



## **Disability Access and Inclusion Plan**

**2019 - 24**

**The DAIP is available in alternative formats upon request including in standard and large print, in electronic format, in audio format and on our website**

## Introduction

The Art Gallery of Western Australia has adopted the following Disability Access and Inclusion Plan to ensure that all visitors, including people with disability, can access Gallery services and facilities. The plan is subject to review and will be amended as priorities and needs change.

The Disability Service Plan includes -

- Information on the Gallery's facilities and services.
- A policy statement about the Gallery's commitment to addressing the issue of access for people with disability, their families and carers.
- The process used to consult with people with disability, their families and carers, disability organisations and relevant community groups to identify and overcome barriers to access.
- Objectives and strategies to overcome barriers that people with disability have identified through the consultation process
- Expected timelines and teams responsible for the proposed strategies
- A method of review and evaluation for the plan
- Information about how the plan is being communicated to staff and people with disability.

## Responsibility for the Planning Process

The Gallery Disability Services Plan has been formulated in accordance with the Disability Services Act 1993. Under the Gallery's Teams structure the Community Relations Team is responsible for managing the process through the Gallery's Disability Services Planning Committee.

Membership of the committee:

Operations Team representative - (chair)

Operations Team representative,

*(also holds position as the AGWA representative on the Department of Culture and the Arts (DCA) Disability Services Committee)*

Collection & Programs Team representative x 1

Visitor Experience Team representative x 1

The Committee meets quarterly and is responsible for the development, review and evaluation of the Gallery's overall Disability Access and Inclusion Plan.

Customer consultation, acknowledged as being essential to the process, will de facto via the Department of Culture and the Arts Disability Services Planning Committee. Customer representation on this committee is comprehensive and relates to vision, hearing impairment and mobility. In addition the Department of Communities, Disability Services and DADAA are also represented. The Gallery will utilise these individuals, in the first instance, to assist in the review and development of Gallery access strategies. The synergy between the two committees is thought to be the most effective and efficient approach to accessing specialist input and achieving sustainable access outcomes.

## **Services**

The Art Gallery of Western Australia provides the following services -

- Display of works of art from the State Art Collection, or through exhibitions generated by other institutions.
- Display of information panels and labels adjacent to relevant works of art.
- Delivery of a public education program to students, teachers and the general public supporting Gallery's exhibitions
- Videos and audio guides to support selected exhibitions.
- Guided tours by Voluntary Gallery Guides, curators and art specialists.
- Publications as catalogues supporting exhibitions, exhibition and program information and promotional material.
- Information via service desk, including direct and telephone enquiries, recorded telephone information and website.
- Limited advice to public and private sector, including information about works of art and submissions.

## **Facilities**

The Art Gallery of Western Australia provides the following facilities -

- Public display spaces, lifts, foyer, service desk (information and security storage for patrons) public conveniences, garden terrace and casual seating
- Shop and café
- Theatrette and Function Spaces
- Studio for school art activities.

- Resource Centre
- Function spaces

### **Access Policy for People with Disability, their Families and Carers**

The Art Gallery of Western Australia is committed to ensuring that people with disability, their families and carers are able to fully access the range of Gallery services and facilities. We are also committed to ensuring that people with disability are given the opportunity to contribute to the decision-making processes through a consultative process.

The Gallery recognises that disability can include physical, sensory, cognitive and psychiatric disability and will endeavour to accommodate these disabilities where practicable.

The Art Gallery of Western Australia is committed to achieving the following outcomes:

1. People with disability have the same opportunities as other people to access the services of, and any events organized by, the Art Gallery.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Art Gallery.
3. People with disability receive information from the Art Gallery in a format that will enable them to access information, as readily as other people are able to access it.
4. People with disability receive the same level and quality service from Art Gallery staff as other people receive from the staff of the Art Gallery.
5. People with disability have the same opportunities as other people to make complaints to the Art Gallery.
6. People with disability have the same opportunities as other people to participate in any public consultation by the Art Gallery.
7. People with disability have the same opportunities as other people to obtain and maintain employment with the Art Gallery.

### **Consultation Process**

1. Public Consultation meetings:  
In partnership with the Department of Culture and the Arts, the Art Gallery has been involved in consultation process with the public. DADDA formulated a survey for distribution newspaper as well as local newspapers. Key findings and information gained from this survey along with site visits informed the development of the current DAIP plan.

2. Informal feedback:  
Obtained from AGWA visitors with disability. These included independent visitors, guided groups, participants in Sensational Art as well as school groups that interacted with Education Officers. This feedback considered when developing the DAIP plan.
3. Staff consultation:  
This occurred through the quarterly AGWA Disability Access and Inclusion Meetings. Representatives from each of the Art Gallery Teams (Collections & Programs, Community Relations and Operations) had an opportunity to contribute and comment. In addition, staff had the opportunity to comment on the plan via the Team Process.

Strategies in the current plan reflect issues raised by staff and Gallery Visitors. Access audits have been scheduled into the plan. These will be conducted in consultation with people with disability, their families and carers and disability service organisations where necessary.

### **Key Findings from the Public Consultation held across the Department of Culture and the Arts**

The findings from the public consultation process indicated that progress has been made toward achieving the outcomes of the DAIP 2007 - 2012. Despite this, the feedback highlighted barriers that continue to prevent people with disability accessing arts and cultural services, events, information and facilities.

The areas of most significant concern were as follows.

#### **Access to services and events**

Arts organisations are not catering for all categories of disability.

- Events, exhibitions and programs need to be inclusive of a wider range of people with disability.
- Publically funded events, exhibitions and programs should be held in accessible venues.
- Exhibitions need to consider the practical needs of people with disability.
- Event organisers should be more flexible in meeting the needs of people with disability.
- People with disability should not be treated differently unless the different treatment is in order to treat them equally.

#### **Physical access**

With the advent of the new Disability (Access to Premises-Building) Standards in May 2011 it is imperative that all new buildings and refurbishments funded by the Department adhere to Disability (Access to Premises-Building) Standards.

- Catering to the most complex or challenging disability means the needs of many will be covered.
- Look beyond mere compliance to access standards.

- Use accredited access consultants.
- Architects, planners and designers should work with people with disability to ensure universal way finding.
- Universal access should be integrated with other access where possible.
- Toilet facilities should be built to facilitate larger wheelchairs and to accommodate carers as well as the person with disability.
- Parking facilities for people with disability and their carers should accommodate wider and higher vehicles.

### **Access to information**

Not enough is being done to make publications available in alternate formats and, or at an appropriate content level for people with learning or intellectual disability.

- Plain English versions of key relevant documents should be made available upon request.
- A broader range of alternative formats should be made available upon request, for example Auslan and audio versions.

### **Level of service**

There needs to be regular and ongoing disability awareness training. Training should focus on:

- The diversity of disability groups and the needs and inclusion of people with multiple and severe disability.
- Protocols for relating to people with disability.
- People with disability, their family and carers should lead or assist in delivering training.

### **Consultation**

The consultation process should be simplified and broadened to reach a more diverse range of people with disability.

- Extend time frames for consultation periods.
- Be flexible consulting. Tailor the format and venue of the consultation to the target audience. Go to the people; don't expect them to come to you.
- Explore how social media can be used to simplify the consultation process.
- Use established networks to get information about consultations out to people with disability.

### **Employment of people with disability**

There needs to be greater effort to increase the employment of people with disability.

- Use legislative provisions to facilitate greater employment of people with disability. Positively discriminate in favour of people with disability.
- Distinguish vacancies that may be suitable for people with disability.
- Liaise with Disability Employment Services for prospective applicants.
- Be flexible in working arrangements to accommodate a person with disability's needs.

## **Achievements from the Previous DAIP recognized in the public consultation**

The Art Gallery had initiated new programs to cater for people with disability. These included touch tours for visually impaired at the Gallery and a joint initiative with DADAA to tour Sculpture by the Sea at Cottesloe Beach. In addition a program to cater for public with Dementia and Alzheimer's was established.

## **Promotion of the Disability Access and Inclusion Plan**

The DAIP plan will be posted on the AGWA website. The public will be informed of the DAIP plan through an advertisement in the West Australian newspaper. The community will also be notified through DCA channels, information posted on the intranet and via newsletters. In addition, the plan will be circulated to all new staff and relevant stakeholders. A person with disability may request an alternative copy of this plan (hardcopy, standard or large print, electronic format, audio format, on cassette or CD or by email).

## **Review and Evaluation Mechanisms**

The Art Gallery's Disability Services Planning Committee will meet every quarter to review progress on the implementation of strategies identified in the Disability Access and Inclusion Plan.

Once a year the Gallery will seek feedback from the community regarding the strategies that have been implemented. In seeking feedback, the committee will also seek to identify any additional barriers not previously identified and table them for inclusion in the Disability Access and Inclusion Plan.

The Gallery will review progress against the strategies throughout the life of the DAIP:

- The Disability Services Planning Committee will develop an Annual Implementation Plan that will include outstanding initiatives from the previous Implementation Plan and new initiatives identified;
- The Disability Services Planning Committee will review progress against the Annual Implementation Plan quarterly and make a report available to the Gallery's Executive Leadership Team; and
- The DAIP will be reviewed every five years in accordance with the Act.

As prescribed under the Act, the Gallery will report annually on the implementation of its DAIP to the Department of Communities, Disability Services. This report will provide information on:

- Progress towards implementing initiatives;
- Progress of agents and contractors towards meeting DAIP outcomes; and
- The strategies used to inform agents and contractors of the DAIP are by advising them at their formal induction prior to being allowed on site. They are informed that the Art Gallery DAIP is available on the Gallery's website and a hard copy is available in the Security Control Room.

The Department will also detail progress towards implementing initiatives in its Annual Report.





## **Communicate the Plan to Staff and People with Disability**

The plan is available to staff, industry the community after following consultation and promotional processes as outlined in the Disability Services Regulations 2013.

The DAIP expires June 30, 2020.

# Outcome Statements and 2017 - 20 Action Plan

## OUTCOME 1. People with disability have the same opportunities as other people to access the services of, and any events organized by, the Art Gallery.

Facilities & Services	Strategies	Responsible team & timeline
Display of works of art	<p>Access issues highlighted and addressed within the normal exhibition /display planning processes.</p> <p>Alternative formats and signage to increase access to be considered as part of exhibition design and programming.</p>	<p>Collections &amp; Exhibitions - ongoing</p> <p>Collections &amp; Exhibitions - ongoing</p>
Display of didactic information panels and labels	<p>Adoption of the State Gov. Access Guidelines for Information, Services and Facilities to ensure that printed material can be accessed by all visitors including those with disability</p> <p>Large print didactic and exhibition guides published.</p>	Visitor Experience
Access to Temporary exhibitions	<p>Free access for accompanying carers to paid exhibitions.</p> <p>The Art Gallery and the Friend's of the Art Gallery are both affiliate members of the Companion Card Scheme.</p>	Visitor Experience
Delivery of a public programs	<p>Programs are designed to be inclusive as such physical and other access barriers are identified and addressed as part of the program design process</p> <p>Present touch tours for sight impaired visitors</p> <p>Programs are also customised for specific groups needs such as intellectual disability</p>	<p>Visitor Experience</p> <p>Visitor Experience</p> <p>Visitor Experience</p>
Videos and audio guides.	<p>Audiovisual material, produced by the Gallery will display open captions.</p> <p>Lending institutions providing exhibitions will be requested to provide audiovisual material with open captions as part of the loan agreement between the institution and the Gallery.</p> <p>If open captions are not available the Gallery will provide written transcripts.</p> <p>Written transcripts of audio guides are available.</p>	<p>Collections &amp; Exhibitions</p> <p>Visitor Experience</p>
Guided tours and floor talks and gallery openings	<p>Australian Sign language interpreters will be provided free of charge for booked groups of 5 or more people</p> <p>Invitations to Gallery events will include information regarding access services for visitors.</p>	Visitor Experience
Private Functions	<p>Access information is provided to all clients. The Gallery will coordinate and provide additional access services as part of the normal fee for service cost.</p>	Visitor Experience

**OUTCOME 2. People with disability have the same opportunities as other people to access the buildings and other facilities of the Art Gallery.**

<b>Facilities &amp; Services</b>	<b>Strategies</b>	<b>Responsible team &amp; timeline</b>
Compliance	<p>Liaise with disability architects to increase awareness of the current standards and regulations</p> <p>Undertake a full access audit in consultation with DSC including parking, signage and approaches to public spaces every five years;</p> <p>Schedule building improvements as part of the maintenance and capital works plan</p>	<p>Operations - ongoing</p> <p>Operations – ongoing</p> <p>Operations - ongoing</p>
Public Spaces and amenities	Main Gallery lift control panel too high and not accessible from a wheelchair	Operations – mid 2013
Shop	Limited access for wheelchairs	Operations - ongoing
Café	Access plans and strategies included and monitored as part of the lease management.	Operations - ongoing
Theatrette and Function Spaces	<p>Theatrette does not provide a loop system</p> <p>Contact LISWA to be approached with a view to developing procedures to provide access to its Kurtweiler facility.</p> <p>Internal security door from linkway to admin heavy and not self-opening.</p>	Operations – waiting CAPEX funding
Art Studio	Access audit to determine barriers for school groups.	Community Relations

**OUTCOME 3. People with disability receive information from the Art Gallery in a format that will enable them to access the information, as readily as other people are able to access it.**

<b>Facilities &amp; Services</b>	<b>Strategies</b>	<b>Responsible team &amp; timeline</b>
<p>Information Service – visitor reception, telephone and website</p> <p>Telephone access for hearing impaired visitors</p>	<p>Participate in the National Relay Service</p> <p>Post current program and services information on website</p> <p>Train staff and volunteer information officers in the delivery of services for people with disabilities.</p>	Visitor Experience
<p>Publications</p> <p>Catalogues and promotional material</p>	<p>Review undertaken with key community stakeholders</p> <p>Access information to be published on website</p> <p>All information about Gallery services and functions to be produced, where possible, by following the State Government Access Guidelines for Information, Services and Facilities.</p>	Visitor Experience

Directional signs.	Interior and exterior signs may not cater for people with disabilities - particularly vision impaired people. Signage be regularly audited .	Operations
--------------------	---	------------

**OUTCOME 4. People with disability receive the same level and quality of service from Art Gallery staff as other people Receive from the staff at the Art Gallery.**

<b>Facilities &amp; Services</b>	<b>Strategies</b>	<b>Responsible team &amp; timing</b>
Visitor Reception	Reception staff and volunteers participate in appropriate disability and access training.	Visitor Experience
Volunteer Training	Access awareness and delivery included in voluntary guides training.	Visitor Experience – bi annually
General Staff Awareness	Staff inducted in the key access needs of people with disabilities and their families.	Staff training team

**OUTCOME 5. People with disability have the same opportunities as other people to make complaints to the Art Gallery.**

<b>Facilities &amp; Services</b>	<b>Strategies</b>	<b>Responsible team &amp; timing</b>
Grievances and/or complaints management	Dealt with promptly and efficiently according to AGWA complaints process.	All teams - ongoing

**OUTCOME 6. People with disability have the same opportunities as other people to participate in any public consultation by the Art Gallery.**

<b>Facilities &amp; Services</b>	<b>Strategies</b>	<b>Responsible team &amp; timing</b>
Consultation and decision making	Relationship between DCA and AGWA ensures that people with disabilities are represented in the decision making process.  Ensure that any invitation process if required targets representatives from disability sector.  Ensure that written material is available in alternate formats  Consultation with DCA regarding public consultation.	Operations – Quarterly meetings  Visitor Experience  Operations – Quarterly meetings

**OUTCOME 7. People with disability have the same opportunities as other people to obtain and maintain employment with the Art Gallery.**

<b>Facilities &amp; Services</b>	<b>Strategies</b>	<b>Responsible team &amp; Timing</b>
Ensure recruitment policies and practices are inclusive		All teams - ongoing