



SENSORY & ACCESSIBILITY ACTION PLAN

QBA1.10

JUNE 2019

COMMERCIAL IN CONFIDENCE

Each AEG Ogden operated venue is required to prepare, implement and report on a venue-specific **Accessibility Action Plan** for a 3 to 5 year period, through consultation with key stakeholders, to ensure continual improvement of access and inclusion features and outcomes.

AEG Ogden recommends that at the next review and update of a venue's existing Action Plan, the title "Accessibility Action Plan" is adopted to create a consistency across the group of venues (unless otherwise specified by a legislative requirement).

The desired outcomes shall be categorised and documented in accordance with the Qudos Bank Arena accessibility and inclusivity objectives:-

| Strategy | Task | Status/ Time Line | Responsibility |
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| Implementation of an Accessibility Action Plan. | Nominate a person responsible for the co-ordination of the Accessibility Action Plan. | Current | Event Services Manager |
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| Objective 1 | Access to buildings and facilities. | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| Venue maps should clearly indicate facilities for Accessibility and Sensory patrons. Areas should be marked clearly to indicate accessible areas for each level. Map should also indicate nearby Car Parks and drop off points showing accessible entry points. | Qudos Bank Arena Maps to be reviewed to ensure that all accessible areas are clearly marked. This includes any maps within the venue, on flyers, on QBA website and Ticketek website. | Completed | Event Services Dept. / Technical Ops Dept./ Commercial Dept. |
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| Objective 2 | To provide a range of accessibility opportunities to meet the needs of people with disabilities (PWD). | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| To ensure that at least one Sensory and Accessibility Co-ordinator is present on event days. | Create a new role for Sensory and Accessibility Supervisor (SAAS) with new position description. Conduct recruitment for the position. | Completed | Event Services Dept. / Human Resources (HR) Manager |
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| Objective 3 | Provide information about functions, facilities and services in formats to meet the communications needs of PWD. | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| To ensure that on every event, there is a designated Meeting Point / Help Desk to meet & greet patrons with accessibility and sensory requirements. | Location of Meeting Point area within venue to be communicated via eDM's, socials, related advertising and information material and ticketing websites. All patrons with accessibility and sensory requirements to be informed prior to visiting the venue. | October 2019 | Event Services Dept. / Commercial Dept./ Ticketing Team |
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| Objective 4 | Ensure Staff awareness of the needs of people with disabilities and maintain skills in delivering services for PWD. Provide opportunities for people with disabilities to provide feedback. | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| Conduct Staff Survey prior to SAAS training to gauge requirements for specific training. | Online survey to be conducted for all staff. Survey results collated will assist in developing the training module. | August 2019 | Get Skilled Access/ HR Manager |
| Patrons requiring assistance should be given contact details of the Sensory and Accessibility Supervisor on duty. | Business cards (including Mobile number) to be readily available at Meeting Point and Help Desk and must be issued to any patrons that arrive with accessibility requirements. All Sensory and Accessibility Supervisors to be provided with (SAAS) Mobile Phone. | August 2019 | Event Services Dept. |
| On arrival, Welcome Information packs are made available to patrons. | Welcome Accessibility and Sensory packs to include (but not limited to) maps, ear plugs, business card, identification tags, sanitary wipes, feedback forms. | August 2019 | Get Skilled Access/ Event Services Dept. |
| Objective 5 | To provide dedicated amenities for patrons with sensory and accessibility needs (PWAASN) | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| To provide a quiet room for patrons with sensory needs. | For every event, a room will be designated as the "quiet room". This room shall not be utilised for any other purpose than for a patron with sensory issues. The location must be communicated to all staff (Hot sheet) prior to the event and Signage to clearly indicate purpose of room. | August 2019 | Event Services Dept. |
| Objective 6 | Consider venue is equipped to provide opportunities for people with sensory needs | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| Assist patrons with sensory needs such as the hearing impaired. | Consider to implement a permanent Hearing loop / Hearing augmentation system. | October 2019 | Technical Ops Dept. |
| Objective 7 | Provide Amenities in accordance to legislative standards. | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| Ensure all QBA facilities are compliant in accordance to legislation. | Complete a DDA Physical Access Audit of public areas of all QBA facilities. | November 2019 | Assets Dept. |
| To ensure that accessible restrooms meet and or exceed the legislative standard for the venue's building approval date. | Ensure that all accessible restrooms are maintained throughout the event. Conduct a review of the facilities and look at ways of improving standards where possible. | November 2019 | Assets Dept. |
| Objective 8 | Provide a suitable merchandise area for patrons with sensory and accessibility needs | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| To designate at least one suitable merchandise area for patrons with accessibility and sensory needs | Designate a merchandise area that is suitable for patrons with accessibility and sensory needs. Ensure that the area is communicated to be accessible and | September 2019 | Commercial Dept./ Event Services Dept. |

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| | | marked accordingly with signage. This should be included as part of the Sensory and Accessibility Supervisor's run sheet / briefing notes. | | |
| Objective 9 | Provide Accessible Food and Beverage outlets | | | |
| Strategy | Task | Status/ Time Line | Responsibility | |
| To ensure that there are Food and Beverage concession areas that are accessible for patrons with a disability. | Each level of the venue in use, will have a Food and Beverage outlet that is accessible for patrons with a disability and signage marked accordingly. If this is not possible, a staff member should be available as a "runner" in order to provide the service. This information must be made available to the patron upon their arrival. | November 2019 | Catering Manager/ Asset Manager | |
| Objective 10 | Provide mobility aid charging stations for patrons with sensory and accessibility needs | | | |
| Strategy | Task | Status/ Time Line | Responsibility | |
| To ensure patrons with accessibility and sensory needs have access to mobile charging stations. | Ensure that a mobile charging station is solely designated for PWAASN. This area should be clearly indicated on the venue maps for patron information and signage marked accordingly. | September 2019 | Event Services Dept./ Asset Dept./ Commercial Dept. | |
| Objective 11 | Guidelines for assistance animals entering the venue | | | |
| Strategy | Task | Status/ Time Line | Responsibility | |
| Ensure that all assistance animals entering the venue are accredited and attended to during the event. | Accreditation should be checked to ensure that the assistance animal is accredited under the law of a State or Territory. The animals must be identified by either a coat, cape or vest which clearly shows they are an assistance animal. Venue staff to provide water for the animal from a designated drinking bowl if required. If the animal wishes to relieve itself, venue staff to direct patron and animal to a nearby designated toileting area. | August 2019 | Event Services Dept. | |
| Objective 12 | Provide adequate seating areas for patrons with assistance animals | | | |
| Strategy | Task | Status/ Time Line | Responsibility | |
| Provide adequate seating for patrons with assistance animals so that they are comfortable and do not impede any aisles or stairways. | Where possible, provide an aisle seat for the patron and assistance animal. If not available, ensure that the patron and animal are comfortable in their location. Venue staff to check on them during the event. | Completed | Technical Ops Dept./ Event Services Dept. | |

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| Objective 13 | Provide traffic and transport information for patrons with sensory and accessibility needs | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| Information regarding public transport and car parking facilities for patrons with sensory and accessibility needs to be provided. | Ensure that all patrons receive information regarding accessible public transport and parking to the venue. Maps and relevant information to be provided via edm's and maps. Access routes should be clearly signed throughout the venue and nearby locations | August 2019 | Commercial Dept. / Technical Dept. / Asset Dept. |
| Objective 14 | All patrons with sensory and accessibility needs (PWSAAN) to be given direct access to ticketing. | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| To ensure all patrons with accessibility and sensory needs are able to purchase tickets directly via the venue. | Create a "Ticketing Hotline" for PWSAAN. During business hours, a representative from the ticketing team will be available to answer queries and process tickets in accessible areas for all onsale events. Venue to ensure there are multiple phone lines for easy access. | Completed | Technical Ops Dept. / Finance (ICT) Dept. |

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| Objective 15 | All Seating within the venue to be available for patrons with sensory and accessibility needs. | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| All ticketing reserves/price categories to be made available to all patrons with accessibility and sensory needs. | Where possible, all categories should be available for patrons with accessibility and sensory needs to purchase. This is to include the General Admission area (Standing floor) and where possible to provide a designated area with good sight lines. | Completed | Technical Ops Dept. |
| All patrons with PWAASN are able to purchase tickets in accessible areas through Ticketek website. | Ensure website is user friendly for patrons purchasing in accessible areas. Accessibility seats are to be clearly indicated on the ticketing platform. | Completed | Technical Ops Dept./ Commercial Dept. |
| Objective 16 | To provide seating for all guests that accompany patrons with sensory and accessibility needs. | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| Access to a complimentary ticket should be made available to patrons who hold a government issued Companion card. | Venue to communicate the service to all patrons via website and other forms of communication. Information must include that the request for a complimentary ticket must be made at the time of purchase and details to be provided. | Completed | Technical Ops Dept./ Commercial Dept. |
| Objective 17 | To provide inclusivity for patrons with a disability in all seated areas within the venue | | |

| Strategy | Task | Status/ Time Line | Responsibility |
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| No restrictions should be made to patrons in wheelchairs or with accessibility issues in terms of seating choice. | In the case of accessible areas being completely sold out, the venue is to allow a patron with accessibility issues the right to purchase a ticket in any other seated area. Venue staff to communicate to the patron that it is the responsibility of their companion to lift them out of the wheelchair and on to the seat (if required). | August 2019 | Technical Ops Dept. / Event Services Dept. |
| Objective 18 | Venue safety to include Emergency planning for patrons with Sensory and accessibility needs. | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| Ensure the Venue Emergency Evacuation plan includes procedures and planning for patrons with sensory and accessibility issues. | Review current Venue Emergency and Evacuation plans and where applicable make necessary adjustments for accessibility requirements. Conduct monthly tool box talks, briefing and pre event training. | Current | Emergency Planning Committee (EPC)/ Event Services Dept. |
| Objective 19 | Wheelchairs and Venue safety for the General Admission Standing floor | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| Ensure that the Venue monitors the wheelchair capacity on the floor in accordance to the risk assessment. | For General Admission (Standing Floor) the venue may limit the wheelchair capacity to 4 wheelchairs for safety purposes. For a Reserved Seated Floor, the venue may limit the wheelchair capacity to 6 wheelchairs. If a patron chooses to transfer out of their chair, an adequate and safe storage area for the wheelchair is to be provided. Sensory and Accessibility Supervisor must be informed so that they can attend to the patron post show. | August 2019 | QBA Safety Officer / Technical Ops Dept. |
| Objective 20 | Venue initiatives for Accessibility | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| Ensure that the Venue reviews procedures and information with regards to Disability access and inclusion and any improvements or developments to be made public knowledge. | Communicate any venue initiatives regarding inclusion and disability access via website. Involve staff by workshops and other exercises such as "Walking the route" using a wheelchair. Any improvements to be documented and published and made available at information booth for patrons visiting the venue. | September 2019 | Commercial Dept. |
| Objective 21 | Venue Accessibility Training | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| The Venue must ensure that training be provided (but not limited to) the Sensory and | Provide workshops and training by accredited organisations involved in Accessibility and Inclusion. | June 2019 | Event Services Dept./ HR Manager |

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| Accessibility Supervisor in Patron Accessibility and Inclusion. | | | |
| Implement e-learning training for all casual staff. | Introduce e-learning Sensory Accessibility training module for all casual staff as part of their compulsory online training. | October 2019 | Get Skilled Access/ Event Services Dept./ HR Manager |
| Implement Refresher training to ensure all staff remain compliant. | Disability/Accessibility/Sensory/Inclusion Refresher Training to be conducted annually. Training to be part of e-learning (online) and induction where it can be monitored to ensure all staff are compliant. | June 2020 | Event Services Dept./ HR Manager |
| Objective 22 | All Seating within the venue to be available for patrons with sensory and accessibility needs, including Suite Level. | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| The Venue must ensure that Suites are accessible for guests with sensory and accessibility needs. | Ensure the Suites are compliant for PWSAAN. Such as countertops and seating. | January 2020 | Commercial Dept. |
| Objective 23 | To provide an inclusive hospitality experience in all Function Rooms. | | |
| Strategy | Task | Status/ Time Line | Responsibility |
| To ensure all the functions rooms and layouts are accessible. | Ensure the equipment, such as tables and countertops, are suitable for PWSAAN. | January 2020 | Catering Dept. / Technical Ops Dept. |