

Events ACT Disability Inclusion Plan 2025–28

Part of the ACT Disability Strategy 2024–2033

June 2026

Plain English Version



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About the Events ACT Disability Inclusion Plan

This is our plan to make events that we run more accessible and inclusive.

Our plan is separated into 4 focus areas.

The focus areas are:

1. Accessible Information
2. Accessible Event Environments
3. Attitudes and Behaviours
4. Access and Connectivity

Each focus area will show:

- what our **goals** are
- what the **action** is that will help achieve the goal
- which **year** of the plan the goal will be applied to.
- what **event** the goal will be applied to
- what we will measure so we know if we achieved the goal (**success measure**)

1. Accessible Information

Goal: Make the event website more accessible.

Action: Make and use an accessible marketing checklist for the event website.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: Checklist being completed and applied when the website is made.

Goal: Make all of our digital platforms more accessible.

Action: Update event websites to meet AA Web Content Accessibility Guideline standards WCAG 2.2, and have an audit and user testing every year to maintain the rating.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: Annual audit completed and user testing shows more than 80% satisfaction with accessibility.

Action: Check the accessibility standards of ticketing services that we use, and ask people with disability about their ticketing experience.

Year: Second year of the plan.

Event: Enlighten 2027.

Success measure: Ticketing accessibility standards assessed. Feedback from more than 10 users having a better than 80% satisfaction rating.

Action: Include accessibility checks in buying research services, including testing with people with disability.

Year: First year of the plan.

Event: Floriade 2026.

Success measure: Feedback from more than 10 users with lived experience results in better than an 80% satisfaction rating.

Goal: Provide information and content through a variety of accessible formats.

Action: With National Cultural Institutions, trial the production of interpretive content in a variety of formats. For example, captioned interpretive videos, audio description.

Year: Second year of the plan.

Event: Enlighten 2027.

Success measure: More than 2 new pieces of accessible interpretive content are produced.

Action: Provide Auslan-interpretation at major events (for keynote speeches and headlining performances).

Year: Second year of the plan.

Event: Enlighten 2027.

Success measure: Auslan interpretation provided at keynote addresses and major performances with positive feedback from d/Deaf community.

Action: Ask media event guests about their access needs and provide support.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: An increase in the number of people with access requirements who successfully participate in media events.

Action: Use plain English in all communications, and see where visual aids and Easy English versions are needed in marketing.

Year: Second year of the plan.

Event: Enlighten 2027.

Success measure: All communications reviewed for plain English and Easy English (where relevant) and disability organisations say communications are clear and accessible.

Action: Provide important information in multiple accessible formats. For example, printed materials, digital formats, tagged PDFs.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: Provide important event information in more than 2 different formats and check who uses them.

Action: Continue to provide QR codes so people can get more information on flower bed displays/illuminations.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: QR codes are at more than 80% of relevant displays and we collect usage data.

Action: Create a visual or social story for each major event to help people with autism and other developmental disabilities plan their visit.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: Stories created for all major events and feedback from Autism community collected.

Goal: Deliver targeted promotion.

Action: Share accessible event information earlier so people can plan ahead.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: Accessible event information is published at least 6 weeks before the event.

Action: Work with the Office for Disability to share accessible activities and services through their networks, so more disability groups, people with disability, and their carers know about them and can take part in accessible tourism.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: More than 3 disability-focused channels used and information about who used them is collected.

Action: Show the inclusive features of each event in all adverts and information materials, and make sure the details are shared at least 6 weeks before the event.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: All promotional materials include accessibility icons and descriptions and is published more than 6 weeks before the event.

2. Accessible Event Environments

Goal: Improve access to event sites.

Action: Include drop-off points close to entrance of venues. Think about location safety, curb cuts and clear signage.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: Drop-off zones mapped and signed at all events.

Action: Designate accessible parking spaces close to the event entrances, and have signs that show where the accessible spaces in the carpark are.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: Accessible spaces marked and mapped and staff trained.

Action: Check where signs are placed and how easy they are to see, from the main roads to the parking areas, and from the accessible parking spots to the event entrance. Especially when it's dark or hard to see.

Year: Second year of the plan.

Event: Enlighten 2027.

Success measure: Figure out what signs are needed, estimate the cost, make sample versions, and check that they can be seen clearly in low light.

Action: As part of volunteer inductions, provide event workers with a briefing on accessible parking locations, permits, and drop-off points.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: More than 90% of staff complete training and mystery shopper audit shows knowledge of staff.

Action: Ensure accessible transportation options are available to and from the event.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: Accessible shuttles available at major events and feedback is collected.

Goal: Improve accessible facilities to address requirements for people with disability.

Action: Make information about mobility aids and shuttles easy to find on site by having more directional signage and promotion on maps.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: Signage and maps updated, more than 80% of visitors say it was easy to find signage.

Action: At large events, check what kinds of seating are available across the whole area, including seats with armrests, and see if there are enough and if they're in the right places for visitors' needs. Make sure this information is also shown on maps and signs that help people find their way.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: Seating set up and marked it clearly on maps. Seating check completed. Aim to improve how happy visitors are with 'having enough places to sit' in the post-event survey.

Action: Provide wheelchair accessible tables across all picnic areas and the use of portable flooring to accessible picnic tables.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: Accessible tables available across all picnic areas and are shown on maps. Usage tracked.

Action: Test and make sure the Changing Places facility is easy to see, including clear instructions for key access.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: Signage installed and more than 80% of users report it was easy to access.

Action: Implement accessible ordering and payment systems, including online ordering options.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: Online and accessible systems implemented and user testing confirms usability.

Goal: Develop dedicated sensory hub.

Action: Designate and clearly mark less crowded, quiet spaces with no flashing lights or loud noise sources for people with sensory needs.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: Quiet zones are at large events. Signage and usage monitored.

Action: Offer noise-cancelling headphones, earplugs, and sunglasses, and make them available at the information tent and the Mobility tent.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: Aids available at marquees or Sensory Hub. Usage tracked.

Goal: Deliver inclusive and accessible programming for diverse audiences.

Action: Include the talents of diverse artists with disability in event line-ups.

Year: Third year of the plan.

Event: Floriade 2027.

Success measure: More than 1 artist/performer with disability featured in each major event. Track with information collected on performers.

Action: Plan activities that everyone can join in, including options that are sensory-friendly and interactive.

Year: First year of the plan.

Event: Floriade 2027.

Success measure: More than 3 inclusive activities per event. Participation tracked.

Action: Consider having an 'inclusion ambassador' to help people who need accessibility support.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: Look into whether having an Inclusion Ambassador is a good idea, including what resources it would need, how it would affect event operations, and how much it would improve the experience for attendees.

Action: Trial tours or sessions specifically designed for individuals with dementia.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: More than 1 trial done. Feedback from dementia support organisations collected.

Action: Continue to deliver Floriade’s ‘Sensory-friendly hours’ and expand to other major events.

Year: Second year of the plan.

Event: Enlighten 2027.

Success measure: Floriade and more than 1 other event include sensory-friendly hours. Attendance tracked.

Goal: Ensure events are easy for all visitors to successfully navigate.

Action: Test that accessible pathways are accessible and shown accurately on the Accessible Map.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: Pathways tested with people with lived experience. More than 90% accuracy in maps confirmed.

Action: Trial Bindimaps as an accessible digital map tool to support a system that helps people know where to go.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: Bindimaps trialed and tested. More than 80% satisfaction.

Action: Include further accessibility information on maps including accessible toilet & Changing Places bathroom locations, seating and table options.

Year: First year of the plan.

Event: Floriade 2025

Success measure: Maps updated. Feedback confirms usefulness.

Action: Survey participants at major events to see if there is need for alternative map formats such as tactile and sensory formats.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: Feasibility study completed.

Action: Provide printed maps at key locations. For example, Sensory hub, information centre, mobility marquee.

Year: First year of the plan.

Event: Floriade 2025.

Success measure: Maps available at important locations. Distribution tracked.

Action: Create and implement accessible signage checklist for all events.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: Checklist developed and used. Signage audit confirms we have complied.

Action: Update wayfinding signage with sentence case lettering and Easy English symbols.

Year: Third year of the plan

Event: Enlighten 2028

Success measure: Wayfinding updated and survey results confirm increased satisfaction with wayfinding.

Action: Have daily signage inspections at events to make sure signage is maintained and located in the right place during the event.

Year: First year of the plan.

Event: Enlighten 2026

Success measure: Daily signage inspections are completed, with all identified signage issues fixed within agreed timeframes.

Goal: Address pathways & surfaces

Action: Scope requirements to improve accessible pathways, ramps and handrails.

Year: Second year of the plan.

Event: Enlighten 2026.

Success measure: Scope completed, more than improvements implemented where budget permits.

Action: See if using viewing platforms at headlining performances is a good idea, and scope contractors who have knowledge and experience to install ramps at correct gradient to meet accessibility standards.

Year: Third year of the plan.

Event: Floriade 2027.

Success measure: Feasibility checked, including cost, space, safety, and accessibility impact, with recommendations for future planning.

Action: Scope the use of portable flooring on grass or unsealed gathering areas, including flooring to accessible picnic tables.

Year: Third year of the plan.

Event: Floriade 2027.

Success measure: Scoping completed with consideration given to location, cost, storage, environmental impact, and feasibility recommendations for future planning.

Action: Ensure that accessible paths are open and clear, and use tactics to reduce crowding, especially near noisy areas.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: Watch the routes people use, try ways to reduce crowding, and mark busy or noisy areas clearly on maps and signs.

Action: Advocate for pram ramps, pedestrian crossing points, and benches in the National Capital Precinct.

Year: Third year of the plan.

Event: Floriade 2025.

Success measure: National Capital Authority commit to accessibility improvements to support the delivery of Floriade, Enlighten and Canberra Balloon Spectacular.

Goal: Establish accessible emergency procedures.

Action: Ensure all emergency exits are accessible, and develop and communicate clear emergency procedures that consider the needs of people with disability.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: Check all exits, make sure at least 90% meet safety rules, write down the procedures and share them, train staff, and create Personal Emergency Evacuation Plans (PEEPs) for any workers who need them.

3. Attitudes and behaviours

Goal: Make disability inclusion planning part of business as usual (BAU) activities.

Action: Create a Disability Inclusion Plan for Events ACT using the findings from the audit, and keep track of how well the plan is being put into action.

Year: First year of the plan.

Event:

Success measure: Plan developed with audit findings and implemented.

Action: Create a toolkit that helps people run accessible and inclusive events in the ACT. Include examples and information about suppliers, and publish it on the Events ACT website.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: Toolkit published online and distributed to more than 10 stakeholders.

Goal: Make it easier to recognise people who have hidden disabilities and may need extra support.

Action: Join the Hidden Disabilities Sunflower Network and commit to the Sunflower Pledge by actively supporting individuals with non-visible disabilities through meaningful actions.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: Membership in the Hidden Disabilities Sunflower Program established and have plans in place to support training, promoting awareness and establishing an inclusive environment.

Goal: Deliver disability inclusion training program across all major events.

Action: Encourage the Events ACT team to take the Introduction to Disability Awareness training, which runs for 90 to 120 minutes.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: The Disability Awareness program is introduced to the Events ACT team as part of launching the Disability Inclusion Plan. Feedback shows that staff feel more confident supporting people with accessibility needs.

Action: Include the 7-minute Hidden Disabilities Sunflower Training in event induction and volunteer briefings, and give a short overview of the Event Accessibility Guide.

Year: First year of the plan.

Event: Floriade 2026.

Success measure: Induction and briefings completed by more than 80% of staff, contractors and volunteers. Feedback confirms increased confidence supporting people with access requirements.

Action: Think about adding labels to staff high-visibility vests or giving them badges that say “How can I help you?”, and provide name tags so it’s easier for people to communicate with them.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: Labels trialed. Feedback confirms communication improvement.

Action: During procurement, when hiring suppliers, ask them about their experience with accessibility and how they support inclusive events.

Year: First year of the plan.

Event: Floriade 2026.

Success measure: Procurement process gives us information about contractors’ experience accessibility of their goods or services.

Goal: Look into ways to create job opportunities and career pathways for people with disability.

Action: Support staff, contractors and volunteers with disability to work with Events ACT.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: Review staff and volunteer team to see whether any workers identify as having a disability or access needs, and make sure the right support systems are in place for them.

Goal: Use consultation, feedback and complaints to continue to make improvements to accessibility.

Action: Set up a way to gather feedback from attendees with disability to keep improving future events, and offer multiple ways to give that feedback, such as in-person surveys and online forms.

Year: First year of the plan.

Event: Enlighten 2026.

Success measure: Feedback system implemented with more than 30 responses from each event.

Action: Work with the Office for Disability to involve members of the Disability Inclusion Panel, or other people with lived experience to help with planning, take part in accessibility audits and reviews, and join pre-event walkthroughs.

Year: First year of the plan.

Event:

Success measure: A group is set up and meets every quarter, and its advice is used in planning. Walkthroughs are done for all major events, and any barriers found are fixed.

Action: Conduct an accessibility audit and review of Floriade.

Year: Second year of the plan.

Event: Floriade 2026.

Success measure: Floriade 2026 is audited by people with lived experience and audit findings help businesses improve accessibility.

4. Access and connectivity

This means getting around to places we value, accessing the services we need, having time to live life well.

Actions for this plan are:

- Strengthen how the ACT Government communicates by updating digital and other communication channels so they are more accessible, including making them easier to use with assistive technologies, written in simpler language, designed clearly and consistently, and easier to search.
- Employing a full-time Easy English specialist and an Auslan interpreter.
- Promoting Easy English editions of all issues of Our Canberra in print and online and provide printed copies at ACT libraries.
- Improve accessibility of ACT Government events and communications by including accessibility information in all event listings and trialling ways to communicate information in accessible ways. For example, audio description of designs, video tours, tactile maps.
- Progress actions under the government response to Auslan Inquiry.
- Support people with disability and their families to access public spaces and events by delivering 1 temporary and 4 permanent adult Changing Places facilities in the ACT.

Actions for our next plan are:

- Further improve how the ACT Government delivers accessible communications and programs by updating digital and other communication channels so they work better with assistive technologies, use simpler language, follow clear and consistent design, and are easier to search.
- Implement and maintain WCAG 2.1 AA compliance for all ACT Government and event websites.
- Promote plain English, Easy English, Auslan interpretation, and captioning in communication materials for the public, including at major events.
- Train staff in disability-inclusive communication.
- Improve the accessibility of ACT Government events and communications by including accessibility details in every event listing, and keep expanding inclusive formats, such as audio descriptions, video tours, tactile maps, and co-designed tools so they meet a wide range of needs and preferences.
- Help people with disability and their families access public spaces and events by having accessibility standards at all ACT Government major and community events, and requiring publicly funded major events to have a disability inclusion and access plan.