

National Gallery of Victoria Disability Action Plan 2012-2015

30 June 2012

An introduction to NGV's Disability Action Plan 2012-2015

The vision of the National Gallery of Victoria is “**Creating an inspiring future: Enriching our understanding of art and life**”. The NGV is the custodian of the State Collection, owned by the people of Victoria, and we therefore welcome every Victorian and residents from other parts of Australia - and the world - to experience what the NGV has to offer.

The *Disability Action Plan 2012-2015* is an important document as it demonstrates how we value access for all, and gives us the necessary focus to ensure that we are being inclusive of artists, visitors, employees, volunteers and contractors with disabilities.

The NGV is committed to ensuring all members of the community have the opportunity to experience the NGV Collection, its exhibitions and facilities.

The NGV's Disability Action Plan aligns with the *Disability Discrimination Act 1992* (Commonwealth) and the *Disability Act 2006* (Victoria).

This Disability Action Plan aims to contribute to the continuous improvement of NGV facilities and services within the context of strategic and operational plans.

The National Gallery of Victoria comprises two main public venues: **The Ian Potter Centre: NGV Australia** at Federation Square, the home of Australian art collection; and **NGV International** on St Kilda Road, which displays artworks from all over the world. The NGV presents a diverse range of visual arts exhibitions, programs and activities throughout the year. The NGV also offers visitors dining and venue hire facilities as well as the NGV Shop.

The Plan acknowledges there are access challenges inherent in NGV buildings, and outlines actions to address a wide range of opportunities to enhance access to NGV facilities and services.

The NGV is committed to continuous improvement. The Disability Action Plan (DAP) Project Team will review this Disability Action Plan, monitor actions and ensure that it remains relevant to community standards.

This will often involve consulting members of the community with disabilities and with arts and disability peak organisations in order to ensure that the Disability Action Plan retains its flexibility and responsiveness.

The NGV has registered this *Disability Action Plan 2012-2015* with the [Australian Human Rights Commission](http://www.hreoc.gov.au/disability_rights/action_plans/Register/register) (www.hreoc.gov.au/disability_rights/action_plans/Register/register).

Tony Ellwood
Director, National Gallery of Victoria

Background

The DAP has been developed by the NGV's **Disability Action Plan Project Team**, which includes NGV staff from many areas of the Gallery. The Project Team seeks advice from arts and disability peak organisations to inform its activities.

The Disability Action Plan Project Team is chaired by the NGV's Deputy Director, Andrew Clark.

The DAP Project Team has representation from a broad range of NGV departments including Front of House, Assets & Facilities, Curatorial, Exhibition Management, Exhibition Design, Education, Public Programs, Human Resources, Marketing, and Multimedia.

Definition of Disability

“Disability” for the purposes of this Action Plan encompasses the same areas as the *Disability Discrimination Act 1992 (DDA)*.

The term “disability” refers to any permanent or temporary condition, which affects a person's bodily or mental function.

In 2009, 4 million people in Australia (18.5% of the population) had a disability, which restricted their everyday activities and had lasted, or was expected to last, for six months or more.

As people grow older there is an increased tendency to develop conditions that cause disability. Just over half (52%) of people aged 60 years or more had a disability in 2009.*

The DDA applies across Australia. Its purposes include the elimination, as far as possible, of discrimination against people with disabilities in a range of areas, including employment, education, access to premises, clubs and sport and the provision of goods, facilities and services.

The DDA makes it unlawful to discriminate because of disabilities which people:

- Have now, or which previously existed but no longer exist
- May acquire in the future
- Are imputed to a person

The DDA also protects a person with a disability against discrimination when:

- They are accompanied by an assistant, interpreter or reader
- They are accompanied by an animal trained to alleviate the disability (e.g. guide dog)
- They use equipment or aids (e.g. hearing aids)

The DDA also makes it unlawful to discriminate against a person because of a disability of their associates, such as relatives, partners, carers, or business, sporting or recreational associates.

The *Disability Act 2006* (Victoria) provides the framework for a whole-of-government approach to enable people with a disability to actively participate in community life.

Section 38 (1) of the Act specifies that a Disability Action Plan is prepared for the purposes of:

- (a) reducing barriers to persons with a disability accessing goods, services and facilities;
- (b) reducing barriers to persons with a disability obtaining and maintaining employment;
- (c) promoting inclusion and participation in the community of persons with a disability; and
- (d) achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

Desired Outcomes of this Disability Action Plan

- Outcome 1: The NGV will provide a broad range of access opportunities for people with disabilities.
- Outcome 2: The NGV will provide inclusive employment opportunities for people with disabilities.
- Outcome 3: Persons employed at the NGV will be knowledgeable about the access requirements of people with disabilities.
- Outcome 4: The NGV will actively promote the implementation of the DAP - through monitoring, reporting and evaluation.

Planning and Reporting

The NGV will revise its DAP in the light of any new research undertaken by relevant peak-body organisations and will re-register its Plan with the Australian Human Rights Commission accordingly.

Members of the DAP Project Team will communicate and consult with NGV colleagues from their own or related teams as well as with many NGV stakeholder groups and peak organisations in order to achieve the actions in the DAP that are relevant to their area of operation in the Gallery.

The NGV DAP will be reviewed by the DAP Project Team and the NGV's Executive Management Team on a **quarterly basis** to ensure the timely completion of actions.

Progress on the actions outlined in this DAP will be **reported each year in the National Gallery of Victoria's Annual Report** which is available to view or download from the [NGV website](http://www.ngv.vic.gov.au/about-us/reports-plans-key-documents/annual-reports) (<http://www.ngv.vic.gov.au/about-us/reports-plans-key-documents/annual-reports>)

Objective 1 – To reduce barriers to persons with a disability accessing goods, services and facilities

Action 1 – Maintain NGV's register of peak access organisations and consult these organisations about access issues.

Responsibility: DAP Project Team

Timeline: Review register on an annual basis

Evaluation: Consultations with organisations recorded on DAP site

Action 2 – Flag visitors' access-related comments via the NGV's Visitor Comments Register, annual Visitor Access survey and NGV Access email address, and develop recommendations for future service delivery.

Responsibility: Front of House team to collate feedback for DAP Project Team review

Timeline: Quarterly report to DAP Project Team

Evaluation: Access-related comments will be assessed according to risk

Action 3 – Update the 2009 NGV Access Audit for public areas in the NGV International and NGV Australia buildings.

Responsibility: Led by the Asset & Facilities team and guided by DAP Project Team

Timeline: Audit to be completed by December 2012

Action 4 – Prepare an Implementation Plan, including timelines and how agreed changes will be funded, based on the Access Audit and feedback from staff and visitors.

Responsibility: DAP project team recommendation to Executive Management Team

Timeline: Ongoing. Review on an annual basis

Evaluation: Progress will have been made towards achieving the four outcomes of this DAP

Action 5 – Continue to improve NGV's website to comply with Web Content Accessibility Guidelines (WCAG).

Responsibility: Multimedia team

Timeline: Ongoing

Evaluation: Visitor Comments Register, annual Visitor Access Survey, NGV website feedback, and NGV Access email address. Progress to be documented in a WCAG Action Plan

Objective 2 – To reduce barriers to persons with a disability obtaining and maintaining employment

Action 6 – Identify the physical requirements to perform roles in Art Services at the NGV and include these requirements on Role Statements.

Responsibility: HR team

Timeline: By end of June 2014

Evaluation: Amendments will have been made to Role Statements after appropriate consultation

Action 7 – Monitor the NGV’s recruitment process to ensure barriers are reduced for candidates with a disability.

Responsibility: HR team

Timeline: Ongoing

Evaluation: Appropriate adjustments will have been made to NGV recruitment process and will have been signed off by NGV management after appropriate consultation

Action 8 – Where appropriate engage with organisations such as Disability Works Australia (DWA) to conduct audits of work areas at the NGV where adjustments are required to accommodate employees with a disability.

Responsibility: HR team

Timeline: Ongoing

Evaluation: Discussions will have taken place between the NGV and DWA, audits completed and adjustments made

Action 9 – Introduction of Reasonable Adjustment Guidelines for Managers and Employees.

Responsibility: HR team / Risk and OH&S

Timeline: By end of December 2014

Evaluation: Guidelines created and promoted to all NGV employees

Objective 3 – To promote inclusion and participation in the community of persons with a disability

Action 10 – Conduct an annual Visitor Access Survey program at both galleries to monitor how all visitors, including those with disabilities, access NGV facilities.

Responsibility: Marketing team

Timeline: Surveys to be conducted at both galleries covering periods of varying visitor numbers

Evaluation: Access rating scores will be expected to improve over time

Action 11 – Create and maintain a database of visual and performing arts practitioners and presenters with disabilities to incorporate into NGV programs and Events.

Responsibility: Programs and Events teams

Timeline: Ongoing. Review on a quarterly basis

Evaluation: The database will have been set up and referred to by relevant teams

Action 12 – Work with Arts Victoria to include visitor access information on the Arts Victoria website.

Responsibility: Marketing and Media teams

Timeline: Ongoing

Evaluation: Disability access will be included on Arts Victoria's website

Action 13 – Send regular information about NGV access and activities to organisations that represent people with a disability.

Responsibility: Public Programs and Education teams

Timeline: Ongoing

Evaluation: A regular process for the distribution of information will be in place

Objective 4 – To achieve tangible changes in attitudes and practices amongst NGV staff members which will enhance access for all at the NGV

Action 14 – NGV’s DAP objectives will be considered as part of NGV’s Annual Business Plans.

Responsibility: DAP Project Team

Timeline: Publishing of Annual Business Plans

Evaluation: DAP will be referenced in NGV’s Business Plans

Action 15 – Include DAP Actions in NGV Departmental Plans.

Responsibility: Managers/Supervisors via the DAP Project Team

Timeline: Ongoing. Review on an annual basis

Evaluation: DAP will be referenced in NGV’s Departmental Plans

Action 16 – Align DAP with Role Statements and NGV Annual Work Plans for Managers/Supervisors.

Responsibility: Led by HR team through Executive Management Team

Timeline: By end of December 2014

Evaluation: DAP initiatives will appear in Managers’/Supervisors’ Role Statements and Annual Work Plans

Action 17 – Investigate payroll-giving partnerships with a list of specific community organisations which support or advocate for people with a disability and promote and encourage employee contributions.

Responsibility: HR team

Timeline: By end of June 2014

Evaluation: Ongoing encouragement of employee contribution

Action 18 – Attend Disability Law information sessions, disability training and information sessions.

Responsibility: DAP Project Team

Timeline: Ongoing

Evaluation: Attendance will have been reported and learnings shared at quarterly DAP meetings

Action 19 – Raise awareness about DAP initiatives and objectives through all-staff communications.

Responsibility: DAP Project Team

Timeline: Annual report to Executive Management Team and to other relevant staff meetings

Evaluation: DAP communications to all staff

Action 20 – Develop NGV Access Standards resource.

Responsibility: DAP Project Team

Timeline: By end of December 2014

Evaluation: Access Standards resource created and in use by NGV staff

Acknowledgements

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Contacting NGV about this Disability Action Plan

If you have any questions in relation to the NGV Disability Action Plan:

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If you would like to receive this publication in an accessible format, such as large print, please telephone or email ngvaccess@ngv.vic.gov.au with your request. The NGV Disability Action Plan can be downloaded in PDF or XPS formats from the [NGV website](http://www.ngv.vic.gov.au) (<http://www.ngv.vic.gov.au/about-us/reports-plans-key-documents/disability-action-plan>)