

INCLUSIVE EVENTS GUIDE

Pink Fest x Proud Spaces

1. Introduction

Creating truly inclusive events goes beyond just meeting accessibility requirements—it is about designing spaces and experiences that welcome all participants, regardless of their abilities. This guide aims to arm our Pink Fest event organisers with practical steps to make your event more accessible and inclusive, ensuring that every attendee feels welcome and valued.

As we embark on this journey of creating a comprehensive guide to inclusive event planning, we acknowledge that this document is a living, breathing work. Our understanding of inclusivity is constantly evolving, shaped by new insights, diverse perspectives, and the invaluable experiences shared by individuals and communities. Therefore, consider this guide a dynamic resource that will be continually updated and refined as we learn more, gather further knowledge, and strive to make events truly welcoming and accessible for everyone. Your feedback and contributions are not only welcome but essential in shaping this ongoing evolution. Please see our appendix for the version control, changes made in each iteration of the guide and how to give feedback.

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2. How to use this guide

This guide is designed to be a practical companion throughout your event planning journey. We've organised it according to the natural progression of event creation, from initial conception to post-event follow-up. Within each stage, you'll find dedicated sections outlining key considerations for inclusivity and concrete actions you can take. Furthermore, we delve into specific accommodations to thoughtfully address the diverse needs of your attendees at each phase, ensuring a welcoming and accessible experience for everyone involved. Recognising that inclusivity manifests differently across various event formats, we will also explore how to tailor your preparations and accommodations to suit specific event types and the unique needs of attendees they typically attract. By following this stage-by-stage approach, and considering the nuances of different event types, you can proactively embed inclusive practices into the very fabric of your event.

2.1 Reasonable Accommodations

Reasonable accommodation is about providing up to the best of your abilities without imposing undue burden on yourself. It will not always be possible to make accommodations for every request, as different attendees will have different needs, and there will be things you will not be able to anticipate that could happen. However, fostering true inclusion starts with a mindset of valuing and respecting diverse needs, which should guide your approach before considering specific actions.

2.2 Key Phases and Types of Events

These are the stages and types of events we will be looking into:

Key Phases of Event Planning

1. During the planning phase
2. In pre-event preparations
3. Throughout the event itself
4. In post-event follow-up and evaluation

Types of Pink Fest events:

1. Fairs, Bazaars and Exhibitions
2. Seminars, Talks, Panel Discussions
3. Workshops, Activity-based Events

3. The Planning Stage

The planning stage is the most critical and lays the foundation for an inclusive event. The overarching principle guiding this crucial planning phase is to ensure that individuals from all backgrounds can access and experience the event content as seamlessly and equitably as any other participant. This is where you conduct essential due diligence, assessing both the existing infrastructure - the physical venue and available facilities - and the software or systems you'll employ for registration, communication, and engagement. Approaching this stage with the right mindset involves considering the very nature of the activity to guarantee full engagement and participation on par with all other attendees, as well as meticulously addressing physical accessibility, encompassing the venue itself and attendees' diverse sensory needs.

3.1 Important questions to think about

To thoughtfully plan for an inclusive event, consider the following questions:

1. **What is the activity or event?** - Clearly define the event's purpose and format.
2. **Could Persons with Disabilities (PwDs), neurodivergent (ND) individuals, or members of the queer community benefit from or be interested in this activity or event?** - Consider potential audience
3. **If yes, how can we make this activity or event accessible to these individuals?**
 - Commit to proactive inclusion
 - a. **Nature of the activity or event:** How can we ensure their full engagement and participation on par with all other attendees?
 - b. **Physical accessibility:**
 - i. Is the venue wheelchair accessible?
 - ii. How can we address diverse sensory needs?
4. **Can we dedicate sufficient manpower to create an accessibility support team?** - Assess resource allocation

5. **Who can be designated as the point person responsible for accessibility?** - Assign ownership and accountability
6. **For Fairs, Bazaars, and Exhibitions:** Could we implement a dedicated quiet hour at the beginning of the event specifically for PwDs and attendees with sensory needs? - Explore event-specific accommodations

Creating truly welcoming and accessible events starts with the venue. Here is a checklist to help you evaluate potential locations.

Venue Checklist

- If the venue is on ground level, ensure step-free access or with ramps of reasonable elevation
- If the venue is above ground level, ensure lift access & step-free access to the lift lobby
- Where accessible vehicular drop-off points and accessible parking lots are located
- Where are the wheelchair accessible restrooms?
- Are there gender neutral restrooms?
- Where are the ramps and lift access?
- Are the aisles wide enough? *The width of corridors should be at least 1.2m*
- Where are the wheelchair accessible toilets and the route to get to the toilets?
- If there are venue doors that are not automatic, can they be held open with a door stopper?
- Try to avoid spaces where it would be difficult for wheelchairs to move on (e.g., carpet floor)
- Check for objects or obstructions in aisleways such as dustbins, potted plants, rugs, cables that make it hard for wheelchair users to navigate
- Check for objects attached to walls that may be a hindrance
- Check that the emergency escape route is obstacle-free
- Check that the emergency holding areas are accessible for persons with disabilities

4. Pre-Event Preparation

4.1 Event & Registration Page

State what accessibility accommodations can be provided at the event in your marketing channels (social media captions, event page, event invite, etc.), but especially so on your event page. This accessibility accommodations section should indicate what is provided by default or what can be requested.

Example of accessibility accommodations section for your event page

Access services available for this event:

Provided by Default

- AI Live Captions for all live audio content [or] Speech-to-Text Interpreting (STTI)*
- A quiet space or calm room, which you can access whenever you need during the programme
- Regular & longer Breaks, especially for lunch
- Session notes reflecting slides' content, which will be sent ahead of programme
- Programme outline sent ahead of time
- Subtitles for all video content
- Presenters will actively speak at a moderate pace and encourage one speaker at a time to facilitate smoother information processing

Provided upon Request

To be requested at least 7-10 working days in advance

- Visual Interpretation (for example, the description of any contextually meaningful visual elements on slides and videos)
- Singapore Sign Language interpretation
- Specific seating arrangements (e.g. request to sit near the speaker, near the slides, or near power points)

**AI live captions offer a 50% to 60% accuracy rate, Speech-to-Text Interpreting (STTI) provides significantly higher accuracy, ranging from 95% to 100%. Both of these services can be displayed on a large screen for all attendees or shared directly with individuals for viewing on their personal devices. Please see our appendix on details on engaging STTI services.*

4.2 Inclusive Language

Words matter. It is important to be mindful of the language used - both written and spoken - when communicating with or about the queer and disability communities in all event-related marketing.

For example, use gender-neutral terms when addressing groups or individuals without making assumptions about their gender. Instead of using phrases such as “Hey guys”, use “Hey everyone” or “Hey folks”.

Suggested Inclusive Language Terms

Description / Situation	Suggested Term
Individuals on wheelchairs	Wheelchair users
Disabled individuals	Person with disability
Individuals with hearing impairment	Person who is deaf or hard of hearing
Individuals with visual impairment	Person with vision impairment or low vision
Gender-neutral terms	Person / Individual / Everyone / Folks <i>Avoid: Guy / Girl / Man / Ladies if unsure</i>
Preferred Pronouns	Ask “May I know your pronouns?” <i>If unsure, use they/them, do not assume</i>
Referring to someone from the queer community	LGBTQ+ / Queer Community
Someone who is not from the queer community	Ally / Allies

4.3 Marketing

Your publicity materials and marketing collateral are critical for ensuring accessibility, particularly in how they are perceived and understood by everyone, including those with visual impairments. This initial public touchpoint must prioritize readability and usability. Implementing practices such as high contrast text, adhering to WCAG 2.0 (Web Content Accessibility Guidelines) compliance for all digital platforms, and avoiding reliance solely on images for conveying essential information are fundamental. Always providing text alternatives for visual content

ensures that your message reaches the widest possible audience, fostering inclusivity from the very first interaction.

Marketing Checklist

- Provide alternative text for images
- Ensure your website is WCAG 2.0 compliant.* This includes:
 - Providing comprehensive text alternatives (alt text) for all non-text content. *Do not rely solely on images to convey important information.*
 - Ensuring all interactive elements are keyboard accessible.
 - Maintaining sufficient color contrast between text and background. *Do not rely solely on color to convey important information.*
- Ensure your social media posts are screen reader friendly
 - use images of high contrast and with text that is easy to read
 - write the full details in captions
 - include what access services are available for your event
- Ensure high contrast for print media
- Provide captions for podcasts/videos
- Have an easy-to-follow design structure
- Use appropriate icons as visual aids
- Distribute registration forms/publicity materials using accessible electronic format (e.g., PDFs; Word Docs).
- Allow registration through various formats depending on the target audience (e.g., email, text, call, website, and QR Code).

* see our appendix for more information on this.

4.4 Event Registration Form

Your event registration form is a pivotal point to proactively address accessibility needs. Add a clear section where attendees can request accommodations and provide multiple ways to contact your designated accessibility person (phone, text, email) for any necessary follow-up. Remember to set and communicate reasonable deadlines for these requests, especially for services like sign language interpretation, to ensure timely arrangements can be made. This allows you to better understand and meet the diverse needs of your participants.

Suggested Accommodations Section Registration Forms

Accessibility Disclaimer:

We strive to create an inclusive and accessible environment for all attendees. While we will do our best to accommodate accessibility requests, some needs may not be fully met due to venue or logistical constraints. If you have specific requirements, please let us know as early as possible, and we will make every effort to support your participation.

1) Do you have any accessibility requirements or accommodations that will help you fully participate in this event?"

Yes/No

2) Do you require any of the following accessibility accommodations? Select all that apply:

- Wheelchair-accessible seating
- Sign language interpretation
- Large-print materials
- Quiet space for sensory needs
- Assistance from event staff
- Other (please specify): _____

3) Do you have any sensory or neurodivergent-related needs (e.g., quiet space, dim lighting, reduced noise)? If yes, please describe:

[Open-ended answer]

4.5 Confirmation Emails

Before the event date, send out an email confirmation that includes:

- Clear directions on how to access the venue, with locations of accessibility drop off points and parking lots, where possible, include a map of the route to the venue as well.
- Contact information of Accessibility Point-of-Contact (Email and Contact Number)
- Detailed agenda with access information and sensory experiences (e.g., strobing lights, loud music etc)

- Share any materials (e.g., PPTs, notes) that will be used during the session and check for accessibility friendliness.

Here is a suggested email content for your confirmation email, paying attention to the items in bold.

Suggested Email Content

1. Venue Accessibility

- **Address & Clear Directions** (including accessible entrances)
- Wheelchair Accessibility (ramps, elevators, accessible seating areas)
- Accessible Parking & Drop-off Points (locations, booking requirements if applicable)
- Restrooms (availability of accessible toilets and their locations)

2. Transportation & Arrival Information

- **Public Transport Accessibility** (nearest accessible MRT/bus stations, shuttle services)
- Ride-hailing & Drop-off Zones (including step-free paths to entrance)
- **Assistance Upon Arrival** (how to request help, designated support staff/volunteers)
- Sheltered Walkways

3. Event-Specific Accessibility Accommodations

- Reserved Seating Options (and how to request)
- Sign Language Interpretation (availability and where to be seated)
- **Detailed agenda with access information and sensory experiences** (Eg, strobing lights will be used, loud music will be played, limited space due to moving furniture)
- **Any materials (eg, PPTs, notes)** that will be used during the session – ensure materials are accessibility friendly (eg, using pptx is good, flattened PDF or image format is not good)

4. Sensory & Neurodivergent-Friendly Information

- Quiet Rooms or Sensory-Friendly Areas (with location and access details)

- Noise Levels & Lighting (warnings for loud sounds, flashing lights, or bright visuals)
- Crowd Expectations (estimated number of attendees, busy times)
- Flexibility in Participation (option to step out, re-enter, or access alternative spaces)

5. Support & Contact Information

- **On-Site Assistance** (who to approach for help, volunteer/staff roles) **or Accessibility Booth**
- Emergency Procedures (evacuation plan for PWD, nearest first-aid station)
- **Contact Person for Accessibility Questions** (email/phone number for last-minute needs)

6. Consent for Photography and Videography

Photos and videos will be taken during the event. If you do not consent to be photographed or recorded, please inform our volunteers during registration to receive a sticker for indication. Please ensure the sticker is pasted on your top at all times for our photographer to see.

4.6 Space Planning and Logistics

- Minimize crowding and provide ample space for navigating through the event setup and other attendees.
- Whenever possible, provide a variety of seating options (e.g., high-top tables, low tables, chairs with and without arms) as well as options for folks who may need to sit closer to (or further from) the sound system, lights, etc.
- Use furniture, fixtures, equipment, and amenities that are of appropriate height (e.g. registration tables or dining tables, water coolers, etc.).

4.7 Accessibility Team

- Assign a person-in-charge to oversee the accessibility needs throughout the event.
- Assign a team to provide support for persons with disabilities during emergencies.

- If possible, arrange for an accessibility team that is trained in one or more of the following:
 - Handling wheelchair users
 - Sign language (SgSL preferred)
 - Assist people with visual impairment
- Conduct briefing prior to the event to inform the accessibility team what to expect - e.g. how many attendees have requested for access services, what kind of services will be provided.
- Where possible, arrange for a site visit before the event or before the event start time for the accessibility team to familiarise themselves with the venue and facilities such as
 - where the wheelchair accessible drop off & pick up points are
 - where are the wheelchair accessible toilets
 - familiarise themselves with the venue layout
 - where the quiet corners are
- If time doesn't allow for a site visit, provide a map where all the above are marked out clearly to go through during the briefing
- Inform photographers to avoid using flash equipment as much as possible during the briefing
- Brief the sign language interpreters on the programme details and arrangements before the event. These include planned speeches so that they can prepare beforehand.

4.8 Wayfinding

To facilitate seamless navigation for all attendees, a comprehensive accessibility map is essential. This map should include:

- **Wheelchair-Accessible Toilets:** Clearly indicate the location of all accessible restroom facilities.
- **Signage Positioning:** Ensure all directional signs are placed perpendicular to the flow of pedestrian traffic for optimal visibility.
- **Accessible Doors:** Highlight automatic or sliding doors. For manual doors, note where door stoppers will be used and where assistance will be readily available.

- **Walkway Width:** Identify any narrow walkways and confirm that all pathways meet the minimum accessible width of 1.2 meters.
- **Guide Dog Resting Areas:** If required, clearly mark designated resting areas for service animals.

By providing this detailed visual guide, you empower all participants to navigate the event space with greater ease and independence.

4.9 Food and Beverage

Place labels for each food item with clear indication of what it contains or does not contain (i.e. includes nuts, dairy-free, Vegetarian, Halal etc).

5. During the event

5.1 General

- Remember to cater for regular and longer breaks, especially during lunch time within the programme
- For full day conferences, have more than one sign interpreters to allow them to rotate and rest
- Talk through the agenda for the day at the beginning of the session (especially if information not shared beforehand) so attendees know what to expect especially breaks
- For live Q&A, consider using accessible- friendly Pigeonhole (see our Appendix for details)
- Keep volume of music / ambient noise low so that people can communicate effectively

5.2 For Fairs, Bazaars, Exhibitions

- Have trained members of within your accessibility team who know
 - i. sign language and able to assist in interpretation
 - ii. how to describe to attendees with visual impairment
- Designate an accessibility booth or have clear instructions at the registration booth so attendees know where to get help when they need assistance on directions, the quiet room, earplugs etc.

5.3 For Wheelchair Users

For seminar-style layout (chairs only set up)

- Ensure walkways are at least 1.2m wide
- Reserve space for wheelchair users and their companion
- Provide power point areas for electric wheelchair users to charge if needed
- Ensure there is sufficient room for wheelchair users to navigate from entrance/exit to the seminar space
- Clear path from the seminar area to the toilet facilities

For workshop or activity layout (with tables and chairs)

- Ensure that walkways are at least 1.2m wide between furniture
- The heights of the tables should be suitable for wheelchair users to roll up to.
. Tables should be between 710mm to 865mm above the floor and with a minimum of 690mm of knee clearance between the floor and the underside of the table
- Look out for potential obstacles such as rugs, carpets, cables, etc
- Consider having activities that do not require moving around

5.4 For People who are Deaf

- Speakers should speak at an audible volume and moderate pace to allow audio to be captured
- Provide live captioning by default
 - Free / AI options: Zoom, PowerPoint (Note that accuracy differs largely depending on how well audio is captured)

[OR]

- Paid options: Speech-to-Text Interpretation (STTI)
- Provide sign language interpreters upon request (Allow 7-10 working days lead time)
 - Once arranged, inform the requester (attendee) who the interpreter is, as different interpreters have different styles
- For presentations, ensure all video and audio content used for presentations have closed captions

5.5 For People who are Visually Impaired

- All materials such as slides or notes should be provided in advance
- Avoid flattened PDF, image formats for visual aids
- Ensure readability by apps (preferred format: pptx)
- Include alternative text for images
- Use contrasting colours and readable fonts
- Assign volunteers to provide venue orientation upon attendees' arrival (e.g., toilets, venue layout, seats, quiet room)
- For attendees who use white canes or have guide dogs, reserve the seats at the end of the rows
- Speakers should describe themselves during their introductions (e.g., what they are wearing, how they look)
- If possible, allow attendees to record or take photos of the presentations for replay purposes

5.6 Neurodivergent / attendees with sensory needs

- Avoid having strobing lights, loud sounds or music, sudden sounds during presentation/activities
- Ensure access to the quiet room at all times (i.e., not locked)
- Your quiet room should include:
 - Soft surfaces (e.g., couches, sofas)
 - Different texture cushions/blankets
 - Fidget toys, stress balls
 - Lights that can be dimmed
 - Soundproof
 - Earplugs

6. After your event

6.1 Post Event Feedback Form

Gathering post-event feedback is crucial for continuous improvement in accessibility. Your feedback mechanism should include specific questions that directly address the participant experience in this regard. Inquire whether attendees felt they could fully participate, if they encountered any barriers that

hindered their involvement, and solicit concrete suggestions on how future events can be made more accessible. This dedicated focus on accessibility in your post-event evaluation will provide invaluable insights for creating more inclusive experiences moving forward.

Suggested questions to include

- Were you able to fully participate in the event?
- Were there any barriers to participation?
- In what ways can we improve accessibility?

7. Conclusion

In conclusion, fostering truly inclusive events begins with cultivating the right mindset - one of empathy, proactive consideration, and a genuine commitment to equitable participation. This guide represents a significant step in that direction, but we recognize that creating truly accessible and welcoming spaces is not a destination, but rather a continuous journey of learning, adaptation, and growth. We are excited to embark on this ongoing process with you, and we eagerly anticipate building event experiences where every individual feels valued, respected, and a profound sense of belonging. By embracing inclusivity as a core principle, we can collectively create richer, more vibrant, and ultimately more successful events for all.

8. Acknowledgements

We extend our sincere gratitude to Dr. Cory Owen from Yale-NUS College and the team at Equal Dreams for their invaluable contributions and expert advice in shaping this guide. Their insights and guidance have been instrumental in ensuring the information presented is both practical and impactful.

9. About the Authors

Joanne CHEN (she / her), *Proud Spaces Centre Manager*

With more than a decade shaping successful events across various industries, Joanne is also a dedicated advocate for the LGBTQ+ community. During her tenure on the Pink Dot Organising Committee (2014-2022), she was pivotal in orchestrating the efforts of over 500 volunteers, directly contributing to the annual event's impact. Joanne's focus is on curating inclusive programming and creating empowering environments where LGBTQ+ individuals and groups can connect and thrive at Proud Spaces.

About Proud Spaces

Proud Spaces empowers community building and a sense of belonging among LGBTQ+ people and their allies in Singapore by creating meaningful connections through collaboration and events in a safe and welcoming space.

The centre aims to be a place of unity, where LGBTQ+ individuals and allies come together to create positive change, support and collaborate with each other, and where everyone can authentically express themselves, find belonging, forge meaningful connections and thrive.

Daphne CHEW (she / her), *Pink Fest Steering Committee Member*

Driven by a commitment to inclusivity, Daphne brings over a decade of experience in the sport and entertainment sector to her work with the LGBTQ+ community. Actively involved in the Pink Fest Steering Committee, she works to cultivate safe and empowering spaces for LGBTQ+ individuals and businesses. Daphne focuses on strengthening community connections, promoting LGBTQ+-owned ventures, and encouraging visible allyship from individuals and organizations through Pink Fest.

About Pink Fest

Pink Fest is an annual festival celebrating Global Pride Month in Singapore since 2018. We are dedicated to engaging LGBTQ people, allies and inclusive businesses through a program of arts, culture and lifestyle events.

Pink Fest aims to inspire, entertain and inform festival goers by creating a safe, supportive and inclusive ecosystem that benefits all citizens and residents of Singapore.

11. Appendix

11.1 References

- <https://www.sgenable.sg/docs/default-source/i'mable/i'mable-resources/inclusive-event-toolkit-2020.pdf>
- <https://www.enablingguide.sg/events/planning-inclusive-events/planning-inclusive-events-results>
- <https://equaldreams.sg/resources/engaging-access-professionals-for-events-or-conferences/>
- <https://www.sgenable.sg/your-first-stop/community-integration/imable/resources/accessibility-technology>
- <https://www.perkins.org/resource/accessible-events-a-guide/>
- <https://www.cvent.com/en/blog/events/event-planning-accessibility-tips-and-best-practices>

11.2 Additional Reading

- [Access Audit Template](#) by the [Radical Access Mapping Project](#)
- [A guide to planning inclusive events, seminars and activities at Syracuse university](#)
- [“Common differences between Autistic and Neurotypical social communication styles”](#) Facebook post by [NeuroWild About AutScape](#)
- [Creating Clement Space: Collaborative Design for Accessible Inclusion](#) by [Dawn-joy Leong](#)
- [Access Intimacy: The Missing Link](#) by [Mia Mingus](#)

11.3 Resources

S/n	Service	Details
1	Accessibility Services and Audits	Equal Dreams is a social business that provides consultancy, services and training for disability inclusion and accessibility. For more info, please visit https://equaldreams.sg/services/
2	Sign Language Interpreters	Sign Language Interpreters can be engaged from Singapore Association for the Deaf via this form https://docs.google.com/forms/d/e/1FAIpQLSe1mJWNWFwthuJo-9zZqiqK9chbFd2FFxsuk4iuPe-6q6Rmig/viewform
3	Accessible Friendly Q&A	Pigeonhole Live enhances event accessibility through features like AI translation, anonymous questions, screen reader and keyboard compatibility, customizable contrast, reduced motion options, and clear typography, enabling broader participation. These tools aim to create a more inclusive experience for attendees with diverse needs and preferences. For more information visit: https://pigeonholelive.com/
4	WCAG 2.0	For an overview and understand of WCAG 2.0 guidelines please visit https://www.w3.org/WAI/standards-guidelines/wcag/
5	Website plugins	Here's a list of plugins that can help make your website more compliant with WCAG 2.0 guidelines for various platforms: <i>For WordPress:</i> <ul style="list-style-type: none"> - WP Accessibility: A free plugin that addresses many common accessibility issues without requiring theme modifications. - Accessibility by UserWay: Offers an AI-powered widget with various accessibility adjustments for users.

		<p><i>For Shopify:</i></p> <ul style="list-style-type: none"> - Accessibility - ADA, WCAG, EAA: An app that modifies non-compliant site elements to improve accessibility. - WebComply ADA & WCAG: Automatically adjusts HTML code to meet ADA & WCAG standards. <p>Keep in mind that while these plugins can assist in achieving compliance, they are not a complete solution. A thorough accessibility audit and ongoing attention to inclusive design practices are still crucial.</p>
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11.3 Feedback

Your input is essential in our ongoing commitment to creating truly inclusive events. As we continue to learn and grow, we warmly welcome your feedback and suggestions. If you have any thoughts or experiences you'd like to share that could further enhance this resource, please do not hesitate to email us at hello@pinkfest.sg.

11.4 Version control

Version	Date	Summary of Changes
1.0	April 2025	Creation of Document