

NGV DISABILITY ACTION PLAN 2021–24



INTRODUCTION

THE NGV IS A PLACE FOR EVERYONE.

The NGV acknowledges the critical importance of providing equitable access to all visitors, including people with disability or neurodiversity, and acknowledges the contribution made by people with disability or neurodiversity to our society as creatives and employees.

APPLICATION

In a commitment to continued improvement to inclusion and accessibility, the NGV Disability Action Plan (DAP) 2021–24 consolidates and builds on progress made in previous Disability Action Plans, whilst increasing the scope.

This plan includes four objectives:

- Objective 1 – To reduce barriers for people with disability accessing exhibitions, events, services and facilities.
- Objective 2 – To widely share and promote accessible events, services and resources with the community.
- Objective 3 – To reduce barriers to persons with disability obtaining and maintaining employment with the NGV.
- Objective 4 – To evaluate inclusion and participation of people with a disability in events, services and employment.

Using this DAP as a foundation, each year the Disability Action Committee (DAC) will produce a detailed *Schedule for Delivery and Evaluation* for the year ahead.

This Disability Action Plan has been endorsed by Arts Access Victoria.

DEFINITIONS

Disability: For the purposes of this DAP, disability is defined in the same way as in 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.

The 2018 Australian Bureau of Statistics (ABS) report *Disability, Ageing and Carers, Australia: Summary of Findings* reports that 4.4 million Australians have a disability, which represents 17.7% of the population. The ABS Survey of Disability, Ageing and Carers 2018 defines disability as any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for at least six months.

The DDA applies across Australia. Its purpose includes 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
- people 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 or 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:

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

Disability Access Committee (DAC): The DAC is comprised of representatives from across the organisation, including Audience Engagement and Learning, Assets and Facilities, Curatorial, Exhibitions Design, Exhibitions Management, Human Resources, Marketing and Multimedia. The committee is chaired by the Audience Engagement and Learning department.

Meeting every two months, the DAC is responsible for consistent implementation and evaluation of the Disability Action Plan 2021–24 and annual *Schedule for Delivery and Evaluation*. Following each meeting, the DAC reports directly to Acting Assistant Director, Curatorial and Audience Engagement.

Any NGV staff member with lived experience of disability, deafness or neurodiversity is encouraged to join the DAC.

OBJECTIVE 1 – TO REDUCE BARRIERS FOR PEOPLE WITH DISABILITY ACCESSING EXHIBITIONS, EVENTS, SERVICES AND FACILITIES.

ACTION 1: Present exhibitions, displays and events demonstrating a philosophy of universal access. Document, implement and monitor access requirements and opportunities at NGV International and The Ian Potter Centre: NGV Australia with a focus on continuous and proactive improvement.

- Responsibility: Assets & Facilities (Facilities Manager), Exhibition Design (Senior Designer), Exhibition Management (Exhibitions Manager), Audience Engagement and Learning (Front of House Manager)
- Evaluation: Report to DAC every two months

ACTION 2: Ensure a welcoming environment with exceptional customer service for all visitors including people with disability. Monitor visitors’ access-related feedback with a focus on continuous and proactive improvement.

- Responsibility: Audience Engagement and Learning (Front of House Manager, Public Programs Manager, Audience Engagement Manager), Assets & Facilities (Facilities Manager) and Marketing (Senior Campaign Manager)
- Evaluation: Report to DAC every two months. All access-related feedback and incidents will be assessed and actioned accordingly

ACTION 3: Foster a culture of awareness and inclusion through disability awareness training for staff and volunteers across different departments.

- Responsibility: Human Resources (Human Resources Manager), Audience Engagement and Learning (Front of House Manager), DAC
- Evaluation: Report to DAC every two months

ACTION 4: Use technology to provide accessible content and information. Improve NGV website to comply with Web Content Accessibility Guidelines (WCAG)

- Responsibility: Multimedia (Senior Web Designer, Acting Manager, Multimedia), Marketing (Senior Campaign Manager), Audience Engagement and Learning (Senior Project Officer (Learn)) and DAC
- Evaluation: Visitor Comments Register, Visitor Surveys, and NGV website feedback. Progress to be measured against the Web Content Accessibility Guidelines (WCAG).

ACTION 5: Maintain and extend relationships with community organisations. Engage in expert consultation regarding disability access issues, language and opportunities.

- Responsibility: DAC, Audience Engagement and Learning (Community & Access Program Manager, Senior Project Officer (Learn))
- Evaluation: Annual review of consultation and projects as part of Annual Report

ACTION 6: Offer a range of tailored events and resources for people with disability or neurodiversity, in collaboration with community organisations.

- Responsibility: Audience Engagement and Learning (Community & Access Program Manager and Head of Learning)
- Evaluation: Annual review of events and participants as part of Annual Report

OBJECTIVE 2 – TO WIDELY SHARE AND PROMOTE ACCESSIBLE EVENTS, SERVICES AND RESOURCES WITH THE COMMUNITY.

Action 7: Raise awareness of accessible events, services and resources within the wider community and actively promote access offering in relevant print, digital and social media outputs.

- Responsibility: Marketing Responsibility: Marketing (Senior Campaign Manager) and Audience Engagement and Learning (Community & Access Program Manager and Senior Project Officer (Learn))
- Evaluation: Report to DAC quarterly

OBJECTIVE 3 – TO REDUCE BARRIERS TO PERSONS WITH DISABILITY OBTAINING AND MAINTAINING EMPLOYMENT WITH THE NGV.

Action 8: Monitor the NGV recruitment processes to ensure inclusivity. Identify the physical and sensory requirements to perform roles at the NGV and work with Managers and employees on reasonable adjustment requirements.

- Responsibility: Human Resources (Human Resources Manager)
- Evaluation: Appropriate adjustments to be made to NGV recruitment process and Role Statements as applicable and after appropriate consultation with stakeholders

Action 9: Conduct internal and external reviews of work areas at the NGV and make necessary adjustments.

- Responsibility: Human Resources (Human Resources Manager) and Assets and Facilities (Facilities Manager)
- Evaluation: Reasonable adjustments to be implemented and informed by internal and external consultation

Action 10: Foster a culture of celebrating difference and inclusion by collaborating with artists, designers, writers, professionals that represent our diverse community including people with disability or neurodiversity. Represent our diverse community in the NGV Collection and exhibitions.

- Responsibility: Audience Engagement and Learning (Community & Access Program Manager, Public Programs Manager and Head of Learning), Curatorial
- Evaluation: Annual review as part of Annual Report

OBJECTIVE 4 – TO EVALUATE INCLUSION AND PARTICIPATION OF PEOPLE WITH DISABILITY IN NGV EVENTS, SERVICES AND EMPLOYMENT.

Action 11: Consistently monitor how audience members, including those with disabilities, access NGV facilities, services and events, and their customer service experience.

- Responsibility: Marketing (Senior Campaign Manager), Audience Engagement and Learning (Front of House Manager, Community & Access Program Manager, Senior Project Officer (Learn) and Public Programs Manager)
- Evaluation: Surveys to be conducted at both galleries to participants in events and general visitors to the Gallery. Report to DAC every two months. Access rating scores expected to improve over time.

Action 12: Include NGV DAP objectives in NGV annual Business Plans.

- Responsibility: DAC, Audience Engagement and Learning (Community & Access Program Manager and Senior Project Officer (Learn))
- Evaluation: DAP to be included in annual NGV Business Plans

MORE INFORMATION

For more information on NGV's accessible facilities, services and events visit: ngv.melbourne/access

Any enquiries or feedback in relation to the NGV Disability Action Plan can be made via:

Telephone: (03) 8620 2222, 9am–5pm, daily

Email: ngvenquiries@ngv.vic.gov.au

National Relay Service Teletypewriter (TTY):

Phone 133 677, then ask for 03 8620 2222

National Relay Service Speak & Listen (speech-to-speech):

Phone 1300 555 727, then ask for 03 8620 2222

National Relay Service NRS Chat (previously known as Internet Relay):

Connect using the NRS Chat call page and call 03 8620 2222