# **Access guidance for LGI staff and volunteers**

## **Know the key access facilities and services available.**

* Be able to explain or show someone where access facilities are, such as the step-free entrance/exit and accessible bathroom. Find these here: <https://lucyguerininc.com/wxyz-studios#accessibility-guide>
* If it’s an event, be aware of what access services are being offered, how they’re being offered and how best to access them. This could include Auslan interpreting, live captioning or audio description. Speak to the organiser to ensure you have this information in advance.

## **Don’t assume; ask what someone’s access requirements are.**

* By simply asking: ‘can you let me know about any access requirements for your visit?’, you’re ensuring that the artist / participant / visitor has the agency in defining what they may need to attend or participate in an activity.
* Listen carefully, then seek to offer them the most relevant information to support those requirements, asking any further questions to help that process.

## **What if you’re not sure how to support someone’s access requirements?**

* Firstly, offer them information you feel is most relevant to what they’ve told you, so that they have agency to decide the best course of action for them. For example, you could introduce them to the Auslan interpreter and together discuss the best place for the interpreter to be positioned during the talk or offer them any access notes that are available for the performance.
* If you’re having trouble understanding their speech, or vice versa, ask if they’d be happy to write it down instead, to be sure you’ve fully understood each other. If you’re working front of house or reception, always have a clipboard, pen, and paper at hand for this reason.
* If you need further assistance, find a way to discretely seek the guidance of the staff member nominated as the access contact. It’s important that the person is made to feel welcome at all times, and is not singled out as different, for example, by having them wait out of line alone or calling across a busy room for assistance. Circumstances can sometimes make this difficult but try to think through such scenarios and be prepared

For example:

* + Ask the event organiser if anyone has stated access requirements in advance, for example during the registration process, and chat with a staff member about how to best support this in your role.
  + Have your phone with you with the number of the relevant staff member saved, so you can text / call them rather than leave the person.
  + Show the person into the studios, perhaps the kitchen space or bar area and explain that you’ll find someone with more information and come back.
  + Rather than directing a person to the accessible entrance, offer to go with them then enter / exit together and check they’re happy with directions from there. Host as long as is helpful (but be sure to let your colleagues know too).

## **Feedback to LGI staff.**

* We’re all learning and it’s important to remember that. Sometimes we might not make the right choices in the moment, especially if the situation is unfamiliar in your own lived experience.
* Always discuss such experiences with LGI staff afterwards so it can support the development of shared knowledge. By debriefing together, we can all understand what might be needed to better support creating an inclusive experience in similar future circumstances, i.e., further training for staff, better building signage or clearer information available on the LGI website or event page.