

General

Note: It is recommended that people also refer to the ‘Access Audit’ to assist in the evaluation of their venue.

Ticketing	Yes	No	Comments
Is information about ticketing and seating for people with disabilities provided in all promotions and publicity, including any venue information or recorded messages?			
Are ticket prices for people with disabilities equitable — i.e. if the only suitable seating is in A Reserve, are people charged the cost of a standard priced ticket?			
Have you identified all possible hazards at the point of ticket sales and prior to entering the performance space (smoke, strobe lighting, extremely loud sound effects, perfumes or scent)?			
If people with a disability or specific needs are booking multiple tickets (for example, to a festival) are they able to do this through a single ticketing point?			
Is there a designated staff member responsible for ticketing and the access needs of people with disabilities?			
Is there a person to whom people with disabilities can give feedback?			
If yes, is this contact person known to all staff and clearly identified in all publicity/ promotional material?			

For people using wheelchairs or other mobility aids

Booking	Yes	No	Comments
Is your booking office accessible for people using a wheelchair or with a mobility disability?			
Is the height of any ticketing counters suitable for use by a person using a wheelchair?			
Are box office staff aware of where wheelchair seating spaces are located?			
Are accessible seating spaces identified on seating maps?			

TICKETING AND SEATING CHECKLIST

Booking continued	Yes	No	Comments
Are box office staff aware of where seats for people with a mobility disability are located (seating involving limited steps with easy access)?			
Are accessible seating spaces identified on all publicity and promotional material?			
Seating	Yes	No	Comments
Are wheelchair seating spaces available in your venue? How many spaces?			
Do wheelchair seating spaces allow people to sit with their friends/companions?			
Do wheelchair seating spaces provide clear sight lines to the performance area?			
Is there room for a person to transfer from a wheelchair to a seat?			
If yes, are staff able to provide basic assistance?			
If yes, is there a space to safely store a wheelchair when not in use?			
Are there identified seating areas that are suitable for a person with a mobility disability?			
Do seats suitable for people with a mobility disability provide clear sight lines to the performance area?			
Are staff able to provide basic assistance to a person with a mobility disability?			
Is there a space to safely store mobility aids (walking frames etc) when not in use?			

For people who are deaf or have a hearing disability

Booking	Yes	No	Comments
Do you have a TTY (telephone typewriter) for people who are deaf to make bookings?			
If yes, is your TTY number printed/provided on all your publicity and promotional material?			
Are staff trained in the use of the ACE Relay service (used by people who are deaf or with speech difficulties)?			

TICKETING AND SEATING CHECKLIST

Booking continued	Yes	No	Comments
Do you provide an e-mail address or online booking service?			
Do you have a hearing loop system, for use at the box office/point of sale areas?			
Hearing Augmentation Systems	Yes	No	Comments
Do you have a hearing loop (a system transmitting to people using hearing aids) in your performance space?			
Do you have an infra-red hearing augmentation system (transmitting to headsets) in your performance space?			
Which seating areas are covered by the hearing augmentation system?			
Do booking staff and ushers know which areas the system covers?			
Is the availability of your hearing augmentation system publicised on all your promotional material?			
Is the system regularly tested and maintained?			
Sign interpreted performances	Yes	No	Comments
Do you provide sign interpreted performances in Auslan?			
Is the availability and dates of these performances promoted in all publicity material?			
Have you worked with the sign interpreter/s to determine which seating areas provide a sight line to the interpreter/s?			
Are all booking/box office staff aware of which areas are in sight line of the sign interpreter?			
Are people booking specifically for sign interpreted performances allocated seats in sight line of the sign interpreter?			
Surtitling/subtitling	Yes	No	Comments
If you are providing surtitling or subtitling have you determined which seating provides a suitable sight line?			
Are all booking/box office staff aware of which areas provide sight lines to surtitling or subtitling?			
Are people who are deaf or have a hearing disability informed of which seats provide sight lines to surtling or subtitling?			

For people who are blind or have a sight disability

Note: Refer to the ‘Print and Publication Guidelines’ for information on alternative formats.

Booking	Yes	No	Comments
Is ticket and booking information provided in large print?			
Is ticket and booking information provided in Braille?			
Is ticket and booking information provided as a Word document that can be sent by e-mail (for use by people using a screen reader)?			
If you have an online booking (or information) service, have you ensured that this meets web accessibility standards?			
Have you identified seating areas that may be suitable for a person with a sight disability? (Generally centre row seats in the first few rows, this will vary from individual to individual)			
Are staff able to assist a person to identify seating that will meet their needs?			
Seating	Yes	No	Comments
Does seating allow a guide dog to sit beneath the seat?			
If no, can aisle seats be used to accommodate guide dogs?			
Is there a quiet area where a guide dog can rest if its owner does not wish to bring it into the performance space?			
Is there a staff member who can mind a guide dog and bring it to its owner at interval and the end of the performance?			
Are staff available to guide patrons to their seats if they require assistance?			
Are seat numbers easy to identify?			
Is the script/libretto or program available in Braille?			
Is the script/libretto or program available in large print?			
Audio Description	Yes	No	Comments
Do you provide audio description (description of visual action transmitted to an individual wearing headphones) for any performances?			

Audio Description continued	Yes	No	Comments
Is the availability and dates of these performances promoted in all publicity material?			
Are all booking/box office staff aware of when audio described performances are and what this service involves?			
If a person is booking for an audio described performance, do you have a system for allocating headsets?			
Have you identified a place to collect audio description headsets?			
Is information about collecting and using audio description headsets made available to people using the system at the time of booking?			

Ticket Agencies

Note: For many people with disabilities, it will be preferable to book directly with your venue to help ensure that their seating needs are fully met.

Booking	Yes	No	Comments
Have staff at ticket agencies received disability awareness training?			
Have staff been briefed on the services that your venue can provide for people with disabilities?			
Are staff aware of where all wheelchair seating spaces are?			
Are staff aware of where suitable seats for people with mobility disabilities are located?			
Are staff aware of where suitable seats for people with sight disabilities are located?			
Are staff aware of where suitable seats for people with hearing disabilities are located? Are they aware of any hearing augmentation system and where seats are located for use of the system?			
Have staff been briefed on any performances providing specific services - Auslan sign interpreted performances, audio described performances?			
Does the ticket agency provide TTY phone access?			
Does the ticket agency provide e-mail or online booking?			

TICKETING AND SEATING CHECKLIST

Booking continued	Yes	No	Comments
Are online booking services fully accessible to people with a sight disability (meeting web accessibility standards)?			
Are staff trained in the use of the ACE Relay service?			
Do staff know who to contact in your organisation if they have any questions relating to access or services for people with a disability?			

Carers Ticketing

Booking and Seating	Yes	No	Comments
Do carers receive free or discounted tickets when accompanying a person with a disability?			
Do you ensure that carers are seated with the person for whom they are providing care?			