



ARTS AND
CULTURE TRUST

Disability Access and Inclusion Plan (DAIP)

2018 – 2022



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Acknowledgements

The Arts and Culture Trust acknowledges the input received from many individuals and groups within the community, which has been invaluable in the preparation of this Disability Access and Inclusion Plan.

Introduction from the General Manager

The Board and staff at Arts and Culture Trust (ACT) are committed to ensuring that the buildings in its care are as accessible as possible to all members of the West Australian community, as well as other visitors.

In 2017 the Australia Council for the Arts released the *National Arts Participation Survey* which showed an increase of people with disability accessing the arts, as both creatives and audience members.

We want to ensure that patrons with disability, their families and their carers feel welcome and supported when they come to our venues and that their experience is memorable.

ACT are working to ensure all staff and contractors are well trained and able to meet the needs of our hirers and patrons in a respectful and considered way.

Further to this, ACT knows that there are a number of performers in Western Australia who want access to our stages and our next challenge is making those pathways easier so that their stories can be told.

This Disability Access and Inclusion Plan (DAIP) provides the road-map for the next five years. It will be supported by an implementation plan and will improve access for our patrons, develop meaningful partnerships and increase performances, both for and by, people living with disability.

Duncan Ord OAM

General Manager

Arts and Culture Trust

The Arts and Culture Trust (ACT) is a statutory authority established and constituted under the *Perth Theatre Trust Act 1979* (the Act), with functions as specified in Section 16 of the Act. The main function being the care, control, management, maintenance, operation and improvement of the following ACT theatres:

1. His Majesty's Theatre (government owned)
2. Subiaco Arts Centre (leased from the City of Subiaco)
3. State Theatre Centre of Western Australia (government owned)
4. Albany Entertainment Centre (government owned)

ACT holds the lease for the Perth Concert Hall (leased from the City of Perth and managed by WA Venues and Events Ltd) and leases the Goldfields Arts Centre to the City of Kalgoorlie Boulder.

As of 1 July 2018 ACT will take over responsibility for the Perth Cultural Centre Public Realm.

Our Mission

To offer wide-ranging arts experiences in well-managed venues.

Heritage Status of Buildings

The Perth Concert Hall, His Majesty's Theatre and the Subiaco Arts Centre are registered with the Heritage Council of WA, with His Majesty's Theatre also being classified by the National Trust.

The Culture and Arts Portfolio

ACT operates within the Culture and Arts Portfolio which also includes:

- Art Gallery of Western Australia (a statutory authority)
- State Library of Western Australia (a statutory authority)
- Western Australian Museum (a statutory authority)
- Department of Local Government, Sport and Cultural Industries (DLGSC) (including the Culture and the Arts WA directorate).

The DLGSC employs staff across the Portfolio and provides corporate services support to the agencies, including ACT. All individual agencies are responsible for their own DAIP's.

Planning for better access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2015) almost one in five Australians identified as living with a disability. 14% of Western Australians identify themselves as having some form of disability.

It is a requirement of the *Disability Services Act 1993* that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the way in which the authority will ensure that people with disability have access to its facilities and services.

Other legislation underpinning access and inclusion includes the *WA Equal Opportunity Act 1984* and the *Commonwealth Disability Discrimination Act 1992*.

Significant achievements of the previous DAIP

The new DAIP builds on the work already achieved through previous DAIPs. Achievements of the ACT 2013 -2017 DAIP are provided below.

Across the past five years the ACT Venues have continued to provide:

- updated accessibility information (electronically and as flyers)
- induction for front of house staff
- Companion Card ticket offers
- Audio-described performances
- Auslan performances

Building improvements have included:

- Tactile floor indicators installed in the State Theatre Centre of WA (STCWA) and Subiaco Arts Centre
- Contrast colour stair nosing installed at STCWA and His Majesty's Theatre

In 2014 ACT and DADAA created an informal partnership to improve access to the venues for artists with disability and their carers. In 2016 a two-year MOU was developed by which ACT enable DADAA to access venues for a range of events such as performance, workshops or training days. In return DADAA train ACT staff to improve accessibility for people living with disability and work with ACT to improve DAIP outcomes.

In 2015 ACT worked closely with Black Swan State Theatre Company to enable the provision of accessible performances by reducing or removing venue hire on performances servicing people with disability. An ongoing initiative, this has made accessible performances affordable for both Black Swan and the customer, and assists to make the State Theatre Centre of WA a welcoming venue for all patrons.

Access and inclusion policy statement for people with disability, their families and carers

ACT are committed to ensuring that people with disability, their families and carers have the same opportunities to access its arts and cultural services, information and facilities as other people.

The DAIP identifies areas and strategies where access and inclusion can be improved. These strategies work towards a number of access and inclusion outcomes.

The seven access and inclusion outcome areas aim to provide a means of ensuring that people with disability:

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

Development of the DAIP

Consultation

As required under the *Disability Services Act 1993*, in 2017 the Culture and Arts Portfolio agencies of the new Department of Local Government, Sports and Cultural Industries (DLGSC) engaged DADAA to conduct a review of the previous DAIPs through public consultation with DLGSC-funded agencies, as well as with artists and audiences with disability, their families and carers.

The purpose of this consultation was to identify the strengths and weaknesses of existing DAIPs, and to collect suggestions and strategies for developing new DAIPs. This process is seen as key to ensuring that the new DAIPs reflect the needs and aspirations of people with disability wishing to access the arts and cultural sector.

To gather data, the following stakeholders were consulted: Culture and Arts Portfolio agencies; DLGSC-funded arts organisations; and artists and audiences with disability across a range of disabilities and ages, along with their families and carers. Information was gathered through interviews, an on-line survey, and venue audits. Desktop research was conducted to isolate best practice in DAIPs nationally and internationally.

The public consultation process was undertaken by DADAA in August and September 2017.

An online survey was advertised on the Arts and Culture Trust website on 18 December and in the West Australian on 8 February 2018. The survey remained open for two months and feedback was incorporated into the DAIP.

Key findings from the consultation

- Lack of clear targets and measures prevents confirmation of success and exposes organisations to risk.
- Full implementation of plans has been hampered by significant Government restructuring, and budget constraint.
- There is an increase in the use of technology to improve access to programming and exhibitions, which could be utilised more.
- Successful outcomes involve partnerships between cultural organisations and disability sector, and the arts sector is beginning to respond to contractual obligations to explore inclusive practices.
- Some physical barriers remain with a need to audit the non-automatic doors in some venues.
- Disability awareness training and induction of staff and volunteers about DAIP strategies in each venue and organisation is a high priority.
- DAIP strategies mostly focus on access and participation in existing services, and not on programming; the mainstream cultural sector now needs to consider opportunities for supporting artists with disability to be included in programming.
- Disability services in ACT venues have improved in the past five years.

Implementation, Review and Reporting of the DAIP

Responsibility for implementation

Implementation of the DAIP is the responsibility of all ACT staff. ACT will review progress against the strategies on an annual basis and undertake to develop a new DAIP every five years.

Communication

Availability of the DAIP will be communicated via:

- The ACT website (www.artsculturetrust.wa.gov.au);
- Public Notice placed in the print version of the West Australian newspaper;
- Broadcast email to key stakeholders including the Disability Services Planning Committee, key partners - DADAA Ltd and Cahoots!, ACT theatre venues and ACT staff;
- Information on the ACT's intranet (available to staff and contractors)

Reviewing and reporting

ACT will annually:

- Review and develop a new implementation plan that will include outstanding actions from the previous implementation plan and new actions identified by directorates
- report by the 30 June deadline to the Department of Communities on progress in implementing strategies, progress made by agents and contractors and strategies used to inform agents and contractors of its DAIP

ACT will follow the requirements of the Act by also:

- monitoring initiatives undertaken in the implementation plans
- reporting annually to the ACT Board on progress in implementing initiatives
- reporting on progress of the DAIP in the ACT Annual Report

All relevant contractors used by the ACT will be provided with a copy of ACT's DAIP. Where applicable, services provided by contractors will be compliant with ACT's DAIP.

Strategies to improve access and inclusion

This DAIP will be effective for five years from 1 January 2018 to 31 December 2022. Within the seven outcome areas strategies have been identified where there is potential for improved access and inclusion. These broad strategies provide flexibility to respond to emerging access and inclusion needs. These strategies will be used to guide the identification of initiatives in the annual implementation 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, Arts and Culture Trust (ACT).	
Strategy	
Build awareness, capacity and sustainability to enhance access for people with disability.	Ongoing
Develop and implement flexible strategies to improve access for people with disability, their families and carers.	Ongoing
Ensure individuals and organisations contracted by ACT to provide services comply with DAIP requirements.	Ongoing
Ensure that people with disability are provided with an opportunity to comment on access to services	Ongoing
Encourage organisations hiring our venues to offer accessible performances for people with disability, their families and carers.	Ongoing
Ensure the outcomes of the DAIP are linked to strategic planning including programming	2018

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of ACT.	
Strategy	
Ensure the buildings and facilities meet access standards.	Ongoing
Ensure access is monitored and maintained to ensure our buildings and facilities continue to meet the needs of people with disability and their families and carers.	Ongoing
Ensure community consultation on access standards is a requirement in the design, planning, and construction of any buildings and facilities.	Ongoing
Review ACROD parking and public transport options for customers with disability	2018

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.	
Strategy	
Ensure information provided for people with disability complies with State Government Access Guidelines for Information, Services and Facilities.	Ongoing
Make available upon request alternative format versions of public documents.	Ongoing
Make available Plain English versions of key public documents relevant to people with disability.	Ongoing
Ensure staff are aware of accessible information needs and how to obtain information in other formats.	Ongoing
Review website and ensure updates and documents are compliant with accessibility guidelines	Ongoing

Outcome 4: People with disability receive the same level and quality of service from the staff of ACT as other people receive from the staff of ACT.	
Strategy	
Ensure staff have the knowledge and skills to provide an equal level and quality of service to people with disability and their families and carers.	Ongoing
Review training processes and procedures to ensure staff meet the needs of people with disability	2018
Implement the findings of the review	2019
Generate staff awareness of the DAIP and disability issues through use of the intranet and newsletters	Ongoing

Outcome 5: People with disability have the same opportunities as other people to make complaints to ACT.	
Strategy	
Evaluate the complaints procedures for both ticketing and corporate services to ensure they are accessible for people with disability	2018
Ensure the complaints process meets the needs of people with disability.	Ongoing
Ensure staff handling complaints have sufficient knowledge and understanding of people with disability to adequately respond to complaints.	Ongoing

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by ACT.	
Strategy	
Ensure public consultation processes are inclusive.	Ongoing
Increase opportunities for people with disability, their family, and carers to be involved in public consultation.	Ongoing

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the ACT.	
Strategy	
Ensure recruitment policies and practices are inclusive.	Ongoing
Develop strategies to improve attraction, recruitment and retention of employees with disability.	Ongoing
Ensure staff with disability are supported to undertake their employment responsibilities.	Ongoing
Engage with key disability employment support providers	Immediate