titles | **Easy** | Give your content a unique title. Using a strong, unique and meaningful title that will clearly describe the purpose of your content. This will assist screen readers and search engines. |  |  |  |
| □ | Make links descriptive | **Easy** | Avoid using catchalls like ‘Click here’, ‘More info’ and ‘here’. Give your link a meaningful description to assist scan reading and screen readers. |  |  |  |
| □ | Use headings to sensibly organise content | **Easy** | Make use of the heading structures in your content management system using the correct heading level and structure your content using meaningful headings. |  |  |  |
| □ | Use tables appropriately | **Easy** | When presenting tabular information, use an actual table, not an image and ensure headings are used. |  |  |  |
| □ | Images of text | **Easy** | Avoid using images of text except for purely decorative purposes. Instead, use real text or ensure there is a text alternative (like Alt Text) available. |  |  |  |
| **Accessibility Information** | | | | | | |
| □ | Accessibility page on website | **Easy** | Build an easy-to-find accessibility page on website, which clearly outlines venue accessibility and info on how to get there. No more than 2 clicks from the homepage and easy to search for using the 'search' function. Have access information available to download in a separate document. | Great example [here](https://northcotesocialclub.com/accessibility/) |  |  |
| □ | Use access symbols | **Easy** | Use access symbols for events to show things like wheelchair accessible, Auslan interpretation, Captioning, Audio Description, Tactile Tour and Relaxed Performance | Access symbols can be downloaded [here](https://graphicartistsguild.org/downloadable-disability-access-symbols/) |  |  |
| □ | Demonstrate your venue's access features | **Medium** | Include images or site maps. Consider filming a 'virtual tour' or developing a Social Story (with pictures and images) | Virtual tour example [here](https://www.youtube.com/watch?v=Ez-B4jgrsXE)   Social Story example [here](https://riversideparramatta.com.au/your-visit/accessibility/) |  |  |
| □ | Access queries | **Easy** | Include a named point of contact for all access queries, with both phone and email contact details. Include an NRS number for people who are d/Deaf. | Info on NRS [here](https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service) |  |  |
| □ | Information for performers with disability | **Easy** | Let readers know whether your venue is suitable/welcomes  performers with disability (e.g. reference to stage, greenroom access, rear entrance/load in, backstage bathroom, general access information) |  |  |  |
| **Social Media** | | | | | | |
| □ | Image Descriptions | **Easy** | Include these in all social media posts, to provide access for people who are Blind or have low vision | Info on how to write Image Descriptions [here](https://melbournefringe.com.au/wp-content/uploads/2020/05/Image-descriptions.pdf) |  |  |
| □ | #CamelCase | **Easy** | ‘Camel case’ looks #ABitLikeThis. When used, Screen readers will read out the words individually, rather than as a long incoherent word. | Great example [here](https://www.facebook.com/AccessibleArts) |  |  |
| □ | Emojis | **Easy** | Don’t overdo it when it comes to using emojis and avoid using more than 2-3 in a row. Don’t use them to replace words and only use ones which are widely recognised and translate well across different devices. | Info on emojis and readability [here](https://readabilityguidelines.co.uk/images/emojis/) |  |  |
| □ | Provide text alternatives for audio/video | **Medium** | Add synchronised captions to your video and provide a full transcript for both audio and video. Social media content is 85% more likely to be viewed and understood if captions are included (due to people watching on commutes etc). It's also important for people who are d/Deaf or hard of hearing (1 in 6 Australians) | Check out [this video](https://www.youtube.com/watch?v=52pf3ZNCSW0) on how to add captions |  |  |
| **Other** | | | | | | |
| □ | Website accessibility | **Easy** | Use a free online tool to test the digital accessibility of your website | Try this [tool](https://wave.webaim.org/) or this [tool](https://www.webaccessibility.com/) |  |  |
| □ | Screen Reader access to information | **Easy** | Include meaningful Alt Text for all images on website and social media. Make sure any downloadable documents are Screen Reader friendly (e.g. not inaccessible PDFs). Have a Screen Reader user test your website for you and give you feedback on useability. | Info on Screen Readers [here](https://www.visionaustralia.org/information/adaptive-technology/using-technology/computer-screen-readers)  Info on Alt Text [here](https://supercooldesign.co.uk/blog/how-to-write-good-alt-text) |  |  |
| □ | Accessible ticketing | **Medium** | Make sure your ticketing platform itself is accessible. Sell your accessible tickets online (don't make people with disability call up or come into your venue to buy them). Ask a question about access requirements at point of sale, encouraging people to contact you if they have any access needs. | Read the article [here](https://www.abc.net.au/triplej/news/musicnews/dylan-alcott-partnership-live-nation-ticketmaster-accessible-au/11221076) |  |  |
| □ | Companion Card program | **Easy** | Offer complimentary tickets for support workers/carers. Sign up to the companion card program and promote this on your website | Sign up [here](https://www.companioncard.vic.gov.au/join-affiliate-scheme) |  |  |
| □ | Mobile phone apps | **Medium** | These need to work with in phone accessibility settings such as Screen reader and Zoomtext functionality, to be effectively used by people with disability. | Read the article [here](https://medium.com/oberonamsterdam/how-to-create-an-accessible-app-and-why-you-should-5493f41f8bdb) |  |  |
| **COVID-19 accessibility** | | | | | | |
| □ | COVID-19 safety | **Easy** | Outline your venue's COVID19 safety plan, so that audiences who are immunocompromised can decide whether they are comfortable to attend |  |  |  |
| □ | Live-streaming | **Medium/Hard** | Consider live-streaming your gigs for people who can't leave the house or who are immunocompromised | Great example [here](https://www.knoxstreetbar.com/live) |  |  |

**Final tips**

* Read Attitude Is Everything’s ‘Access Starts Online’ guide [here](http://www.attitudeiseverything.org.uk/accessstartsonline)
* For a more comprehensive review of your digital platforms, a formal Web Content Accessibility Guidelines 2.0 website audit can be conducted by an auditor
* Once you’ve updated your digital content based on this checklist or an audit, it’s a good idea to develop some staff guidelines for everyone who works across your organisation’s digital platforms to follow to ensure your platforms maintain good accessibility
* If you’re developing a new website and using an external developer, make sure you express your accessibility goals to them so they build your new site with access in mind. This isn’t something all developers will do, unless this is expressly requested.