






Welcoming Audience Members with Disability

Person with Low Vision

	<ul style="list-style-type: none">• When greeting person, identify yourself and introduce others who may be present• Allow the person to hold your arm or elbow when leading or guiding – don't take theirs• Be verbally descriptive when giving directions. Talk about potential hazards.
	<p>Welcoming Assistance Animals</p> <p>DON'T – pat the dog</p> <ul style="list-style-type: none">- Ask to photograph the dog- Ask the person how they lost their vision <p>DO - ask the person if they want to be guided to their seat</p> <ul style="list-style-type: none">- Provide space for the assistance animal to be comfortable beside the person

Person who is hard of hearing

	<ul style="list-style-type: none">• Introduce yourself and ask how you can assist• Suggest moving into a quieter area if there is background noise that is inhibiting communication• Speak in your normal tone of voice and speed• Be conscious of your hand gestures, especially if someone is lip reading!• If the person uses a sign language interpreter, speak directly to the person, not the interpreter
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Person who is a wheelchair user



Ticket box/foyer:

- Stand where you can both have a conversation and make eye contact easily and comfortably
- Provide person space eg don't assume the person wants you to push their wheelchair

Walkways

- Make walkways a minimum of 1.5m wide with space for a person to turn in their wheelchair
- Ensure walkways are kept tidy and obstacle free – this benefits everyone

Seating –

- Provide space for the person among audience members

Person with communication impairment



Be patient and listen

If you did not understand after the person repeated themselves, ask a question that is a 'yes' or 'no' answer