



ACCESSIBILITY FRAMEWORK

AFW1.10

MAY 2019

COMMERCIAL IN CONFIDENCE

DOCUMENT REVISION

Revision	Date	Description	Page	Reviewed By
First draft	March 2019	Prepared by I. Campbell; Uses Perth Arena Disability Access & Inclusivity Plan as an example.	All	G. Vickers
	April 2019	Minor revisions for clarity after venue consultation. Companion Card definition & web link; Disability definition, patron communications, ticketing and seating, venue wheelchairs.	4, 8, 10	G. Vickers
	May 2019	Added tactile venue maps (3.1) and content to cover digital interactions (3.18). New document coding. Reporting period changed to a 3 years.	8, 10, 14 13	G. Vickers

TABLE OF CONTENTS

- 1. INTRODUCTION..... 4
 - 1.1. About Disability..... 4
 - 1.2. Definitions..... 4
 - 1.3. Who We Are..... 5
 - 1.4. Planning for Better Access and Inclusion 5
 - 1.5. Further Information..... 5
- 2. COMMITMENT 6
 - 2.1. Objectives 6
 - 2.2. Responsibility and Authority..... 6
 - 2.3. Consultation Process 6
 - 2.4. Communicating the Plan to Staff and Community 7
 - 2.5. Review and Evaluation Mechanisms 7
 - 2.6. Reporting on Venue Action Plans 7
- 3. IMPLEMENTATION 8
 - 3.1. Minimum Accessibility Requirements at Venue Level 8
 - 3.1.1. Accessibility and Sensory Features for Patrons 8
 - 3.1.2. Assistance Animals 9
 - 3.1.3. Car Parking/Transportation 9
 - 3.1.4. Electric Mobility Aids 9
 - 3.1.5. Ticketing and Seating..... 9
 - 3.1.6. Venue Safety 10
 - 3.1.7. Venue Wheelchairs..... 10
 - 3.1.8. Web Content and Digital Interactions 10
 - 3.2. Existing Venue-Specific Features or Elements..... 11
 - 3.3. Actions to Improve Accessibility and Inclusivity..... 12
 - 3.4. Reporting on Venue Accessibility Action Plans 13
- 4. REFERENCES..... 14
 - 4.1. Australian Legislation 14
 - 4.2. Standards and Codes of Practice 14
 - 4.3. Websites for Disability Resources and Statistics 14
- 5. APPENDIX A: POSITION DESCRIPTION TEMPLATE..... 15

1. INTRODUCTION

At AEG Ogden we value everyone’s right to enjoy entertainment in our Venues and recognise that **disability** is a part of diversity and we have a responsibility to eliminate discrimination, as far as possible, against people with **disability** on the grounds of access to premises, provision of goods, facilities and services, and work.

Beyond our legal obligations, including the National Construction Code and Disability Discrimination Act (Commonwealth), AEG Ogden strives to become a leading organisation for supporting and promoting positive outcomes for people with **disability**.

This ACCESSIBILITY FRAMEWORK specifies the minimum expectations for accessibility and inclusion at Venues operated by AEG Ogden Entities. It outlines a strategy and mechanism for improving accessibility through the removal or reduction of barriers to information, access and participation regarding our facilities, events and services.

1.1. About Disability

- 1 in 5 Australians (over 4 million people) has some form of **disability**. Of those the majority have a physical **disability** (83.9%), while 11.3% have mental or behavioural **disability**.
- 43% of people over the age of 55 have one or more **disabilities**;
- 2.2 million Australians of working age (15– 64) have a **disability**;
- 3.4 million (15%) of Australians have a physical **disability**;
- 1 in 6 Australians experiences hearing loss.
- More than a third (39%) of complaints lodged with the Australian Human Rights Commission are against businesses and are related to **disability**.

1.2. Definitions

Action Plans ¹	A strategy for identifying and changing business practices which might result in discrimination against people with disability . The Disability Discrimination Act (Commonwealth) encourages businesses to develop Action Plans, and requires specific provisions if used (Part 3). If it is decided to provide a copy to the Human Rights Commission, the Action Plan must also be made available to the public.
Assistance animal	As defined in the Disability Discrimination Act (Commonwealth) section 9.
Carer/assistant	As defined in the Disability Discrimination Act (Commonwealth) section 9.
Companion Card	A State or Territory Companion Card recognised under the National Companion Card Scheme that enables eligible people with a lifelong disability to participate at venues and activities without incurring the cost of a second ticket for their companion.
Discrimination	Direct and indirect discrimination that is unlawful. Refer to AGP3 DISCRIMINATION, HARASSMENT & EQUAL OPPORTUNITY POLICY.
Disability Aid	As defined in the Disability Discrimination Act (Commonwealth) section 9.
Disability	“any condition that restricts a person's mental, sensory or mobility functions. It may be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible.” [Australian Disability Network] For further information, refer to Disability Discrimination Act (Commonwealth) section 4.
Disability Standards	When prescribed by a legislative instrument. See s31 Disability Discrimination Act (Commonwealth).

1: Required for public authorities under State/territory legislation. Under NSW Disability Inclusion regulations (clause 5) DestinationNSW is a public authority. Under WA Disability Services Act (Part 5) VenuesWest is a public authority.

1.3. Who We Are

AEG Ogden is part of AEG Facilities of the United States, a division of AEG, the world's leading sports and entertainment company. AEG Ogden manages Venues throughout the Asia Pacific and Middle East, which includes arenas, stadiums, theatres, convention and exhibition centres.

AEGO Venues and our contractors are responsible for a range of activities associated with operating Venues, running events and provision of event services, including but not limited to:

- Event planning and logistics
- Event operations and customer services
- Catering
- Ticketing services
- Parking
- Public Safety and Security
- Cleaning and maintenance

1.4. Planning for Better Access and Inclusion

Each Venue within the AEG Ogden group is required to prepare, implement and report on a Venue-specific **Action Plan**, through consultation with internal and external stakeholders, to ensure continual improvement of access and inclusion features and outcomes.

Accessibility Action Plan is the most widely accepted term for what were formerly called Disability Action Plans. Variations to this terminology may be used in some local jurisdictions.

Action Plans shall be developed and made available in accordance with the Disability Discrimination Act (Commonwealth) and/or relevant state/territory disability legislation. They should:

- a) eliminate **discrimination** in an active way;
- b) improve services to existing customers;
- c) allow for planned and managed change in business or services; and
- d) involve interaction with local representative groups.

Venues can benefit from the work involved in developing a formal **Action Plan** through:

- a) enhanced organisational image;
- b) reduced likelihood of **discrimination** complaints and the costs that accompany this;
- c) increased likelihood of successfully defending complaints and legal action;
- d) attracting new customers and open new markets; and
- e) employment of the best team member, meeting inherent requirements of a role, regardless of any physical or other impairment

Developing and implementing an **Action Plan** is a voluntary, proactive approach to **disability discrimination** compliance that has benefits for business and for people with **disability**, their **carers** and families.

1.5. Further Information

For enquiries regarding health and safety matters; prevention, investigation and resolution of problems; or any policies and processes in this manual, please contact the Group Director Venue Operation Services (icampbell@aegogden.com) or the Group Manager Operating Systems (gvickers@aegogden.com).

2.COMMITMENT

AEG Ogden is committed to ensuring that people with **disability**, their families and **carers** have the same opportunities to access sports and entertainment events, information and facilities at each Venue. Management and staff at AEG Ogden Venues are also committed to ensuring that people with **disability** can participate in shaping services and initiatives through a review and feedback process.

AEG Ogden recognises that people with **disability** are valued and contributing members of the community. They make a variety of contributions to local social, economic and cultural life. The Company believes that a community that recognises its diversity and supports the participation and inclusion of all of its members makes for a richer community life.

AEG Ogden is committed to consulting with people with **disability**, their **carers** and families and, where required, promotes and develops entertainment and sporting events that are accessible to all.

2.1. Objectives

A Venue **Action Plan** identifies areas and strategies where access and inclusion can be or has been implemented. These strategies work towards a number of access and inclusion outcomes.

There are 7 access and inclusion objectives aimed at providing a means of ensuring that people with **disability**:

1. have the same opportunities to attend events and access services at AEG Ogden Venues;
2. have the same opportunities to access AEG Ogden Venues and other facilities of the Group;
3. receive information in a format that will enable them to access that information readily;
4. receive the same level and quality of service from AEG Ogden Venue staff and contractors;
5. have the same opportunities to provide compliments or complaints to AEG Ogden Venues;
6. are provided with opportunities to participate in any public consultation; and
7. have the same opportunities to obtain and maintain employment with AEG Ogden.

2.2. Responsibility and Authority

AEG Ogden (Group Director Venue Operations Services) shall approve all new and amended Venue **Action Plans** and ensure that, where required by legislation or contracts, they are provided to the relevant agency and made publically available.

Responsibility and monitoring of progress on the Venue **Action Plan** is vested in the Venue Owners and the AEG Ogden Entity operating the Venue.

2.3. Consultation Process

- Venues should identify internal and external stakeholders for accessibility management and actively engage with internal and external stakeholders in relation to accessibility issues.
- Consultation processes should be agreed to before commencement and documented.
- Venues do not have to use all ideas expressed in the consultation process.

2.4. Communicating the Plan to Staff and Community

The Venue **Action Plans** may be communicated via:

- Communication at staff briefings and toolbox meetings
- Training available through on-site and Venue e-learning portal
- Venue website
- Communication email to key stakeholders.

2.5. Review and Evaluation Mechanisms

Venue **Action Plans** are subject to review and may be amended and extended as priorities, funding, operations and or legislation changes. Any identified improvements are to be recorded and tracked as part of the Venue's continual improvement process.

Further amendment and accomplishments will be documented in future reviews (for the next 5 year period).

2.6. Reporting on Venue Action Plans

The Venue will detail progress towards implementing major initiatives in its Monthly Performance Reports to AEG Ogden and routine reporting to Venue Owners in line with Management Agreement obligations.

As required by legislation or contracts, the Venue Owner will report on the implementation of the Venue **Action Plan** to the relevant agency, providing regular updates on:

- a) progress towards implementing new initiatives;
- b) progress of agents and contractors towards meeting Venue **Action Plan** outcomes; and
- c) strategies used to inform key stakeholders of the Venue **Action Plan**.

3. IMPLEMENTATION

Access and inclusion mean different things to different people. Processes and outcomes for access and inclusion cannot be prescriptive, and must take into account the diverse needs of individuals and the nature, strengths, priorities and resources of organisations and the community.

AEG Ogden expects all its Venues to be already meeting the requirements below or to implement strategies to achieve them through their first Action Plan (for the next 5 year period).

3.1. Minimum Accessibility Requirements at Venue Level

The Disability (Access to Premises - Buildings) Standards apply to Venues constructed (or applied for construction approval) on or after 1 May 2011, including the Access Code and referenced standards.

[Schedule 1, Part D3 in the Access Code](#) details access requirements for people with disability.

Venues built prior to the above Disability Standards shall comply with the relevant building standards at the time of being built or designed.

Regardless of their construction date, all AEG Ogden operated Venues are required to meet the following accessibility provisions:

3.1.1. Accessibility and Sensory Features for Patrons

All Venues shall have at least one Accessibility and Sensory Coordinator available during office and event hours. [Refer to [APPENDIX A](#) for a position description template]

Accessibility patrons shall be contacted via email approximately 2-5 days prior to the event date with useful patron service information specifically tailored to accessibility and event day contact details.

Venue facility maps shall clearly indicate Accessibility & Sensory features at the Venue, including accessible car parks, drop-off points, lifts, restrooms, food concessions, merchandise facilities, ATM's, customer service locations, quiet rooms and electric mobility aid charging stations.

Tactile Venue facility maps shall be available for blind or visually impaired patrons.

All Venues shall designate an Accessibility & Sensory meeting point to greet and brief guests.

Accessibility welcome packs shall be made available and shall include maps of the Venue with all the available accessibility services, an event schedule, and a contact number for the Accessibility and Sensory Coordinator and the Venue's main phone line. Other items that may be included are class 5 ear plugs, sanitising wipes, identification wristband for carer's information etc.

Events can be loud and have complex lighting set ups including strobe and lasers. Subject to availability, each Venue may have sensory and quiet rooms. These spaces can be in any area of the arena and do not have to have a view of the performance.

Hearing augmentation systems or loops, if not available should be considered.

Dedicated, accessible restrooms will meet or exceed the legislative standard for the Venue's building approval date. They shall be maintained to a continuously high standard during events.

Accessible food concession stands and merchandise should be made available and clearly communicated to guests. If this is not possible a hawker or order service should be implemented.

Electric mobility aid charging stations should be made available.

3.1.2. Assistance Animals

Guide, hearing and **assistance animals** may access the Venue provided that the animal is:

- a) accredited under a law of a State or Territory that provides for the accreditation of animals trained to assist a person with a **disability** to alleviate the effect of the **disability**;
- b) accredited by an animal training organisation prescribed by the regulations for the purposes of this paragraph;
- c) trained to assist a person with a **disability** to alleviate the effect of the **disability** and to meet standards of hygiene and behaviour that are appropriate for an animal in a public place; and
- d) trained to meet the **assistance animal** requirements as outlined in the Commonwealth Disability Discrimination Act 1992 (DDA).

Assistant animals must be identified by use of any of the following:

- a) an **assistance animal** identification card, pass, permit;
- b) a coat, cape or vest clearly identifying them as an **assistance animal**; or
- c) an identification badge or medallion (displayed, for example, on its harness, collar, leash, coat, cape or vest).

Uncertified therapy/emotional support/companion animals are not included in the legislation and do not meet the legal definition of an **assistance animal** and do not have the same public access rights. These animals will be refused entry.

The Venue should endeavour to make aisle seats available for **assistance animals** so they are comfortable. An Accessibility and Sensory Coordinator or team member shall be available to assist with requests for water bowls and to show the nearest route to an outdoor area when an **assistance animal** needs to relieve itself.

3.1.3. Car Parking/Transportation

All Venues should meet standards in place when the relevant building was designed however if facilities can be upgraded to meet current legislation (AS1428.1) this should be considered.

Accessible public transport information and maps of accessibility spaces should be made available via websites, and clearly signed throughout the Venue and access routes to the Venue.

3.1.4. Electric Mobility Aids

Electric wheelchairs or scooters must be turned off or in a neutral mode when parked in accessible seating areas.

Electric mobility aid charging stations shall be made available with a standard 240 volt/10 amp Australian 3 pinned plug. Guests with specialised equipment that does not meet this standard will need to contact the Accessibility and Sensory Coordinator.

Wheelchairs and scooters above 760mm wide x 1220mm deep x 760mm high shall be assessed on a case-by-case basis regarding the positioning and accessibility to the Venue seating locations.

3.1.5. Ticketing and Seating

If at all possible, accessible seating should be made available in all areas of the Venue including to the General Admission (GA) standing floor. Where possible a designated area with good sight lines of the performance shall be provided.

No restrictions on accessible purchases (except where event organisers set ticket limits) should be made other than on a GA standing floor, where allowance for a maximum of four (4) wheelchairs only in this area is factored into the Venue floor capacity per event. Mobility devices such as scooters or hospital beds will not be permitted on the GA standing floor.

Venues may implement A Management In Use plan to address accessibility needs in different floor seating modes.

Access to a complimentary ticket shall also be made available to patrons who hold a government-issued Companion Card when booking tickets via the accessibility hotline. The cardholder must provide valid Companion Card details online when making bookings and needs to accept the “Accessible Seating Terms and Conditions”. In all cases the complimentary carer ticket will require collection on the event day upon presentation of the same valid companion card at the Venue to receive their (free) ticket. Companion Card complimentary bookings are not accepted for the GA standing floor or any hospitality package including early entry. Restrictions on locations and price points may apply for selected performances.

Patrons with accessibility needs at the time of booking who choose to buy a standard reserved seating ticket without advising the Venue will be subject to the normal terms and conditions of sale.

3.1.6. Venue Safety

Each Venue shall manage safety of patrons and emergency management in line with state legislative requirements and where applicable AS3745:2010. Emergency Management Plans management shall incorporate accessibility requirements and the management of people with **disability**.

Venue safety and emergency response plans should be reviewed and where applicable, amended to reflect required management in use provisions for accessibility.

Staff training in evacuation coordination procedures should incorporate accessibility requirements as outlined in the Venue **Action Plan**.

3.1.7. Venue Wheelchairs

Each Venue should ensure sufficient numbers of standard self-propelled wheelchairs are available for use by patrons based on event demographics and historical and anticipated demand. All wheelchairs shall comply with current legislation and clearly state the maximum chair weight capacity.

A suitable process for use of Venue wheelchairs shall be maintained.

Adequate wheelchair storage shall be provided for patrons who wish to transfer to a seat from their wheelchair, and are able to do so without posing a safety risk for patrons or Staff.

3.1.8. Web Content and Digital Interactions

Venues shall include requirements for accessibility in their purchasing process and decisions, particularly regarding information communication technology [ICT] products and services.

Venues should take reasonable actions to improve the accessibility of digital interactions with patrons that occur pre-event, during events and post-event in accordance with current standards and guidelines [\[see 4.2\]](#).

Tactile Venue facility maps shall be available for blind or visually impaired patrons.

3.2. Existing Venue-Specific Features or Elements

Each Venue shall develop and communicate publically available information about the existing disability access and inclusion features comprised of initiatives incorporated during the design and build of the Venue, and features or elements introduced later as improvements or other initiatives.

Typically this type of information is provided under visitor information on Venue websites as some form of guideline document with the format of the documented information at the discretion of each Venue. Similar information may also be available on a Frequently Asked Questions page on the Venue website.

AEG Ogden recommends that at the next review and update of such information, each Venue adopts the title “Accessibility Features” to create a consistency across the group of venues.

An example from RAC Arena is provided on page11, which follows the seven objectives of the Arena’s Disability Access & Inclusivity Plan.

Another option, for larger Venues, is the pictorial approach - as seen on the Melbourne Convention & Exhibition Centre website [https://mcec.com.au/visit-information/accessibility-features_document_online].

EXAMPLE: RAC ARENA ACCESSIBILITY FEATURES

Objective 1	Initial functions, facilities and services designed and implemented to meet the needs of people with disability.
<ul style="list-style-type: none"> • Companion Cards are recognised to provide complimentary tickets to Carers. • A hearing augmentation system is installed and available to patrons. • An accessible events checklist which can be provided to event promoters. 	
Objective 2	Access to buildings and facilities.
<ul style="list-style-type: none"> • Up to two percent of the Arena’s seating capacity caters specifically for wheelchair patrons and their companion. • Wheelchair positions are configured to enable wheelchair patrons and their companion to sit together. • The main public points of entry to the Arena are fully accessible; Entry A, Entry B and the Corporate Suite Entrance. • All levels of the building are accessible via lifts located adjacent to each entry and all patron lifts are fully accessible. • 14 ACROD bays in the RAC Arena underground car park. • Dedicated restroom facilities have been designed for patrons with special needs and are easily accessible on every level. • Accessible facilities are provided in change rooms for teams, officials and artists as well as Counters at ticket windows and food concession outlets are provided at a height accessible for wheelchair use. • Service Animals (certified trained Assistance Dogs) are always welcome at RAC Arena. • A courtesy phone is available at the Information Desk in the entrance foyer to assist patrons to arrange or coordinate transport/pick up. • All emergency response wardens are trained to identify and facilitate the evacuation of people with disability, in line with the Emergency Management Plan (OSH.16) and the Evacuation Response Procedures (OSH.OP03) 	
Objective 3	Provide information about functions, facilities and services in formats to meet the communications needs of PWD.
<ul style="list-style-type: none"> • RAC Arena’s Ticketing website meets WC3 compliance standards. • All information documents are available in accessible formats. 	

Objective 4	Ensure Staff awareness of the needs of people with disability and maintain skills in delivering services for PWD.
	<ul style="list-style-type: none"> Disability awareness training is included as part of staff training. Induction Tours are conducted to familiarise staff with Venue facilities and services available.
Objective 5	Provide opportunities for people with disability to provide feedback.
	<ul style="list-style-type: none"> Feedback mechanisms are provided on the RAC Arena’s website, through social media platforms, as well as in the Venue.
Objective 6	Provide opportunities for people with disability to participate in any public consultation.
	<ul style="list-style-type: none"> Any agreed initiatives or outcomes from consultations or public forums conducted by VenuesWest will be forwarded to the RAC Arena’s Operator for review and implementation where it is agreed appropriate.
Objective 7	Provide opportunities for people with disability to obtain and maintain employment with the Venue.
Job advertisements include AEG Ogden’s commitment to a diverse and inclusive culture.	

3.3. Actions to Improve Accessibility and Inclusivity

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 [see 1.4].

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 7 AEG Ogden accessibility and inclusivity objectives [see 2.2]:

Objective 1	Initial functions, facilities and services designed and implemented to meet the needs of people with disability (PWD).		
Strategy	Task	Status/ Time Line	Responsibility
Objective 2	Access to buildings and facilities.		
Strategy	Task	Status/ Time Line	Responsibility
Objective 3	Provide information about functions, facilities and services in formats to meet the communications needs of PWD.		
Strategy	Task	Status/ Time Line	Responsibility

Objective 4	Ensure Staff awareness of the needs of people with disability and maintain skills in delivering services for PWD.		
Strategy	Task	Status/ Time Line	Responsibility
Objective 5	Provide opportunities for people with disability to provide feedback.		
Strategy	Task	Status/ Time Line	Responsibility
Objective 6	Provide opportunities for people with disability to participate in any public consultation.		
Strategy	Task	Status/ Time Line	Responsibility
Objective 7	Provide opportunities for people with disability to obtain and maintain employment with the Venue.		
Strategy	Task	Status/ Time Line	Responsibility

3.4. Reporting on Venue Accessibility Action Plans

Each AEG Ogden operated Venue is required to report on the progress of their Venue-specific **Accessibility Action Plan** to AEG Ogden at least once every 3 years and when major initiatives are implemented. Venues shall advise AEG Ogden whenever their **Accessibility Action Plan** is reviewed and updated [see 2.6].

The formats shown in the RAC Arena example [see 3.2] and above [see 3.3] are also acceptable for reporting on a Venue's **Accessibility Action Plan** progress, or Venues may develop their own preferred format.

If a Venue has is a legislative requirement to submit and report on Action Plans, AEG Ogden recommends adopting the same title, provisions, format and timelines as the regulatory authority specifies.

4. REFERENCES

4.1. Australian Legislation

Disability Discrimination Act 1992 & regulations Disability (Access to Premises – Building) Standards 2010	Commonwealth			
Disability Services Act 1986	Commonwealth			
Anti-Discrimination Act	QLD 1991	NSW 1977	NT 1992	
Anti-Discrimination regulations		NSW 2014	NT	
Disability Inclusion Act & regulations		NSW 2014		
Disability Services Act	QLD 2006		NT 1993	WA 1993
Disability Services Regulation	QLD 2017			WA 2004
Equal Opportunity Act 1984 & regulations 1986				WA

4.2. Standards and Codes of Practice

<u>Disability (Access to Premises – Building) Standards 2010</u> The Guidelines on the Application on The Premises Standards
<u>AS 1428 Design for access and mobility</u> 1428.1 [2009] General requirements for access - New Building Work 1428.2 [1992] Enhanced and additional requirements – Buildings and facilities 1428.4 .1 [2009] Means to assist the orientation of people with vision impairment - Tactile ground surface indicators AS 1428.4.2 [2009] Means to assist the orientation of people with vision impairment – Wayfinding signs AS1428.5 [2010] Communication for people who are deaf or hearing impaired
<u>AS 1735 Lifts, escalators and moving walks [SAA Lift Code]</u> Part 1 [2003] Lifts, escalators and moving walks Part 2 [2001] Passenger and goods lifts – Electric Part 3 [2002] Passenger and goods lifts – Electrohydraulic Part 7 [1998] Stairway lifts
AS 2890 Part 6 [2009] Parking facilities - Off Street Parking for people with disability
AS EN 301 549 [2016] Accessibility requirements suitable for public procurement of ICT products and services. Web Content Accessibility Guidelines (WCAG) 2.0 Level A and AA
AS 3745 [2010] Planning for emergencies in facilities

4.3. Websites for Disability Resources and Statistics

<http://www.abs.gov.au/>

<https://www.and.org.au/>

<https://www.humanrights.gov.au/>

<http://www.companioncard.gov.au/index.htm>

5. APPENDIX A: POSITION DESCRIPTION TEMPLATE

POSITION

Accessibility and Sensory Coordinator (Casual Role)

DEPARTMENT

Events

REPORTING TO

Events Manager

POSITION PURPOSE

The Accessibility and Sensory Coordinator is a casual role which is positioned within the Events Department.

The position will primarily focus on attending to patrons who may require assistance with accessibility or sensory needs. These include (but not limited to) physical, intellectual, psychiatric, sensory and neurological disabilities; and those requiring assistance due to mobility, hearing or visual impairment, age, illness or injury.

This role will be required to assist a range of people with disability or impairment, in conjunction with their carers, during events and functions, when requested or deemed required. The position will focus on “Customer Care” before, during and after each event, and will provide support and assistance as required to any patron who has additional needs.

ACCOUNTABILITY

To perform all aspects of the Accessibility and Sensory Coordinator role under general guidelines of the Events Department, and show a dedication to the safety and welfare of all persons on site at the Venue.

Provide up to date information for emergency planning requirements to the Chief Warden.

Provide a debrief post event that will include the number of guests, issues that have arisen, feedback that has been provided or suggestions for improvement.

JUDGEMENTS AND DECISION MAKING

Ability to logically analyse and evaluate the needs of accessibility and sensory restricted patrons and provide ‘best practice’ options in the decision making process.

Ability to manage and prioritise any requirements from accessibility restricted patrons, calmly and concisely.

Ability to concisely brief and liaise with relevant staff on any guests with additional needs located in their area.

Ensure all decisions and actions are in the best interests of the patrons and AEG Ogden.

Understand and respect that many patrons with accessibility or sensory restrictions may not request or want any additional assistance.

PRIMARY RESPONSIBILITIES

During an event or function, the Accessibility and Sensory Coordinator is required to:-

- Attend to patrons with accessibility or sensory needs due to mobility, hearing or visual impairment; physical, mental or intellectual disabilities; or those requiring assistance due to age, illness or injury.
- Be the first point of contact for patrons with accessibility or sensory needs, and be the direct line of communication between Front of House Ushers and Front of House Supervisors on duty, who have a patron with additional needs located in their respective sections.
- Greet patrons who require accessibility or sensory assistance on their arrival at the Venue, to ensure they have a point of contact if required, or if requested by the patron or their family, friends or carer whilst on-site.
- Supervise and assist mobility or sensory impaired patrons with transporting and directing them to their seats, along with their family, friends or carers. Liaise with relevant staff, which may include other departments to ensure that the patron's experience is positive.
- Regularly check and assist patrons with additional needs throughout the event to ensure they are comfortable and to see if they require any additional assistance.
- Manage any post-event requirements such as liaising with Front of House Ushers to assist with transporting mobility impaired patrons via lifts if required, and assisting with egress out of the Venue in a safe and timely manner.
- Attend any first aid incidents pertaining to patrons with disability or impairment in conjunction with First Aid Officers (to assess if further medical attention is required) and a Venue representative (who is responsible for completing any required documentation).
- The Accessibility and Sensory Coordinator is responsible for providing any required support to the family, friends or carer, as well as completing documentation under general guidelines from the Venue representative if required.
- Where it is safe and reasonable to do so, assist mobility restricted patrons to evacuate the Venue in the unlikely event of an emergency or fire alarm activation.
- Adhere to and encourage all staff and visitors to abide by Workplace Health and Safety Regulations and Venue's Policies and Procedures.
- Assist with any additional related responsibilities and duties as required.

WORK HEALTH AND SAFETY

Check work and surrounding areas for any potential safety issues (e.g. trip hazards, slippery or uneven surfaces, spills, obstacles, debris etc.) and either rectify the situation, if you are able to, or report the situation to the **Assets team** or General Manager.

Report incidents observed, attended and/or involved in to your Supervisor, Manager immediately (or the General Manager). Be sure to record details relating to incidents on Incident Report Forms.

For any first aid incident, always call a First Aid Officer in the first instance for immediate assistance and assessment.

EMERGENCY MANAGEMENT

Be fully aware of the Venue's Fire and Emergency Evacuation procedures.

Participate in the management of any incident or emergency as directed by the nominated Warden.

