Glossary

Access and Orientation Champion: A person who champions for equity, access and inclusion for those with a disability. They take actions in their everyday work, looking for areas where they can make an impact and demonstrate , encourage and enable others to adopt and promote accessibility and inclusion.

Accessibility: Making information, activities, and/or surroundings simple to approach, enter, utilize, or comprehend so that the design makes sense and has meaning for the greatest number of individuals.

Adjustment: Making adjustments entails modifying locations, amenities, travel routes, protocols, surroundings, or workflows to facilitate accessibility for those with disabilities.

Ambient Lighting: Using colour, temperature, and brightness, to create a light that is both comfortable and uniform throughout a room.

Assistive Technology: Any object, piece of machinery, or product system that helps people with disabilities increase, maintain, or improve their functional abilities - regardless of whether it is purchased commercially off the shelf, altered, or customized. Surgically implanted medical devices and their replacements are not included in this definition of assistive technology.

Arabic Numerals: Any of the numerals 0, 1, 2, 3, 4, 5, 6, 7, 8, and 9. These are used rather than roman numerals.

Audio Indicator: Auditory sounds that are helpful to those who are blind or have low vision in their everyday lives. Examples include audio information in elevators or microwave ovens.

Audio Wayfinding Clue: By utilizing dependable environmental cues, audio wayfinding facilitates problem resolution and navigation of areas. An example of an audio wayfinding clue is an alternative to signage on displays or exhibits.

Audit / Self-Assessment Audit: The self-assessment audit is a way of managing risk within your organisation so that you can discover and resolve problems as they develop, while continuing to improve facilities, services and training quality and results. Using this audit tool will help you to identify and assess evidence of practice, identify gaps in and plan actions to achieve desired outcomes.

Blindness: Most sighted people think of "blindness" as a world in complete darkness. However, this is far from the truth. Healthy vision can be impaired by a wide range of conditions, including eye diseases, inherited genetic disorders, birth defects, aging, or injury. These visual impairments do not all look alike. The medical definition of blindness is the medical diagnosis that visual acuity in the better eye is 20/200 or lower. A person who is blind does not have no vision at all. Many people who are blind see light and shape. The effects of blindness can be temporary or long-lasting. Damage to any part of the eye, optic nerve, or area of the brain that is responsible for vision can result in blindness. There are a wide range of visual impairments that affect millions of children and adults around the world.

Bluetooth Beacons: Essentially hardware transmitters, Bluetooth beacon technology enables smartphones, tablets and other devices to perform actions when in close proximity to a beacon. The beacons create a communication link between the enabled devices and the wearer by connecting the device with the person carrying them.

Braille: A tactile writing system made up of raised dot patterns for letters, numbers, and punctuation marks. It is typically read on either embossed paper of by using a refreshable braille device that connects to computers and smartphone devices. There are two common types of braille.

Grade 1 braille is the most basic form of braille and is essentially an instructional level. It is often used for signage. Every letter is transcribed, making the document longer than a Grade 2 version.

Grade 2 braille uses contractions, where combinations of letters present as a single character. Grade 2 braille is the most widely accepted form of braille and for experienced braille readers it is easier to use than Grade 1 braille. Grade 2 braille takes up less space, making the document shorter than a Grade 1 version of the same material.

Braille House: An organisation located in Brisbane who assists governments, organisations, businesses, communities and individuals with accessibility and inclusion through alternate formats. Examples include support with braille, large print and twin vision items such as reports, tactile menus, inclusion plans, business plans, annual reports, tactile QR code indicators, programs, orientation and mobility training.

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Cane Detectible Features: These features can be detected by a person with vision loss using a mobility cane. They can include a change in ground surface and/or a physical barrier. They are used to prevent collision with a protruding or overhanging obstacle.

Certified Orientation and Mobility Specialist (COMS): A trained professional who teaches orientation and mobility techniques to people who are blind or have low vision. These skills facilitate safe and efficient independent travel within the home, school, and local community. A COMS may also teach human guide techniques, and vision impairment sensitivity to people who interact with those who are blind or have low vision.

Clockface Directions: One way of describing where something is located is by using the face of a clock. For example, “the bread is at 10:00, the butter is at 1:00 and the salt and pepper are at 3:00.” This tool can be used for all types of directions that, otherwise, would be problematic.

Contrasts Visually / Visual Contrasts: The light reflected from one surface or obstacle differs from that of the adjacent surface or background. Visual contrast can be created using colour; the more visually different the two colours, the greater the contrast. For example, white lettering on black signage, or yellow nosing strips on the edge of black steps.

Deafblind: Any combination of verified hearing and vision loss, ranging from mild to profound hearing loss and low vision to total blindness.

Directional Signage: The use of tactile and braille signage together, which improves the ability of blind or low vision individuals to independently navigate places like stores and shopping centres.

Dog Guide: A guide dog is a mobility aid used by a person (handler) who is blind navigate their environment safely. The dog is trained to avoid obstacles and hazards. The handler must know where they are and where they are going at all times.

Dynamic Signage: For example, refreshable digital screens or electronic scrolling signage that provide increased visibility, audible cues, and negative enforcement options. This type of signage can be difficult to read because it is not static.

Embossed: Embossing is the process whereby letter, codes such as braille, maps and illustrations (as examples) are raised. It involves the pushing out of the design surface or layering on top of the design on the surface, as opposed to engraving which is the removal of some of the surface material.

Grab Rails: Grab rails / bars are designed to help people who might need light to moderate aid with balance and support when doing sit-to-stand, stand-to-sit, and sit-to-sit transfers. (Handrails are different in that they are designed to help someone who may slip or fall while moving in both indoor and outdoor locations.)

Inclusive: The ‘feeling’ on arrival, the atmosphere, sounds, smells etc. Does the visitor ‘feel’ welcome? A positive sense of how the visitor will be treated. If asked, for example, “Do you have any access requirements so as we can ensure your experience with us is inclusive?”, a person who is blind or has low vision may feel they are being included.

Large Print: The formatting of a written document where the typeface (or font) is far larger than usual to accommodate people with limited vision is referred to as large-print (also known as large-type or large-font). 16 to 18 point font is typically used for large prints. Anything bigger than this is called a giant print. Typically, regular print uses 10 or 12 point.

Low Vision: Vision loss or limitations that makes it difficult to undertake everyday activities and which cannot be corrected by conventional eyeglasses, contact lenses or other standard treatments such as medical or surgical procedures.

Mobility / Long Cane: This aid is used by a person who is blind or has low vision. The cane may be white or coloured, and may have a rolling ball on the end. The cane is used for ground preview, to detect obstacles and for identification purposes.

Nosings: A stair's nosing is the horizontal, projecting edge where most foot movement usually happens. A nosing's primary goal is to increase the staircase's safety. It gives customers a bit more room to place their feet because it extends slightly above the tread.

Olfactory Wayfinding Clue: Effective communication is the foundation of wayfinding, and it is achieved through a series of cues that are sent to us through our senses - vision, sound, touch, and smell. An olfactory wayfinding clue is delivered through the sense of smell. A hotel reception area, for example, may have olfactory wayfinding to provide clues to the direction of the elevators.

Orientation and Mobility (O&M): Orientation is understanding where you are in space, relevant to your surroundings, as well as how to get where you want to go. Mobility is the capacity to move around your environment safely. O&M techniques are taught by a Certified Orientation and Mobility Specialist (COMS)**.**

Screen Reader: Those who are blind or have low vision can use a computer or other device with screen reader software which reads aloud the text on the screen using a synthesised robotic voice.

Self-Assessment, Self-Assessment Audit and Self-Assessment Access Audit: *Self-assessment* is an evaluation or assessment of oneself or one's actions, attitudes and / or performance. In the case of a business, it may refer to the organisation's actions, attitudes, facilities and / or performance. An *audit* is an examination of results to verify their accuracy by someone other than the personal producing them. A *self-assessment audit* sees a person or business undertaking self-examination in key areas. It may be used as a mechanism for improvement and / or to manage risk so that issues can be fixed as they arise, while continuing to improve quality training and outcomes.

In the context of the Accessible Tourism for Visitors Who are Blind or have Low Vision Project, the *Self-Assessment Access Audits* are useful tools to assist with the identification and assessment of evidence of facilities, practice and outcomes in being supportive of visitors who are blind or have low vision. Ultimately, the Self-Assessment Access Audits will inform businesses in their planning for short, medium and long term through the identification and establishment of practical development and improvement goals.

Sighted Guide Techniques (and Vision Impairment Sensitivity): Sighted guide techniques are sometimes referred to as human guide techniques. They include systems, procedures and practices that assist a person who is blind or has low vision. Vision impairment sensitivity is being understanding of and thoughtful towards a person who is blind or has low vision. One example of sighted guide techniques which embraces vision impairment sensitivity is, when offering assistance, give the person control over the situation, and address them, not their support person or family member. Provide clear verbal instructions that they can understand.

Sound Dampening Materials: When sound leaves a source and travels a certain distance, it vibrates anytime it encounters air or other nearby things. After entering the recipient's ears, these sound waves cause brain stimulation. Reducing the sound pressure generated from the source to the receiver is the goal of soundproofing materials. Examples of sound dampening materials include flooring underlay, and acoustic fabrics and panels. One benefit of sound dampening materials is that they improve the quality of sound in a room. For a person who is blind or has low vision, there is often a strong reliance on hearing to gather information. The incorporation of sound dampening materials in rooms such as the dining area, may improve communication.

Speech-to-Text: Software technology that converts human speech automatically into typewritten text.

Tactile Direction Indicators (TDIs): Individuals who are blind or have low vision can benefit from the use of directional tactiles as a directional aid. They are employed to convey instructions to take a specific course or to stop and think about changing course.

Tactile Floor Plan: 'Raised' or embossed floor plans enable a person who is blind or has low vision to explore a space and understand its reality through the use of touch.

Tactile Ground Surface Indicators (TGSI): These are installed on walking surfaces. They provide tactile information for pedestrians with blindness or low vision, and are usually detected through use of a mobility cane or dog guide. *Hazard / warning TGSIs* are truncated domes which warn pedestrians of an upcoming hazard, including stairs, platform edge or road surface. *Directional TGSIs* are rows of raised bars advising the direction of travel to a nearby entrance, service, or safe guidance through a large open space.

Tactile Map: Tactile maps are maps designed to be read by touch. They are primarily designed for use by people who are blind or have low vision. Unlike standard maps, these maps are embossed, or raised.

"Tactual maps adhere to the normal rules of cartographic composition, but are different in that:

- *The map design has to be altered to allow for the inability to use colour, the need to use large text fonts and tactile restrictions on the number of line weights and pattern which can be used.*
- *Maps for people with normal sight are often very complex and can be 'crowded' with information. People with seriously impaired vision are not able to read congested maps.*
- *Maps for people with impaired vision are able to be made using the 'normal' alphabet, but the font size needs to be large, and the maps can be printed using normal printing processes. These are often referred to as bold print maps.*
- *Maps for people who are blind need to be made using the braille alphabet, and the map and braille needs to be raised above the paper – this needs a 'special' printing process. These maps are referred to as tactual maps or raised image graphics.)"*

(Reference: https://www.icsm.gov.au/education/fundamentals-mapping/tactual-mapping)

Vision Panels: A vision panel is a small window in a door which allows sighted people to look through without opening the door. This assists in seeing if someone is approaching from behind the door. Vision panels are used in busy areas and are sometimes in walls, generally adjacent to a door.

Visual Contrasts / Contrasts Visually: To be able to see an object, it needs a sufficiently high contrast to its surrounding. Often this is achieved with contrasts through colour, line and / or shape. For people with low vision a colour contrast background may be of great assistance. For example, it is easier to read white or light-yellow text on a black backdrop than dark text on a light background.

Visual Impairment: A disorder of the eye or visual system that limits / hinders vision because of a narrowed visual field or visual acuity, and that cannot be corrected with conventional eye glasses, contact lenses, medication, or surgery.

Vision Impairment Sensitivity (and Sighted Guide Techniques): Vision impairment sensitivity is being understanding of and thoughtful towards a person who is blind or has low vision. Sighted guide techniques are sometimes referred to as human guide techniques. They include systems, procedures and practices that assist a person who is blind or has low vision. One example of vision impairment sensitivity which embraces sighted guide techniques is, when offering assistance, give the person control over the situation, and address them, not their support person or family member. Provide clear verbal instructions that they can understand.

Wayfinding Information: Effective communication is the foundation of wayfinding, and it is achieved through a series of cues that are sent to us through our senses - vision, sound, touch, and smell. A tactile map is one example.