



Museum of  
Australian Democracy  
Old Parliament House

# Disability Inclusion Action Plan 2021–2024



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The heritage-listed Old Parliament House was built in the mid-1920s, however there are inaccessible design features throughout. Today, as a museum, it is being improved for accessibility and inclusion for all, while adhering to heritage management best practices.

# DIRECTOR'S FOREWORD

It is my great pleasure to introduce the Disability Inclusion Action Plan (DIAP) 2021–2024 for the Museum of Australian Democracy (MoAD) at Old Parliament House.

MoAD plays a significant role in enriching understanding and appreciation of Australia's political legacy and the intrinsic value of democracy. A key principle of democracy is the right of all people to civic engagement and participation. MoAD's DIAP 2021–2024 reflects this important right and our commitment to improve accessibility and inclusion through exhibitions, public programs, museum spaces, facilities and digital offerings that welcome everyone.

Working with Accessible Arts, and building on earlier improvements, MoAD has identified a number of key areas where we can create more inclusive and accessible museum experiences while balancing our heritage management responsibilities.

**Our areas of focus will include enhancements to:**

- building access and signage and wayfinding
- experience design and promotion
- our website and publications
- use of support technologies and materials; and
- expanding staff and volunteer Disability Confidence training.

The implementation of MoAD's DIAP 2021–2024 will be carefully monitored via consultation with our Disability Working Group and engagement with our onsite and online visitors. Progress will be reviewed annually to ensure our DIAP remains effective and fit for purpose.

Our sincere thanks to everyone who has contributed to the development of this plan, and we look forward to continuing collaboration to successfully implement it over the coming years.

**Daryl Karp**  
**Director, Museum of Australian Democracy**

MoAD's Director, Daryl Karp, stands in a new exhibition space being designed in 2021.

# THE MUSEUM OF AUSTRALIAN DEMOCRACY



The Museum of Australian Democracy at Old Parliament House (MoAD) provides an enriched understanding and appreciation of Australia's political legacy and the intrinsic value of our democracy.

**We do this through:**

- conservation of the national heritage building and collections
- creation and delivery of exhibitions, interpreted spaces, public programs, learning experiences and research activities related to Australia's social, parliamentary and democratic journey
- the provision of activities and services to promote the understanding of democracy and Australia's unique democratic traditions and institutions.

Our Client Service Charter sets out the standards of service which visitors to MoAD can expect.

**We aim to provide:**

- a welcoming and vibrant meeting place which considers the diverse backgrounds, needs and expectations of all our clients and stakeholders
- an experience relevant to you by explaining our programs, services and facilities
- learning opportunities through our exhibitions, collections and programs and
- adherence to heritage management best practice.

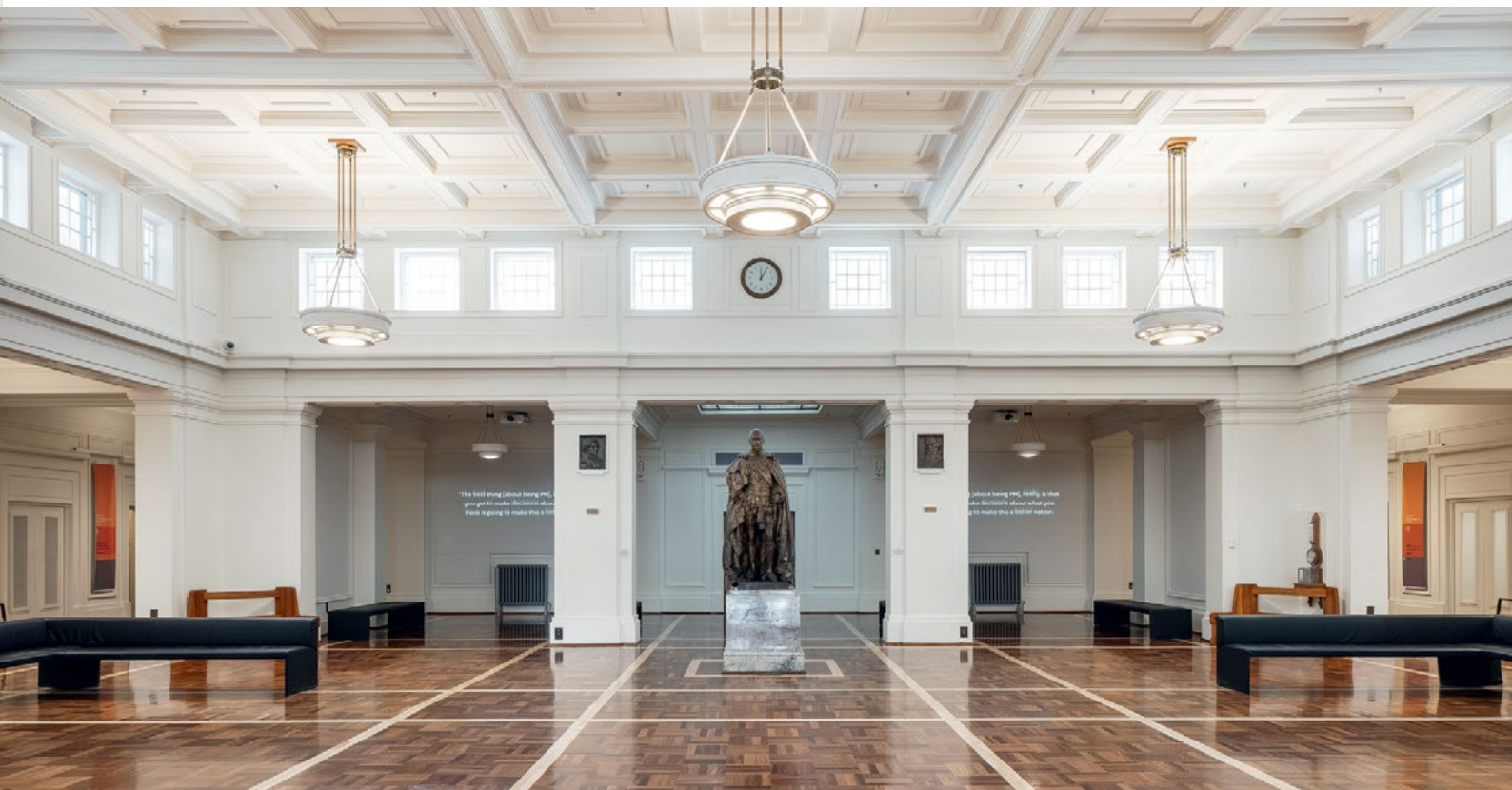
**For more information about MoAD please visit <https://www.moadoph.gov.au/about/>**

## 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 disability. The Convention places the responsibility on society to ensure that all people are provided with opportunities to reach their full potential, regardless of their situation or disability.**

One in every five Australians identifies as living with disability (Australian Bureau of Statistics 4430.0 – Disability, Ageing and Carers, Australia: summary of Findings, 20185). The Commonwealth Disability Discrimination Act (DDA) 1992 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 disability are treated less fairly than those without disability (**Attachment 1**).

Disability discrimination also occurs when people are treated less fairly because they are a relative, friend, carer, co-worker, or associate of a person with disability. The DDA provides for organisations to prepare a Disability Inclusion 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 disability (**Attachment 2**).



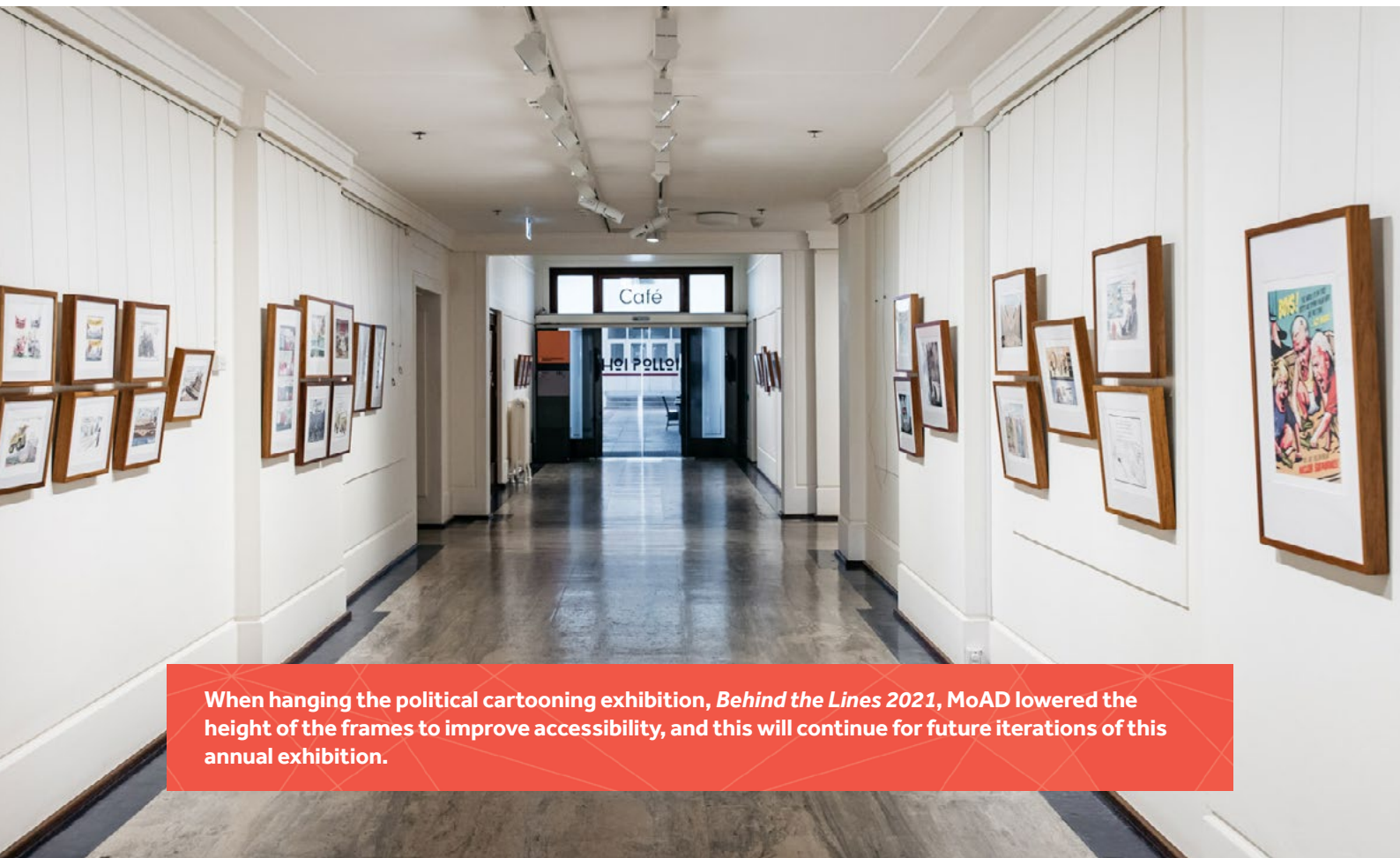


## MoAD Disability Inclusion Initiatives

### Our last Disability Inclusion Action Plan contributed to:

- establishing six accessible car spaces at the front of the building
- installing a fully accessible lift in the main building
- installing tactile ground surface indicators on stairs and Braille and Tactile signage to toilets
- making four wheelchairs available for visitor use on arrival
- installing hearing loops in King's Hall, the House of Representatives Chamber, the Schools Orientation space and Members Dining Rooms
- commencing captioning, sub-titling and transcripts for audio visual programs
- commencing awareness training for staff
- commencing tours for targeted audience groups
- increasing access to, and involvement in, the museum's programs and activities to ensure diversity of ideas and voices, participation styles and locations and
- offering clear pathways for feedback from all visitors.

**MoAD is committed to continuing to work with diverse audience groups, particularly those who may experience disadvantage, to ensure that specific access and learning needs are identified and met.**



When hanging the political cartooning exhibition, *Behind the Lines 2021*, MoAD lowered the height of the frames to improve accessibility, and this will continue for future iterations of this annual exhibition.

The new Disability Inclusion Action Plan 2021–2024 is our commitment to putting in place actions to further improve the visitor, staff and volunteer experience at MoAD and to help meet our obligations under the Disability Discrimination Act. It represents a positive statement about enhancing equality of opportunity for all visitors to the museum.

**This Disability Inclusion Action Plan 2021–2024 was developed over a six month period, in collaboration with Accessible Arts, and is underpinned by the following research and development activities:**

- a 'walk and talk' audit of the museum by Accessible Arts advisors with lived experience of disability
- stakeholder surveys of visitors and staff to highlight areas for improvement in relation to access and inclusion, as well as areas where MoAD is performing well
- a series of interviews with managers across all MoAD teams to identify priority actions for inclusion in the new plan
- a review of a sample of 10 MoAD corporate documents for accessibility
- an open invitation external focus group with community members with disability to identify priority actions for MoAD
- an internal focus group open to all MoAD staff to provide further insights into the priorities for the new plan
- discussions on the research and consultation findings and pathways forward with MoAD senior managers.

The Disability Inclusion Action Plan is a living document which can be used to capture and respond to ongoing contributions and feedback from our visitors and staff about ways to improve experiences and services at MoAD.





## Scope of the Disability Inclusion Action Plan

The Disability Inclusion Action Plan 2021–2024 uses the definition of disability provided by the Disability Discrimination Act (**Attachment 1**).

**The research and consultation phase identified that action to improve inclusion and access is needed in the following areas:**

- access to the building and wayfinding
- experiences, including design and targeted promotion
- website and publications
- use of support technologies and materials
- staff and volunteer training
- consultation and feedback.

## The Disability Inclusion Action Plan is constructed around four pillars:



### 1 Liveable communities

Creating liveable communities for people with disability is more than modifying the physical environment; it covers areas such as access to transport, community recreation and culture, social engagement, and universal design.



### 3 Attitudes and behaviours

Attitudes and behaviours of the general community towards people with disability are the single greatest barrier to full access and inclusion. Attitudes and behaviour impact every aspect of life and contribute to all other barriers.



### 2 Systems and processes

Many people with disability have difficulty navigating systems and processes to access essential resources and community services, even the ones that are supposed to be targeted towards them. Reasons for this include information being difficult to access, channels of communication not being available, or simply a lack of accessibility options for the services.



### 4 Employment

People with disability have a significantly lower employment rate compared to people without disability. This gap is caused by barriers faced by people with disability at all stages of the employment process, ranging from inaccessible interview processes, lack of reasonable adjustments in the workplace and inflexible work environments.



## Implementation and Review

This Disability Inclusion Action Plan will be monitored, and progress will be reviewed annually by MoAD senior managers and the Executive Management Group. People with disability remain the focus of this plan.

### Ongoing engagement on the content and implementation of the Disability Inclusion Action Plan will occur via:

- a Disability Reference Group (in collaboration with Accessible Arts)
- engagement with our visitors onsite and online via our digital platforms.



The plan will be communicated internally via staff meetings and the intranet, and externally by lodging our plan with the Australian Human Rights Commission. Progress will be reported to the Old Parliament House Board in regular updates, and in MoAD's Annual Report. In addition, progress reports will be available via the website with screen-reader friendly, tagged PDF, RTF (imageless), Word (imageless), Easy English and an Auslan version of the opening section of this plan.



Museum of  
Australian Democracy  
Old Parliament House

# MUSEUM OF AUSTRALIAN DEMOCRACY DISABILITY INCLUSION ACTION PLAN 2021–2024

## Program 1: Liveable Communities

Goal: Ensure the ongoing conservation of the site whilst maximising access.

### STRATEGY: WHAT?

**Ensure the external fabric of the site is preserved and the internal fabric of the site is conserved.**

ACTION HOW:	LEADERSHIP WHO:	TIMELINE WHEN:	PERFORMANCE INDICATION ACHIEVEMENT?
<p><b>Public transport</b></p> <ul style="list-style-type: none"> <li>■ Advocate to the ACT Government to improve public transport and conveyance options to MoAD and surrounds including a bus stop located closer to MoAD.</li> <li>– Signage and assistance available at MoAD for taxi options to the front door.</li> </ul>	<p>Senior managers MET</p>	<p>2021-24</p>	<p>Follow up at six monthly intervals.</p>
<p><b>Site surrounds</b></p> <ul style="list-style-type: none"> <li>■ Advocate to the National Capital Authority to add a lip to the island out the front of the building, upgrade paths, pedestrian crossing and signage to find MoAD.</li> </ul>	<p>Facilities</p>	<p>2021-24</p>	<p>Follow up at six monthly intervals.</p>
<p><b>Access to premises – Internal</b></p> <ul style="list-style-type: none"> <li>■ Investigate the creation of a main entrance to the museum which can be accessed by all.</li> <li>■ Ensure that the way into the museum is clear and welcoming.</li> <li>■ Ensure the width of the ramps fits the doorways into the terrace rooms and add tactile surfaces to indicate the ramps.</li> <li>■ Ensure temperature control for the comfort of visitors and staff.</li> <li>■ Lower entry lift – add signage to indicate that the up/down button must be always held down for the lift to work.</li> </ul>	<p>Facilities, Heritage, Exhibitions and MET</p>	<p>2021-23</p>	<p>When entrance looks and feels welcoming, and signage improved through the wayfinding project.</p>

ACTION HOW:	LEADERSHIP WHO:	TIMELINE WHEN:	PERFORMANCE INDICATION ACHIEVEMENT?
<ul style="list-style-type: none"> <li>■ From the walk and talk audit, determine the suggestions 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> <li>■ From the walk and talk 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> <li>■ Ensure entry doors into exhibitions and interpreted spaces are fully independent (e.g. doors held open or automated).</li> </ul>	<p>Facilities, Heritage, and Exhibitions and Interpretation</p> <p>Facilities and Heritage, Exhibitions and Interpretation</p> <p>Exhibitions MET Learning</p>	<p>2021-24</p> <p>2022-23</p> <p>2021-24</p>	<p>Implementation plan jointly developed and completed.</p> <p>Management plan jointly developed and completed.</p> <p>Fully independent access doorways and daily sweeps.</p>
<p><b>Signage and wayfinding</b></p> <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> <li>■ Use universal symbols for wayfinding and identifying disability facilities (hearing loops, accessible entries etc.) where possible.</li> </ul>	<p>Exhibitions Comms</p> <p>Exhibitions Comms</p>	<p>2021-22</p> <p>2021-24</p>	<p>When new signage has been completed.</p> <p>Ongoing display of symbols as per current practice.</p>
<p><b>Quiet spaces</b></p> <ul style="list-style-type: none"> <li>■ Plan and implement internal and external quiet spaces suitable for people with disability to remove themselves from busy/noisy areas.</li> <li>■ Consult with Disability Reference Group on perceived requirements within an allocated Quiet Space.</li> </ul>	<p>Exhibitions MET Learning Comms Digital</p>	<p>2022-23</p>	<p>Quiet spaces introduced and well received.</p> <p>Spaces identified and communicated via the website and Access Map.</p>
<p><b>Emergency evacuation</b></p> <ul style="list-style-type: none"> <li>■ Review the emergency plan and enhance staff training to ensure people with disability can be safely evacuated.</li> <li>■ Include the option of evacuation devices.</li> <li>■ Create alternative formats of evacuation maps, online and hard copy.</li> </ul>	<p>Facilities MET</p> <p>Facilities, Comms, MET, Engagement</p>	<p>2021-22</p> <p>2021-22</p>	<p>Plan reviewed and staff training amended to highlight safe evacuation procedures.</p> <p>Alternative formats of evacuation maps are identified, costed and created.</p>

## Program 2: Systems and processes

Goal: Update MoAD’s systems and process to maximise accessibility and inclusion.

### STRATEGY: WHAT?

#### 1. Marketing campaign and support materials to encourage more people with disability to visit the museum.

ACTION HOW:	LEADERSHIP WHO:	TIMELINE WHEN:	PERFORMANCE INDICATION ACHIEVEMENT?
<p><b>Access Map</b></p> <ul style="list-style-type: none"> <li>■ Create an access map that includes the following:               <ul style="list-style-type: none"> <li>- accessible car parking</li> <li>- accessible entry</li> <li>- accessible bathrooms and parent room facilities</li> <li>- lifts and ramps</li> <li>- quiet spaces</li> <li>- hearing loops</li> <li>- wheelchair availability</li> <li>- wayfinding</li> <li>- links to key MoAD website pages</li> <li>- SMS</li> <li>- concierge service</li> <li>- physical barriers that may limit access.</li> </ul> </li> </ul>	Comms Digital	2021-22	Publication available:  Online as a html file  In hard copy, including large print.
<p><b>Disability Reference group</b></p> <ul style="list-style-type: none"> <li>■ Work with Accessible Arts on the model for MoAD’s Disability Reference Group.</li> <li>■ Members from across the disability community to ensure a broad range of voices are being represented.</li> <li>■ Ensure the group is being paid for their time and knowledge.</li> <li>■ Set up systems staff can use to contact the Disability Reference Group regarding access going forward.</li> </ul>	MET Learning	2021-22	MoAD has a Disability Reference Group.
<p><b>Annual Report</b></p> <ul style="list-style-type: none"> <li>■ Annual Report to be provided online as HTML with an accessible format based on recommendations in the document review.</li> <li>■ Report progress with DIAP implementation in the Annual Report.</li> </ul>	Comms Digital	Annually	Annual report online as HTML – screen readable with correct font style, size, and colour contrast.

ACTION HOW:	LEADERSHIP WHO:	TIMELINE WHEN:	PERFORMANCE INDICATION ACHIEVEMENT?
<p><b>Inclusive Language</b></p> <ul style="list-style-type: none"> <li>■ Update inclusive language policy to ensure it promotes the social model of disability - refer to 'Resources' for guidance.</li> <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>	<p>Comms Governance Digital/IT</p> <p>Comms Governance Digital/IT</p>	<p>2021-22</p> <p>2021-24</p>	<p>Policy framework updated and available to all staff.</p> <p>All existing material to be reviewed progressively.</p> <p>All new information to be developed in accordance with policy and checked prior to publication.</p>
<p><b>Promotion</b></p> <ul style="list-style-type: none"> <li>■ Promotion of programs, events, and exhibitions to include disability services and facilities available as well as the appropriate access symbols, multiple accessible formats are made available.</li> <li>■ Work with the Disability Reference Group to assist in the promotion of MoAD programs, events, and exhibitions via disability networks and media.</li> <li>■ All promotional images will have alt. text and image descriptions.</li> </ul>	<p>Comms Digital</p> <p>Comms Digital MET</p> <p>Comms Digital</p>	<p>2021-24</p> <p>2021-24</p> <p>2021-22 &amp; ongoing</p>	<p>Website and publications to include information in accessible formats.</p> <p>Information available on the website and in promotional publications.</p> <p>All promotional material has alt. text &amp; image descriptions.</p>
<p><b>SMS</b></p> <ul style="list-style-type: none"> <li>■ Investigate the provision of SMS facilities for people with cognitive disability and people who are d/Deaf and hard of hearing.</li> <li>■ Utilise the expertise of the Disability Reference Group for this.</li> <li>■ Offer at least one general audio tour each year, and exhibition-based audio described experiences, designed in consultation with people with low vision to ensure best user experience.</li> <li>■ Offer at least one Auslan tour each year.</li> </ul>	<p>MET Digital/IT</p> <p>Exhibitions Digital MET Learning</p>	<p>2021-22</p> <p>2021-24</p>	<p>Dedicated SMS facility investigated.</p> <p>Audio-based experiences available each year, and consultation has taken place.</p> <p>An Auslan tour is available at MoAD each year.</p> <p>MoAD has a viable audio description capability (in house or externally sourced).</p>



**STRATEGY: WHAT?**

**2. Develop and encourage use of website to increase access to the collection and as a learning tool**

ACTION HOW:	LEADERSHIP WHO:	TIMELINE WHEN:	PERFORMANCE INDICATION ACHIEVEMENT?
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>■ Implement the recommendations of the website audit completed in 2021.</li> <li>■ Update the website and include all needed access information.</li> </ul>	<p>Digital Comms</p>	<p>2021- 22 &amp; ongoing</p>	<p>Prioritised and incorporated into work plan.</p> <p>W3CA compliance achieved.</p>
<p><b>Access page</b></p> <ul style="list-style-type: none"> <li>■ Create dedicated web page/profile to promote disability access to services and facilities.</li> <li>■ Quarterly review of the Access page</li> <li>■ Include access map and updated contact numbers including SMS.</li> <li>■ Include Alt. text on all images.</li> </ul>	<p>Digital Comms MET</p>	<p>2021-22 &amp; ongoing</p>	<p>Web page developed and W3CA compliant.</p> <p>Testing by disability representatives completed.</p> <p>Alt. text &amp; SMS added.</p>
<p><b>Virtual experiences</b></p> <ul style="list-style-type: none"> <li>■ Scope virtual experiences for selected programs and exhibitions drawing on the expertise of disability representatives.</li> </ul>	<p>Digital Learning MET</p>	<p>2022-23 &amp; ongoing</p>	<p>Virtual experiences have been investigated and discussed.</p>
<p><b>Visitor Feedback</b></p> <ul style="list-style-type: none"> <li>■ Review feedback provided to the museum about issues raised in relation to disability access (onsite and online via the MoAD inboxes).</li> </ul>	<p>Digital MET</p>	<p>2021-22 &amp; ongoing</p>	<p>DIAP periodic reviews include visitor feedback to MoAD on access and responses.</p>

## Program 3: Attitudes and Behaviours

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

### STRATEGY : WHAT?

#### Increased accessibility to exhibitions, collections and programs

ACTION HOW:	LEADERSHIP WHO:	TIMELINE WHEN:	PERFORMANCE INDICATION ACHIEVEMENT?
<p><b>Access Checklist for new exhibitions, interpreted spaces and events</b></p> <ul style="list-style-type: none"> <li>■ Develop an in-house MoAD specific checklist to address disability access, drawing on the concepts contained in the Smithsonian Guidelines for Accessible Exhibition Design.</li> <li>■ Consult with the Disability Reference Group and access consultants to ensure the checklist is compliant with Australian Standards.</li> <li>■ Draw on existing disability resources to inform the checklist and the report from the Walk &amp; Talk.</li> <li>■ Revise policies and procedures to ensure the Access Checklist is utilised in the planning stages of all new exhibitions, interpreted spaces, and events to improve access for people with disability.</li> </ul>	<p>Exhibitions, Engagement Interpretation MET Learning</p>	<p>2021-22</p>	<p>Checklist developed and endorsed as MoAD policy.</p>
<ul style="list-style-type: none"> <li>■ Ensure the MoAD Access Checklist is utilised for all new exhibitions, refreshed interpreted spaces, programs, and events.</li> <li>■ Share access checklist with all staff to ensure it is implemented.</li> </ul>	<p>Exhibitions Interpretation Engagement MET Learning</p>	<p>2021-22 Ongoing</p>	<p>Checklist completed for each new exhibition, program and event.</p>
<p><b>Booking Procedures</b></p> <ul style="list-style-type: none"> <li>■ Museum Experience and Learning teams create a checklist for booking officers to utilise to capture access requirements.</li> <li>■ Ticketing for tours, events, and programs offers a communication pathway to advise disability access requirements.</li> <li>■ Communicate with tour companies about ensuring access requirements are provided when booking.</li> <li>■ Update website to give information to schools about what access requirements will be met.</li> </ul>	<p>Museum Experience Schools Learning Digital</p>	<p>2021-22 &amp; ongoing</p>	<p>Schools booking form amended and staff instructed on completing the form and sourcing supports.</p> <p>Museum Experience – capture changes in booking processes, inc. on Roller ticketing system.</p>

ACTION HOW:	LEADERSHIP WHO:	TIMELINE WHEN:	PERFORMANCE INDICATION ACHIEVEMENT?
<p><b>Equipment</b></p> <ul style="list-style-type: none"> <li>■ Check that all hearing loops and sound systems are in working order.</li> <li>■ Provide training to MET and Learning teams so they can be used effectively by staff and visitors.</li> </ul>	<p>Facilities            Digital            MET            Learning</p>	<p>2021-22            &amp; ongoing</p>	<p>All hearing loops and sound systems checked and staff training program developed and implemented.</p>
<p><b>Staff training</b></p> <ul style="list-style-type: none"> <li>■ All Museum Experience and Learning staff to receive annual Disability Confidence Training (with priority given to ongoing staff).</li> <li>■ People and Strategy Team facilitate Disability Confidence Training for Volunteers (in consultation with MET) and Security staff (in consultation with Facilities).</li> <li>■ Relevant areas to have training from Vision Australia.</li> <li>■ Relevant areas to have Autism Training.</li> </ul>	<p>People and Strategy            MET, Learning, Facilities</p>	<p>2021-22            &amp; ongoing</p>	<p>Annual training program developed and implemented.</p>
<ul style="list-style-type: none"> <li>■ Museum Experience staff and 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 who are hard of hearing, working with Auslan interpreters, simplified tours for people with intellectual disability.</li> </ul>	<p>MET            Learning</p>	<p>2021-22            &amp; ongoing</p>	<p>Training completed prior to Specialist Tour development</p>
<ul style="list-style-type: none"> <li>■ All new staff are provided training during onboarding to ensure they are confident about MoAD's inclusion policies surrounding DIAP.</li> </ul>	<p>ALL</p>	<p>2021            ongoing</p>	<p>All new staff are given the needed information surrounding disability.</p>
<ul style="list-style-type: none"> <li>■ All MoAD staff to be offered general disability awareness training.</li> </ul>	<p>HR</p>	<p>2021-22            &amp; ongoing</p>	<p>Training scheduled and conducted.</p>
<ul style="list-style-type: none"> <li>■ Digital and IT staff to receive training on web accessibility guidelines.</li> </ul>	<p>Digital            IT</p>	<p>2021-22            &amp; ongoing</p>	<p>Training scheduled and conducted.</p>
<ul style="list-style-type: none"> <li>■ Publications staff to receive training on developing accessible publications.</li> </ul>	<p>Comms            Digital</p>	<p>2021-22            &amp; ongoing</p>	<p>Training scheduled and conducted.</p>



ACTION HOW:	LEADERSHIP WHO:	TIMELINE WHEN:	PERFORMANCE INDICATION ACHIEVEMENT?
<p><b>Accessible tours and experiences</b></p> <ul style="list-style-type: none"> <li>■ Develop and implement accessible tour programs of MoAD such as:                             <ul style="list-style-type: none"> <li>- self-guided audio tours</li> <li>- Auslan tours</li> <li>- sensory friendly tours</li> <li>- after hours/quiet times tours.</li> </ul> </li> </ul>	<p>Exhibitions MET Interpretation Engagement</p>	<p>2021-22 &amp; ongoing</p>	<p>Accessible tours have been developed and implemented, in consultation with prospective users.</p>
<ul style="list-style-type: none"> <li>■ Program Auslan users to deliver the Auslan tours.</li> <li>■ Promote on social media and the website.</li> </ul>	<p>MET Digital Comms</p>	<p>2021-22 &amp; ongoing</p>	<p>Pilot tour conducted and evaluated.</p>
<ul style="list-style-type: none"> <li>■ Develop audio tours that have been created with the assistance of the Disability Reference group and the Blind Society ACT.</li> <li>■ Advertise on the website &amp; social media.</li> </ul>	<p>Digital MET</p>	<p>2021-22 &amp; ongoing</p>	<p>Pilot tour conducted and evaluated.</p>
<ul style="list-style-type: none"> <li>■ Liaise with disability representatives to promote and advertise the accessible tours through disability networks &amp; media.</li> </ul>	<p>Comms Digital</p>	<p>2021-22 &amp; ongoing</p>	<p>Consultations with Disability Reference Group.</p>
<p><b>Accessible Events</b></p> <ul style="list-style-type: none"> <li>■ Conduct an annual program on the International Day of Disability (3 December each year) to promote disability access and promote the program via disability networks and mainstream media.</li> <li>■ Ensure all events held at MoAD are accessible for people with disability.</li> </ul>	<p>MET Engagement</p>	<p>2021 ongoing</p>	<p>Disability Reference Group included in the planning and running of the program.</p>



## Program 4: Employment

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

### STRATEGY: WHAT?

**Seek to encourage people with disability to work at MoAD**

<b>ACTION HOW:</b>	<b>LEADERSHIP WHO:</b>	<b>TIMELINE WHEN:</b>	<b>PERFORMANCE INDICATION ACHIEVEMENT?</b>
<p><b>Consultation</b></p> <ul style="list-style-type: none"> <li>Development and ongoing consultation with the Disability Reference Group to ensure exhibitions, programs and events are accessible – at least 3 meetings annually.</li> </ul>	<p>Exhibitions MET</p>	<p>2021 ongoing</p>	<p>Consultation via the Disability Reference Group – at least 3 meetings annually.</p>
<p><b>Employment</b></p> <ul style="list-style-type: none"> <li>Review employment policies to ensure that people with disability are encouraged to apply and feel welcome to ask questions and enquire about different access needs regarding applying for jobs.</li> <li>Support one intern from the Disability and Culturally Diverse Internship Program in partnership with Accessible Arts.</li> </ul>	<p>People and Strategy</p>	<p>2021-22 &amp; ongoing</p>	<p>MoAD has an increase in staff and interns who identify as living with disability.</p>
<p><b>Offer onsite tours</b></p> <ul style="list-style-type: none"> <li>Offer onsite tours of MoAD to potential employees before their interviews to ensure that they are aware of any potential access barriers for them and to allow them to comfortably see staff spaces before committing to the interview or job position.</li> </ul>	<p>People and Strategy</p>	<p>Ongoing</p>	<p>All future employees are aware of the onsite limitations as well as accessible features of MoAD.</p>
<p><b>Promotion</b></p> <ul style="list-style-type: none"> <li>Ensure images of people with disability are used on the website and social media to encourage more of the community to associate MoAD as a disability friendly organisation and to encourage more people with disability when applying for roles.</li> </ul>	<p>Digital Comms People and Strategy</p>	<p>2021-22 &amp; ongoing</p>	<p>People with disability are represented on the website and in social media.</p>
<p><b>Ongoing Staff</b></p> <ul style="list-style-type: none"> <li>Check in with staff annually to ensure access requirements are being met and staff have a chance to update these.</li> <li>Ensure Staff know they can talk to their supervisor about any changes to access requirements informally at any time.</li> </ul>	<p>People and Strategy</p>	<p>Ongoing</p>	<p>Annual check ins with staff implemented for access requirements to be updated formally.</p>

ACTION HOW:	LEADERSHIP WHO:	TIMELINE WHEN:	PERFORMANCE INDICATION ACHIEVEMENT?
<ul style="list-style-type: none"> <li>■ Reviewing job descriptions of filled positions for unnecessary requirements to ensure the positions are as accessible to maintain as possible for the staff that fill them.</li> </ul>	People and Strategy	Ongoing	All filled positions have been updated.
<ul style="list-style-type: none"> <li>■ Continue to gather feedback from staff surrounding accessibility at MoAD to ensure that all experiences are as accessible as possible.</li> </ul>	People and Strategy	Ongoing	All staff know their experiences are welcome and will be made to be as accessible as possible.
<ul style="list-style-type: none"> <li>■ Scope opportunities that allow for flexibility of working hours and allocated breaks to ensure staff have enough time to get from one place to another within the building.</li> </ul>	People and Strategy	Ongoing	All staff have time to fully enjoy their breaks and to maximise their working hours.
<ul style="list-style-type: none"> <li>■ Encourage staff to upload a picture of themselves to their MoAD online profile.</li> </ul>	People and Strategy	Ongoing	Recommendation and process is highlighted in our onboarding documentation.



## DIAP 2021-2024 Implementation

ACTION HOW:	LEADERSHIP WHO:	TIMELINE WHEN:	PERFORMANCE INDICATION ACHIEVEMENT?
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>■ The Disability Inclusion 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 Board at its meetings</li> <li>- Multiple formats of the DIAP are available.</li> </ul> </li> </ul>	<p>People and Strategy MET</p>	<p>2021-22</p>	<p>Presentation and updates provided every six months.</p> <p>Annual forum conducted, e.g. in conjunction with the DRG in June.</p>
<ul style="list-style-type: none"> <li>■ The Disability Inclusion Action Plan is communicated publicly via the Australian Human Rights Commission Register of Disability Inclusion Action Plans.</li> </ul>	<p>Comms and Marketing</p>	<p>2021-22</p>	<p>Disability Inclusion Action Plan lodged.</p>
<p><b>Monitoring and Review</b></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 Inclusion Action Plan.</li> </ul>	<p>Museum Experience People and Strategy</p>	<p>2022 &amp; ongoing</p>	<p>Consultations conducted as required.</p> <p>Formal status reports provided annually.</p>
<ul style="list-style-type: none"> <li>■ Progress reports on the status of the Disability Inclusion Action Plan will be presented at SMM meetings.</li> </ul>	<p>People and Strategy/Gov</p>	<p>2021-22</p>	<p>Presentations and status reports discussed three times a year and progress communicated as above.</p>
<ul style="list-style-type: none"> <li>■ Progress on the Disability Inclusion Action Plan will be reported in the Annual Report.</li> </ul>	<p>People and Strategy/Gov</p>	<p>2021-22</p>	<p>Annual Report includes implementation status and highlights.</p>

## 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. Upgrading most of these existing areas requires consideration under the *Old Parliament House Heritage Management Plan (HMP)*, to manage potential risks to the heritage values of the place.

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.

Here are 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 both the Premises Standards and the *Old Parliament House Heritage Management Plan (refer to the HMP Policies 2.10)*; 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 several 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 Inclusion Action Plan (s.60). An action plan can serve two functions:

- i. **Risk management** – if a claim of discrimination is made against an organisation, the organisation's Disability Inclusion 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 Inclusion 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 exhibitions.



## Attachment 3: Sample Checklist

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

### CONSULTATION

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?

### PHYSICAL ENVIRONMENT

#### Accessible Paths

Is there a clear accessible path at least 1.2m throughout the exhibition 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 exhibition 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 exhibition been designed 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 exhibition?

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 exhibition, 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 exhibition design have a clear height of 2m without any low-level overhead obstructions?



## PHYSICAL ENVIRONMENT

### Static Displays

Are static displays within the common reach range dimensions of AS1428.2?

### Interactive Displays

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?

### Seating

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?

### Colour & Luminance Contrast

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?

### Visual Design Considerations

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?

## PHYSICAL ENVIRONMENT

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?

## Lighting

Is the lighting provided along the accessible paths of the exhibit areas and at display areas compliant 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?

## Labels

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?

## PHYSICAL ENVIRONMENT

### Alternative Display Options

- 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?

### Interactive Displays

- 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?

### Auditory Design Considerations

- Do the exhibits allow the use of hearing induction loops or receivers?

### Signage

- 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?
- 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?

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



## Attachment 4: Resources

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

AREA	DESCRIPTION	SOURCE
<b>Disability Inclusion Action Plans</b>	Guidelines on developing Disability Inclusion Action Plans under the Disability Discrimination Act 1992 and lodging them with the Australian Human Rights Commission	Australian Human Rights Commission <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>
<b>Access to Premises</b>	Guidelines on the Disability (Access to Premises – buildings) Standards 2010 (the Premises Standards)	Australian Human Rights Commission <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 <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 <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 <a href="http://www.disability.wa.gov.au/aud.html">http://www.disability.wa.gov.au/aud.html</a>
<b>Internet Access</b>	Information on Standards for World Wide Web Access	Australian Human Rights Commission: World Wide Web Access <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>
<b>Accessible Exhibition Design</b>	Guidelines on universal design to improve access to exhibitions	Smithsonian Guidelines for Accessible Exhibition Design <a href="http://accessible.si.edu/gfude.htm">http://accessible.si.edu/gfude.htm</a>
	National and international resources available to promote and improve access to the arts	<a href="http://www.artsaccessaustralia.org/Resources">http://www.artsaccessaustralia.org/Resources</a>
<b>Communicating with people with a disability</b>	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 <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>

AREA	DESCRIPTION	SOURCE
	Checklist to assess whether written information is accessible to people with a range of different disabilities	Victorian Office for Disability: Accessible Written Communication Checklist <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.  <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>
<b>Disability organisations</b>	Website provides a Service Seeker search function for all community groups by state/territory and service type	Infoxchange <a href="http://www.infoxchange.net.au/">http://www.infoxchange.net.au/</a>  Service Seeker <a href="http://www.serviceseeker.com.au/">http://www.serviceseeker.com.au/</a>
<b>Staff development and training</b>	Sample of organisations that provide training on disability awareness	<p>People with Disability Australia Inc PO Box 666 Strawberry Hills NSW Tel: 02 9370 3100 Contact: Gyongyi Horvath Email: gyongyih@pwd.org.au  <i>Provides general disability awareness training</i></p> <p>Deaf Society of NSW PO Box 1060 Parramatta NSW 2124 Tel: (02) 8833 3600 Contact: Teresa Thomson Email: tthomson@deafsociety.com  <i>Provides training on communicating with people who are Deaf and use Auslan</i></p> <p>Access Solutions National Pty Ltd PO Box 2433 Fountain Gate VIC 3805 Tel: 03 9705 2149 Contact Dale Sheppard Email: info@asnpl.com.au  <i>Private provider of online tailored disability awareness training</i></p>

