

MUSEUM  
OF AUSTRALIAN  
DEMOCRACY

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OLD PARLIAMENT HOUSE

# **Disability Action Plan**

## **2011–2014**

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## Statement of Endorsement

The Museum of Australian Democracy at Old Parliament House is pleased to endorse the Disability Action Plan 2011-2014. This plan has been the result of extensive consultation with external and internal stakeholders and is the beginning of a long term commitment to ensure everyone has equal access to the information, ideas and experiences provided by the museum.

A handwritten signature in black ink, appearing to read 'Jenny Anderson', written in a cursive style.

Jenny Anderson  
Director

14 October 2011

## The Museum of Australian Democracy

The Museum of Australian Democracy at Old Parliament House (MoAD) is a living museum of social and political history, located in a nationally listed heritage building in Parkes, Canberra.

The vision of the Museum of Australian Democracy at Old Parliament House is:

‘To celebrate, debate and experience the journey of Australian Democracy’.

MoAD helps people to understand Australia’s social and political history by interpreting the past and present and exploring the future. We achieve this by:

- bringing alive the importance of Parliament in the lives of Australians
- interpreting, conserving and presenting the building and our collections
- providing entertaining and educational public programs
- providing a range of other services that enhance the visitor experience

Our Client Services Charter identifies the services, facilities and programs we provide to help achieve our Vision. Our Client Services Charter sets out the standards of service which visitors to MoAD can expect. We aim to:

- engage with, inform, educate and entertain our visitors
- continually strive to improve the visitor experience
- take account of the diverse backgrounds, needs and expectations of all of our clients and stakeholders

As a national cultural icon on the National Heritage List and Commonwealth Heritage List, all refurbishment, conservation and preservation actions are carried out in accordance with the *Old Parliament House Heritage Management Plan 2008–2013*. The *Heritage Management Plan* in conjunction with the *Corporate/Business Plans* and the *Old Parliament House Interpretation Plan 2008–2013* provide the framework to meet the purpose of the institution.

## Disability in Australia

In 2007, Australia signed the *United Nations Convention on the Rights of Persons with Disabilities* in a global effort to promote the equal and active participation of all people with a disability. The Convention puts the responsibility back on society to ensure that all people must be provided with opportunities to reach their full potential, regardless of their situation or disability.

Nearly one in every five Australians identifies as having a disability<sup>1</sup>. The Commonwealth *Disability Discrimination Act (DDA) 1992* (Cth) provides protection for everyone in Australia against discrimination based on disability with regards to the provision of goods and services and access to premises. Disability discrimination happens when people with a disability are treated less fairly than those without a disability (attachment 1).

Disability discrimination also occurs when people are treated less fairly because they are a relative, friend, carers, co-worker or associate of a person with a disability. The DDA

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<sup>1</sup> Australian Bureau of Statistics 2009 *Survey of Disability, Ageing and Carers*, 18.5% of Australians identified a limitation, restriction or impairment which restricted their everyday activities and had lasted or was likely to last for at least six months.

provides for organisations to prepare a disability action plan (s.61) and lodge it with the Australian Human Rights Commission as a public statement of their commitment to substantive equality for people with a disability (attachment 2).

## MoAD Disability Initiatives

In 2011 we completed the Community Learning Strategy developed in consultation with staff across the museum. The Community Learning Strategy outlines principles aimed at increasing access to, and involvement in, the museum's programs, activities and collections to ensure diversity of voice and ideas, participation styles and locations and ongoing opportunities for learning and engagement for visitors and users. The Strategy is a commitment to working with targeted audience groups, particularly those who may experience disadvantage, to ensure that specific access and learning needs are identified and met.

The Community Learning Strategy is based on the principle that all visitors deserve high quality opportunities to participate in MoAD programs regardless of social, economic, physical or intellectual barriers. The strategy is also consistent with the Australian Government's *Social Inclusion Agenda* – a socially inclusive society where all Australians feel valued and have the opportunity to participate fully in the life of our society<sup>2</sup>.

The museum has put in place a number of services and facilities to enable people with a disability to participate in activities and programs including:

- five accessible car parking spaces at the front and side of the building
- tactile ground surface indicators (TGSIs) at the front entry steps of the building
- concierge assisted disability access at the front of the building and a platform lift
- wheelchairs available for loan
- hearing loops installed in the Members' Dining Room
- website auditing to determine compliance with international website standards for access (W3CA)
- Braille and tactile signage to toilets
- captioning or subtitling in a range of audio-visual programs including Cabinet-in-Confidence, the Press Gallery, Prime Minister's Office and Welcome to Country
- transcripts of audio programs in the Press Gallery.

However, the Community Learning Strategy recognises more can be done to enable people with a disability to enjoy the facilities, programs and services that are accessible to other members of the community.

As a national icon, the museum is committed to ensuring that access for all people, including people with a disability, is available to and within the building and its surrounds.

The Disability Action Plan 2011–2014 is our commitment to putting in place actions to improve the visitor experience to MoAD and to help meet our obligations under the DDA. It also represents a positive statement of equal opportunity and leadership in eliminating disability discrimination and guaranteeing equality of opportunity for all Australians with disabilities who visit the museum.

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<sup>2</sup> Australian Government, Social Inclusion Agenda <http://www.socialinclusion.gov.au/>

The Disability Action Plan was developed over a three month period with input from many stakeholders:

- consultants were engaged to provide advice on disability access and to assist in the development of the plan
- a survey was sent to all staff inviting comments on how the visitor experience could be improved. Thirty-eight responses were received from all sections including: Community Learning, Events, Executive, Exhibitions, Facilities, Finance, Heritage, Human Resources and Governance, Interpretation, Marketing, Research and Collections, Schools Learning, Visitor Services and Web Services and IT (Attachment 3)
- selected staff attended a consultation to identify key priority areas for action
- invitations were extended to national and local disability advocacy organisations and disability service providers to attend a tour and participate in a consultation forum. The forum identified aspects of the visitor experience that work well, barriers to access and strategies to bring about meaningful change (Attachment 3)
- relevant documentation was reviewed to ensure proposed actions are consistent with MoAD policies and any relevant applicable, accessibility legislation
- a workshop was held with senior management to discuss the draft disability action plan and to refine and agree on strategies and actions. The workshop also confirmed who would be responsible for implementing the actions and the timelines
- a presentation of the Disability Action Plan was made to all staff
- people with a disability and representatives of the disability organisations who participated in the tour and consultation forum were provided with a copy of the final Disability Action Plan for comment
- executive endorsement was obtained for the final Disability Action Plan

### Disability Action Plan Scope

The Disability Action Plan 2011–2014 has been developed based on the structure of the MoAD Strategic Plan 2009–2012 and uses the definition of disability as defined by the DDA (see Attachment 1). In determining the scope of the plan consideration was given to:

- the restrictions in place as a heritage listed building and the capacity to alter the building fabric internally and externally
- the resources and our capacity to implement actions.

The scope of the plan includes:

- visitor experiences including: Community Learning, Events, Exhibitions, Interpretation, Marketing, Research and Collections, Schools Learning, and Visitor Services
- facilities including: exhibition areas, interpreted spaces and the cafe (i.e. excludes staff, tenant and corporate areas)
- web Services and IT.

The consultations and reviews identified action is required to improve access in the following areas:

- *access to the building and way finding* – undertake further accessibility reviews of the building and its surrounds against the recently adopted access standards and devise methods to enhance accessibility, taking into account the *Heritage Management Plan*; lobby ACT government/National Capital Authority and public transport providers to make the museum more accessible (i.e. bus stops, car parking, pedestrian paths, crossings, etc.), enhance the accessible entry arrangements; review and develop ways to make exhibits more accessible and memorable for people with a disability, improve signage and way finding and consider ways to allow for the evacuation of people with a disability during an emergency
- *publications* – development of an Access Map that clearly shows accessible car parking, entry and exit points, toilets, exhibitions, café, physical barriers that may limit access, etc
- *website access* – more information to identify disability access services and facilities; and options for virtual tours and podcasts
- *targeted promotion* – of events, exhibitions and programs
- *specialist tours* – e.g. tours providing more sensory experiences and conducted outside of operational hours to minimise distractions from busy crowds
- *self-guided tours* – with disability access features to enable people to self-guide, e.g. virtual tours and improved iPod tours
- *staff Training* – disability awareness training for all staff (and volunteers), with priority given to Visitor Services (e.g. sighted guiding, descriptive narration) and IT Services (web accessibility standards)
- *consultation with disability representatives* – to ensure the museum’s work continues to address disability access.

## Implementation and Review

The Disability Action Plan is not a static document, it will be monitored and reviewed biannually by the Executive Management Group and the Senior Management Meetings to report on progress and to make changes where these are identified as necessary.

People with a disability remain the focus of this plan. Ongoing consultation will occur via:

- the establishment of the Disability Reference Group which will assist in providing ongoing advice and feedback on the implementation of the Disability Action Plan
- feedback from our website
- the launch and communication of the Disability Action Plan.

The plan will be communicated via:

- internal staff meetings, Senior Management Meetings and the intranet
- externally through the website. Copies of the Disability Action Plan in alternative formats can be provided on request
- reporting on progress in our annual report
- lodging the plan with the Australian Human Rights Commission.

## Museum of Australian Democracy Disability Action Plan 2011–2014

**OUTCOME 1** - An enhanced appreciation and understanding of the political and social heritage of Australia for members of the public, through activities including the conservation and upkeep of, and the provision of access to, Old Parliament House and the development of its collections, exhibitions and educational programs.

### Program 1.1: Conserve and manage OPH as a site of national heritage significance

**Goal:** Ensure the ongoing conservation of the site

| Strategy<br>What?  | Action<br>How?  | Leadership<br>Who?           | Timeline<br>When? | Performance Indicator<br>Achievement?        |
|--|---|------------------------------|-------------------|--|
| Ensure the external fabric of the site is preserved; and ensure the internal fabric of the site is conserved | <i>Public transport</i> <ul style="list-style-type: none"> <li>lobby and advocate to the ACT Government public transport (bus) providers to improve their public transport infrastructure and conveyances to enhance access to MoAD and its surrounds</li> <li>explore the option of providing a taxi rank closer to the MoAD entry area</li> </ul> | Facilities<br>SES            | 2011/12 & ongoing | Follow up at six monthly intervals           |
|  | <ul style="list-style-type: none"> <li>include public transport information and Reception taxi ordering service on the MoAD website and other informative publications</li> </ul>   | Visitor Services IT and I&CL | 2011/12           | Information uploaded and updated as required |
|  | <i>Site surrounds</i> <ul style="list-style-type: none"> <li>budget bid for consultancy funding to scope and plan the upgrade of existing paths, pedestrian crossing and way finding signage surrounding MoAD</li> </ul>  | Facilities                   | 2012/13           | Follow up at six monthly intervals           |
|  | <i>Site surrounds</i> <ul style="list-style-type: none"> <li>lobby and advocate to the National Capital Authority to upgrade the existing paths, pedestrian crossing and way finding signage surrounding MoAD</li> </ul>  | Facilities                   | 2013/14 & ongoing | Follow up at six monthly intervals           |
|  | <i>Car parking</i>  |                              | Facilities        | 2011/2012                                    |

| Strategy<br>What? | Action<br>How?  | Leadership<br>Who?  | Timeline<br>When? | Performance Indicator<br>Achievement? |
|-------------------|---|---|-------------------|---------------------------------------|
|                   | <ul style="list-style-type: none"> <li>• include a request in the current submission to the National Capital Authority to modify the existing accessible car parking arrangements surrounding MoAD to ensure that a series of accessible car parking spaces are provided at the front of the building with appropriate accessible paths to the accessible entry area</li> </ul>   |   | & ongoing         |                                       |
|                   | <p><i>Access to premises - Internal</i></p> <ul style="list-style-type: none"> <li>• engage a disability access consultant to ascertain the impacts of the Premises Standards enacted under the DDA against all publicly accessible areas of the building and its surrounds (e.g. surrounding paths and courtyards), taking into account the previous access audits undertaken. This includes (but not limited to): <ul style="list-style-type: none"> <li>– public counters (MoAD and cafe)</li> <li>– lifts</li> <li>– toilets (accessible and ambulant)</li> <li>– taps to toilets (sensor or lever types)</li> <li>– floor finishes (e.g. carpet over protected surfaces)</li> <li>– accessible paths within the building</li> <li>– stairs</li> <li>– ramps</li> <li>– glazing strips</li> <li>– doorways (including contrasting elements)</li> <li>– controls</li> <li>– hearing augmentation systems</li> <li>– signage and way finding (including directional signage)</li> </ul> </li> </ul> | Joint project between Facilities, Heritage, I&CL and Visitor Services | 2012/13           | Access audit completed                |
|                   | <i>Access to premises - Curtilage</i>   | Joint project   | 2012/13           | Access audit completed                |

| Strategy<br>What? | Action<br>How?   | Leadership<br>Who?                                      | Timeline<br>When?    | Performance Indicator<br>Achievement? |
|-------------------|--|---|----------------------|---------------------------------------|
|                   | <ul style="list-style-type: none"> <li>• engage a disability access consultant to ascertain the impacts of the Premises Standards enacted under the DDA against all publicly accessible areas of the building and its surrounds (e.g. surrounding paths and courtyards), taking into account the previous access audits undertaken. This includes (but not limited to):               <ul style="list-style-type: none"> <li>– accessible paths surrounding the site</li> <li>– accessible car parking spaces</li> <li>– accessible entrances (MoAD and cafe)</li> <li>– stairs</li> <li>– ramps</li> <li>– signage and way finding (including directional signage)</li> </ul> </li> </ul> | between Facilities, Heritage, I&CL and Visitor Services |                      |                                       |
|                   | <ul style="list-style-type: none"> <li>• from the accessibility audit, determine the provisions that can be implemented without compromising the heritage fabric or interpretation of the building and prepare an implementation plan to progressively undertake the appropriate works</li> </ul>  | Facilities, Heritage, I&CL and Visitor Services         | 2013/2014<br>Ongoing | Implementation plan completed         |
|                   | <ul style="list-style-type: none"> <li>• from the accessibility audit, determine the provisions that will compromise the heritage fabric or interpretation of the building and devise management solutions or other non-invasive options to offset the access requirements and seek advice with regards to ‘unjustifiable hardship’ under the DDA</li> </ul>   | Facilities and Heritage                                 | 2013/2014            | Management plan completed             |
|                   | <ul style="list-style-type: none"> <li>• ensure access doorways into exhibits are fully independent (e.g. doors held open or automated)</li> </ul>   | Facilities  | 2011/12              | Fully independent access doorways     |

| Strategy What? | Action How?  | Leadership Who?           | Timeline When?    | Performance Indicator Achievement?  |
|----------------|--|---------------------------|-------------------|---|
|                | <i>Principal Entrance</i> <ul style="list-style-type: none"> <li>develop a strategy plan to enhance the visitor experience for people using the basement/lower ground accessible entrances – options for improving independent access, public counters with brochures, ticketing, use of non-compliant lifts in the staff area, path through staff area, etc.</li> </ul> | Visitor Services          | 2011/2012 Ongoing | Strategy plan completed in conjunction with the Visitor Experience Plan and with input from Disability Reference Group. |
|                | <i>Signage and way finding</i> <ul style="list-style-type: none"> <li>finalise and endorse MoAD policy on consistent signage internally and externally for the site, e.g. suitable colours and contrasts for way finding signage, use of Braille</li> </ul>  | I&CL and Visitor Services | 2011/12           | Policy revised in conjunction with disability representatives and implemented   |
|                | <ul style="list-style-type: none"> <li>use universal symbols for way finding and identifying disability facilities (hearing loops, accessible entries etc.) where possible</li> </ul>  | I&CL and Visitor Services | 2011 & ongoing    | Ongoing display of symbols as per current practice  |
|                | <i>Quiet spaces</i> <ul style="list-style-type: none"> <li>scope and plan for internal and external quiet spaces suitable for people with a disability to remove themselves from busy/noisy areas</li> <li>Consult with Disability Reference Group on perceived needs within an allocated Quiet Space</li> </ul>   | I&CL and Visitor Services | 2012/13           | Develop a strategy following consultations with the Disability Reference Group  |
|                | <i>Quiet Spaces</i> <ul style="list-style-type: none"> <li>implement a permanent Quiet Space on the main floor</li> </ul>  | I&CL and Visitor Services | 2013/14           | Dedicated Quiet Space developed<br><br>Spaces identified and communicated via the website and Access Map                |
|                | <i>Emergency evacuation</i> <ul style="list-style-type: none"> <li>review the emergency plan and enhance staff training to ensure people with a disability can be safely evacuated. This may include the option of</li> </ul>  | Facilities IT             | 2011/12           | Plan reviewed and staff training amended to highlight safe evacuation procedures.                                       |

| Strategy<br>What? | Action<br>How?   | Leadership<br>Who?      | Timeline<br>When? | Performance Indicator<br>Achievement?                            |
|-------------------|--|-------------------------|-------------------|--|
|                   | evacuation devices<br><ul style="list-style-type: none"> <li>• explore alternative formats of evacuation maps, online and hard copy</li> </ul> | Facilities, IT and I&CL | 2011/12           | Alternative formats of evacuation maps are identified and costed |

**Program 1.2: Develop and present OPH as a major museum of political, parliamentary and social history.**

**Goal: Increase awareness of the new role of OPH as a museum exploring the past, future and present of Australian democracy – Implement an innovative marketing and promotion plan.**

| Strategy<br>What?  | Action<br>How?  | Leadership<br>Who?  | Timeline<br>When? | Performance Indicator<br>Achievement?  |
|--|---|---|-------------------|--|
| 1. Marketing campaign to target people with a disability as potential new visitors | <p><i>Access Map</i></p> <ul style="list-style-type: none"> <li>• convene a working group to plan and scope an Access Map that identifies services available for people with disabilities onsite:                             <ul style="list-style-type: none"> <li>– accessible car parking</li> <li>– accessible entry</li> <li>– accessible bathrooms</li> <li>– lifts and ramps</li> <li>– acceptance of Companion Card</li> <li>– quiet spaces</li> <li>– hearing loops</li> <li>– wheelchair availability</li> <li>– way finding</li> <li>– iPod tours</li> <li>– specialist tours</li> <li>– booking procedures</li> <li>– SMS</li> <li>– concierge service</li> <li>– physical barriers that may limit access</li> </ul> </li> </ul> | Working group to include I&CL Visitor Services Heritage Facilities IT | 2011/12 & ongoing | Working group established<br><br>Publication available: <ul style="list-style-type: none"> <li>• Online as a html file</li> <li>• In hard copy, including large print</li> </ul> |
|  | <ul style="list-style-type: none"> <li>• develop the Access Map after the access audit is completed and update as required</li> </ul>   | Working Group   | 2013/14 & ongoing | <ul style="list-style-type: none"> <li>• Map developed and made publicly available</li> </ul>  |
|  | <p><i>Annual Report</i></p> <ul style="list-style-type: none"> <li>• annual Report to be provided online as HTML</li> </ul>   | IT  | Annually          | <ul style="list-style-type: none"> <li>• Annual report online as HTML</li> </ul>   |
|  | <p><i>Inclusive Language</i></p> <ul style="list-style-type: none"> <li>• develop a policy on the use of inclusive language to ensure it promotes disability in a positive manner - refer to <i>Resources</i> for guidance</li> </ul>   | I&CL  | 2011/12           | <ul style="list-style-type: none"> <li>• Policy developed and endorsed by due date</li> </ul>  |

| Strategy What?   | Action How?  | Leadership Who?         | Timeline When?    | Performance Indicator Achievement?  |
|--|--|-------------------------|-------------------|---|
|  | <ul style="list-style-type: none"> <li>review current promotional material (online and hard copy) and develop new promotional material in conjunction with the MoAD policy on inclusive language</li> </ul>              | I&CL and Marketing      | 2012/13           | <ul style="list-style-type: none"> <li>All existing material to be reviewed by date</li> <li>All new information to be developed in accordance with policy and checked prior to publication.</li> </ul> |
|  | <i>Promotion</i> <ul style="list-style-type: none"> <li>promotion of programs, events and exhibitions to include disability services and facilities available</li> </ul>   | I&CL                    | 2011/12 & ongoing | <ul style="list-style-type: none"> <li>Website and publications to include information in accessible formats.</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>work with the Disability Reference Group to assist in the promotion of MoAD programs, events and exhibitions via disability networks and media</li> </ul>                         | I&CL                    | 2011/12 & ongoing | <ul style="list-style-type: none"> <li>Information available in the website and in promotional publications.</li> </ul>   |
|  | <i>SMS</i> <ul style="list-style-type: none"> <li>investigate the provision of SMS facilities for people with hearing and communication impairments utilising the expertise of the Disability Reference Group</li> </ul> | Visitor Services and IT | 2012/13           | <ul style="list-style-type: none"> <li>Dedicated SMS facility investigated.</li> </ul>  |
|  | <i>Café</i> <ul style="list-style-type: none"> <li>servery in the newly relocated cafe to meet DDA guidelines</li> </ul>   | Facilities              | 2011/12 Ongoing   | <ul style="list-style-type: none"> <li>Current cafe contractor starts to become compliant with the DAP and the DDA</li> </ul>   |
|  | <i>Café</i> <ul style="list-style-type: none"> <li>review terms of the new contract for the Café to address disability access provisions</li> </ul>  | Facilities              | 2012/13 Ongoing   | <ul style="list-style-type: none"> <li>Contract terms amended to include agreed disability provisions.</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>new contractor appointed that complies with the disability provisions</li> </ul>  | Facilities              | 2013/14           | <ul style="list-style-type: none"> <li>Contract is reviewed regularly to ensure compliance with disability provisions</li> </ul>  |
| 2. Develop and encourage use of website to increase access | <i>Compliance</i> <ul style="list-style-type: none"> <li>implement the recommendations of the website audit completed in May 2011</li> </ul>   | IT                      | 2011/2012         | <ul style="list-style-type: none"> <li>Recommendations prioritised and incorporated into work plan</li> </ul>   |

| Strategy What?                           | Action How?   | Leadership Who?               | Timeline When?  | Performance Indicator Achievement?  |
|--|---|-------------------------------|-----------------|---|
| to the collection and as a learning tool | <ul style="list-style-type: none"> <li>audit the website to ensure compliance with W3CA</li> </ul>  | IT                            | 2011/12 Ongoing | <ul style="list-style-type: none"> <li>W3CA compliance achieved</li> </ul>  |
|  | <i>Access page</i> <ul style="list-style-type: none"> <li>create dedicated web page/profile to promote disability access to services and facilities</li> <li>yearly ongoing review of the Access page</li> </ul>                                | IT, I&CL and Visitor Services | 2011/12 Ongoing | <ul style="list-style-type: none"> <li>Web page developed and W3CA compliant.</li> <li>Testing by disability representatives completed</li> </ul>     |
|  | <i>Virtual tours</i> <ul style="list-style-type: none"> <li>scope virtual tours for selected programs and exhibitions drawing on the expertise of disability representatives</li> </ul>   | I&CL and IT                   | 2013/14         | <ul style="list-style-type: none"> <li>Requirements and resources for virtual tours determined</li> </ul>   |
|  | <i>Customer Feedback</i> <ul style="list-style-type: none"> <li>review feedback on the website (email <a href="mailto:website@moadoph.gov.au">website@moadoph.gov.au</a>) to identify issues raised in relation to disability access</li> </ul> | IT with Visitor Services      | 2011/12 Ongoing | <ul style="list-style-type: none"> <li>Feedback on disability access is scheduled for discussion and review at senior management meetings.</li> </ul> |

**Goal: Be acknowledged as a pre-eminent and innovative cultural institution**

| Strategy<br>What?                            | Action<br>How?  | Leadership<br>Who?                          | Timeline<br>When? | Performance Indicator<br>Achievement?  |
|--|---|---|-------------------|--|
| 3. Increased accessibility to the collection | <p><i>Access Checklist for new exhibitions, interpretive spaces and events</i></p> <ul style="list-style-type: none"> <li>develop an in-house MoAD specific checklist to address disability access based on the concepts contained in the Smithsonian Guidelines for Universal Design of Exhibits to direct the planning and development of programs, exhibitions and events</li> <li>consult with disability representatives and access consultants to ensure the checklist is compliant with Australian Standards</li> <li>draw on existing disability resources to inform the checklist</li> <li>revise policies and procedures to ensure the Access Checklist is utilised in the planning stages of all new exhibitions, interpretive spaces and events to improve access for people with a disability (see Attachment 4 for a sample checklist)</li> </ul> | Public Programs and I&CL                    | 2011/12           | Checklist developed and endorsed as policy   |
|  | <ul style="list-style-type: none"> <li>ensure the MoAD Access Checklist is utilised for all new exhibitions, programs and events</li> </ul>   | Section Managers – Public Programs and I&CL | 2012/13 Ongoing   | <ul style="list-style-type: none"> <li>Checklist completed for each new exhibition, program and event</li> </ul>                         |
|  | <p><i>Booking Procedures</i></p> <ul style="list-style-type: none"> <li>Visitor Service and Schools Learning create a checklist for bookings officers to utilise to assess disability needs</li> <li>booking forms for all tours, events and programs to identify disability support requirements</li> </ul>  | Visitor Services and Schools Learning       | 2011/12           | <ul style="list-style-type: none"> <li>Booking form amended and staff instructed on completing the form and sourcing supports</li> </ul> |
|  | <p><i>Equipment</i></p> <ul style="list-style-type: none"> <li>consult with hearing services to identify requirements</li> </ul>  | I&CL  | 2013/14           | <ul style="list-style-type: none"> <li>Expert advice received and cost benefit analysis</li> </ul>                                       |

|  |   |   |                             |   |
|--|---|---|-----------------------------|---|
|  | and options for the supply of hearing devices, e.g. hearing wands and microphones   |   |                             | completed on potential purchases  |
|  | <ul style="list-style-type: none"> <li>revise policy to ensure all new large screens from 2012/13 onwards have captioning and subtitling</li> </ul>   | Public Programs and I&CL                  | 2012/13                     | <ul style="list-style-type: none"> <li>Policy completed and reviewed</li> </ul>   |
|  | <p><i>Staff training</i></p> <ul style="list-style-type: none"> <li>all Visitor Services staff, Security staff, Schools Learning staff and volunteers to receive scheduled disability specific training on understanding vision impairment</li> </ul>   | Visitor Services, Schools Learning & I&CL | Mid February 2011 & ongoing | <ul style="list-style-type: none"> <li>Visitor Services and Schools Learning Team completed training with Vision Australia</li> </ul> |
|  | <ul style="list-style-type: none"> <li>Visitor Services staff/Schools Learning staff to receive additional specific training to skill them in conducting specialist tours for people with a disability, e.g. using equipment to assist people with a hearing impairment, working with Auslan interpreters, simplified tours for people with an intellectual disability</li> </ul> | Visitor Services Schools Learning         | 2012/13 Ongoing             | <ul style="list-style-type: none"> <li>Training completed prior to Specialist Tour development</li> </ul>                             |
|  | <ul style="list-style-type: none"> <li>all MoAD staff to be offered general disability awareness training</li> </ul>  | HR  | 2012/13                     | <ul style="list-style-type: none"> <li>Training scheduled and conducted</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>IT staff to receive training on web accessibility guidelines</li> </ul>  | IT  | 2011/12                     | <ul style="list-style-type: none"> <li>Training scheduled and conducted</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>publications staff to receive training on developing accessible publications</li> </ul>  | I&CL & IT                                 | 2011/12                     | <ul style="list-style-type: none"> <li>Training scheduled and conducted</li> </ul>  |
|  | <p><i>Specialist tours</i></p> <ul style="list-style-type: none"> <li>liaise with disability representatives to assist in the development of specialist tours for people with a disability</li> </ul>   | I&CL and Visitor Services                 | 2012/13 Ongoing             | <ul style="list-style-type: none"> <li>Disability Reference Group included in the development of the tours</li> </ul>                 |
|  | <ul style="list-style-type: none"> <li>pilot a specialist tour for people with a vision impairment and use the outcomes to inform specialist tours for other groups</li> </ul>  | I&CL and Visitor Services                 | 2012/13                     | <ul style="list-style-type: none"> <li>Pilot tour conducted and evaluated</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>liaise with disability representatives to promote and advertise the specialist tour through disability networks</li> </ul>   | I&CL, Marketing                           | 2012/13                     | <ul style="list-style-type: none"> <li>Consultations with national and state/territory</li> </ul>                                     |

|  |   |      |                      |  |
|--|---|------|----------------------|--|
|  | and media   |      |                      | disability organisations   |
|  | <i>Self-guided tours</i> <ul style="list-style-type: none"> <li>investigate the development of iPod tours with captioning and subtitling to improve access for people with a hearing impairment and the Deaf (including Auslan)</li> </ul>                                    | I&CL | 2014/15              | <ul style="list-style-type: none"> <li>Consultation undertaken with the National Deafness Forum and the Deaf Society of NSW</li> </ul> |
|  | <ul style="list-style-type: none"> <li>investigate the development of mobile telephone applications and podcasts for self-guided tours</li> </ul>   | I&CL | 2014/15              | <ul style="list-style-type: none"> <li>One application developed and trialed in conjunction with disability representatives</li> </ul> |
|  | <i>Disability events</i> <ul style="list-style-type: none"> <li>conduct an annual event on the International Day of Disability (3<sup>rd</sup> December each year) to promote disability access and promote the event via disability networks and mainstream media</li> </ul> | I&CL | 2011/2012<br>Ongoing | <ul style="list-style-type: none"> <li>Disability Reference Group included in the planning and running of the event</li> </ul>         |

**Goal: Extend profile and partnerships with other cultural institutions, academics and cultural innovators**

| Strategy<br>What?   | Action<br>How?  | Leadership<br>Who? | Timeline<br>When? | Performance Indicator<br>Achievement?   |
|---|---|--------------------|-------------------|---|
| 4. Seek partnerships for public exhibitions and interpretive programs | <i>Consultation</i> <ul style="list-style-type: none"> <li>consult with the Disability Reference Group to ensure exhibitions, programs and events are accessible</li> </ul>                                       | I&CL               | 2012/13           | <ul style="list-style-type: none"> <li>Consultation via the Disability Reference Group every six months or earlier as required.</li> </ul>  |
|   | <i>Shared learning</i> <ul style="list-style-type: none"> <li>liaise with other cultural and education bodies to identify resources and strategies used to improve access for people with a disability</li> </ul> | I&CL               | 2011/12 & ongoing | <ul style="list-style-type: none"> <li>Identified resources are reviewed in the establishment of the museum's projects.</li> <li>Potential partnerships are reflected and actioned in unit work programs</li> </ul> |

**Goal: Disability access remains a priority in MoAD planning**

| Strategy What?   | Action How?   | Leadership Who? | Timeline When?    | Performance Indicator Achievement?   |
|--|---|-----------------|-------------------|--|
| <p>5. The profile and importance of the Disability Action Plan is informed by people with a disability and is communicated and actively monitored and reviewed</p> | <p><i>Engaging with people with a disability</i></p> <ul style="list-style-type: none"> <li>establish a Disability Reference Group to work collaboratively with the museum to improve access to the programs, services and facilities for people with a disability. Develop Terms of Reference for the Disability Reference Group to formalise its establishment.</li> </ul>  | I&CL            | 2011/12 & ongoing | <ul style="list-style-type: none"> <li>Disability Reference Group membership is reflective of the diversity of people with a disability</li> <li>Members of the Disability Reference Group endorse the Terms of Reference</li> </ul> |
|  | <p><i>Communication</i></p> <ul style="list-style-type: none"> <li>the Disability Action Plan is communicated:                             <ul style="list-style-type: none"> <li>to all staff and volunteers via the intranet and at staff and volunteer meetings</li> <li>to disability representatives at an annual forum to obtain further ideas and input on implementation progress</li> <li>to the Advisory Council at its meetings</li> </ul> </li> </ul> | I&CL            | 2011/12           | <ul style="list-style-type: none"> <li>Presentation and updates provided every six months</li> <li>Annual forum conducted</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>the Disability Action Plan is communicated publicly via the Australian Human Rights Commission Register of Disability Action Plans</li> </ul>  | I&CL            | 2011/2012         | <ul style="list-style-type: none"> <li>Disability Action Plan lodged</li> </ul>  |
|  | <p><i>Monitoring and Review</i></p> <ul style="list-style-type: none"> <li>regularly consult with the Disability Reference Group to discuss progress and provide status reports on implementation of the Disability Action Plan</li> </ul>  | I&CL            | 2012/13 & ongoing | <ul style="list-style-type: none"> <li>Consultations conducted as required.</li> <li>Formal status reports provided three times each year</li> </ul>   |
|  | <p><i>Monitoring and Review</i></p> <ul style="list-style-type: none"> <li>all actions to be placed on the Sharepoint Project Program</li> <li>all teams taking a leadership role in DAP will have responsibility to provide data on each milestone as identified by Sharepoint</li> </ul>  | All teams       | 2011/12 & ongoing | <ul style="list-style-type: none"> <li>Completion of 'actions' and meeting 'performance indicators' in a prompt and timely fashion.</li> </ul>   |

|  |   |                                    |         |   |
|--|---|------------------------------------|---------|---|
|  | <ul style="list-style-type: none"> <li>• progress reports on the status of the Disability Action Plan will be presented at meetings of Executive Management Group and Senior Management Meetings</li> </ul> | Learning and Interpretation Manger | 2011/12 | <ul style="list-style-type: none"> <li>• Presentations and status reports discussed three times a year and progress communicated as above.</li> </ul> |
|  | <ul style="list-style-type: none"> <li>• progress on the Disability Action Plan will be reported in the Annual Report</li> </ul>  | I&CL                               | 2011/12 | <ul style="list-style-type: none"> <li>• Annual Report includes implementation status and highlights</li> </ul>                                       |

I&CL = Interpretation and Community Learning

## Attachments

### Attachment 1: Definition of Disability

The *Disability Discrimination Act 1992* (DDA) has a broad definition of disability which has been adopted for this plan.

#### Disability Discrimination Act 1992

##### Section 4

Disability, in relation to a person, means:

- (a) total or partial loss of the person's bodily or mental functions; or
- (b) total or partial loss of a part of the body; or
- (c) the presence in the body of organisms causing disease or illness; or
- (d) the presence in the body of organisms capable of causing disease or illness; or
- (e) the malfunction, malformation or disfigurement of a part of the person's body; or
- (f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- (g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

- (h) presently exists; or
- (i) previously existed but no longer exists; or
- (j) may exist in the future; or
- (k) is imputed to a person.

## Attachment 2: Disability Access Legislation

The *Disability Discrimination Act 1992* (DDA) states it is unlawful to discriminate against a person on the grounds of their disability in the provision of access to and within any public building (s.23).

As the DDA is complaints-based legislation, rather than compliance-based legislation, it does not provide any design specifications to establish the acceptable means of access into premises. But the 'disability standards' enacted under the DDA (s.31), as well as other currently recognised access standards, are used to establish an acceptable level of accessibility to meet the intent of the DDA with regards to access to premises.

One of the 'disability standards' under the DDA that is relevant to the museum is the *Disability (Access to Premises – Buildings) Standards 2010* (known as the Premises Standards), which came into operation on 1 May 2011.

The Premises Standards (Schedule 1 – Access Code for Buildings) sets out technical access requirements and references a number of access standards (Australian Standards) within to ensure appropriate access to and within buildings for people with a disability. If access arrangements covered in the Premises Standards are satisfied, an anti-discrimination claim cannot be made in relation those particular access arrangements under the DDA. But other access arrangements beyond the scope of the Premises Standards are subject to a potential anti-discrimination claim under the DDA (e.g. exhibit designs).

The Premises Standards applies to new buildings or parts of existing buildings that are upgraded or refurbished. Also, when undertaking new works within an existing building, the Premises Standards requires the principal building entrance and the path between the principal building entrance and the new works (known as the 'affected part') to be upgraded.

Consequently, if any new building works, upgrades or refurbishments are undertaken by the museum, the application of the Premises Standards will have a significant impact upon the museum; in particular achieving compliance to the 'affected part' of building in relation to any new works.

This is problematic given that the principal building entrance does not afford compliant access (steps up to the entrance) and many paths, corridors, doorways and lifts within the existing building would not satisfy the Premises Standards and upgrading most of these existing areas will not be possible under the museum's *Heritage Management Plan*, as it will compromise the existing heritage fabric.

Also, existing portions that remain unaltered will not be subject to the Premises Standards. In either case, the museum could still be subject to an anti-discrimination claim under DDA for these portions of the building.

Although there are obvious conflict between the general principals of the Premises Standards and the museum's *Heritage Management Plan*, there several ways in which the museum can either satisfy the Premises Standards or mitigate their risk against a complaint under the DDA. One option is to consider the various mechanisms to achieve compliance with the Premises Standards; another option is to consider the exemptions or concessions within the Premises Standards.

In addition to the technical (deemed-to-satisfy) provisions within the Premises Standards, it also allows for the development of alternative solutions (performance requirements), which can include management solutions in lieu of these technical provisions. These solutions can be devised to provide reasonable access (intent of the DDA) without having an adverse

impact upon the heritage fabric of the building or affect the heritage interpretation of the building. For example, almost all doors within the building would not comply with the technical requirements of the Premises Standards to afford independent access, but an effective management solution would be to simply ensure that all doors into public spaces are kept open or fully automated. Other options where access is restricted or limited include providing audio/visual exhibit options (e.g. additional screens near exhibits, virtual tours, use of portable media players, etc.) for specific areas of the building or exhibits.

The Premises Standards also provides several concessions for existing buildings that can be relied upon by the museum. The key exemption relates to 'unjustifiable hardship', whereby due to the building's heritage controls (and possibly resources), compliance with the Premises Standards (throughout the building or portions of the building) will impose an 'unjustifiable hardship' under the DDA (s.29A). There are number of criteria to ascertain 'unjustifiable hardship' – the most relevant to the museum is the effect upon the heritage significance of the existing building and expect that if the museum sought legal advice in this regard, this position would have significant merit.

In its on-going commitment to accessibility, the museum has undertaken a number of accessibility reviews in the past, but given the most recent changes to the access standards, it is important that the museum undertakes further updated accessibility reviews to gauge the impacts of the new legislation. It is important that these reviews look at the museum in a holistic way to ensure the entire visitor experience addresses all relevant access considerations for the premises.

The Premises Standards does not cover all aspects of the museum and its surrounds; for example, the exhibits, interpretive spaces and events are not covered by the Premises Standards. Consequently, the museum needs to look at other access standards or guidelines (e.g. Access Guidelines by the Smithsonian Museum), as well as consulting with key disability groups to ensure that their exhibits, interpretive spaces and events are accessible to the wider community. This approach would be seen to extremely favourable by the Australian Human Rights Commission (who administer the DDA), and the broader community, whereby the risk of a complaint would be significantly reduced.

In addition to the above comments regarding ways to mitigate the risk of a complaint under the DDA, organisations are able to prepare a disability action plan (s.60). An action plan can serve two functions:

- i. Risk management – in the event that a claim of discrimination is made against an organisation the organisation's disability action plan can be used as a demonstration of the action it is taking to address disability discrimination. It is therefore important that an organisation includes in the plan, those actions it has the capacity to implement and intends to implement.
- ii. Positive statement of equal opportunity – Government authorities play an important role in leading the community in eliminating disability discrimination and guaranteeing equality of opportunity for all Australians with disabilities. The disability action plan makes a public statement about the intention to provide equal opportunity to people with a disability to access its goods, services and facilities.

In conclusion, it is imperative that the museum achieves an equitable balance between the heritage controls and the access standards in all decisions under their action plan. This will require a review and update of relevant policies to ensure that access is highly regarded in any future alterations and/or exhibits.

## Attachment 3: Stakeholder Consultation Report

### Staff Consultation

Staff were consulted via:

- An online survey – 38 responses were received.
- A meeting with selected staff to discuss the areas identified for action and determine priorities.

The following proposed options were identified with the recommended priorities.

| <b><i>Exhibitions, Programs and Events</i></b>   | <b>Priority</b> |
|--|-----------------|
| Booking system to identify disability access and support needs   | 1               |
| Development of a checklist to inform the planning of exhibitions, programs and events which has had input and consultation with disability representatives   | 1               |
| Height of screens/tables/desks to be accessible to people in wheelchairs (checklist)   | 1               |
| Larger fonts on panels; enhanced lighting possibly activated by proximity switching (checklist)  | 1               |
| Increased space to improve wheelchair manoeuvrability (checklist)  | 1               |
| Increased captioning & subtitling of video footage (checklist)   | 1               |
| Large format guides (checklist)  | 1               |
| Hand held guides to labels that are flat inside showcases (checklist)  | 1               |
| More tactile experiences (checklist)   | 1               |
| Specialist guided tours/activities with: <ul style="list-style-type: none"> <li>• audio description</li> <li>• Auslan interpretation</li> <li>• tactile experiences</li> <li>• easy interactive activities for people with an intellectual disability</li> </ul> | 1               |
| Expanded self – guided iPod tours  | 1               |
| Web based virtual tours and podcasts   | 1               |
| Large screens, captioning and subtitles  | 1               |
| Conduct one or two events per year targeting people with a disability, e.g. Hearing Awareness Week, International Day of Disability  | 1               |
| More Braille text  | 2               |
| Concept diagrams in Easy English   | 2               |
| Animated conceptual films for people with an intellectual disability screening in booths to minimise sound spillage  | 3               |
| Utilise single spaces and bring programs (e.g. movies) to one site to minimise the need to move around the building  | 3               |

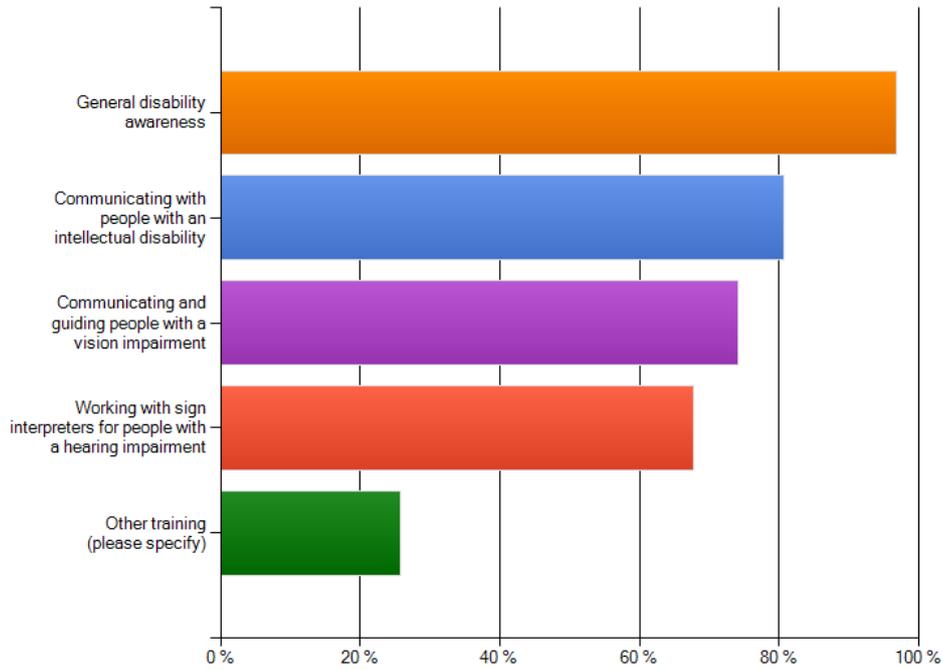
| <b>Internet and publications</b>   | <b>Priority</b> |
|--|-----------------|
| Brochures and website information in alternative formats, i.e. large print, Braille and HTML documents for the website | 1               |
| Website to have dedicated space/page that identifies all accessible services and facilities                            | 1               |
| Implement the recommendations from the external website audit  | 1               |

| <b>Buildings and Facilities</b>  | <b>Priority</b> |
|--|-----------------|
| More accessible parking at the front of the building   | 1               |
| Accessibility map – car parking, entrance, toilets, lifts, quiet spaces, café etc. in different formats, Braille, large print with easy to follow symbols. People with a disability to test maps and way finding signage to ensure its accessibility | 1               |
| Improved visitor experience on the ground floor  | 1               |
| Improved and consistent access way finding signage throughout the building, i.e. tactile/Braille, larger font sizes, contrasting colours.  | 1               |
| More seating/rest spaces and designated seating at events (i.e. close to exits, hearing loop access, wheelchair space)   | 1               |
| Installation of more hearing loops with appropriate signage  | 1               |
| Improved café access with dedicated seating and lowered bench heights  | 1               |
| Supply of portable microphones, hearing wands and earphones to interface with hearing aids and FM equipment  | 1               |
| TTY facilities for people with a communication/hearing impairment  | 1               |
| Promote membership of the Companion Card   | 1               |
| Develop a policy on door closures, i.e. to be kept open  | 1               |
| Portable ramps to provide access to the House of Representatives and the Senate  | 3               |
| Heating in the toilets   | 3               |
| Sensor taps in bathrooms   | 3               |
| Escalators instead of lifts  | 3               |

### **Staff Training**

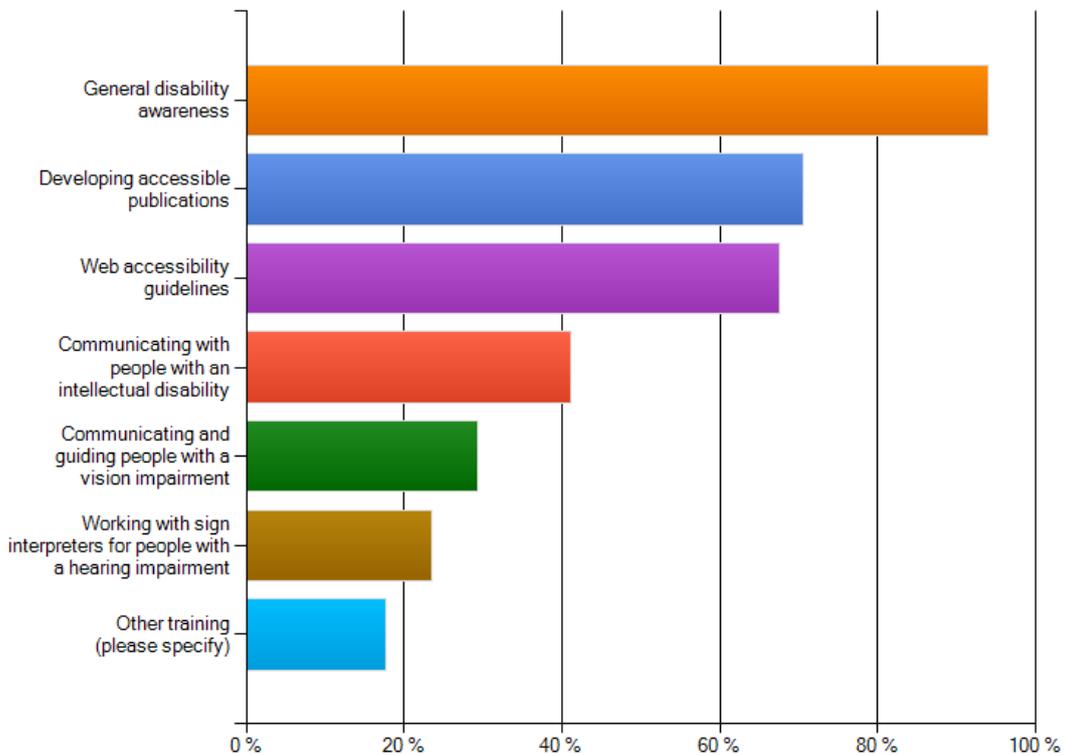
The majority of respondents to the staff survey (97%) considered Reception and Presentation Staff would benefit from general disability awareness training as well as communicating with people with an intellectual disability (80%) and communicating and guiding people with a vision impairment (74%). Other training included: staff having experiential learning by spending time in a wheelchair or being vision impaired; and good practice in communicating with people with a hearing loss.

### Training for Reception and Presentation Staff



Responses were similar for the type of training MoAD staff should receive with the majority (94%) indicating general disability awareness would be most useful. Other training needs identified as a priority included developing accessible publications and web accessibility guidelines, with several comments indicating this training should be received by the relevant staff.

### Training for general MoAD staff



## **Other comments**

Other comments received from the staff survey and consultations included:

- the importance of engaging with people with a disability and representatives to ensure the MoAD work is informed and relevant
- the importance of employing staff with a disability
- measures to improve access should be based on a cost benefit analysis, taking into account the extent to which the costs associated with any new services are offset by increased visitor numbers.

## Disability Representative Consultation

Disability representatives were invited to attend a tour of the MoAD on 31 May 2011 and participated afterwards in a group consultation to identify areas that the MoAD does well, barriers to access and strategies to address these.

### Good Access

#### Services

- MoAD is to be commended for engaging with disability representatives in developing the disability action plan
- concierge service is welcoming, appropriate and helpful
- staff are accommodating of disability needs and provide clear explanations for MoAD policy and services
- presentation staff demonstrated sensitivity and appropriate assistance, e.g. sighted guiding; and clear descriptions during the tour

#### Facilities

- Height of touch screens in the Prime Minister's Suite is appropriate.

### Barriers and Improvements

| Barriers  | Priority Improvements/Strategies   |
|---|--|
| Information on the access services and facilities is not readily available      | <ul style="list-style-type: none"> <li>• include access information on the website so people can check availability prior to attending</li> <li>• develop an Access Map that clearly identifies all access services and facilities (car parking, entry, exit, toilets, lifts, café, concierge service, hearing loops, recharge battery points etc.)</li> <li>• Access Map to be available online as a text version and auditory version; and in hard copy in alternative formats such as large print. The need for Braille copies should be discussed with Vision Australia as the number of people who use Braille is limited. This information may be better provided using MP3 files on the website and via iPod (see below)</li> <li>• advertise the acceptance of the Companion Card</li> </ul> |
| Needs of people with a disability are not identified prior to attendance        | <ul style="list-style-type: none"> <li>• booking system for tours, events and programs to identify access supports required</li> </ul>   |
| Accessible car parking is limited and road camber makes travel paths difficult. | <ul style="list-style-type: none"> <li>• relocate disabled parking bays from the side of the building to the front of the building</li> <li>• retain free car parking as people with a disability often have a limited income</li> </ul>   |
| Lower ground entrance does not provide for independent entry                    | <ul style="list-style-type: none"> <li>• provide self-opening doors and a reception/concierge service on the lower ground floor</li> </ul>   |
| Platform lift has a step. Shop, mezzanine and lift are not accessible           | <ul style="list-style-type: none"> <li>• determine compliance with standards</li> </ul>  |
| People with a hearing impairment need access to augmented hearing devices       | <ul style="list-style-type: none"> <li>• purchase microphones and receivers (sufficient numbers to enable multiple visitors to use them)</li> </ul>  |

| Barriers   | Priority Improvements/Strategies   |
|--|--|
| Some people (those with an intellectual disability and those with a mental illness) can find large crowds and noise overwhelming | <ul style="list-style-type: none"> <li>• identify quiet spaces for people with a disability and carers to withdraw from busy areas/crowds</li> <li>• identify quiet spaces on the Access Map</li> </ul>  |
| People with a disabilities need additional time to experience the museum   | <ul style="list-style-type: none"> <li>• develop dedicated tours that provide: <ul style="list-style-type: none"> <li>– more tactile/sensory experiences to handle/touch objects</li> <li>– more descriptive commentary for people with a vision impairment</li> <li>– Auslan interpreters</li> <li>– use of augmented hearing devices, e.g. microphones, individual earphones.</li> <li>– more interactive tours with easy to understand concepts for people with an intellectual disability.</li> <li>– an option to be conducted out of usual operating hours to minimise noise/distraction</li> </ul> </li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• develop self-guided iPod tours (museum supplied or byo) that include: <ul style="list-style-type: none"> <li>– signed Auslan commentary</li> <li>– descriptive commentary</li> <li>– easy to follow concepts</li> </ul> </li> </ul>   |
|  | <ul style="list-style-type: none"> <li>• develop mobile telephone applications to enable self-guided tours</li> </ul>  |
| Way finding is not clear   | <ul style="list-style-type: none"> <li>• consult with Vision Australia and Canberra Blind Society to receive advice on how to improve signage for people who are blind or have low vision</li> <li>• develop consistent signage throughout the building including: <ul style="list-style-type: none"> <li>– Braille signage on lifts</li> <li>– wheelchair access symbols</li> <li>– hearing loop symbols</li> </ul> </li> </ul>   |
| Labelling of exhibitions and interactive displays is limited for people with hearing, vision and mobility impairments            | <ul style="list-style-type: none"> <li>• develop consistent signage for exhibitions and displays</li> <li>• explore other technical options for improving access, e.g. single switches for visual and auditory prompts; proximity indicators to trigger audio guides</li> <li>• captioning of all screen based material</li> </ul>   |
| Staff are skilled but could have additional training on communicating with people with a disability                              | <ul style="list-style-type: none"> <li>• provide general disability awareness training (People with Disabilities Australia Inc. provide this)</li> <li>• specialist training to be provided to Visitor Services staff on: <ul style="list-style-type: none"> <li>– descriptive commentary</li> <li>– sighted guiding</li> <li>– inclusive language, i.e. using correct forms of address such as people with a disability, rather than ‘the disabled’.</li> <li>– using augmented hearing devices</li> <li>– working with Auslan interpreters</li> </ul> </li> <li>• specialist training to be provided to: <ul style="list-style-type: none"> <li>– IT staff on website access guidelines</li> <li>– publications staff on inclusive language</li> </ul> </li> <li>• general disability awareness training for all MoAD staff</li> </ul> |

| Barriers   | Priority Improvements/Strategies  |
|--|---|
| <p>Consultation with people with a disability and disability representatives is essential to good service planning</p> | <ul style="list-style-type: none"> <li>• MoAD to: <ul style="list-style-type: none"> <li>– consult with disability representatives in the development of policies and access checklists</li> <li>– utilise the skills and knowledge of disability representatives in identifying suitable technology solutions</li> <li>– utilise resources developed by disability organisations (e.g. checklists)</li> <li>– utilise disability representatives and organisations to assist in the delivery of staff training</li> <li>– conduct regular forums for disability representatives to have input into the ongoing review of the disability action plan and other disability initiatives</li> <li>– draw on the resources of other national bodies (e.g. National Gallery of Australia)</li> </ul> </li> </ul> |

## Attachment 4: Sample Checklist<sup>3</sup>

This checklist is a sample only and requires customising to MoAD's specific requirements and assessment to ensure it meets Australian Standards.

|   |   |
|---|---|
| <b>Consultation</b>   | ✓ |
| Were disability representatives included in the planning process?   |   |
| Will support be available to assist disability representatives to participate if required, e.g. information in HTML/large print, SMS notification of meetings?                        |   |
| Have Visitor Services been informed of any arrangements that need to be in place upon the expected arrival of participants with a disability?   |   |
| <b>Physical Environment</b>   | ✓ |
| <b>Accessible Paths</b>   |   |
| Is there a clear accessible path at least 1.2m throughout the exhibit area and between fixtures/furniture? Note that 1800mm is preferred to allow two wheelchairs to pass each other. |   |
| Is there sufficient space for two wheelchairs to pass each other at key locations within the exhibit if accessible paths are less than 1.2m wide?                                     |   |
| Is there sufficient space for a wheelchair to turn at intersecting accessible paths?  |   |
| Is there sufficient space for a wheelchair to turn 180° at the end of an accessible path?   |   |
| Is there a clear width of 850mm at any doorways?  |   |
| Has the exhibit been design without any impediments for wheelchair users along the accessible paths? For example, no uneven surfaces, steps, stairs, steep ramps, etc.                |   |
| Can a person using a wheelchair reach all areas of the exhibit?   |   |
| Does the selected carpet have a pile height that does not exceed 6mm?   |   |
| Are the selected floor surfaces glare-free?   |   |
| Are there smooth transitions between abutting floor finishes (i.e. no steps)?   |   |
| If ramps are incorporated into the exhibit, are they designed in accordance with AS1428.1 with TGSIs in accordance with AS1428.4.1?   |   |
| If any steps/stairs are provided in conjunction with an accessible ramp, are they designed in accordance with AS1428.1 with TGSIs in accordance with AS1428.4.1?                      |   |
| Does the exhibit design have a clear height of 2m without any low-level overhead obstructions?  |   |
| <b>Static Displays</b>  |   |
| Are static displays within the common reach range dimensions of AS1428.2?   |   |

<sup>3</sup> Components of this checklist have been adapted from the Smithsonian Guidelines for Universal Design <http://accessible.si.edu/qfude.htm#10>

|   |   |
|---|---|
| <b>Physical Environment</b>   | ✓ |
| <b>Interactive Displays</b>   |   |
| Are interactive exhibits (including controls) within the common reach range dimensions of AS1428.2 and designed to cater for people with hand movement difficulties?  |   |
| Is there sufficient space at interactive exhibits to allow a person using a wheelchair to participate in conjunction with other people or allow other people to observe the activity?   |   |
| Where interactive exhibits require a person to be seated at a display table/bench, are heights, lengths and knee/foot clearances in accordance with AS1428.2 to allow a person using a wheelchair to position themselves under the display table/bench? |   |
| <b>Seating</b>  |   |
| Is there sufficient seating associated with the exhibit and the accessible paths to the exhibit?  |   |
| Are seats firm and have backs and arm rests?  |   |
| Do seats contrast to their background?  |   |
| Do seats have sufficient room at each end to allow a person using a wheelchair to position themselves at either end without interfering with any accessible path or exhibit area?   |   |
| Are there sufficient wheelchair spaces at any theatre-style displays or exhibits?   |   |

|   |  |
|---|--|
| <b>Colour &amp; Luminance Contrast</b>  |  |
| Do the selected colours allow sufficient colour and luminance contrast between floors and the walls/fixtures?   |  |
| Is there sufficient colour and luminance contrast at doorways?  |  |
| If a display or object requires low lighting, have light colours been utilised?   |  |
| Are all components of the exhibits glare-free?  |  |
| <b>Visual Design Considerations</b>   |  |
| Does the exhibit have limited congestion of objects to avoid sensory overload and allow people to use sign language against the visual background of the exhibit? |  |
| Is the selected free of highly patterned designs?   |  |
| Has sufficient background been created between the foreground and background of the exhibit?  |  |
| Are displays set at heights that are within universal sight ranges outlined within AS1428.2?  |  |
| Are solid and non-transparent contrasting strips provided to any full height glass partitions or doors?   |  |
| <b>Lighting</b>   |  |
| Is the lighting provided along the accessible paths of the exhibit areas and at   |  |

|  |
|--|
| display areas complaint with the Australian Standards?   |
| Has the lighting been designed to allow for gradual transitions between exhibit areas?   |
| Has lighting has been designed to avoid pools of light or shadows?   |
| Does the exhibit have sufficient lighting, taking into account any potential damage to the objects within the exhibit?   |
| Are the exhibit labels sufficiently illuminated and glare free?  |
| <b>Labels</b>  |
| Are selected texts clear and legible? Note that italics or script formats are not appropriate.   |
| Are texts in title case (first letter of each word capitalized and the rest in lower case)?  |
| Are text sizes appropriate based upon the expected viewing distance?   |
| Are labels sufficiently contrasting to their background?   |
| Are labels in consistent locations throughout the exhibit?   |
| Do all labels include Braille and tactile elements?  |
| <b>Alterative Display Options</b>  |
| Have any tactile tours been provided?  |
| Have any tactile reproductions been provided?  |
| Have any virtual tours or other audio/video options been provided?   |
| Has audio captioning been provided (open/closed captioning)?   |
| Has provision been made to include the exhibit within the iPod tours?  |
| <b>Interactive Displays</b>  |
| Are the interactive exhibit instructions in a concise step-by-step format?   |
| Are interactive exhibit instructions supported by illustrations?   |
| Are interactive exhibit instructions available in a number of alternative formats – audio, Braille, etc.   |
| Are interactive exhibit instructions glare-free?   |
| <b>Auditory Design Considerations</b>  |
| Do the exhibits allow the use of hearing induction loops or receivers?   |
| <b>Signage</b>   |
| Has exhibit signage been designed in accordance with AS1428.1, including Braille and tactile elements, clear symbols (where appropriate) and text in title case? |
| Are signs suitably illuminated?  |
| Has directional signage been provided to enhance way finding?  |
| Is promotional material and web information available in accessible formats?   |

Have disability networks and media outlets been utilised to promote the exhibit?

Have staff and volunteers been provided with information/training on how to assist people with a disability with enquiries and during visits?

## Attachment 5: Resources

The following table provides a sample of resources available to assist in implementing the Disability Action Plan.

| Area                         | Description  | Source   |
|------------------------------|--|--|
| Disability Action Plans      | Guidelines on developing disability action plans under the Disability Discrimination Act 1992 and lodging them with the Australian Human Rights Commission | Australian Human Rights Commission<br><a href="http://www.hreoc.gov.au/disability_rights/action_plans/index.html">http://www.hreoc.gov.au/disability_rights/action_plans/index.html</a>  |
| Access to Premises           | Guidelines on the Disability (Access to Premises – buildings) Standards 2010 (the Premises Standards)  | Australian Human Rights Commission<br><a href="http://www.humanrights.gov.au/disability_rights/buildings/access_to_premises.html">http://www.humanrights.gov.au/disability_rights/buildings/access_to_premises.html</a>  |
|                              | Generic information on the Premises Standards (downloadable copy)  | Australian Government Attorney General's Department<br><a href="http://www.ag.gov.au/premisesstandards">http://www.ag.gov.au/premisesstandards</a>   |
|                              | Checklist to assess whether venues, the type of forum and its format are inclusive of people with a range of different disabilities                        | Victorian Office for Disability: Accessible Consultations Checklist<br><a href="http://www.officefordisability.vic.gov.au/docs/Accessible_Consultations_Checklist.pdf">http://www.officefordisability.vic.gov.au/docs/Accessible_Consultations_Checklist.pdf</a> |
|                              | Access and universal design  | Western Australia Disability Services Commission<br><a href="http://www.disability.wa.gov.au/aud.html">http://www.disability.wa.gov.au/aud.html</a>  |
| Internet Access              | Information on Standards for World Wide Web Access   | Australian Human Rights Commission: World Wide Web Access<br><a href="http://www.hreoc.gov.au/disability_rights/standards/www_3/www_3.html">http://www.hreoc.gov.au/disability_rights/standards/www_3/www_3.html</a>   |
| Accessible Exhibition Design | Guidelines on universal design to improve access to exhibitions  | Smithsonian Guidelines for Accessible Exhibition Design<br><a href="http://accessible.si.edu/gfude.htm">http://accessible.si.edu/gfude.htm</a>   |
|                              | National and international   | Arts Access Australia  |

| Area  | Description   | Source  |
|---|---|---|
|   | resources available to promote and improve access to the arts   | <a href="http://www.artsaccessaustralia.org/Resources">http://www.artsaccessaustralia.org/Resources</a>   |
| Communicating with people with a disability | An aid for professional communicators and suggestions for appropriate language, interviewing techniques and media coverage involving people with a disability   | Queensland Disability Services: A way with words<br><a href="http://www.communities.qld.gov.au/resources/disability/community-involvement/communication/documents/way-with-words.pdf">http://www.communities.qld.gov.au/resources/disability/community-involvement/communication/documents/way-with-words.pdf</a>   |
|   | Checklist to assess whether written information is accessible to people with a range of different disabilities  | Victorian Office for Disability: Accessible Written Communication Checklist<br><a href="http://www.officefordisability.vic.gov.au/docs/Accessible_Written_Communication_Checklist.pdf">http://www.officefordisability.vic.gov.au/docs/Accessible_Written_Communication_Checklist.pdf</a>  |
|   | Better Communication postcard series provides practical tips to help people feel more comfortable and confident about interacting with people with a disability | Queensland Disability Services: Communicating with People with a Disability, Better Communication Postcards.<br><a href="http://www.communities.qld.gov.au/disability/community-involvement/communicating-with-people-with-a-disability/better-communication-postcards">http://www.communities.qld.gov.au/disability/community-involvement/communicating-with-people-with-a-disability/better-communication-postcards</a> |
| Disability organisations                    | Website provides a Service Seeker search function for all community groups by state/territory and service type  | Infoxchange<br><a href="http://www.infoxchange.net.au/">http://www.infoxchange.net.au/</a><br><br>Service Seeker<br><a href="http://www.serviceseeker.com.au/">http://www.serviceseeker.com.au/</a>   |
| Staff development and training              | Sample of organisations that provide training on disability awareness   | People with Disability Australia Inc<br>PO Box 666 Strawberry Hills NSW<br>Tel: 02 9370 3100<br>Contact: Gyongyi Horvath<br>Email: <a href="mailto:gyongyih@pwd.org.au">gyongyih@pwd.org.au</a><br>Provides general disability awareness training   |
|   |   | Deaf Society of NSW<br>PO Box 1060  |

| Area | Description | Source  |
|------|-------------|---|
|      |             | <p>Parramatta NSW 2124<br/> Tel: (02) 8833 3600<br/> Email: tthomson@deafsociety.com<br/> Contact: Teresa Thomson<br/> Provides training on communicating with people who are Deaf and use Auslan</p> <hr/> <p>Access Solutions National Pty Ltd<br/> PO Box 2433 Fountain Gate VIC 3805<br/> Tel: 03 9705 2149<br/> Email: info@asnpl.com.au<br/> Contact Dale Sheppard<br/> Private provider of online tailored disability awareness training</p> |

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