30. Information

30.1   Is information available in a range of formats, including: [ ]
- clear print
- large print
- Braille
- telephone services
- audio tape
- digital (for example, disk, CD ROM, DVD, mp3 or file attachment or download)?

30.2   Is the information readily available?   [ ]

Clear print

30.3   Does printed material follow clear print guidelines, including: [ ]
- A suitable font style and size?
- Effective contrast between text and background?
- A suitable line length and spacing?
- A suitable word spacing and paragraph alignment?
- An avoidance of decorative text, text written at an angle or in curved lines?

30.4   Are the design and layout simple and uncluttered?   [ ]

30.5   Are headings, photos, illustrations and text clearly differentiated?   [ ]

30.6   Are photos and illustrations suitably sized?   [ ]

Large print

30.7   Do large-print documents follow best practice guidelines, including: [ ]
- Is a suitable font style and size used?
- Is there effective contrast between the text and the background?

30.8   Can documents be readily produced in a font size to meet individual customer need?   [ ]

30.9   Are large-print documents as close as possible in format to the standard print version?   [ ]

Braille

30.10   Is Braille information professionally produced to RNIB guidelines?   [ ]

30.11   If any information is not available in Braille, such as a complex and   [ ]
frequently updated catalogue, is an alternative available? For example,
a telephone information service?

Telephone services

30.12   Are contact telephone and textphone numbers clearly advertised and   [ ]
staffed?

30.13   Are textphone operators trained in the use of the equipment?   [ ]

30.14   Are telephone operators familiar with the Text Relay service?   [ ]

Audio tape

30.15   Do audio tapes follow best practice guidelines, including: [ ]
- Speaker's voice clearly audible?
- Structure and location of information clearly communicated?
- Effective indexing of sections to enable easy navigation of tape?
- Recording quality good?

Digital

30.16   Can information be readily transmitted on disk, CD ROM, DVD or via the   [ ]
internet (using email or downloaded from a website)?

30.17   Is the document designed in a clear, simple manner?   [ ]

30.18   Is the information available (or able to be saved) as a text-only file?   [ ]

30.19   Can digital information be tailored to suit individual customer requirements,   [ ]
for example by saving information as a particular file type?

30.20   Are the formats readily available and common: e.g. mp3, mp4, Powerpoint,   [ ]
pdf files, Word, etc?

Smart Captioning

30.21   Is Smart Captioning for hearing-impaired persons available for events,   [ ]
performances, or similar?

- Is there information online to state that Smart Captioning is an option at the property or site?

See also *Websites* (checklist 31)

General observations:

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