

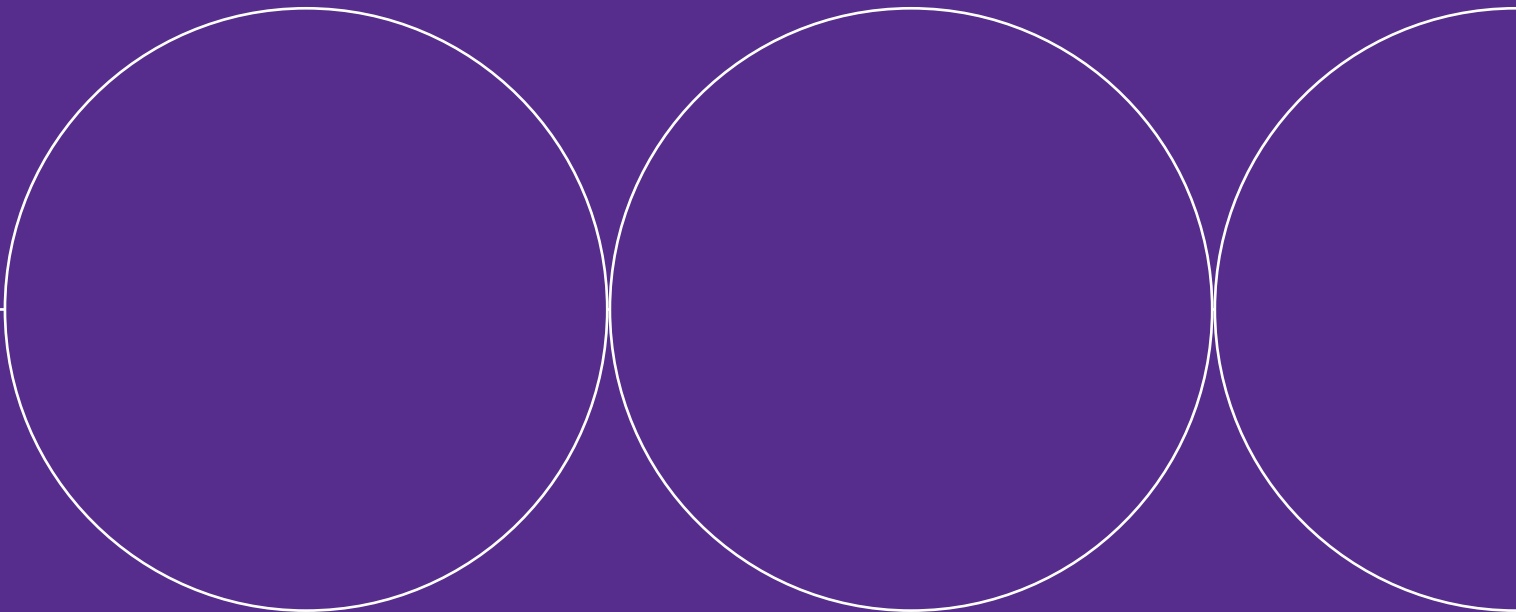


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# Events ACT Disability Inclusion Plan 2025–28

Part of the ACT Disability Strategy 2024–2033

June 2026





## Acknowledgement of Country

We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

### Accessibility statement

The ACT Government is committed to making its information, services, events and venues as accessible as possible. This document has been written in plain English and is accompanied by an Easy English summary available at: [www.act.gov.au/open/disability-strategy](http://www.act.gov.au/open/disability-strategy).

If you would like to receive this publication in another format (such as large print), please email the Office for Disability at [officefordisability@act.gov.au](mailto:officefordisability@act.gov.au) or call us on 6207 1086.

### A note on language

We recognise that people with disability have different preferences regarding how they describe their disability, and that there are differing concepts of disability. In this Strategy and action plans, we have chosen to use person-first language, which prioritises the individual over their disability — for example, ‘person with disability’. This type of language was initially used to emphasise that a person has an identity beyond their disability, and that for many, person-first language is an important part of their identity, particularly for many people with cognitive disability and self-advocates. However, we also recognise that many people with disability prefer ‘identity-first language’, such as the term ‘disabled person’, because they see their disability as a key part of their identity: a way to show disability pride and their connection to the disability community, as well to demonstrate that society is disabling (in line with the social model of disability). We acknowledge that identity-first language is important to the many people with disability who have advocated for the use of this language.

In all cases, when quoting someone, we acknowledge that person’s personal preferences and individual right to choose how their identity and experiences are described.

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# Introduction

**Events ACT is committed to delivering events that are accessible, inclusive, and welcoming for everyone. This Disability Inclusion Plan 2025–28 supports the ACT Disability Strategy 2024–2033 and outlines the actions we will take to improve accessibility and inclusion across our events, communications, and day-to-day work.**

The ACT Disability Strategy recognises that creating a more accessible and inclusive community is a shared responsibility across government and the wider community.

This Plan has been informed by accessibility audits, consultation with people with disability, advice from the ACT Office for Disability, feedback from people with lived experience, and engagement with disability organisations and stakeholders. These conversations helped us better understand barriers to participation and identify opportunities to improve our events.

The Plan focuses on four areas:

- > accessible information
- > accessible event environments
- > attitudes and behaviours
- > access and connectivity.

Together, these actions will help us remove barriers to participation and create more accessible and inclusive experiences for people with disability who attend, work at, and contribute to our events. We will also use what we learn to share good practice and build accessibility capability across the events sector. We will continue to work with people with disability to learn, improve and help create a more accessible and inclusive events sector in Canberra.

# FOCUS AREA 1:

## Accessible Information

| GOAL                                                                           | ITEM                  | ACTIONS                                                                                                                                                                                                                     | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER                 | SUCCESS MEASURE                                                                                                                  |
|--------------------------------------------------------------------------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|----------------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Enhance accessibility information on event website</b>                      | Digital communication | Create and implement an accessible marketing checklist for event websites                                                                                                                                                   | 1    | Q1 2025-2026 | Floriade 2025  | Marketing                    | Checklist has been completed and is deployed in the creation for all event websites                                              |
|                                                                                |                       |                                                                                                                                                                                                                             |      |              |                |                              |                                                                                                                                  |
| <b>Increase accessibility of digital platforms</b>                             | Functionality         | Update event websites to meet AA Web Content Accessibility Guideline standards WCAG 2.2 and conduct an annual audit and user testing to maintain rating                                                                     | 2    | Q1 2026-2027 | Floriade 2026  | Marketing                    | Annual audit completed; user testing shows ≥80% satisfaction with accessibility                                                  |
|                                                                                |                       | Assess accessibility standards when procuring ticketing services; and evaluate the ticketing experience for people with disability.                                                                                         | 2    | Q3 2026-2027 | Enlighten 2027 | Commercial & Procurement     | Accessibility standards assessed in procurement process. Feedback from ≥10 users with lived experience; ≥80% satisfaction rating |
|                                                                                |                       | As part of procurement process for a Major Events Research Supplier, establish assessment criteria on the survey experience for people with disability including evidence of user testing with people with lived experience | 1    | Q4 2025-2026 | Floriade 2026  | Event Development            | Feedback from ≥10 users with lived experience; ≥80% satisfaction rating                                                          |
| <b>Provide information and content through a variety of accessible formats</b> | Interpretive content  | With National Cultural Institutions, pilot the production of interpretive content in a variety of formats eg. captioned interpretive videos, audio description etc.                                                         | 2    | Q3 2026-2027 | Enlighten 2027 | Creative Director/ Marketing | ≥ 2 new pieces of accessible interpretive content are produced.                                                                  |
|                                                                                | Auslan offerings      | Provide Auslan-interpretation at major events (for keynote addresses and headlining performances).                                                                                                                          | 2    | Q3 2026-2027 | Enlighten 2027 | Operations & Programming     | Auslan interpretation provided at keynote addresses and major performances; positive feedback from Deaf community                |

| GOAL                                                                                       | ITEM                 | ACTIONS                                                                                                                                                                                                                       | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER                       | SUCCESS MEASURE                                                                                                                 |
|--------------------------------------------------------------------------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|----------------|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Provide information and content through a variety of accessible formats (continued)</b> | Translation services | When sending invitations to media events, include a section where guests can indicate accessibility requirements — such as Auslan interpretation, live captioning, or audio description; and facilitate any required support. | 1    | Q2 2025-2026 | Enlighten 2026 | Marketing                          | An increase in the number of attendees with access requirements who successfully participate in media events.                   |
|                                                                                            | Easy English         | Use plain English in all communications, and identify where visual aids and Easy English versions are required in marketing.                                                                                                  | 2    | Q3 2026-2027 | Enlighten 2027 | Marketing                          | All communications reviewed for plain English and Easy English (where relevant); feedback from disability orgs confirms clarity |
|                                                                                            | Accessible formats   | Provide key information in multiple accessible formats (e.g. printed materials, digital formats, tagged pdfs).                                                                                                                | 1    | Q3 2025-2026 | Enlighten 2026 | Marketing                          | Provide key event info in ≥2 formats (print, digital, tagged pdfs, audio); distribution tracked                                 |
|                                                                                            |                      | Continue to provide QR codes to provide additional information on flower bed displays/illuminations                                                                                                                           | 1    | Ongoing      | Floriade 2025  | Operations & Programming Marketing | QR codes present at ≥80% of relevant displays; usage analytics collected                                                        |
|                                                                                            | Visual/Social Story  | Develop a visual or social story for each major event, providing tailored pre-event information and wayfinding for those with Autism and other developmental disabilities                                                     | 1    | Q3 2025-2026 | Enlighten 2026 | Marketing                          | Stories created for all major events; feedback from Autism community collected                                                  |

| GOAL                              | ITEM               | ACTIONS                                                                                                                                                                                                                               | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER | SUCCESS MEASURE                                                                                                         |
|-----------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|----------------|--------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Deliver targeted promotion</b> | Accessible tourism | Revise project timelines for earlier release of accessible event information to improve the pre-planning experience for audiences with access requirements                                                                            | 1    | Q3 2025-2026 | Enlighten 2026 | Marketing    | Accessible event information is published at least 6 weeks prior to event commencement                                  |
|                                   |                    | Work with the Office for Disability to promote accessible offerings through their channels to further reach disability organisations and individuals with disabilities and their caregivers, and promote accessible tourism audiences | 1    | Q3 2025-2026 | Enlighten 2026 | Marketing    | ≥3 disability-focused channels used; reach analytics collected                                                          |
|                                   |                    | Highlight the inclusive features of events in all promotional materials and ensure information is published ≥ 6 weeks prior to the event.                                                                                             | 2    | Q1 2026-2027 | Floriade 2026  | Marketing    | All promotional materials includes accessibility icons and descriptions; and is published ≥ 6 weeks prior to the event. |

## FOCUS AREA 2:

# Accessible Event Environments

| GOAL                          | ITEM                       | ACTIONS                                                                                                                                                                        | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER             | SUCCESS MEASURE                                                                    |
|-------------------------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|----------------|--------------------------|------------------------------------------------------------------------------------|
| Improve access to event sites | Drop off points            | Include drop-off points close to entrance of venues. Give consideration to location safety, curb cuts and clear signage.                                                       | 1    | Q1 2025-2026 | Floriade 2025  | Operations & Programming | Drop-off zones mapped and signed at all events                                     |
|                               | Parking                    | Designate accessible parking spaces close to the event entrances, and provide directional signage to identify accessible spaces in the carpark                                 | 1    | Q1 2025-2026 | Floriade 2025  | Operations & Programming | Accessible spaces marked and mapped; staff trained                                 |
|                               |                            | Scope the location and visibility of signage from main roads to parking entrances and from designated accessible parking to the event site, especially in low light conditions | 2    | Q2 2026-2027 | Enlighten 2027 | Operations & Programming | Signage requirements scoped, costed and prototyped; visibility tested in low light |
|                               |                            | As part of volunteer inductions, provide event workers with a briefing on accessible parking locations, permits, and drop-off points                                           | 1    | Q3 2025-2026 | Enlighten 2026 | Operations & Programming | ≥90% of staff complete training; mystery shopper audit confirms knowledge          |
|                               | Public transport/ shuttles | Ensure accessible transportation options are available to and from the event.                                                                                                  | 1    | Q1 2025-2026 | Floriade 2025  | Operations & Programming | Accessible shuttles available at major events; feedback collected                  |

| GOAL                                                                                    | ITEM                     | ACTIONS                                                                                                                                                                                                                    | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER                        | SUCCESS MEASURE                                                                                                                                                           |
|-----------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|----------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Enhance accessible facilities addressing requirements for people with disability</b> | Mobility Marquee         | Make information about mobility aids and shuttles easy to find on site by increasing directional signage and promotion on maps                                                                                             | 1    | Q3 2025-2026 | Enlighten 2026 | Operations & Programming/ Marketing | Signage and maps updated; ≥80% of visitors report ease of finding info                                                                                                    |
|                                                                                         | Seating & tables         | At major events, audit the level and type of seating (including seating with arm rests), provided across the site and assess whether the quantity and distribution meets the needs of visitors. Include in wayfinding/maps | 1    | Q1 2025-2026 | Floriade 2025  | Operations & Programming/ Marketing | Seating installed and mapped; audit completed; Increase in satisfaction rating of the element 'provide ample places to sit down during the event' via post-event surveys. |
|                                                                                         |                          | Provide wheelchair accessible tables across all picnic areas and the use of portable flooring to accessible picnic tables                                                                                                  | 2    | Q1 2026-2027 | Floriade 2026  | Operations & Programming            | Accessible tables available across all picnic areas; identified on maps and usage tracked                                                                                 |
|                                                                                         | Changing Places facility | Test and ensure the visibility of the Changing Places facility, including clear instructions for key access.                                                                                                               | 1    | Q1 2025-2026 | Floriade 2025  | Operations & Programming/ WHS       | Signage installed; ≥80% of users report ease of access                                                                                                                    |
|                                                                                         | Food & beverage          | Implement accessible ordering and payment systems, including online ordering options.                                                                                                                                      | 2    | Q1 2026-2027 | Floriade 2026  | Commercial                          | Online and accessible systems implemented; user testing confirms usability                                                                                                |

| GOAL                                                                      | ITEM                     | ACTIONS                                                                                                                                   | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER             | SUCCESS MEASURE                                                                                                                  |
|---------------------------------------------------------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|----------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Develop dedicated sensory hub</b>                                      | Sensory friendly spaces  | Designate and clearly mark less crowded, quiet spaces with no flashing lights or loud noise sources for those with sensory sensitivities  | 2    | Q1 2026-2027 | Floriade 2026  | Operations & Programming | Quiet zones present at major events; signage and usage monitored                                                                 |
|                                                                           |                          | Provide access to noise-cancelling headphones and/or earplugs and sunglasses (extend access via Information marquee and Mobility Marquee) | 1    | Q3 2025-2026 | Enlighten 2026 | Operations & Programming | Aids available at marquees or Sensory Hub; usage tracked                                                                         |
| <b>Deliver inclusive and accessible programming for diverse audiences</b> | Inclusive Representation | Showcase the talents of diverse artists including performers/artists with disability in event line-ups.                                   | 3    | Q1 2027-2028 | Floriade 2027  | Operations & Programming | ≥1 artist/performer with disability featured per major event. Track via data collected on performers                             |
|                                                                           |                          | Program activities that are inclusive and accommodate a variety of abilities including sensory-friendly, and interactive activities.      | 1    | Q1 2027-2028 | Floriade 2027  | Operations & Programming | ≥3 inclusive activities per event; participation tracked                                                                         |
|                                                                           |                          | Consider establishing an 'inclusion ambassador' to assist attendees requesting accessibility support                                      | 2    | Q1 2026-2027 | Floriade 2026  | Operations & Programming | Feasibility of an Inclusion Ambassador role scoped, including resourcing, operational impact and benefit to attendee experience. |
|                                                                           |                          | Pilot tours or sessions specifically designed for individuals with dementia.                                                              | 2    | Q1 2026-2027 | Floriade 2026  | Operations & Programming | ≥1 pilot conducted; feedback from dementia support orgs collected                                                                |
|                                                                           |                          | Continue to deliver Floriade's 'Sensory-friendly hours' and expand to other major events                                                  | 2    | Q3 2026-2027 | Enlighten 2027 | Operations & Programming | Floriade and ≥1 other event include sensory-friendly hours; attendance tracked                                                   |

| GOAL                                                                    | ITEM    | ACTIONS                                                                                                                                       | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER                        | SUCCESS MEASURE                                                                                                 |
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| <b>Ensure events are easy for all visitors to successfully navigate</b> | Maps    | Test that accessible pathways are accessible and accurately depicted on the Accessible Map                                                    | 1    | Q1 2025-2026 | Floriade 2025  | Operations & Programming/ Marketing | Pathways tested with people with lived experience; ≥90% accuracy in maps confirmed                              |
|                                                                         |         | Trial the use of Bindimaps as an accessible digital map platform to support wayfinding system                                                 | 1    | Q1 2025-2026 | Floriade 2025  | Marketing                           | Bindimaps piloted and tested; ≥80% satisfaction                                                                 |
|                                                                         |         | Include further accessibility information on maps including accessible toilet & Changing Places bathroom locations, seating and table options | 1    | Q1 2025-2026 | Floriade 2025  | Operations & Programming/ Marketing | Maps updated; feedback confirms usefulness                                                                      |
|                                                                         |         | Survey participants at major events to evaluate requirements for alternative map formats such as tactile and sensory formats                  | 1    | Q1 2025-2026 | Floriade 2025  | Event Development                   | Feasibility study completed                                                                                     |
|                                                                         |         | Provide printed maps at key locations (eg. Sensory hub, information centre, mobility marquee)                                                 | 1    | Q1 2025-2026 | Floriade 2025  | Marketing                           | Maps available at key locations; distribution tracked                                                           |
|                                                                         | Signage | Create and implement accessible signage checklist for all events                                                                              | 2    | Q2 2025-2026 | Floriade 2026  | Marketing/ Operations & Programming | Checklist developed and used; signage audit confirms compliance                                                 |
|                                                                         |         | Update wayfinding signage with sentence case lettering and Easy English symbols                                                               | 3    | Q3 2027-2028 | Enlighten 2028 | Operations & Programming            | Wayfinding updated and survey results confirms increased satisfaction with wayfinding                           |
|                                                                         |         | Undertake daily signage inspections at events to ensure signage is appropriately maintained and located throughout the event duration.        | 1    | Q3 2025-2026 | Enlighten 2026 | Operations & Programming            | Daily signage inspections are completed, with all identified signage issues rectified within agreed timeframes. |

| GOAL                                             | ITEM                    | ACTIONS                                                                                                                                                                                                      | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER             | SUCCESS MEASURE                                                                                                                                                                            |
|--------------------------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|----------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Address pathways &amp; surfaces</b>           | Paths/surface structure | Scope requirements to improve accessible pathways, ramps and handrails                                                                                                                                       | 2    | Q3 2026-2027 | Enlighten 2026 | Operations & Programming | Scope completed; ≥2 improvements implemented where budget permits                                                                                                                          |
|                                                  |                         | Consider the feasibility of using viewing platforms at headlining performances, and scope contractors who have knowledge and experience to install ramps at correct gradient to meet accessibility standards | 3    | Q1 2027-2028 | Floriade 2027  | Operations & Programming | Feasibility assessed, including cost, space, safety, and accessibility impact, with recommendations for future planning.                                                                   |
|                                                  | Portable flooring       | Scope the use of portable flooring on grassed or unsealed gathering areas, inclusive of flooring to accessible picnic tables                                                                                 | 3    | Q1 2027-2028 | Floriade 2027  | Operations & Programming | Scoping completed with consideration given to location, cost, storage, environmental impact, and feasibility recommendations for future planning.                                          |
|                                                  | Accessible Routes       | Ensure that accessible routes remain open and unobstructed and use tactics to reduce congestion, especially near noisy areas                                                                                 | 1    | Q3 2025-2026 | Enlighten 2026 | Operations & Programming | Routes monitored; congestion mitigation tactics trialled; high traffic/noisy areas identified on maps and/or signage                                                                       |
| <b>Establish accessible emergency procedures</b> | Collaborate with NCA    | Advocate for pram ramps, pedestrian crossing points, and benches in the National Capital Precinct                                                                                                            | 3    | Ongoing      | Floriade 2025  | EBM, Events ACT          | National Capital Authority commit to accessibility enhancements to support the delivery of Floriade, Enlighten and Canberra Balloon Spectacular                                            |
|                                                  |                         | Ensure all emergency exits are accessible and develop and communicate clear emergency procedures that consider the needs of individuals with disabilities                                                    | 1    | Q3 2025-2026 | Enlighten 2026 | WHS                      | All exits audited; ≥90% compliance confirmed; Procedures documented and communicated; staff trained; Personal Emergency Evacuation Plans (PEEPs) are prepared for workers (where required) |

## FOCUS AREA 3:

### Attitudes and Behaviours

| GOAL                                                                                             | ITEM                | ACTIONS                                                                                                                                                                        | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER      | SUCCESS MEASURE                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|----------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Embed disability inclusion planning in BAU activities</b>                                     | DIP                 | Develop an Events ACT Disability Inclusion Plan informed by audit recommendations; and monitor and track implementation                                                        | 1    | Q2 2025-2026 |                | Event Development | Plan developed with audit recommendations; implementation commenced.                                                                                                       |
|                                                                                                  | Toolkit             | Develop a toolkit for accessible and inclusive events in the ACT, including examples and supplier information; and publish on the Events ACT website.                          | 1    | Q3 2025-2026 | Enlighten 2026 | Event Development | Toolkit published online and distributed to ≥10 stakeholders                                                                                                               |
| <b>Improve identification of people with hidden disabilities who may require access support.</b> | Hidden disabilities | Join the Hidden Disabilities Sunflower Network and commit to the Sunflower Pledge by actively supporting individuals with non-visible disabilities through meaningful actions. | 2    | Q1 2026-2027 | Floriade 2026  | EBM, Events ACT   | Membership in the Hidden Disabilities Sunflower Program established and plans in place to support training, promoting awareness and establishing an inclusive environment. |

| GOAL                                                                         | ITEM                | ACTIONS                                                                                                                                                                   | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER             | SUCCESS MEASURE                                                                                                                                                                            |
|------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|----------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Deliver disability inclusion training program across all major events</b> | Staff training      | Promote participation in the 'Introduction to Disability Awareness' training for Events ACT team (90-120 mins)                                                            | 1    | Q3 2025-2026 | Enlighten 2026 | EBM, Events ACT          | Disability Awareness program introduced to Events ACT team, as part of the launch of the DIP. Feedback confirms increased confidence in supporting people with accessibility requirements. |
|                                                                              |                     | As part of event induction training and volunteer briefings, provide Hidden Disabilities Sunflower Training (7:36mins); and an overview of the Event Accessibility Guide. | 1    | Q1 2026-2027 | Floriade 2026  | Operations & Programming | Induction and briefings completed by ≥80% staff, contractors and volunteers; feedback confirms increased confidence supporting people with access requirements.                            |
|                                                                              |                     | Consider labelling workers' high-vis vests or providing badges with 'How can I help you?' and providing name tags to facilitate effective communication                   | 2    | Q1 2026-2027 | Floriade 2026  | Operations & Programming | Labels trialed; feedback confirms improved communication                                                                                                                                   |
|                                                                              | Procurement         | As part of procurement processes, seek information about the accessibility experience of contractors.                                                                     | 1    | Q4 2025-2026 | Floriade 2026  | Procurement              | Procurement processes provide information about contractors' experience addressing accessibility of their goods or services                                                                |
| <b>Explore employment pathways for people with disability</b>                | Employment pathways | Support staff, contractors and volunteers with disability to work with Events ACT                                                                                         | 2    | Q1 2026-2027 | Floriade 2026  | WHS                      | Audit team of staff and volunteers to identify if there are any workers who identify as a person with disability or with access requirements; support systems are in place                 |

| GOAL                                                                                     | ITEM                  | ACTIONS                                                                                                                                                                                                                                              | YEAR | TIMEFRAME    | EVENT          | ACTION OWNER      | SUCCESS MEASURE                                                                                                                     |
|------------------------------------------------------------------------------------------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|----------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>Use consultation, feedback and complaints to continue to make access improvements</b> | Feedback              | Implement a system for collecting feedback from attendees with disabilities to continuously improve future events and provide multiple formats (eg. In person surveys, online forms)                                                                 | 1    | Q3 2025-2026 | Enlighten 2026 | Event Development | Feedback system implemented; ≥30 responses per event                                                                                |
|                                                                                          | Accessibility reviews | Working with the Office for Disability, engage members of the Disability Inclusion Panel - or other representatives with lived experience, to support planning, participate in accessibility audits and reviews, and conduct pre-event walkthroughs. | 1    | Q4 2025-2026 |                | Event Development | Group formed; meets quarterly; input reflected in planning. Walkthroughs conducted for all major events and barriers are addressed. |
|                                                                                          |                       | Conduct an accessibility audit and review of Floriade                                                                                                                                                                                                | 2    | Q1 2026-2027 | Floriade 2026  | Event Development | Floriade 2026 is audited by people with lived experience and recommendations inform business improvement measures                   |

## FOCUS AREA 4:

### Access and connectivity

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

| FIRST ACTION PLAN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | PROPOSED SECOND ACTION PLAN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | TIMEFRAME   | LEAD DIRECTORATE |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|
| <p>4.1 Strengthen ACT Government accessible communications and information provision by modernising digital and other communications across ACT Government, including through improved accessibility for assistive devices, simpler language, consistent and clear design, and better searchability.</p> <ul style="list-style-type: none"> <li>Employing a full-time Easy English specialist and an Auslan interpreter.</li> <li>Promoting Easy English editions of all issues of Our Canberra in print and online and provide printed copies at ACT libraries.</li> <li>Improve accessibility of ACT Government events and communications by including accessibility information in all event listings and trialling several methods for communicating information in accessible ways (e.g. audio description of designs, video tours, tactile maps).</li> <li>Progress actions under the government response to Auslan Inquiry.</li> </ul> | <p>4.1 Further strengthen ACT Government accessible communications and programs by modernising digital and other communications across ACT Government, including through improved accessibility for assistive devices, simpler language, consistent and clear design, and better searchability.</p> <ul style="list-style-type: none"> <li>Implement and maintain WCAG 2.1 AA compliance for all ACT Government and event websites.</li> <li>Promote plain English, Easy English, Auslan interpretation, and captioning in public-facing materials, including major events.</li> <li>Train staff in disability-inclusive communication.</li> <li>Enhance the accessibility of ACT Government events and communications by embedding accessibility information in all listings and continuously enhancing inclusive formats, such as audio descriptions, video tours, tactile maps, and co-designed tools, to support diverse needs and preferences.</li> </ul> | 2024 - 2026 | CMTEDD, CSD      |
| <p>4.8 Support people with disability and their families to access public spaces and events by delivering one temporary and 4 permanent adult Changing Places facilities in the ACT.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>4.8 Support people with disability and their families to access public spaces and events by:</p> <ul style="list-style-type: none"> <li>embedding accessibility standards for ACT Government major and community events</li> <li>ensuring public-funded major events have a disability inclusion and access plan in place.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |                  |





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