

Accessibility | PPSF Workshop 2

Indications:

Participants walk the site as if they are the chosen visitor and document barriers across the journey.

Choose one “access lens” (profile)

- Profile A: Limited mobility (wheelchair user, walker, fatigue, stairs difficult)
- Profile B: Low vision (reduced contrast, glare sensitivity, needs audio options)
- Profile C: Hard of hearing / Deaf (needs captions, induction loops, visual cues)
- Profile D: Cognitive / neurodivergent (needs clarity, predictable flow, calm spaces)
- Profile E: Language and literacy barriers (easy language, multilingual, icons)
- Profile F: Families with small children (prams, rest points, toilets)

Prompt questions during the walk:

- Can I enter independently?
- Can I understand where to go next?
- Is information available in more than one format (visual/audio/easy language)?
- Is there a quiet space, seating, or rest points?
- What would make me leave early?

Tip: Encourage “micro-observations” (font size, glare, echo, door heaviness, unclear staff instructions, lack of step-free route signage, complex language)

You can do the same exercise for your own site and prioritize:

- A. 3 quick wins (0–90 days)
- B. 2 medium actions (3–9 months)
- C. 1 structural action (9–18 months)

Example:

Good Actions	A	B	C
Example 1: Add clear pre-visit accessibility page (step-free route, toilets, sensory triggers)			
Create a one-page “easy language” visit guide			
Improve contrast on signs or add large-print versions			
Offer portable seating / more rest points			
Add captions to the top 5 videos			
Train frontline staff in “access-first welcome			

Prioritization rule- Pick actions that maximize:

- Independence
- Safety
- Clarity
- Dignity
- Consistency

Based on your observations, please evaluate the following items by placing an “X” in the column that best applies.

Write here your Profile (A-B-C etc.): _____

Topics to check	Barrier	Confusing / Unclear	Good Practice	Comments
Website/ Pre-visit Info				
Arrival & Transport				
Entrance / Ticketing				
Orientation / Signage				
Exhibition experience (lighting, sound, text, pacing)				
Toilets / rest areas				
Guided tours / education activities				
Shop / café (if any)				
Emergency procedures & safety information				
Feedback mechanism & complaint handling				