



## Self-Assessment Access Audit Checklist



### TOURISM OR EVENT DESTINATION

This Self-Assessment Access Audit Checklist had been developed by Braille House in conjunction with certified orientation and mobility specialists and in consultation with those with lived experience of blindness or low vision.

The Checklist sits within a wider suite of resources to assist businesses to welcome and cater for tourists who are blind or have low vision, particularly hospitality venues, accommodation facilities and tourist destinations. The full suite of materials will be released online mid-2024.

There are four Self-Assessment Access Audit Checklists in total:

1. **Whole of Venue** Access Audit Checklist
2. **Accommodation Venue** Audit Checklist
3. **Hospitality Venue** Audit Checklist
4. **Tourism or Event Destination** Audit Checklist.

The Whole of Venue Access Checklist Audit is applicable to ALL venues / destinations. It needs to be undertaken with at least one other checklist, depending upon the services and opportunities offered. For example;

- a restaurant or café would engage with *both* the Whole of Venue Access Checklist Audit *and* the Hospitality Venue Audit Checklist.
- a museum, art gallery, discovery centre, themed park, or a stadium would engage with *both* the Whole of Venue Access Checklist Audit *and* the Tourism or Event Destination Audit Checklist.
- an accommodation facility inclusive of restaurant would engage with the Whole of Venue Access Checklist Audit, *and* the Accommodation Venue Audit Checklist, *and* the Hospitality Venue Audit Checklist

Each checklist is divided into sections, and within each section there are number of access elements for the nominated ‘facility auditor/s’ to assess. The ‘facility auditor’ considers and records whether each element is:

- already in place
- has been planned for and the required adjustment is pending
- a minor adjustment and / or involves no / low cost
- a medium-term adjustment, whilst not requiring renovations does require some budget allocation
- longer-term adjustment, to be undertaken during future renovation / redevelopment
- ongoing in its nature
- not applicable

Ultimately, the Self-Assessment Access Audits will inform business planning for the short, medium and long term, through the identification and establishment of development and improvement goals.

**Important to note:** Braille House can assist businesses. Contact us if you have questions or need assistance with the development and production of braille and tactile resources. For example, we can assist with braille signage, tactile QR code indicators, tactile maps, and “twin vision” documents (such as menus, hotel compendiums) with large print and braille, which further have access to audio, via a tactile QR code.

Reach out and discuss your needs with us at Braille House, PO Box 610, Annerley Qld 4103 / 507 Ipswich Rd Annerley Qld 4103

(07) 3848 5257

[council@qbwa.org.au](mailto:council@qbwa.org.au)

[www.braillehouse.org.au](http://www.braillehouse.org.au)

Date:

Expiry:

# Tourism or Event Destination



## 1. Access and Orientation Champion

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
1.1 The access and orientation champion is available at all times								
1.2 The access and orientation champion is available upon entry to provide assistance and answer questions, as well as explain emergency procedures								

## 2. Visitor Information

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
2.1 Information regarding destination services, facility layout and evacuation procedures are provided as a pre-recorded message on the main phone line, as well as on the website/app (refer to Resources section)								

## 3. Self-Service Kiosks

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
3.1 Tactile buttons and audible instructions are provided if touch-screen technology is used								
3.2 Visual information is also provided in spoken form (via push button or QR code (with tactile indicator)								

## Tourism or Event Destination Cont.



### 4. Ticket Gates

See checklist for Queuing (in Whole of Venue Access Checklist)

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
4.1 Accessible gates contrast visually with surrounding surfaces								

### 5. Drinking Fountains

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
5.1 Drinking fountains contrast visually with adjacent surfaces								
5.2 Drinking fountains are recessed or cane detectable (positioned no higher than 680mm hanging above the floor surface) if installed along a path of travel								

### 6. Wayfinding

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
6.1 Pathways provide suitable overhead clearance (greater than 2 meters) across the width and length (free from signs, obstacles, and tree branches)								
6.2 Pathway edges are clearly defined with a change in texture/surface								
6.3 Information about accessible trails and pathways is provided in alternative formats such as braille, large print, and audio								
6.4 Wayfinding information is available via app or accessible website								
6.5 Directional signage includes distance to amenities (see checklist for Signage in <b>Whole of Venue Access Checklist</b> )								
6.6 Talking signs or bluetooth beacons are used to identify specific locations, or provide directions								
6.7 Different areas are identified by design features such as distinctive wall and surface treatments or coloured floor strips								

## Tourism or Event Destination Cont.



### 7. Tours

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
7.1 Tour guides have received customer service training								
7.2 Tours incorporate audio description*								
7.3 Tour guides use an FM system								
7.4 Tours incorporate various smells and sounds (multi-sensory)								

\* Consider the option of a “twin vision” tour brochure with large print and braille, which further has access to audio, via a tactile QR code.

### 8. Maps

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
8.1 Customer maps/brochures contain a QR code (with tactile indicator) which provides audio wayfinding information and location of emergency exits								
8.2 A 3D model or tactile floorplan is located near the entrance								
8.3 Interactive directories are equipped with headset jacks and provide information in spoken form								

### 9. Exhibit Spaces

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
9.1 Path of travel is clearly delineated using surfaces which contrast visually/texturally								
9.2 Tactile maps or audio tours of exhibits are provided*								
9.3 Tactile keyboard and audio instructions are provided as additions to touch-screen technology								
9.4 Audio description is provided for visual displays*								

\* Consider the option of a “twin vision” display descriptions with large print and braille, which further has access to audio, via a tactile QR code.

## Tourism or Event Destination Cont.



### 10. Theatre/Stadium Seating

See checklist for Seating Areas (in Whole of Venue Access Checklist)

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
10.1 Required number of accessible seating spaces is provided. See section D3.9 of Disability Standards 2010 <a href="https://www.legislation.gov.au/Details/F2011C00214">https://www.legislation.gov.au/Details/F2011C00214</a>								
10.2 Accessible seating spaces are dispersed throughout the theatre/stadium								
10.3 Accessible seating is available for groups								
10.4 Directional signage is used to identify the location of accessible seating areas								
10.5 Braille and raised characters are used to identify seat numbers								
10.6 Accessible seating has clear sightlines								
10.7 Accessible seating has adjacent seating for companions and clear space for dog guides								
10.8 Audio description of performances and events is provided via FM headsets or smart phones								
10.9 An access and orientation champion is available to guide the customer to their seat, and provide directions to the toilet and nearest emergency exit								

### 11. Viewpoints

Access Element	Adjustments Required (indicate with ✓, as appropriate)							
	Already in Place	Planned and Pending	Minor and/or Low Cost	Medium Term	Longer Term	Ongoing	N/A	Date
11.1 Guardrails which contrast visually provide an adequate barrier from steep slopes and drop-offs								