

# Inclusive Communication

## Guidelines for Providing Information in Alternate Formats

May 2005



# **Inclusive Communication**

## **Guidelines for Providing Information in Alternate Formats**

### **Index**

1.	Why Provide Information in Alternate Formats?	1
2.	Preparing Large Print Documents	2
3.	Making Standard Print Documents More Readable	4
4.	Providing Information on Audio Tape	5
5.	Providing Information in Braille	6
6.	Providing Information in Easy English and Pictorial Form	7
7.	Providing Information in Electronic Formats	8
8.	Providing Accessible Information on the Web	9
9.	Providing Information to People who are Deaf or Hearing Impaired	10
10.	Providing Accessible Information at Meetings, Forums and Consultations	13
11.	Acknowledgments	13

### **Appendices**

Appendix 1.	Accessible Meetings, Forums and Consultations Checklist	14
Appendix 2.	Sample Registration Form	16

### **Tables**

Table 1.	Large Print Translation Services	4
Table 2.	Audio Tape Translation Services	5
Table 3.	Braille Translation Services	7
Table 4.	Easy English and Pictorial Formats	8
Table 5.	Electronic Format Services	9
Table 6.	Accessible Web Design Services	10
Table 7.	Resources for People who are Deaf or Hearing Impaired	12

## 1. Why Provide Information in Alternate Formats?

Access to information is important for full participation in community life. If we only provide information in the traditional print format, we are knowingly excluding a large section of the population who are not able to access information in this way. This is inefficient communication and could be illegal under the Disability Discrimination Act 1992, which requires that information must be provided in an accessible format to people with a disability in the course of providing goods and services.

Many people are not able to read the printed information we are all bombarded with daily. Printed information is clearly not suitable for people who have a vision impairment, or people who have difficulty holding documents or turning pages due to a physical disability. Furthermore, with the wide variation in literacy and numeracy in the community, providing information in the usual printed format only, may exclude a large number of people from receiving and understanding information. Imagine not being able to read books, newspapers, magazines, phone and electricity bills, instructions on how to use household appliances, holiday brochures, personal and business letters or the TV guide.

The following guidelines contain basic information about how to:

- prepare written information in more accessible formats (including large print),
- provide information in alternate formats such as audio tape and Braille,
- provide information in accessible electronic formats including email, computer disk, CD and via the internet,
- provide information to people who are Deaf or hearing impaired: and
- plan and hold accessible meetings, forums and consultations.

The guidelines will assist organisations who wish to generate and provide information in alternate formats in-house, and also provide the contact details of organisations who could produce and distribute information in various formats on a fee for service basis.

For additional copies of these guidelines, please contact:

Bill Lawler, Project Officer-Rural Access  
Latrobe City  
PO Box 345  
Traralgon 3844

Phone 1300 367 700  
5135 8322 TTY  
Fax 5128 5672  
E-mail [billla@latrobe.vic.gov.au](mailto:billla@latrobe.vic.gov.au)

Copies of these guidelines are available in the following formats:

- Large print
- Audio cassette
- Electronic format via diskette, CD or E-mail
- Braille (upon request)

## 2. Preparing Large Print Documents

Elements of print design that must be considered when producing large print documents are:

- a. **Font Size.** Type or font size should be larger than the normal 10 - 12 point. The minimum size for large print documents is considered to be 16 point, with some organisations recommending a large print standard of 18 point. It may be advisable to check with the users of large print documents to try to meet their individual needs with regard to font size.
- b. **Spacing between lines.** Many people with impaired vision have difficulty finding the start of a new line in a paragraph. Increase the spacing between lines by at least 30% of normal spacing. The default line spacing for most word processing packages is usually set at 1 (one) line and will have to be adjusted. For example, setting the line spacing setting to 1.5 lines in Word will achieve a 50% increase in line spacing.
- c. **Font type.** Simple fonts that do not have serifs or curlicues are more easily read than "fancy" fonts whether they are in books, reports, correspondence or signs. Examples of easily read fonts are Futura, Arial or Univers. Fonts that are difficult to read and in common use are CG Times, Garamond or Courier, all of which use serifs. (Example; the difference between g and 8 in CG Times font is minimal compared with g and 8 in Arial font). This document is produced using Arial font.
- d. **Spacing between letters and words** . Constant spacing between letters and words should be used, as proportional spacing is more difficult to read for people who have central vision loss. Proportional spacing should be avoided on signs, as this will make them more difficult to read, particularly when lighting is poor. Aligning text to the left hand margin in word processing packages will achieve constant spacing between letters and words
- e. **Contrast.** There should be a high luminance contrast between the type and background of the text. Luminance contrast is the difference in the amount of light reflected by the two colours. Black lettering on white background is universally accepted. It is important to remember that colour and luminance contrasts are different factors. The use of red text on a green background is an example of a colour contrast that provides little luminance contrast and is quite inaccessible to people with colour deficiency ("colour blindness"). **Avoid any background graphics or text (including watermarks) as this will seriously affect the readability of the document.**
- f. **Highlighting.** If you wish to highlight a section of the text use **Bold** or a different non-serif font. *Italics and underlining clutter the text* making it more difficult to read.
- g. **Surface.** Do not use gloss surfaces for signage or printed information. These surfaces cause problems with glare.

- h. **Margins.** Left and right hand margins should be the same. This means that print on both sides of each single page will be aligned. Margins should be wide enough to enable pages to be folded flat for photocopying if they are to be bound.
- i. **Alignment.** Text should be aligned to the left-hand margin with ragged right hand alignment.
- j. **Case.** Titles and Headings should be in Title Case. THE USE OF CAPITALS TOGETHER SHOULD BE AVOIDED. **For Emphasis of Headings and Titles Use Bold**, a different Sans Serif font or font size.
- k. **Paragraph Format.** Do not indent the first word or the first few letters to indicate a new paragraph. Such indication may not provide a sufficient difference from normal text format to indicate to a vision impaired reader the beginning of a new paragraph. Use an extra line space and maintain the blocked format of the left margin of the text.
- l. **Page Numbering.** If producing a large print version of an original standard print document, remember that page numbers in the original index page will need to be edited to show the new page numbers which should be shown in the outside margin of each page.

If producing a multi-paged document for example, for study purposes, it will be necessary to provide both the actual page numbers of the large print version and the original page numbers of the standard print document. A satisfactory method of doing this is to supply the standard print page numbers in footnote form. Remember to use large print font in the actual footnote. Most word processors do this, as a separate default setting which will need to be changed.<sup>1</sup> There is an example at the bottom of this page.<sup>2</sup>

- m. **Name Tags.** Name tags produced for people attending conferences etc. should be produced using the above principles. Font sizes should be as large as possible (for example 36 point) with one line for each of the person's names. If using clear plastic cardholders for name tags, consider placing the name tag on the outside of the holder to avoid glare from the gloss surface.

You can prepare large print documents yourself, using the above guidelines, or engage the services of an outside organisation to convert documents to large print.

See Table 1. for the contact details of organisations who can prepare documents in large print.

**This section was developed using information from the Accessible Print Guidelines Developed by Ivan Peterson and Blind Citizens Australia.**

---

<sup>1</sup> In Word use drop down View menu, click on header and footer, highlight the page number and alter font size on the format tool bar.

<sup>2</sup> Standard Print Page 6

**Table 1. Large Print Translation Services**

<b>Name</b>	<b>Address</b>	<b>Contact Details</b>
Margaret Campion Vision Australia Foundation	454 Glenferrie Road Kooyong VIC 3144	Phone 9864 9659 Fax 9864 9650 Margaret.campion@visionaustralia.org.au
Information and Referrals Unit Royal Victorian Institute for the Blind (RVIB)	557 St Kilda Road Melbourne VIC 3004	Phone 9522 5222 Freecall 1800 335 588 Fax 9529 3589 lru@rvib.org.au
Christine Simpson Information Alternatives	18 Prosper Parade Glen Iris VIC 3146	Phone 9889 0392 0418 331 506 Fax 9889 6286 <a href="mailto:Simpson@bigpond.net.au">Simpson@bigpond.net.au</a>

### **3. Making Standard Print Documents More Readable**

Most of the section "Preparing Large Print Documents" in these guidelines applies to the production of all print documents.

Following these guidelines will enhance the legibility of documents for everybody and may reduce the need to produce large print documents for many people.

The sections on **Font Size, Line Spacing and Page Numbering** do not apply to standard print but all other sections are relevant. When deciding on the style of a document, consideration should be given to points c. to k. inclusive.

By far the most important factors in legibility are font size (12 point is the minimum font size recommended for standard print documents), the choice of font, the contrast between the text and background and the use of matt or non-reflective printing stock. However, if followed, all other guidelines will enhance the legibility of the document.

Each decision to follow or deviate from the recommendations will affect the ease with which the resulting document can be read. A document that is produced following all of the guidelines will be accessible to the majority of the population.

**This section was developed using information from the Accessible Print Guidelines Developed by Ivan Peterson and Blind Citizens Australia.**

#### 4. Providing Information on Audio Tape

People who are blind or have a vision impairment may require documents to be provided on audio tape. People who have difficulty reading may also benefit from an audio tape format.

Letters, brochures, newsletters, annual reports, strategic/action plans and discussion papers are examples of documents that could be prepared on audio tape.

Your organisation may wish to offer information in alternate formats, including audio tape, and create a database of people who require information in particular formats.

There are several organisations who can translate information into audio tape format, or your organisation could purchase the appropriate equipment and do it yourself. Some organisations utilise volunteers to read material on to audio tape.

See Table 2. for the contact details of organisations who can translate information into audio tape format.

**Table 2. Audio Tape Translation Services**

<b>Name</b>	<b>Address</b>	<b>Contact Details</b>
Melissa Pollard	223 Princes Way Drouin VIC 3818	Phone 5625 4787 0400 194 729 Email <a href="mailto:stuffedravenous@hotmail.com">stuffedravenous@hotmail.com</a>
Information and Referrals Unit Royal Victorian Institute for the Blind (RVIB)	557 St Kilda Road Melbourne VIC 3004	Phone 9522 5222 Freecall 1800 335 588 Fax 9529 3589 Email <a href="mailto:iru@rvib.org.au">iru@rvib.org.au</a>
Margaret Champion Vision Australia Foundation	454 Glenferrie Road Kooyong VIC 3144	Phone 9864 9659 Fax 9864 9650 Email <a href="mailto:margaret.champion@visionaustralia.org.au">margaret.champion@visionaustralia.org.au</a>
Christine Simpson Information Alternatives	18 Prosper Parade Glen Iris VIC 3146	Phone 9889 0392 0418 331 506 Fax 9889 6286 Email <a href="mailto:simpsonc@bigpond.net.au">simpsonc@bigpond.net.au</a>

## **5. Providing Information in Braille**

### **What is Braille?**

Braille is a tactile code which enables people who are blind to read and write. It was invented by a Frenchman who was blind, Louis Braille, in 1829. Braille is comprised of a rectangular six-dot cell on its end, with up to 63 possible combinations using one or more of the six dots. Braille is embossed by hand or with a machine. These days, Braille is also embossed with the use of an embosser (Braille printer) attached to a computer which contains Braille translation software. The dots are embossed onto thick paper and are read with the fingers moving across the line of dots. Combinations of Braille dots within a cell may also represent a number of letters or single words, these are known as contractions. Braille characters take up much more space than print characters and thus make a document quite bulky.

### **Who uses Braille?**

Braille is regularly used by people who are blind throughout the world whose vision is sufficiently impaired that they cannot ordinarily read print. Braille is the only reliable method of literacy for people who are blind, because it enables them to read and write and can actually be substituted for print in most circumstances. People of all ages and in all walks of life who are blind use Braille in the same ways that sighted persons use print. There are Braille characters available to represent the written (printed) characters of all languages. Braille codes have also been developed to enable people who are blind to read and write music, mathematics, science and phonetic characters.

Although the use of tape recorders and computers with synthetic speech have revolutionised access to information and reading materials for people who are blind, many still prefer to read Braille. Most prefer to use a mix of Braille and electronic speech depending on the type of materials to be read. Some will choose Braille for personal or study materials, for taking messages, recording telephone numbers and addresses, and for information which requires fast and accurate retrieval. Listening to a document is not the same as reading it. Listening is not literacy.

See Table 3. for the contact details of organisations who can translate information into Braille.

**This section was developed using information obtained from Information Alternatives.**

**Table 3. Braille Translation Services**

<b>Name</b>	<b>Address</b>	<b>Contact Details</b>
Margaret Champion Vision Australia Foundation	454 Glenferrie Road Kooyong VIC 3144	Phone 9864 9659 Fax 9864 9650 Email <a href="mailto:Margaret.champion@visionaustralia.org.au">Margaret.champion@visionaustralia.org.au</a>
Information and Referrals Unit Royal Victorian Institute for the Blind (RVIB)	557 St Kilda Road Melbourne VIC 3004	Phone 9522 5222 Freecall 1800 335 588 Fax 9529 3589 Email <a href="mailto:iru@rvib.org.au">iru@rvib.org.au</a>
Christine Simpson Information Alternatives	18 Prosper Parade Glen Iris VIC 3146	Phone 9889 0392 0418 331 506 Fax 9889 6286 Email <a href="mailto:simpsonc@bigpond.net.au">simpsonc@bigpond.net.au</a>

## **6. Providing Information in Easy English and Pictorial Form**

Easy English is a form of plain English that is used when writing information. The following are some key points to remember in preparing information in Easy English:

- Use short sentences, but don't lose the meaning of your information by using too few words.
- Use the active voice, rather than the passive voice (for example, "we will ask you what you think" rather than "you will be asked what you think").
- Give clear explanations of new or complex concepts. If you must use specialised words or concepts, make sure you provide a clear explanation of these.
- Use concrete examples to illustrate your point/s.
- Use positive, rather than negative sentences (for example, "Are you going home?" rather than: "You're not going home now are you?")
- Be specific. For example, use 'trains' rather than 'transport services'.
- Avoid acronyms, metaphors, puns, and colloquialisms.
- If you are providing instructions, be specific and direct.

Table 4. contains the contact details of organisations that can help you transform your written material into Easy English and/or picture version.

**Table 4. Easy English and Pictorial Formats**

Name	Address	Contact Details
Communication Aids & Resource Material Service (CARM)	PO Box 608 Box Hill Vic 3128	Tel: (03) 9843 2013 Fax: (03) 9843 2033 Email: <a href="mailto:carm@scopevic.org.au">carm@scopevic.org.au</a>
Vision Australia Foundation	454 Glenferrie Road Kooyong VIC 3144	Phone (03) 9864 9659 Fax (03) 9864 9650 Email: <a href="mailto:tony.clarke@visionaustralia.org.au">tony.clarke@visionaustralia.org.au</a>
LOTE Marketing	53-55 Oliver Street Ringwood VIC 3144	Tel: (03) 9879 6234 Fax: (03) 9879 6215 Email: <a href="mailto:lote@virtual.net.au">lote@virtual.net.au</a>

**This section was developed using information from the 2003 Draft Inclusive Consultation and Better Communication, Department of Human Services, Melbourne.**

## 7. Providing Information in Electronic Formats

Some people who have access to technology which transforms information into a format they can access, may prefer information provided electronically. This could take the form of an email, floppy disk or CD.

When providing information electronically, it is important to delete all special effects, such as bold, italics, text boxes, pictures and other graphics, as they can confuse screen readers. It is recommended by the Royal Victorian Institute for the Blind (RVIB) that most people prefer documents saved in Word format and MS-DOS Text with line breaks. However, you may wish to ask the person receiving the information which format is best suited to their needs.

Information provided electronically can then be read in large print on a large screen, fed to a Braille printer or transformed into a computer-generated voice.

See the Table 5. for the contact details of organisations who can translate information into electronic formats.

**Table 5. Electronic Format Services**

Name	Address	Contact Details
Margaret Campion Vision Australia Foundation	454 Glenferrie Road Kooyong VIC 3144	Phone 9864 9659 Fax 9864 9650 margaret.campion@visionaustralia.org.au
Christine Simpson Information Alternatives	18 Prosper Parade Glen Iris VIC 3146	Phone 9889 0392 0418 331 506 Fax 9889 6286 <a href="mailto:Simpsonc@bigpond.net.au">Simpsonc@bigpond.net.au</a>

## 8. Providing Accessible Information on the Web

More and more people are accessing information via the web. People who have restricted mobility, or who are disadvantaged by the lack of transport, may find the web a most suitable option to access information.

When designing or modifying a web site, it is important to ensure the site is accessible to all and complies with the W3C Web Content Accessibility Guidelines. There are three levels of compliance A, AA, and AAA with AAA providing the best access for all users. The Web Content Accessibility Guidelines have been developed to establish stable principles for accessible web design, such as the need to provide equivalent alternatives to auditory and visual information. Each guideline has associated “checkpoints” explaining how these accessibility principles apply to specific features of sites. For example, providing alternative text for images ensures that information is available to a person who cannot see images. Providing captions for audio files makes information available to someone who cannot hear audio.

It is also important to keep information contained on your website up to date, to ensure people who access information in this way are not disadvantaged.

More information about W3C compliance, and the Web Content Accessibility Guidelines, can be obtained at [www.w3c/WAI/](http://www.w3c/WAI/)

If you are developing or modifying a web site, ensure that it is W3C compliant.

Table 6. contains the contact details of organisations who can assist in developing or modifying web sites that are W3C compliant.

**Table 6. Accessible Web Design Services**

Name	Address	Contact Details
Margaret Campion Vision Australia Foundation	454 Glenferrie Road Kooyong VIC 3144	Phone 9864 9659 Fax 9864 9650 margaret.campion@visionaustralia.org.au
Access Audits Australia	92 Old Eltham Road Lower Plenty VIC 3093	Phone 9431 3472 Fax 9431 3046 <a href="mailto:aaaaxs@bigpond.net.au">aaaaxs@bigpond.net.au</a>

## 9. Providing Information to People who are Deaf or Hearing-Impaired.

### What is the difference between Deaf, deaf, hard of hearing and hearing impaired?

There are three distinct groups of people with a hearing loss living within Australia. One is a large group who lost their hearing as young people or adults. This group is commonly referred to as “hearing impaired” however; some members who have lost their hearing due to the aging process refer to themselves as “hard of hearing”.

A second group consists of people who were born with a hearing loss or acquired it early in life. Both of these groups are commonly referred to as “hearing Impaired” or “hard of hearing” however; some members refer to themselves as “deaf”.

A third group of people were born deaf or became deaf early in life. Members of this group may lipread, write notes and speak when communicating with hearing people but their preferred mode of communication is Australian Sign Language (AUSLAN). This group identifies itself through the capitalisation of the word “Deaf” and also tend to disregard themselves as “impaired” or “disabled” and resent being so labelled – therefore the term “Deaf” is preferred over “hearing impaired”.

### Which is the right way to provide information?

People who are “hearing impaired”, “hard of hearing” or “Deaf” may require information to be provided by alternative methods such as documentation or Sign language interpretation. It is also important to consider the use of augmentative equipment to assist with residual hearing for some people. There are a number of organisations who can provide information regarding assistive technology for residual hearing—please see Table 7. at the end of this section for contact details.

People who have difficulty reading may also benefit from an “easy to understand English” format in letters, brochures, newsletters, Annual Reports, Strategic/Action Plans and Discussion Papers. There are a number of organisations who can translate information into easy to understand format – please see the Table 4. for contact details.

Access to information is important for full participation in community life. The information contained in this section is for general consideration when providing

information to people who are Deaf or Hearing Impaired. However, you may wish to ask the person receiving the information which format is best suited to their needs.

### **Australian Communication Exchange**

Australian Communication Exchange (ACE) is a national, not-for-profit, community-based organisation, contracted by the Commonwealth Government to provide the National Relay Service (NRS). The NRS enables people who are deaf, or have a hearing or speech impairment, to communicate over the telephone, 24 hours a day, every day. ACE operates three main programs:

#### **National Relay Service:**

Relays telephone calls between people who are deaf or have a hearing or speech impairment and the wider community and vice versa. A range of features is available such as Voice Carry Over, Speech to Speech Relay and Hearing Carry Over, to suit different customer communication needs. The National Relay Service telephone number is 133 677 for all local and chargeable calls and 1800 555 677 for toll free numbers within Australia.

#### **National Outreach Program:**

NRS training and information sessions and TTY (teletypewriter) training are provided throughout Australia by a team of mobile Community Consultants. Contact ACE Customer Hotlines listed in Table 7.

#### **Deafness Resources Australia:**

Provides resources and products to assist people who are Deaf or have a hearing impairment, their families, friends and others such as employers, educators and service providers. Contact: Locked Bag 5380, Parramatta, NSW, 2124, phone 1800 555 201 (voice), 1800 555 203 (TTY), 1800 555 690 (fax), email [dra@aceinfo.net.au](mailto:dra@aceinfo.net.au)

**This section was developed by *deaf access VICTORIA – Gippsland Region* and Australian Communication Exchange.**

**Table 7. Resources for People who are Deaf or Hearing Impaired**

<b>Name</b>	<b>Service</b>	<b>Address</b>	<b>Contact Details</b>
Vicdeaf Auslan and Interpreting Service (VAITS)	Document Translation & Sign Interpreting	Level 3 340 Albert Street East Melbourne VIC 3002	Phone 9473 1117/8 Fax 9473 1144 TTY 9473 1143 Email <a href="mailto:VAIS@vicdeaf.com.au">VAIS@vicdeaf.com.au</a> Website <a href="http://www.videaf.com.au">www.videaf.com.au</a>
Victorian Interpreting and Translation Service (VITS)	Document Translation & Sign Interpreting	1 / 371 Spencer St Melbourne VIC 3000	Phone 9280 1955 Fax 92801960 Website: <a href="http://www.vits.com.au">www.vits.com.au</a>
Deaf access VICTORIA – Gippsland Region	Assistive Devices & Sign Interpreter Information	CGHS Community Care Building Co located Services Dept Cnr Cunningham & Palmerston Street Sale VIC 3850	Phone 5143 1537 Fax 5143 1814 TTY 5143 2376 Email <a href="mailto:gippsland@deafaccessvic.com.au">gippsland@deafaccessvic.com.au</a> Website <a href="http://www.deafaccessvic.com.au">www.deafaccessvic.com.au</a>
Word of Mouth Technology	Assistive devices	23 Macauley Place Bayswater VIC 3153	Phone 9729 9974 Fax 9729 8863 TTY 9729 9969 Email <a href="mailto:info@wom.com.au">info@wom.com.au</a> Website <a href="http://www.wom.com.au">www.wom.com.au</a>
Better Hearing Australia, Victoria Inc.	Facilitate bookings for Oral Deaf interpreters	5 High Street Prahran VIC 3181	Phone 9510 1577 TTY 9510 3499 Fax 9510 6076
Australian Communication Exchange	National Relay Service	P.O. Box 473 Stones Corner QLD 4120	Phone 1800 555 660 (voice) 1800 555 630 (TTY) 1800 555 690 (fax) Email <a href="mailto:Feedback@aceinfo.net.au">Feedback@aceinfo.net.au</a> Website <a href="http://www.aceinfo.net.au">www.aceinfo.net.au</a>

## 10 Providing Accessible Information at Meeting, Forums and Consultations

Many people with a disability are not able to fully participate in meetings, consultations and forums, due to a number of access barriers. These access barriers could include inaccessible venues and facilities, documentation not available in alternate formats and presentations which do not meet the needs of people with a vision or hearing impairment, or people who have difficulty reading. Providing information in “Easy English”, during both presentations and in associated documentation, will also make meetings and forums more accessible.

Please see Appendix 1. for a checklist to facilitate inclusive meetings, forums and consultations.

This Checklist is intended as a guide only. The Checklist can help you quickly and easily assess whether or not your venue, the type of forum you are holding and its format are inclusive of people with a range of different disabilities.

In addition to the items outlined in the Checklist, you should always:

- Ask if anyone attending your event has any special requirements on invitations and registration forms (Please see Attachment 1. for a sample Registration Form); and,
- Check that staff at the venue are aware of disability access issues and will help you to ensure equal access for people with a disability.

**This section was developed using information from the 2003 Draft Inclusive Consultation and Better Communication, Department of Human Services, Melbourne.**

## 11. Acknowledgments

Latrobe City would like to thank the following people and organisations for their assistance in developing these guidelines.

Ivan Peterson	Banyule City Council
Liz Harvey	City of Darebin
Christine Simpson	Information Alternatives
Julie McInnes	deaf access Victoria-Gippsland
Rosslyn Werner	Australian Communication Exchange
	Blind Citizens Australia
	Department of Human Services
	Access Audits Australia

**Appendix 1. Accessible Meetings, Forums and Consultations Checklist**

<b>Prior to Your Event</b>		
	<b>Yes</b>	<b>No</b>
Do you need to organise specialist assistance, such as sign interpreters, attendant carers, note-takers, foreign language interpreters, etc?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a TTY, or equivalent facility, for people who are Deaf or hard of hearing to respond to invitations?	<input type="checkbox"/>	<input type="checkbox"/>
Have you used local media (eg. Radio for Print Handicapped, ethnic press) to promote your consultation forum?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Getting to the Venue</b>	<b>Yes</b>	<b>No</b>
Is the entry free from steps or is there an alternative, such as a ramp?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a hand-rail on any steps?	<input type="checkbox"/>	<input type="checkbox"/>
Are there Tactile Ground Surface Indicators to assist people who have a vision impairment?	<input type="checkbox"/>	<input type="checkbox"/>
Are the edges of steps marked clearly?	<input type="checkbox"/>	<input type="checkbox"/>
Are doorways wide enough for people who use a wheelchair (800mm is the recommended minimum width)?	<input type="checkbox"/>	<input type="checkbox"/>
Is the venue close to public transport?	<input type="checkbox"/>	<input type="checkbox"/>
Are there accessible parking bays and pick-up/drop-off areas?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Inside the Venue</b>	<b>Yes</b>	<b>No</b>
Is there adequate circulation space for people who use a wheelchair?	<input type="checkbox"/>	<input type="checkbox"/>
Are tables and tea/coffee facilities accessible for people who use a wheelchair?	<input type="checkbox"/>	<input type="checkbox"/>
Have spaces for people who use wheelchairs been provided throughout the seating area of the venue?	<input type="checkbox"/>	<input type="checkbox"/>
Is there adequate signage to direct people to important facilities?	<input type="checkbox"/>	<input type="checkbox"/>
Is the signage clearly readable with large lettering on contrasting background?	<input type="checkbox"/>	<input type="checkbox"/>
Is the flooring non-slip or the carpet less than 6mm deep? Have all electrical cords been secured?	<input type="checkbox"/>	<input type="checkbox"/>

Is seating reserved at the front of the venue for people who have a vision impairment or to enable people to lip-read or use the sign interpreter?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a hearing loop, or equivalent hearing augmentation equipment, for people who are Deaf or hearing impaired?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Toilets</b>	<b>Yes</b>	<b>No</b>
Are the toilets accessible to people with a disability?	<input type="checkbox"/>	<input type="checkbox"/>
Do the toilets have entry doors that are easy to open?	<input type="checkbox"/>	<input type="checkbox"/>
Are there unisex toilets for people who have a carer of the opposite sex?	<input type="checkbox"/>	<input type="checkbox"/>
Do the toilets have space at one side to enable people to transfer easily to the toilet?	<input type="checkbox"/>	<input type="checkbox"/>
Are there grab-rails beside and at the rear of the toilet?	<input type="checkbox"/>	<input type="checkbox"/>
Are hand-basins, mirrors, light switches, toilet paper, flushing controls and hand dryers at a height suitable for people who use a wheelchair?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a hoist for people who need assistance with toileting?	<input type="checkbox"/>	<input type="checkbox"/>
Have you arranged for any specialist staff you need (eg. Attendant carers, physiotherapists)?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Presentations</b>	<b>Yes</b>	<b>No</b>
Are you using overheads or PowerPoint presentations?	<input type="checkbox"/>	<input type="checkbox"/>
Does the presentation use light coloured letters (white or yellow) on a dark background (black or dark blue)?	<input type="checkbox"/>	<input type="checkbox"/>
Is the font sans serif and no smaller than 24 point in size?	<input type="checkbox"/>	<input type="checkbox"/>
Have you arranged for a sign interpreter and/or note-taker?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a visible position with enough light to ensure that both the sign interpreter and presenter are clearly visible?	<input type="checkbox"/>	<input type="checkbox"/>
Are you screening any videos, and if so, do these have captions (sub-titles)?	<input type="checkbox"/>	<input type="checkbox"/>
Have you scheduled regular breaks?	<input type="checkbox"/>	<input type="checkbox"/>
Are written copies of your presentation available in an accessible format (e.g. large print)?	<input type="checkbox"/>	<input type="checkbox"/>

