# Live Music Accessibility Self-Assessment

# A man is playing guitar on stage, and a small crowd is dancing in front of him and having fun.

Use this questionnaire as an assessment tool to understand more about your live music venue, and how you could improve the existing infrastructure and facilities to create a more inclusive space for patrons who identify as having a disability or other barriers to access.

## Section 1: Ticketing

1. Are patrons able to purchase tickets to your events through various channels?   
   List ticket purchasing methods *e.g. in person, over the phone, online*
2. Do you offer complimentary tickets to Companion Card holders?
3. Do you have a refund policy in case a patron isn’t able to attend due to medical reasons?

## Section 2: Physical Access

1. Are there any steps, stairs or other ground level hazards outside or inside your venue? What is the floor covering in different areas?
2. Is your venue wheelchair accessible?
   1. Consider all doorway widths, hallways, clear space available for manoeuvrability at service counters and around tables:
   2. Does your venue have an all-gender accessible bathroom stall, and does it meet at least AS 1428.1 2009 standards?
   3. Are the service counters in your venue a maximum height of 1000mm? If not, are staff trained on how to offer assistance to patrons who aren’t able to order or accept items passed over the counter?
   4. Do the tables and chairs in your venue allow for reconfiguration so that a wheelchair user can comfortably pull up to a table? If chairs are fixed or only booths are available, this may not be ideal.

## Section 3: Bathroom Facilities

1. What kind of bathrooms are available in your venue? Mark all that apply.

|  |  |  |
| --- | --- | --- |
|  | Accessible Bathroom | Standard Cubicles |
| Male |  |  |
| Female |  |  |
| All-Gender |  |  |

1. Are your bathroom facilities optimised for all patrons? Take note of the type of door handles, locking mechanisms and taps installed, and consider if they would be difficult to operate by a patron with limited dexterity.
2. Do you have grab rails installed in some or all toilet cubicles? Additional signage granting priority access to these stalls for patrons with ambulant access requirements is also helpful.

## Section 4: Venue Lighting

1. Does your venue have a stage lighting policy that describes limits to the use of fast flashing, strobing lights and other visual displays?
2. Is there effective, consistent lighting in all services areas and facilities in the venue? This is especially important at entrances, counters and bars, inside bathrooms and in dining areas.

## Section 5: Chill Out/Sensory Zone

1. Is there a room or space within your venue that is or could be soundproofed and climate controlled to provide respite to patrons with sensory sensitivities?

## Section 6: Digital Communications

1. Does the website for your venue meet at least WCAG 2.0 standards? Use a tool such as [WAVE Web Accessibility Evaluation Tool](https://wave.webaim.org/) to check.
2. Does your venue’s website feature up to date and detailed accessibility information? Additionally, is there a clear and reliable way to request further information from the venue?
3. Is the information on your website, such as menus, gig guides, accessibility information etc, available to download in plain text format?
4. If you use graphics on social media, do you ensure that the colour contrast for text is always considered? And if text is contained within a graphic, do you ensure that the caption also contains all relevant information in case a user cannot see the image?
5. For all social media posts with an image or graphic, do you add descriptive alt-text, either natively in the platform option, or as part of the caption?

