



# Art Gallery of Western Australia

## Disability Access and Inclusion Plan 2007 to 2012

This plan is available on request in alternative formats such as electronic, hard copy in standard or large print, audio format in cassette or compact disc, email or on the website.



## **Introduction**

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

The Disability Access and Inclusion 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 disabilities, their families and carers.
- The process used to consult with people with disabilities, 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 disabilities have identified through the consultation process
- Expected timelines and teams responsible for the proposed strategies
- Information about how the plan is being communicated to staff and people with disabilities.

## **Responsibility for the Planning Process**

The Gallery's Disability Access and Inclusion Plan has been formulated in accordance with the Disability Services Act 1993 (and its amendments in 2004). Under the Gallery's Teams structure the Development & Access Team is responsible for managing the process through the Gallery's Disability Access and Inclusion Planning Committee.

Membership of the committee:

Development & Access Team (D & A) representative as chair

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

Development & Access Team (D & A) representative x 1

Collection & Programs Team (C & P) representatives x 2

Logistics & Commercial Team (L & C) representatives x 1

This 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, this occurs via the Department of Culture and the Arts Disability Services Committee. Customer representation on

this committee is comprehensive and relates to vision, hearing impairment and mobility. In addition the Disability Services Commission and DADDA are also represented. The Gallery will utilise these individuals, in the first instance, to assist in the review and development of Gallery access strategies as required. 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, such as catalogues supporting exhibitions, exhibition and program information and promotional material.
- Information via service desk, including direct and telephone enquiries, recorded telephone information.
- Art Gallery website

## **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
- Theatre and event/venue hire Spaces
- Studio for school art activities.

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

The Art Gallery of Western Australia is committed to ensuring that people with disabilities, 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 disabilities are given the opportunity to contribute to the decision-making processes through a consultative process.

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

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

1. Visitors to the Art Gallery with disabilities have the same opportunities as other people to access our services and events.
2. Visitors to the Art Gallery with disabilities have the same opportunities as other people to access our buildings and facilities.
3. People with disabilities receive information at or from the Art Gallery in a format that enables them to access the information, as readily as other people can.
4. Visitors with disabilities receive the same level and quality of service from Art Gallery staff as other people who do not have a disability.
5. Visitors with disabilities have the same opportunities as other visitors to make complaints to the Art Gallery.
6. People with disabilities have the same opportunities as other people to participate in any public consultation by 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. Notification of these meetings which were held on 2 and 4 April 2007 were publicised on the DCA website, State newspaper as well as local newspapers and by newsletter. Key findings and information gained from these meetings informed the development of the current DAIP plan.

### **2. Informal feedback :**

Obtained from AGWA visitors with disabilities. These included independent visitors, guided groups, participants in Sensational Art as well as school groups that interacted with Education officers. This feedback was 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, Development & Access and Logistics & Commercial) had an opportunity to contribute and comment. In addition, staff had the opportunity to comment on the plan via the Team Process. Disability and Awareness Training was conducted for staff and volunteers in June 2006. These sessions further informed staff of Disability and Access issues that they could feedback into the planning of the DAIP.

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 disabilities, their families and carers and disability service organisations where necessary.

## **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 a 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 has developed a number of innovative programs for people with disabilities. These include:

- Sensational Art Day: Touch Tours for the sight-impaired visitors; program developed by Education Officers and delivered by Voluntary Gallery Guides (held annually).
- Sensational Art Touch Tours now available by request throughout the year.
- Art activities for students with intellectual and physical disabilities; program developed and delivered by Education Officers.
- Interactive Guided Tours for students with intellectual and physical disabilities conducted by Voluntary Gallery Guides.
- Interactive Guided Tours for visitors with intellectual and physical disabilities conducted by Voluntary Gallery Guides.
- WA Deaf Society Holiday Programs,
- WA Society for the Blind Holiday Programs.
- Interactive Guided Tours for Vizhelp (parent support group for sight impaired).
- Guided Tours for the NARCAN conference.
- Auslan assisted Guided Tours for visitors with auditory impairments.
- Individualised programs provided on demand.

The Disability Access and Inclusion Planning Committee meet every quarter to review progress on the implementation of strategies identified in the Disability Access and Inclusion Plan. The Art Gallery is part of this working party.

The Art Gallery will continue to work with the DCA to evaluate and update the DAIP.

Disability and Access information from the Department of Culture & the Arts will be relayed to the Art Gallery Disability & Access Committee, The committee will identify any additional barriers not previously identified and table them for inclusion in the DAIP.

The Gallery will seek feedback from the community regarding the strategies that have been implemented.

### Availability of DAIP plan

This plan is available on request in alternative formats such as electronic, hard copy in standard or large print, audio format in cassette or compact disc, email or on the website.

## Outcome Statements and 2007 - 2012 Action Plan

**OUTCOME 1:** Visitors to the Art Gallery with disabilities have the same opportunities as other people to access our services and events.

Facilities & Services	Strategies	Responsible team & timeline
Display of works of art	Access issues highlighted and addressed within the normal exhibition /display planning processes.	Collection & Programs Team (C & P) ongoing
	Alternative formats and signage to increase access to be considered as part of exhibition design and programming.	C & P ongoing

Display of didactic information panels and labels	Adoption of the State Government Access Guidelines for Information, Services and Facilities to ensure that all visitors, including those with disabilities, can access printed material.  Large print didactic and exhibition guides published whenever possible.	Development and Access Team (D & A) and C & P ongoing  D &A and C & P ongoing
Access to Temporary exhibitions	The Art Gallery and the Friend's of the Art Gallery are both affiliate members of the Companion Card Scheme.	Logistics and Commercial Team (L & C) and D & A ongoing
Delivery of public programs	Programs are designed to be inclusive. Physical and other access issues are to be identified and addressed as part of the program design process.  Present touch tours for sight impaired visitors on request.  Programs can be customised for specific groups needs such as intellectual and physical disabilities on request.	C & P ongoing in consultation with D & A  D & A ongoing  D & A ongoing
Videos and audio guides	Audiovisual material produced by the Art Gallery will display open captions.  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.  If open captions are not available, the Gallery will provide written transcripts.  Written transcripts of audio guides are available	C & P and D & A ongoing  L & C ongoing  D & A and L & C ongoing  D & A and L & C ongoing
Guided tours, floor talks and gallery openings	Australian Sign Language interpreters will be provided free of charge for booked groups of 5 or more people by request (Not all 5 people need to be hearing impaired).  Invitations to Gallery events will include information regarding access services for visitors	D & A ongoing  D & A ongoing
Private Functions	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	D & A ongoing

**OUTCOME 2:** Visitors to the Art Gallery with disabilities have the same opportunities as other people to access our buildings and facilities.

Facilities & Services	Strategies	Timing and responsible team
Compliance	<p>Liaise with disability architects to increase awareness of the current standards and regulations.</p> <p>Undertake a full access audit of the building in consultation with DSC including parking, signage and approaches to public spaces as necessary.</p> <p>Schedule building improvements as part of the maintenance and capital works plan.</p> <p>Two sets of glass doors between Art Gallery and Administration need to be replaced.</p>	<p>L &amp; C ongoing</p> <p>L &amp; C If required</p> <p>L &amp; C ongoing</p> <p>L &amp; C under consideration when funding available, no date given</p>

**OUTCOME 3:** People with disabilities receive information at or from the Art Gallery in a format that enables them to access the information, as readily as other people can.

Facilities & Services	Strategies	Timing and responsible team
Information Service – visitor reception, telephone and website	<p>Participate in the National Relay Service.</p> <p>Post current program and services information on website</p> <p>Ensure that any website upgrades or changes are accessible.</p> <p>Train staff and Volunteer Information Officers in the delivery of services for people with disabilities.</p>	<p>D &amp; A ongoing</p> <p>D &amp; A ongoing</p> <p>D &amp; A January 2008</p> <p>D &amp; A ongoing</p>
Publications Catalogues and promotional material	<p>Printed material should follow government guidelines whenever possible.</p> <p>Access information published on website and updated regularly.</p> <p>All information about Gallery services and functions follows the State Government</p>	<p>D &amp; A ongoing</p> <p>D &amp; A ongoing</p> <p>D &amp; A ongoing</p>

	Access Guidelines for Information, Services and Facilities.  Large print material be available whenever possible.	D & A ongoing
Directional signs.	Signage regularly audited for access.	D & A ongoing
The Disability, Access and Inclusion Plan	Updated version published on the website and made available in alternative formats on request.	D & A July 2007

**OUTCOME 4:** Visitors with disabilities receive the same level and quality of service from Art Gallery staff as other people who do not have a disability.

Facilities & Services	Strategies	Timing and responsible team
Visitor Reception	Reception staff and Volunteer Information Officers regularly participate in appropriate disability and access training.	D & A ongoing
Volunteer Training	Access awareness and appropriate delivery styles regularly included in Voluntary Gallery Guides training. Disability Awareness as part of Voluntary Gallery Guides continuing training.	D & A
General Staff Awareness	Staff inducted in the key access needs of people with disabilities and their families.	All teams ongoing

**OUTCOME 5:** Visitors with disabilities have the same opportunities as other visitors to make complaints to the Art Gallery.

Facilities & Services	Strategies	Timing and responsible team
Grievances and/or complaints management	Dealt with promptly and efficiently according to AGWA complaints process.	D & A ongoing

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

Facilities & Services	Strategies	Timing and responsible team
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Consultation and decision making	Relationship between DCA and AGWA ensures that people with disabilities are represented in the decision making process	D & A ongoing
	Ensure that any invitation process if required targets representatives from disability sector	D & A ongoing
	Ensure that written material available in alternate formats.	D & A ongoing
	Consultation with DCA regarding public consultation.	D & A If required

**OUTCOME 7** : Workplace & people with disabilities – according to DCA guidelines, waiting to be finalised

Facilities & Services	Strategies	Timing and responsible team
Employment	Refer to the DCA EEO plan	Human Resources
Agents and contractors	The DAIP plan must be progressively implemented and acknowledged. Awareness of the DAIP plan so that required standards can be met.	L & C