



ARTS AND
CULTURE TRUST

Disability Access and Inclusion Plan

2023 - 2027



Sensorium Theatre, Wonderbox, 2023, State Theatre Centre. Image courtesy of Perth Festival. Photo by Jessica Wyld

This plan is on the Arts and Culture Trust's website and is also available in alternate formats. If you require the plan in an alternate format, please email a request stating your preferred format to the contact address below.

Contact: inclusion@artsculturetrust.wa.gov.au

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Message from the Chief Executive

I am pleased to present the Arts and Culture Trust's (Trust) Disability Access and Inclusion Plan (DAIP) for the years 2023 to 2027, building on the important work and achievements of the previous two plans.

The Board and staff at the Trust acknowledge *A Western Australia for Everyone: State Disability Strategy 2020-2030* and are committed to ensuring that the venues and spaces in the Trust's care and the services provided within, are as accessible as possible to all visitors and members of the West Australian community. The Trust is also cognisant of the *Disability Services Act 1993* review, which aims to ensure WA disability legislation comprises contemporary, achievable policy objectives, supported by statutory provisions.

The Trust recognises that people with disability, their families and carers, have the same rights to access services, information, facilities and performances as any other member of the community and strives to make those rights as accessible and inclusive as possible.

The Trust's aim is for patrons and visitors with disability and their families and carers to feel welcome and supported when they visit Trust venues and spaces, and that their experience is safe and memorable. Furthermore, the Trust acknowledges that there are a number of performers with disability wanting increased access to auditoriums and stages so that their stories can be told, and the Trust looks forward to enabling these pathways.

The Trust is dedicated to ensuring its staff, contractors and service providers are well trained to meet the needs of all hirers, patrons and performers in a respectful and informed way. Staff, stakeholders and partners all play a significant role in achieving the outcomes and I welcome their insight and ideas, which are reflected in our revised DAIP. They are all encouraged to take a values-based approach to inclusion and continue to provide excellent service and experiences to our diverse range of customers.

This DAIP provides the road map to December 2027, and I would like to thank all our stakeholders who continue to engage and provide valuable feedback, guidance and assistance. The DAIP aims to improve access and inclusion for our patrons and performers as well as develop meaningful partnerships to increase programs and performances both for and by people living with disability.



Janis Carren
Chief Executive Officer

Arts and Culture Trust Overview

The Trust is a statutory authority established under the *Arts and Culture Trust Act 2021* (the Act) which replaced the Perth Theatre Trust on 1 July 2022. The Trust's functions are specified in Section 10 of the Act, with its core function to establish, care for, control, manage, operate, maintain, develop and improve Trust venues and other Trust property.

The Trust's customer-focused frontline staff deliver a range of services to the community to enhance safe and enjoyable experiences including ticketing, front of house and hospitality services for patrons and visitors, as well as technical services back of house for hirers and performers. Collectively, on average, the Trust venues annually host over 1,800 events for approximately 417,000 attendees.

The Trust currently manages:

- Albany Entertainment Centre (government owned)
- His Majesty's Theatre (government owned)
- Perth Cultural Centre public realm (government owned)
- State Theatre Centre of Western Australia (government owned)
- Subiaco Arts Centre (leased from the City of Subiaco)

and outsources the management of:

- Perth Concert Hall (government owned, leased to the Trust and managed by WA Venues and Events Pty Ltd under agreement)
- Goldfield Arts Centre, (government owned and leased to the City of Kalgoorlie-Boulder to operate).

His Majesty's Theatre, Perth Concert Hall and Subiaco Arts Centre are registered with the Heritage Council of Western Australia, with His Majesty's Theatre also being classified by the National Trust. The Perth Cultural Centre, located in Northbridge, is a State and municipal heritage listed precinct and is home to a number of cultural institutions including the State Theatre Centre, Blue Room Theatre, Perth Institute of Contemporary Arts, WA Museum Boola Bardip, the Art Gallery and State Library of Western Australia.

The Trust operates within the Department of Local Government, Sport and Cultural Industries (DLGSC) - Culture and the Arts Portfolio, which includes other statutory authorities.

DLGSC employs staff across the Portfolio and provides asset maintenance and corporate services to support the statutory authorities.

The Trust, as a statutory authority, is responsible for its own DAIP implementation and DAIP progress reporting.

Our Vision

To inspire, welcome and connect people through performing arts and cultural experiences throughout the State.

Our Purpose

To grow and support Western Australia's cultural and creative industries through the optimisation of our venues and activation of spaces.

Our Pillars

1. Present

Activate and optimise our venues through collaborative partnerships and sustainable investment in programs, content and infrastructure.

2. Engage

Connect, engage and inspire audiences with relevant, accessible and inclusive arts and cultural experiences.

3. Sustain

Pursue diverse funding sources, grow financial reserves, adopt sustainable practices and build organisational capability.

Our Values

Safety

- For all our staff and patrons.

Courage and Creativity

- In our approach to new challenges and how we do things.

Collective Achievement

- Collaborating for success and continued relevance.

Respect

- For each other's opinions, needs, mutual differences and shared objectives.

Accountability

- For our work, ourselves, each other and our well-being.

Disability Defined

A general definition of disability is any continuing condition that restricts everyday activities. The *Disability Services Act 1993* currently defines 'disability' as meaning a disability which:

- is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of those impairments;
- is permanent or likely to be permanent and may or may not be of a chronic or episodic nature; and
- results in a substantially reduced capacity of the person for communication, social interaction, learning or mobility and a need for continuing support services.

Our Commitment to Access and Inclusion

The Trust is committed to providing performances and services to a diverse West Australian community, including people with disability, and their families and carers, in a fair and non-discriminatory manner. The Trust continuously strives to provide all West Australian patrons and visitors with improved access to performances and services that best meet their needs.

DAIP 2018-2022 Key Achievements

Through implementing the strategies outlined in our previous DAIP (2018-2022), the Trust has achieved a range of positive outcomes, the most significant of which are detailed below:

- Trust venues continue to offer access seating, auditorium audio assistance, tactile tour services and Auslan interpretation, with captioning and audio description services available for selected performances. Several venues offer quiet rooms, and various event organisers offer selected relaxed or gentle performances for families with children who may have autism, sensory sensitivities or learning difficulties. Venue websites detail all available accessibility information, and Companion Cards can be used for all performances and events.
- New functionality was designed and implemented into the Trust's Customer Relationship Management (CRM) and ticketing system to enable accessible bookings to be made online. Specifically, the purchase of spaces for wheelchairs and complimentary tickets for users of the Companion Card program can now be made online for all performances at Trust venues. Since its introduction, approximately 17% of access bookings have been completed on-line.

- His Majesty's Theatre remained open during the balcony restoration project (which commenced in 2021 and was completed in 2022) with wheelchair access and other disability access maintained. The restored balconies will be wheelchair accessible and after consultation with Disability in the Arts Disadvantage in the Arts Australia Limited (DADAA), further planned improvements to way-finding signage have been proposed to achieve a more positive and inclusive patron experience.
- The redevelopment project planning for the Perth Concert Hall includes proposed consideration for passenger lifts for improved access for audiences from Terrace Road to the box office and to Terrace foyer level, as well as wheelchair access being reviewed for improved stage access.
- The Masterplan for Perth Cultural Centre redevelopment project is now complete and is entering the detailed design phase. Accessibility will be addressed at the detailed design phase with the Project Group requesting the architects consult with appropriate groups including the City of Perth's Access and Inclusion Advisory Group to ensure access and topography is improved for people with disabilities.
- To ensure the same quality of service is provided to patrons attending performances at Trust managed venues, all box offices:
 - Have lowered counter areas to enable in person service,
 - Have hearing loops installed with appropriate signage,
 - Are accessible at ground level from the ground floor,
 - Have performance marketing collateral available at accessible heights.
- The Trust has commenced planning for Diversity, Equity and Inclusion engagement to ensure that appropriate groups inform the Trust's accessibility education and training programs. The training programs will be designed based on the stakeholder feedback gathered through the DAIP feedback process, to increase employee understanding of disability and reinforce inclusivity and accessibility needs.
- During 2021-22 the Trust consulted with Wheeliegoodperth, an accessibility website which provides information for wheelchair users. Amber Dennis, founder of Wheeliegoodperth, offers an accessibility audit service, prepared from a lived-experience perspective of someone who uses a wheelchair. In May 2022 Ms Dennis attended a performance at His Majesty's Theatre to review accessibility.

Planning for Better Access and Inclusion

It is a requirement of the *Disability Services Act 1993* that all State and Local Government authorities develop and implement a DAIP to ensure people with disability have the same opportunities as others to access services, facilities and information.

The DAIP provides a framework for the identification of areas where access and inclusion can be further improved within the Trust's venues and spaces via the seven required outcome areas implemented by staff, contractors and service providers.

Development of the DAIP

The Trust undertook a three-month public survey to assist in its review of the 2018-2022 DAIP and inform the drafting of its revised five-year plan for the years 2023-2027, to guide further improvements for access and inclusion. The public were invited to complete the survey electronically via an advertisement in the West Australian newspaper, on the Trust's website and surveys were mailed/emailed to any person who requested it from the Trust.

The Trust's review methodology also consisted of engaging with patrons and arts organisations with lived experience of disability to assist develop strategies to support each of the DAIP's required seven outcomes.

The review process included:

- Reviewing the public survey feedback and suggestions,
- Identifying strategies that have been successfully implemented and require no further action over the next five years,
- Identifying strategies to be carried over to the revised plan for implementation,
- Considering all Trust functions, facilities and services (delivered internally and by external contractors) in relation to access and inclusion, and
- Reviewing customer feedback and any complaints relating to access and inclusion.

Trust staff also contributed to the plan by identifying potential barriers to accessing services, information or facilities that people with disability may experience and provided suggestions to overcome them, via completing the survey. Similarly, contractors and service providers who deliver services on behalf of the Trust were also given the opportunity to provide input.

Additionally, the Trust wrote directly to key stakeholders to seek their input and provide them with the opportunity to help shape the plan.

Review, Monitoring and Reporting

Review

The Trust will annually review and develop an action plan that will include outstanding actions from the previous plan as well as any new actions identified by the venues or business directorates.

Monitoring

The Trust's Diversity, Equity and Inclusion Project Control Group will meet on a regular basis to review the progress of the strategies identified in the DAIP. The Trust's Corporate Executive will also monitor initiatives undertaken in the plan.

Reporting

The Diversity, Equity and Inclusion Project Control Group will report to Corporate Executive who in turn will report to the Board on the progress of its DAIP and initiatives.

The Trust will also report annually, (by the due deadline in the prescribed format to Disability Services at the Department of Communities) the progress of its DAIP strategies (known as DAIP Progress Reporting).

The Trust will also ensure key achievements that have supported and enhanced access and inclusion for people with disability are detailed in its Annual Report.

Communicating the DAIP

The DAIP is available to all Trust staff, contractors, stakeholders, and the Western Australian community, including people with disability, and their families and carers, via the Trust's website [DAIP](#) and internal intranet. The DAIP will also be specifically promoted through internal communication channels as well as through the Trust's employee induction program.

A public notice in the West Australian newspaper informed the community of the DAIPs pending review and public consultation period. A public notice also advised of the published revised DAIP and highlighted its availability in alternative formats upon request including in standard and large print, electronic format by email, in audio format on CD and on the organisation's website.

Broadcast emails to key stakeholders and key partners will occur regularly to reinforce the DAIP strategies.

All contractors, service providers and lessees to the Trust will be provided with access to this DAIP to increase awareness and advance adherence to the DAIP.

DAIP Strategies to Improve Access and Inclusion

This DAIP will be effective from 1 January 2023 to 31 December 2027. Within the seven outcome strategies identified, there is potential for improved access and inclusion. These strategies provide flexibility to respond to emerging access and inclusion needs and will be used to guide the identification of initiatives in the annual action plans for the duration of this DAIP.

Outcome 1:

People with disability have the same opportunities as other people to access the services of, and any events organised by, the Arts and Culture Trust (ACT).

Strategies	Timeline (Calendar Year Quarters)
1.1 The Diversity, Equity and Inclusion Project Control Group will guide the implementation of the revised DAIP.	Q1 2024
1.2 Ensure the outcomes of the DAIP are linked to strategic planning including programming.	Q1 2024
1.3 Ensure individuals and organisations contracted by ACT provide services that comply with DAIP requirements.	Q3 2024
1.4 Review venue accessibility from access audit programs to build awareness and capacity for people with disability.	Q3 2025
1.5 Develop and implement flexible strategies to improve access for people with disability, their families and carers.	Q1 2026
1.6 Ensure that people with disability are provided with an opportunity to comment on access to services.	Ongoing
1.7 Encourage and promote organisations hiring ACT venues and spaces to offer accessible performances for people with disability, their families and carers.	Ongoing

Outcome 2:

People with disability have the same opportunities as other people to access the buildings and other facilities of ACT.

Strategies	Timeline (Calendar Year Quarters)
2.1 Ensure access consulting and community consultation on accessibility and inclusion is a requirement in the design, planning and construction of any buildings and facilities.	Q3 2024 and Ongoing
2.2 Ensure, where possible, the buildings and facilities are accessible to and meet the needs of people with disability.	Rolling Access Audits from Q1 2025
2.3 Review and maintain relationships so there is adequate parking and public transport options to meet the needs of people with disability in terms of quantity and location.	Q2 2025 and Ongoing
2.4 Ensure staff (including Front of House Managers, Stage Door Keeps and Chief Wardens) complete Accessibility awareness training and all relevant staff are trained in evacuation procedures for people with disability.	Q3 2025 and Ongoing
2.5 Ensure appropriate signage is in place to meet the needs of people with disability.	Q1 2026

Outcome 3:

People with disability receive information from ACT in a format that will enable them to access the information as readily as other people are able to access it.

Strategies	Timeline (Calendar Year Quarters)
3.1 Ensure information provided for people with disability complies with State Government Access Guidelines for Information, Services and Facilities.	Q1 2025
3.2 Make available upon request alternative format versions of public documents.	Q2 2025
3.3 Ensure staff are aware of accessible information needs and how to obtain information in other formats.	Q3 2025
3.4 Review venue websites for adherence to Web Content Accessibility Guidelines (WCAG) 2.2 and plan for required upgrades.	Q1 2026
3.5 Ensure new documents added to websites meet Web Content Accessibility Guidelines 2.2, level AA or greater.	Q3 2027

Outcome 4:

People with disability receive the same level and quality of service from the employees of ACT as other people receive from the employees of ACT.

Strategies	Timeline (Calendar Year Quarters)
4.1 Ensure disability awareness training is undertaken by staff.	Q4 2024
4.2 Raise departmental employee awareness about specific requirements for including people with disability in their service provision.	Q2 2025
4.3 Ensure employees are adequately trained in relation to service provision for people with disability.	Ongoing
4.4 Network with Resident Companies and other arts organisations to share information on DAIP initiatives in relation to offering consistent levels of service and with a view to implementing strategic partnerships.	Q4 2026

Outcome 5:

People with disability have the same opportunities as other people to make complaints to ACT.

Strategies	Timeline (Calendar Year Quarters)
5.1 Ensure complaints management system and processes are accessible to people with disability.	Q2 2025
5.2 Ensure the complaints process meets the needs of people with disability.	Q3 2025
5.3 Ensure staff handling complaints have sufficient knowledge and understanding of people with disability to adequately respond to complaints.	Q4 2025

Outcome 6:

People with disability have the same opportunities as other people to participate in any public consultation by ACT.

Strategies	Timeline (Calendar Year Quarters)
6.1 Ensure public consultation processes are inclusive.	Q3 2027
6.2 Increase opportunities for people with disability, their family, and carers to be involved in public consultation.	Q4 2027 and Ongoing

Outcome 7:

People with disability have the same opportunities as other people to obtain and maintain employment with ACT.

Strategies	Timeline (Calendar Year Quarters)
7.1 Observe the Equal Employment Opportunity Management Plan to ensure recruitment policies and practices are inclusive.	Q3 2024 and Ongoing
7.2 Develop strategies to improve attraction, recruitment and retention of employees with disability.	Q3 2025
7.3 Ensure staff with a disability are supported to undertake their employment responsibilities.	Q3 2026 and Ongoing
7.4 Engage and maintain relationships with key disability employment support providers.	Q1 2027

Feedback Form

Disability Access and Inclusion Plan 2023-2027

The Arts and Culture Trust (ACT) is interested in your feedback and comments regarding its Disability Access and Inclusion Plan (DAIP) 2023-2027. Your feedback is welcome at any time and will be treated in the strictest confidence.

1. Have you experienced any barriers to accessing ACT's services which will not be addressed by the DAIP?

Situation: _____

Reason for Difficulty: _____

2. Is there an initiative you would like to compliment ACT on?

Initiative: _____

Why do you think it is a good initiative? _____

3. Do you have any other comments or suggestions on how ACT can improve access to its services, information or facilities?

4. To help ACT analyse your comments, please tick which category or categories best describes your interest in ACT's DAIP 2023-2027.

- ☐ Customer or patron with a disability
- ☐ Wheel-chair user
- ☐ Caregiver of a person with a disability
- ☐ Family member or friend of a person with a disability
- ☐ Employee of Arts and Culture Trust
- ☐ Resident Company/Arts Organisation
- ☐ Patron of Arts and Culture Trust Events
- ☐ ACT contractor/service provider
- ☐ Other (please specify) _____

Would you like ACT to keep you informed of any changes to its DAIP?

☐ Yes ☐ No

If yes, please provide contact details below.

Contact Details

Name:
Address:
Email:
Phone:

Arts and Culture Trust Contact Details

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