

ATIC Accessibility

**To support the accessible community
in making informed travel decisions
for their individual needs**



This report prepared for:

Business name:	Adelaide Fringe
Address:	136 Frome St
Town:	Adelaide
Date:	2024-03-26 10:09

ATIC Accessibility

The following pages provides travellers with information on the businesses facilities and amenities which aims to support the traveller to make an informed decision on whether the business is suitable for their individual needs.

OVERVIEW.....	3
Business Overview.....	3
Bookings	3
Emergency Management	3
Communications	3
Other Information	4
GENERAL	5
Pre-arrival, arrival and reception	5
Cognitive Impairment Support.....	5
Car Park and Access amenities.....	6
Entry	6
Internal Spaces	7
Public areas	7
Displays, exhibits, commentary and live performances	8
External Paths.....	8
Public Toilets/Adult change facilities	8
EVENTS.....	10
Events	10
Report Disclaimer.....	11

OVERVIEW

Business Overview

The business has the following products/services available

- Event

Our business caters for the following disability types:

- Blind or low vision
- Deaf or low hearing
- Cognitive or people on the Autism Spectrum

Bookings

The business offers the following methods for bookings and enquiries:

- Phone
- Email
- Webportal
- Our forms have high contrast boxes and submit boxes
- Staff have undergone disability awareness and training

Emergency Management

- The business has an emergency management and evacuation plan for guests with a disability
- Emergency and evacuation procedures are explained on arrival
- Guests with disabilities are noted in the guest log book for emergency and evacuation purposes

Communications

- An accessibility guide is available on the website

<https://adelaidefringe.com.au/access>

- Our business offers the following alternative communication methods
- Plain English

The Adelaide Fringe Box Office is equipped with non-verbal communication boards.

- There is easy to read signage and information (e.g. menus and emergency information)
- There is a Pictorial menu
- There are Picture boards

The Adelaide Fringe Box Office is equipped with non-verbal communication boards.

Other Information

- For bookings made onsite, the ticket booth/counter/box office is accessible for people using a wheelchair
- The business accepts the companion card

The business provides the following services for services animals: As an open access festival, Adelaide Fringe does no operate any venues.

GENERAL

Pre-arrival, arrival and reception

The business has the following in place to support guests during pre-arrival, arrival and reception

- Booking information and websites are compatible with screen readers
- There is a reception/public entryway.
- Seating available at reception
- A lower counter at reception/ticket office
- A tablet with text to voice or pen and paper at reception to aid in communication
- Picture Board at reception to aid in communication
- Lighting in the reception area is even and glare free

All registrations for artists, venues and our audience are online, however registrations can be taken face-to-face or over the phone; as can ticket purchases for audiences.

- Information and maps are available in written form
- A step free map/guide
- A familiarisation tour
- Advertising material, web sites and social media contain information relating to phone numbers available for non-voice communication e: Text, SMS, email and fax

As an open access festival, Adelaide Fringe does not operate any venues.

The following steps are in place to ensure that people with fatigue related to their disability are not disadvantaged by long wait times: The Adelaide Fringe Box Office has a priority queue for all patrons with accessibility requirements. Notes taken at the point of ticket purchase can provide front of house staff with information about how patrons can be accommodated at the event.

- In addition, the following further information can assist guests:

Audiences are encouraged to visit the access page of the Adelaide Fringe website to learn more about how Fringe can support individual access requirements.

<https://adelaidefringe.com.au/access>

Venues and events also list specific accessibility information related to their show or space.

Cognitive Impairment Support

- Documents are available in plain English for people with cognitive impairment (This may include instructions, guides, menus and general information)

- A "social script" guide to your premises or attraction describing the sights, sounds and smells to aid parents/carers prepare visitors in advance
- The 'social script' is available in word and other editable formats
- Quiet periods or early opening times for people on the Autism Spectrum
- A space for parents and children on the Autism Spectrum

Car Park and Access amenities

The business has the following Car Park and Access amenities

- A drop off zone
- Designated disabled parking bays
- Level or ramped access from the car park to the entrance
- The accessible entrance is clearly signed from the parking bay
- Kerb ramps are in place where a pavement or walkway needs to be crossed
- In addition, the following further information can assist guests:

Information regarding each venue's accessibility can be found on the Adelaide Fringe website and covers the entrance accessibility, car parking, drop off points, box offices, toilet facilities, food and drink offerings and additional information.

Entry

The business has the following amenities/systems in place for entry

- A drop off point close to the entrance
- A path of access to the building is slip resistance and even
- A path of access to the building is clear of obstruction
- Self opening entry doors or fitted with a self closer
- Glass doors are fitted with a visual sighting strip
- Door jams/doors are of a contrasting colour to surrounding walls
- Door handles are of a contrasting colour to the door
- Signage is written in a contrasting colour
- Signage is written in a Sans Serif font and use upper and lower case letters
- The entry door is a minimum of 850mm wide
- The entrance sill is less than 13mm
- The entrance door mats have a thickness less than 13mm and a width of 7500mm or greater
- In addition, the following further information can assist guests:

The responses above relate to the entrance provisions of Adelaide Fringe HQ. Information regarding each venue's accessibility can be found on the Adelaide Fringe website and covers

the entrance accessibility, car parking, drop off points, box offices, toilet facilities, food and drink offerings and additional information.

- In addition, the following further information can assist guests:

Adelaide Fringe is an open access festival, meaning it does not operate any venues (participating venues are independently operated). Audiences can identify venues with step-free mobility aid access and an accessible bathroom via the icon key symbols displayed on the event pages of the website and in the printed guides. The description of these can be found on our website here: <https://adelaidefringe.com.au/access>

Internal Spaces

- Clear and unobstructed routes through and between buildings
- Interior walls are matte or low sheen
- Floors, walls, counters and furniture are of contrasting colours
- Any protruding or overhanging obstructions are at least 2meters above the floor or are protected
- Floor surfaces are hard or short pile carpet
- Seating is available for guests unable to stand for long periods
- All corridors greater than 900mm
- There is a quiet space for parents and children on the Autism Spectrum
- In addition, the following further information can assist guests:

There are two private meetings rooms in Adelaide Fringe HQ in which the lights can be dimmed to make a sensory-friendly zone.

Public areas

The public areas have the following amenities in place

- Hearing loops
- Hearing loop symbols are displayed
- Even lighting
- Seating
- In addition, the following further information can assist guests:

The above provisions have been provided for specific Adelaide Fringe HQ events (including Welcome Ceremony and Electric Skies). Some venues do offer hearing loops.

Displays, exhibits, commentary and live performances

For displays, exhibits, commentary and live performances the following amenities are in place

- Seating
- Wheelchair accessible spaces/seating
- Hearing loops for live shows and presentations
- In addition, the following further information can assist guests:

Selected shows may offer hearing loops for their performances.

External Paths

External paths of travel have the following amenities are in place

- Surfaces are concrete, asphalt, smooth paving or hard packed fine gravel (max aggregate size 13mm)

The width of the smallest pathway is: Adelaide Fringe is an open access festival, meaning it does not operate any venues (participating venues are independently operated).

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- Step free routes clearly signed
- In addition, the following further information can assist guests:

Audiences can identify venues with step-free mobility aid access and an accessible bathroom via the icon key symbols displayed on the event pages of the website and in the printed guides. The description of these can be found on our website here:

<https://adelaidefringe.com.au/access>

- In addition, the following further information can assist guests:

Information regarding venue accessibility can be found on the Adelaide Fringe website and covers the entrance accessibility.

Public Toilets/Adult change facilities

Public Toilets/Adult change facilities have the following amenities are in place

- There is an accessible toilet for public use

- The door is at least 850mm wide
- There is a minimum of 850mm beside the toilet
- Handrails are fitted
- The toilet seat is 460mm above the floor
- ❖ There is 2280mm mm of clear space in front of the toilet
- The toilet seat of a contrasting colour to the floor
- The toilet seat is 460mm above the floor
- In addition, the following further information can assist guests:

The above information relates to the Accessible toilet at Adelaide Fringe HQ (office).

EVENTS

Events

Events have the following facilities/amenities in place

- Reception, registration desks or ticket offices have a lower counter section
- Accessible toilets are available at the venue
- There is clear signage throughout the venue including accessible routes and accessible facilities
- Wheelchair designated seating is provided
- We cater for a range of seating and viewing options
- Our event can be booked from the main web site
- A hearing loop is provided
- There is reserved seating in the loop area
- Speakers/performers are instructed to use the microphones
- Audio description is available
- Intra venue transport
- Intra venue transport is wheelchair accessible
- There is good circulation space with the number of people expected to allow people with a disability to move around freely
- Food and water is available for guide and service animals
- The event is outdoors
- A portable adult change facility is provided
- Seating is at regular intervals
- Accessible car parking is available
- There are designated drop-off points
- There is accessible public transport to the venue
- Accessible public transport is detailed in the event information
- There is an event map available
- The event includes the use of loud noises, fireworks or strobe lighting
- There is a warning included in the event information
- Quiet rooms, marquees or spaces are available
- In addition, the following further information can assist guests:

Adelaide Fringe is an open access festival, meaning it does not operate any venues (participating venues are independently operated). Audiences can inform themselves of each venue and show's accessibility offering via the Adelaide Fringe website.

Report Disclaimer

Please note that this business report, provided as a result of the use of the diagnostic assessment, is for information purposes only.

Australian Tourism Industry Council (ATIC) cannot guarantee the accuracy of respondent's answers, or that they are fully representative of your business. Therefore, ATIC does not warrant or guarantee any particular outcome in respect of your businesses self-assessment.

This report is intended as guidance only for your business and should not be relied on for future marketing considerations. ATIC recommends that you seek your own independent advice as well as the results from the diagnostic.

Links to external web sites are inserted for convenience and do not constitute endorsement of material at those sites, or any associated organisation, product or service.

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