

Rider Spoke, ACMI, Melbourne Access FAQ

What does participating in Rider Spoke involve?

1. On arrival at the venue, we provide a short verbal briefing (about 2 minutes) to introduce taking part and ask you to read and agree the terms and conditions for participation on a smartphone
2. To take part, we provide a smartphone with an app and headset. If you have brought a bike (or other personal transportation) we fit a special mount to this to attach the smartphone.
3. You are then invited to explore an area around the venue on your bike, using the app as a guide. App provides on-screen text prompts and a narration which plays through the headset.
4. The narrator asks you questions and invites you to choose locations to record answers to these. You record answers by tapping the screen at the prompts and speaking into the headset.
5. After answering your first question you're given the option to listen to recordings made by other participants at that location.
6. From this point, you can choose freely between answering questions or listening to other participants' recordings.
7. After 45 minutes the narrator prompts you to make a final recording before asking you to return to the venue. You can take as long as you need to return.
8. On arrival, you return any equipment that you've borrowed. We may, at this point, ask you to give verbal or written feedback on your experience. This is optional.

What alternate options do you offer for taking part?

At the venue

We can provide:

- A printed version of the introductory briefing, including a large print version of this.
- A printed version of the T&C's, including a large print version.
- We can also read out or summarise the T&C's if you wish.

For non-cyclists

We recommend those who can cycle bring or rent a bike to take part.

However, non-cyclists may also take part using a wheelchair or mobility scooter or on foot. We offer a smart phone mount that can be attached to many wheelchairs and mobility scooters (see below) and can provide a map with a suggested route on request. Those on foot are provided with a phone on a neck strap and wireless headphones.

Support while exploring the local area

We can provide:

- Space for personal assistants to accompany participants at no cost - see details below.
- A map with a suggested route that is wheelchair accessible.
- Advice on quieter areas for non-confident cyclists.
- An assistant from our team to accompany participants (on foot only) for some or all of the experience. Places with assistance from our team are limited to specific times and must be booked in advance. - see below for details

Assistive technology options

Participants are provided with a 6.1" iphone, app and headset. The app shows text prompts on-screen (12pt in a handwritten script font) and has audio narration that plays through a small earbud style headset.

For those with visual impairments, we can offer:

- A more legible sans-serif font for some on-screen prompts.

- An iPad with a larger 10.9” display and optionally using iOS’s Zoom feature. This is for participants on foot only and is provided with a neck strap and wireless headset.

For those with hearing impairments, we can offer:

- On-screen transcripts of the audio narration. However, there are no transcripts for recordings made by other participants. These are only accessible via audio.
- An iOS14 phone with Bluetooth for connecting participant’s own compatible audio device where they have one.

Can I take part using my wheelchair or mobility scooter?

Yes, you can take part on a bicycle, alternative cycle, mobility scooter, wheelchair or on foot. Depending on your preference, we can install a mount for attaching the smartphone or give you a neck strap to hold the device yourself.

The mount has an arm that can be adjusted by our team and a clamp that allows it to attach to a suitable bar or plate up to 47mm thick. See below for photos.





Can I bring a personal assistant or carer?

Yes, you're free to bring a personal assistant or carer, please contact the box office to let us know if you intend to bring someone.

What personal assistance can you provide?

If you don't have a PA but need some assistance, please contact the box office to book a slot where a volunteer will be available to accompany you. Please note these volunteers are not trained carers but can assist in the following ways:

- Read out the introductory briefing, explain the terms and conditions, and answer additional questions about taking part

- Accompany you on foot during all or part of the experience
- Assist you to operate the smartphone and the app
- Guide you on an accessible route around the local area
- Show you where accessible toilets are located

Can I take part if I have a hearing impairment?

As part of Rider Spoke you are asked questions and asked to make voice recordings of your answers. You are guided by an app with on-screen text prompts and an audio narrator. You are also invited to listen to recordings made by participants.

Our team can set up your app to show on-screen transcripts of the audio narration. However, there are no transcripts for recordings made by other participants. These are only accessible via audio.

We also have a limited number of iOS14 phones with Bluetooth that may allow you to connect your own audio device if you have one that is compatible.

Can I take part if I have a visual impairment?

We can offer an iPad with a larger 10.9” display and optional iOS Zoom feature. This is for participants on foot only and is provided with a neckstrap and wireless headset.

We do not currently have a screen reader compatible version available of the app.

If you’d like to take part with assistance from your PA please advise us when booking your ticket.

How do I notify the box office about my access needs?

Please contact the ACMI directly by calling (03) 86632583. We have some assisted slots available for those who need further assistance.

Local accessible transport information

The Rider Spoke start location is at ACMI's front entrance on Flinders St. ACMI is accessible via train, tram and bus.

Local accessible toilets information

ACMI have fully accessible toilets throughout the venue.