



**National Gallery of Victoria
Disability Action Plan
2016-2019**

30 June 2016

An introduction to the National Gallery of Victoria Disability Action Plan 2016-2019

The vision statement of the National Gallery of Victoria (NGV) is “Creating an inspiring future: Enriching our understanding of art and life”.

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* (DAP) is an important document as it demonstrates how we value access for all, and gives us the necessary focus to ensure that we are inclusive of artists, visitors, employees, volunteers and contractors with disabilities.

This is the NGV’s third DAP, cementing NGV’s commitment to inclusivity and participation of people with a disability ensuring all members of the community have the opportunity to experience the NGV Collection, its exhibitions and facilities.

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

This DAP aims to contribute to the continuous improvement of NGV facilities and services within the context of strategic and operational plans. The DAP Project Team will review this plan, monitor actions and ensure that it remains relevant to community standards. This will involve ensuring that the plan retains its flexibility and responsiveness through continuing to build on established relationships with key community stakeholders as well as maintain connections within the dynamic arts community.

The NGV has registered this *Disability Action Plan 2016-2019* with the [Australian Human Rights Commission](#)

**Tony Ellwood
Director, National Gallery of Victoria**

BACKGROUND

This DAP has been developed by the NGV's Disability Action Plan Project Team. The project team is chaired by the National Gallery of Victoria's Deputy Director and consists of representatives from a wide range of departments including Assets & Facilities, Human Resources, Curatorial, Exhibition Management, Exhibition Design, Audience Engagement, Education, Marketing, and Multimedia.

The Project Team is engaged with peak arts and disability organisations to inform its activities.

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.

The 2012 Survey of Disability, Ageing and Carers (SDAC) estimated that 4.2 million Australians, or 18.5% of the population, had a disability. With 2.7 million people (17% of all households) providing informal care to an older person or someone with a disability or long-term health condition. SDAC 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 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.

*2012 Survey of Disability, Ageing and Carers, Australian Bureau of Statistics

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;
- d) achieving tangible changes in attitudes and practice which discriminate against persons with a disability

CONTACTING NGV ABOUT THIS DISABILITY ACTION PLAN

Any questions in relation to the NGV Disability Action Plan can be made via:

Telephone: (03) 8620 2222

Email: ngvenquiries@ngv.vic.gov.au

Fax: 8620 2555

To receive this publication in an accessible format, such as large print, please telephone or email ngvenquiries@ngv.vic.gov.au . The NGV Disability Action Plan can be downloaded in PDF or XPS formats from the [NGV Website](http://www.ngv.vic.gov.au/about/reports-and-documents/) (<http://www.ngv.vic.gov.au/about/reports-and-documents/>)

2016 – 2019 DISABILITY ACTION PLAN (DAP)

The NGV DAP 2016-19 consolidates and builds on progress made in previous plans with a commitment to continued improvement to inclusion and accessibility. This plan remains committed to the four main objectives;

- **Access opportunities**
- **Inclusive employment**
- **Staff training and awareness**
- **Reporting and evaluation**

HIGHLIGHTS AND ACHIEVEMENTS

Previous DAP highlights and achievements have included:

- Audio describing tours for visitors who are blind or have low vision
- AUSLAN programs
 - Interpreted tours for visitors who are deaf or hard of hearing, provided by Voluntary Guides for major exhibitions and the NGV Collection
 - Live interpretation for major NGV keynote talks
 - Exhibition tours led by artists who are deaf
- Tailored programs to meet the specific needs of particular groups
 - 'Yellow Ladybugs', a parent run friendship group for young girls with Autism
 - Art and Memory program for people living with dementia
 - Gallery Visits You outreach programs in aged-care facilities
- NGV website redesign in 2014, incorporating improved accessibility features
- The NGV recognition of the Companion Card, providing a second ticket for cardholders free of charge
- Staff training in disability awareness and accessible technology
- Relationship building with peak-body organisations

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 as necessary in light of 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 NGV stakeholder groups and peak organisations in order to achieve the actions in the DAP that are relevant to their area of operation at the NGV.

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/reports-and documents/) (<http://www.ngv.vic.gov.au/about/reports-and documents/>)

OBJECTIVE 1 – TO REDUCE BARRIERS TO PERSONS WITH A DISABILITY ACCESSING GOODS, SERVICES AND FACILITIES

Action 1	Maintain communication with peak access organisations and consult these organisations about access issues and opportunities
Responsibility:	DAP Project Team
Timeline:	Ongoing
Evaluation:	Consultations and projects with organisations recorded on DAP site
Action 2	Offer a range of accessible programs and continued commitment to improving inclusivity and participation
Responsibility:	Education and Audience Engagement
Timeline:	Ongoing
Evaluation:	Annual audit of programs and participants
Action 3	Flag visitors' access-related comments via NGV Visitor Comments Register, and develop recommendations for future service delivery
Responsibility:	Audience Engagement 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 4	Continue to document, implement and monitor Access requirements for exhibitions and displays at NGV International and The Ian Potter Centre: NGV Australia
Responsibility:	DAP Project Team
Timeline:	Ongoing
Evaluation:	Quarterly report to DAP Project Team
Action 5	Continue to improve NGV website to comply with Web Content Accessibility Guidelines (WCAG)
Responsibility:	Multimedia
Timeline:	Ongoing
Evaluation:	Visitor Comments Register, Visitor Surveys, and NGV website feedback. 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 **Monitor the NGV recruitment processes to ensure inclusivity; identifying the physical requirements to perform roles at the NGV, working with Managers and employees on reasonable adjustment requirements.**

Responsibility: Human Resources

Timeline: Ongoing

Evaluation: Appropriate adjustments will have been made to NGV recruitment process

and Role Statements as applicable and after appropriate consultation with stakeholders.

Action 7 **Where appropriate conduct internal and external audits of work areas at the NGV, to make adjustments as required.**

Responsibility: Human Resources

Timeline: Ongoing

Evaluation: Discussions will have taken place between NGV and appropriate organisation, audits completed and adjustments made

OBJECTIVE 3 – TO ACHIEVE TANGIBLE CHANGES IN ATTITUDES AND PRACTICES AMONGST NGV STAFF MEMBERS WHICH WILL ENHANCE ACCESS FOR ALL AT NGV

Action 8 **NGV DAP objectives will be considered as part of NGV Annual Business Plans**

Responsibility: DAP Project Team

Timeline: Publishing of Annual Business Plans

Evaluation: DAP will be referenced in NGV Business Plans

Action 9 **Staff to attend Disability Awareness Training and Information sessions**

Responsibility: DAP Project Team

Timeline: Ongoing

Evaluation: Quarterly report to DAP Project Team

OBJECTIVE 4 – TO ASSESS INCLUSION AND PARTICIPATION OF PEOPLE WITH A DISABILITY

Action 10 **Include Visitor Access in NGV survey program to monitor how all visitors, including those with disabilities, access NGV facilities**
Responsibility: Marketing
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 **Send information about NGV activities to organisations that represent people with a disability**
Responsibility: Marketing
Timeline: Ongoing
Evaluation: Quarterly report to DAP Project Team