



HISTORIC HOUSES TRUST

DISABILITY ACTION PLAN

2006–2008

November 2006

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1.1 ACCESS POLICY STATEMENT

The Historic Houses Trust of New South Wales (HHT) is committed to providing equal access to its properties, collections, programs and services, consistent with its obligations to conserve the fabric of its properties.

The HHT is pleased to present its 2006–2008 Disability Action Plan which demonstrates a commitment by the organisation to identify and remove barriers faced by people with disabilities and to meet our obligation to customers and staff under State and Federal disability and anti-discrimination legislation. The HHT's commitment to improving access needs to be managed within the constraints of the HHT's other statutory duties, namely, to protect and conserve heritage-listed buildings and sites. Resolving the dual needs of disability access with the conservation requirements of the HHT properties demands great care and a willingness to cooperatively develop innovative approaches to meet the challenge.

The HHT recognises that people with a disability may be visitors, employees, artists and/or students, amongst others. It is important to note that in addition to their disability, people may be presented with compounding difficulties in relation to their age, gender, culture, language, religion, sexuality, geographical location and/or socio-economic circumstances. Respect for people and recognising, accepting and embracing diversity are some of the key values that will drive the implementation process. For the purposes of this plan, other users who experience mobility difficulties such as parents with small children and older persons will also benefit from these initiatives to improve disability access. An understanding of the issues and an attitude of assistance will ensure that the HHT remains open to receiving all people. Equally important are the rights of staff to work in an environment that complies with disability discrimination legislation and is free from harassment.

The Disability Action Plan illustrates the HHT's commitment to the objectives of the Government's Disability Policy Framework, the NSW Disability Services Act 1993 and the NSW Anti Discrimination Act 1977. The Plan is incorporated into the reporting processes of the HHT, it is included in the staff and volunteer induction process and published on the HHT's web site for staff and public access.

Over the next three years, the strategies proposed in this Action Plan will be carefully planned and steadily implemented to ensure that the HHT continues to provide the highest standard of access delivery. This plan builds on the actions and achievements from strategies that were enunciated in previous Disability Action Plans.

1.2 LEGAL/POLICY FRAMEWORK

The following legislation places a duty on arts organisations as employers and providers of goods and services, to make reasonable adjustments to avoid discriminating against people with disabilities. Although the Disability Discrimination Act (DDA) makes it unlawful to discriminate against disabled people regarding the provision of goods, facilities and services, the Act does not override existing legislation regarding the conservation of heritage buildings and irreplaceable heritage fabric. Whilst the existing legislation informs this Disability Action Plan, the policy statement reflects the constraints imposed by the Trust's statutory duties to conserve its properties.

The Historic Houses Act 1980 requires the HHT to conserve, manage and maintain its properties and provides related educational and cultural services.

The Commonwealth Disability Discrimination Act 1992 (DDA) makes it unlawful for service providers to discriminate against people because they have a disability.

The NSW Anti-Discrimination Act 1977 also makes discrimination on the ground of disability (along with other grounds) unlawful.

The NSW Disability Services Act 1993 (DSA) requires most State Government agencies to develop and submit Disability Action Plans, recommending adjustments to services so that people with disabilities can use the services. The key principle is that people with a disability have the same rights as other members of society. The HHT is required to identify and implement initiatives that enhance its delivery of service to people with disabilities, and to report on progress through its Annual Report.

The NSW Heritage Act 1977 controls the conservation and development of the Trust's properties via statutory conservation orders and regulations.

The NSW Environment Planning and Assessment Act, 1999 (as amended) regulates the use and conservation of HHT properties via heritage listing in regional and Local Environmental Plans.

The NSW Government Disability Policy Framework and Guidelines 1999 assists agencies to meet the requirements of both the DDA and the DSA by setting down the parameters within which State Government agencies will do their planning and adjust their programs to better meet the needs of people with a disability. The policy framework requires action plans to address the following priority areas;

1. Information about Services
2. Training of Staff
3. Physical Access
4. Intellectual Access (*A)
5. Promoting Positive Community Attitudes
6. Employment
7. Access to the Complaints Process
8. Partnerships (*A)

*A) Additional Areas

- Intellectual access
- Partnerships

1.3 DISABILITY DEFINITIONS

According to the NSW disability legislation, a person has a disability if they experience loss or reduction of functional ability that result from impairment. Similarly the Commonwealth defines disability in terms of a person's total or partial loss of functioning, however arising, and whether or not of a chronic or episodic nature. The legislation covers a full range of disabilities:

- Physical disability
- Acquired brain injury
- Intellectual disability
- Psychiatric disability
- Mental illness
- Dual diagnosis
- Sensory impairment
- Neurological impairment
- Learning difficulties
- Physical disfigurement
- Organism capable of producing disease e.g. Hepatitis C

1.4 CORE BUSINESS

The Historic Houses Trust of New South Wales (HHT) is a statutory authority with the Department of Arts, Sport and Recreation. It is one of the largest collections of state museums in Australia and is entrusted with the care of key historic buildings and sites in New South Wales. Under the Historic Houses Act of 1980 the HHT is required to:

- To manage and maintain as house museums the buildings vested in or acquired by the Trust having regard to their historic and architectural interests, to conserve those buildings and maintain related grounds
- To provide such educational and cultural services in relation to those building, as would increase public knowledge and enjoyment of these buildings and their place in the heritage of the State.

1.5 PROPERTY PORFOLIO

The HHT manages the fourteen properties twelve are open to the public. With the exception of Meroogal, all properties are located in the Sydney Metropolitan Area. These properties are listed on the Register of the National Estate, the NSW State Heritage Inventory and in the heritage schedules of Local Environmental Plans, they include:

- 1 Vaucluse House
- 2 Elizabeth Bay House
- 3 Elizabeth Farm
- 4 Meroogal (at Nowra)
- 5 Rouse Hill estate
- 6 Rose Seidler House
- 7 Hyde Park Barracks Museum
- 8 Justice & Police Museum
- 9 Museum of Sydney
- 10 Susannah Place Museum
- 11 Government House
- 12 The Mint
- 13 Young Street Terraces *
- 14 Former Rouse Hill Public School *

* Not open to the public

1.6 DATA PROFILE

Community Profile

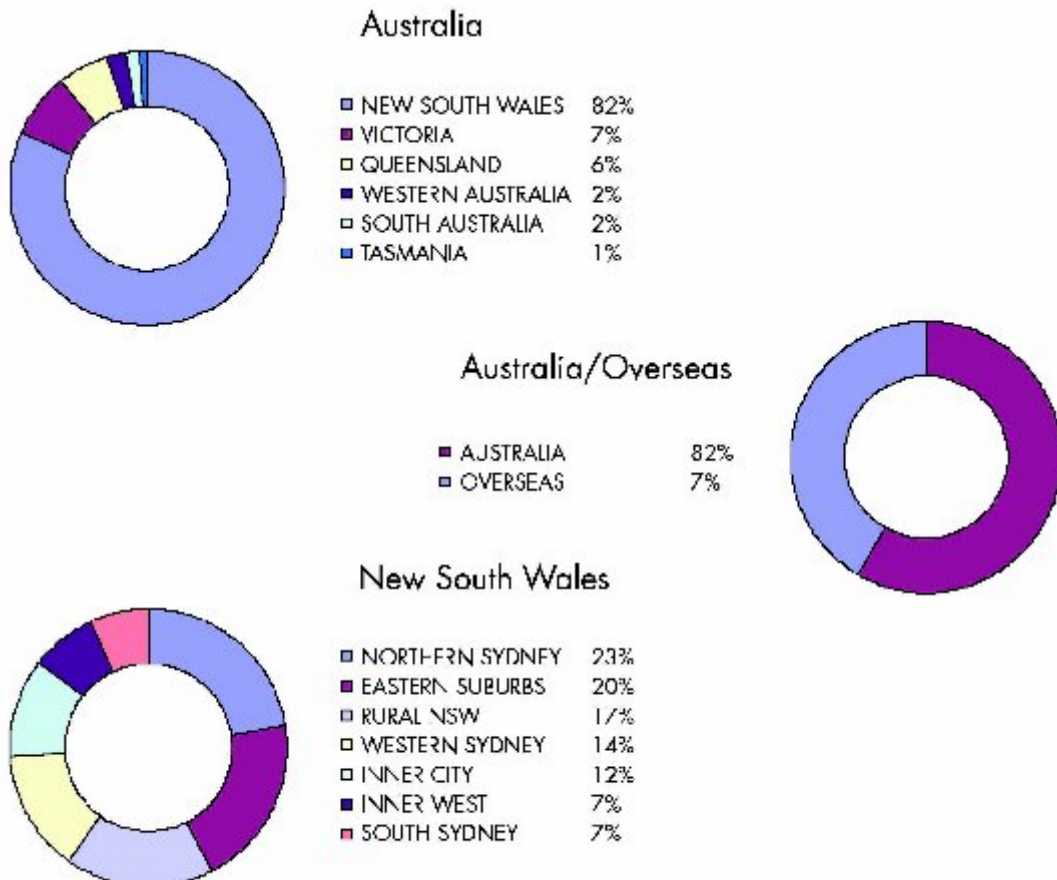
In 1998 the Australian Bureau of Statistics indicated that 19% of Australia's population had some kind of disability. A further 31 % had an impairment or long term condition that did not restrict their every day activities. The rate of disability increased with age: from 4% for children aged 0-4 years to 84% for people aged 85 and over. Over a million people (1.1 million) had a profound or severe core activity restriction affecting communication, mobility or self-care. 455,100 used some kind of mobility aid, and 626,000 used a communication aid (of which 369,000 used hearing aids).

Staff Profile

As at 30th June 2006, there were 237 staff (permanent, temporary and casual) employees across 14 properties and 10 units. The HHT employs 7 members of staff with a disability, 2 require a workplace adjustment

Visitor Profile

The HHT principal customer base is the people of New South Wales, with a concentration of people from the Sydney Metropolitan Area. The HHT also draws on a sizeable international and interstate audience. Limited information exists on the use of HHT services and facilities by people with disabilities



1.7 ACTION PLAN METHODOLOGY

The HHT consulted extensively with staff and external stakeholders in drafting the Disability Action Plan (DAP). Throughout the process, barriers and ways to improve access for people with disabilities were identified in accordance with the NSW Disability Policy Framework. The following initiatives underpin the development of this plan.

- 2006 Staff needs assessment survey
- Manager and curator consultations
- Consultations with staff with direct customer service responsibilities i.e. front of house, box office and library staff
- Visitor feedback review
- Consultations with peak disability organisations including Accessible Arts
- Gap analysis conducted to determine areas requiring intervention and to inform strategies identified in the Disability Action Plan
- Draft DAP circulated for comment to Curators/Managers and Unit Heads
- Comments on draft DAP sought from Accessible Arts
- Comments incorporated into DAP where appropriate
- DAP finalised
- DAP to HHT Executive for endorsement

1.8 COMMUNICATION PLAN FOR ACTION PLAN

HHT will promote the DAP to staff, the disability sector and relevant government agencies:

Staff:

- A newsletter – Hot Property provides educational material, HR information and HHT staff movements. A special feature article will be prepared on the DAPs progress.
- Copies of the plan will be provided to curators and managers for information to be provided to staff at property/unit meetings.
- A copy will be placed on the HHT share drive for easy access.
- Information on the plan will be provided at induction and staff development days.
- Information on the implementation of the DAP included in the HHT's Annual Report.

Disability Sector:

- A copy will be forwarded to Accessible Arts and other peak disability organisations for dissemination of information to its members.
- A copy will be available on the HHT Website (www.hht.nsw.gov.au) that can be accessed by the community at any time.
- A summary of the plan may be made available in plain English, large print and/or audiotape, upon request.

Key Government Agencies

- A copy of the plan will be provided to the Department of Ageing, Disability and Home Care and other agencies on request

1.9 REVIEWING AND EVALUATING THE PLAN

The HHT will evaluate and review the plan each year. Key performance indicators will be assessed in relation to the actions and timeframes. Changes will be made to reflect completion of actions and a note made of ongoing needs of people with disabilities. At the end of three years, achievements will be noted, the plan evaluated and reviewed following a consultation process.

1.10 MEASUREMENT OF PROGRESS

Senior staff will report on access improvements in their area of responsibility through the quarterly reports. A report on the outcomes of implementation of the DAP strategies will be incorporated in the HHT's Annual Report. The annual report will be provided to staff and the disability sector in the manner outlined above.

1.11 UPDATING THE PLAN

A new Disability Action Plan for the period 2009–2012 will be established at that time

GOALS /OUTCOME:

- That people with a disability (PWD) have access to information about HHT programs/exhibitions/events/services and print collateral

IDENTIFIED BARRIERS:

- Some print collateral are not considered accessible by peak disability groups e.g. the selection of font, size of print
- Information about services is not widely circulated in the disability sector
- Budgets do not allow the provision of existing publications in alternative formats within a short timeframe
- No standard booking form exists for education programs

BACKGROUND/COMMENT:

- In Australia, it is estimated that as many as 1.3 million people have a print disability. This means that 5 % of the population can't read standard print, this figure includes, visually impaired, physical disability, intellectual disability and people with literacy or language problems. It is generally accepted that disability is strongly related to age.
- The Historic Houses Trust of NSW (HHT) provides a wide range of printed information regarding HHT venues, public programs, exhibitions, school education programs and special events through calendars, brochures, booklets, flyers, magazines, posters and various booking forms. The HHT has also made a number of videos and DVDs for advertising and educational purposes, some with open captioning. Multilingual print and large print guides are available at some HHT properties.
- It is important that the HHT implements guidelines on minimum standards for HHT print collateral, multi-media and the HHT website including the use of images to ensure accessibility to a greater audience. Furthermore, the use of universally accepted access symbols and culturally sensitive designs and symbols, where appropriate, would help encourage a diverse range of PWD to receive the information.
- In June 2006, the TTY equipment was moved from Susannah Place Museum to The Mint and key staff are being trained in the use of the equipment.

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATORS	TIMEFRAMES
1. Communication Policy: <ul style="list-style-type: none"> • Develop a policy re use of alternative formats including: Guidelines for type of alternative formats for future publications Community languages Storage/downloading of alternative formats • Include the communication policy in the HHT Marketing Plan 	Staff Time	Assistant Director Marketing and Business Development Division (MBD)	Develop a communication policy	December 2007
2. Print and Publication Standards: <ul style="list-style-type: none"> • Amend Style Manual to include minimum standards for content, language, readability and design to maximise access for users. Also include: – Use of images/photos/universal symbols/captioning DVD & videos, tactile diagrams 	Staff Time	Head EPU, Design Manager Assistant Director MBD	Amend Style Manual to include 'Access Print and Publication Standards'	December 2007
3. Review of Print Collateral: <ul style="list-style-type: none"> • Review print collateral prior to reprint and where practical comply with Accessible Arts Print and Publication Guidelines pending amendment to the HHT Style Manual. 	Staff time	Assistant Director MBD	Review prior to reprint	Time of reprint
4. Website: <ul style="list-style-type: none"> • Website to meet conformance level double A in keeping with W3C Web Content Accessibility Guidelines • Ensure brochures and publications are available on the website in an accessible format, where possible 	Staff time	Assistant Director MBD	Feedback from users that the website is accessible	December 2007

PART 2 – GOVERNMENT PRIORITY AREA – Section 1) INFORMATION ABOUT SERVICES (CONT'D)

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATORS	TIMEFRAMES
5. TTY Equipment: <ul style="list-style-type: none"> Continue to promote the TTY installation to the public. Include the TTY number for HHT brochures, events, posters, website where a telephone number is publicised. Letterhead and other property related documentation to print new TTY number TTY number to be included on website Key staff to be trained in the operation of the TTY installation 	Staff time Reprint with new TTY number Amend at time of reprint.	Assistant Director MBD Manager, Venues	TTY number provided and published in HHT documents, community advertising, website, and publications. Staff trained on the job	Ongoing Ongoing
6. Mailing List: <ul style="list-style-type: none"> Distribution list to include peak disability and ATSI & NESB community organisations Maintain separate distribution list for special needs education audiences Ensure School Visit Booklet and seasonal brochures are distributed to special needs groups. 	Staff time Review Lists annually	Data Base Administrator (MBD) Head, Education Unit	Property Manager review/amend community contact lists Peak disability organisations/ NESB/ATSI community groups listed on mail distribution lists	December 2006 Ongoing
7. Media: <ul style="list-style-type: none"> Develop a disability media list, refer to in the Marketing Plan 	Staff time	Publicist (MBD)	Disability Media List established	December 2006
8. Education: <ul style="list-style-type: none"> Develop a standard education booking confirmation form and include property specific disability access information 	Staff time	Head, Education Unit	Education booking form developed	June 2007
9. Bookings: <ul style="list-style-type: none"> Evaluate booking procedures for Front of House and Box Office Provide basic information to special needs groups re access/programs Streamline information between the Box Office, Programs Unit & Properties to ensure effective communicate re bookings from PWD 	Staff time	Project Officer, Properties Division Bookings Officer (MBD)	Draft simple protocol	December 2006

PART 2 – GOVERNMENT PRIORITY AREA – 2 STAFF TRAINING – NSW Government Disability Policy Framework

GOALS/OUTCOME:

- HHT staff and volunteers are able to respond appropriately and effectively to visitors and staff/volunteers with a disability
- People with a disability have a positive experience in dealing with the HHT

IDENTIFIED BARRIERS:

- Some staff have not had Disability Awareness Training (DAT)
- Competing priorities for staff and resources for training

COMMENT:

- Education and training is a key component for effective implementation of Disability Action Plan.
- DAT provides a way to improve understanding of issues affecting visitors, staff and volunteers with disabilities and to outline appropriate behaviours.
- The 2006 staff needs assessment survey identified the following issues:
 - Staff reported problems in understanding and communicating with people with a disability
 - Staff reported the need for training in handling visitors with mental illness
 - The type of disability most understood was physical disability
 - Many respondents were not aware of the central TTY number for deaf people to contact the HHT
 - Most staff are not familiar with the availability of AUSLAN tours
 - Administrative staff are less likely to have had Disability Awareness Training (This is a significant finding as operational programming relies on administrative staff to supplement property staff at Events managed by the Public Programs Unit)
- Apart from staff training, a HHT volunteer may work up to 16 hours per week assisting staff to provide a better service. It is essential that volunteers receive training to have a better understanding of disability issues and appropriate customer service. The HHT will conduct joint staff/volunteer induction and include volunteers in disability training at the properties

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	PERFORMANCE INDICATORS	TIMEFRAMES
1. Induction <ul style="list-style-type: none"> • Review DAT content in joint staff/volunteer induction sessions 	Staff time	Manager, Human Resources	Review content	Ongoing
2. Disability Awareness Training (DAT) <ul style="list-style-type: none"> • Selected staff from units & properties to attend 'Accessible Arts' training • All HR and Education staff to attend Tafe accredited AA training. • Trained staff to conduct ongoing DAT for all staff & volunteers. • Education Unit to support staff/guide DAT training when needed 	Staff time	Project Officer Properties & Head, Education Unit	Annual 'train the trainer' session Approx 75% of staff, in contact with the public, to receive DAT. Increased levels of disability awareness reported by staff/vols	Annual July 2008
3. Develop Training Package <ul style="list-style-type: none"> • Review disability training module • Develop strategy for implementation of revised training package to staff • Develop a contact list of people from disability organisations to participate in property/unit training 	Staff time Printing Costs	EEO Coordinator Manager HR/Ed Unit Project Officer Properties	Complete Disability Awareness Training Package Establish contact list	Dec 2007 Ongoing

PART 2 – GOVERNMENT PRIORITY AREA – Section 2) STAFF TRAINING (CONT'D)

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATORS	TIMEFRAMES
5. Property Specific List <ul style="list-style-type: none"> Property specific information page front of house staff re access/ equipment/ services available to assist PWD. 	Staff time	Property Managers	Develop property specific information sheet for staff re access	June 2007
6. Review Open House Publication <ul style="list-style-type: none"> Review prior to reprint 	Staff time Printing Costs	Project Officer, Properties	Publications reviewed in consultation with peak disability organisation	November 2006
7. Staff Survey <ul style="list-style-type: none"> Periodic check to monitor and identify staff training needs. Maintain accurate data regarding staff training levels (as at June 2008) 	Staff time	Project Officer, Properties Manager, HR	Benchmark survey Determine staff training levels	December 2006 June 2008
8. Trim <ul style="list-style-type: none"> Training materials and resources made available on Trim – HHT records information management system 	Staff time	EEO Manager Records Manager	Training materials available on TRIM	July 2007
9. Training Venues <ul style="list-style-type: none"> Select suitable venues for meetings/forums (e.g room setup and equipment) 	Staff time	EEO Manager Head Education Unit	Identify accessible training venues	
10. Evaluation <ul style="list-style-type: none"> Ongoing evaluation of disability awareness training program. 	Staff time	Properties Officer, Properties	Positive feedback from staff & reported increase in awareness of disability issues	Annually

GOALS/OUTCOME:

- Improved access to properties, exhibitions, venues and facilities within the HHT portfolio

IDENTIFIED BARRIERS:

- Heritage buildings may preclude any modifications
- Difficulties providing dedicated disability parking space for programmed special events

COMMENT:

- The HHT has a range of buildings for use as museums, shopfronts, cafes and office accommodation, these include heritage, and contemporary and demountable type buildings, of which there has been ongoing disability modifications of buildings and facilities for many years. The aim of these modifications has been to comply with disability access standards to provide a welcoming atmosphere, improve safety and generally provide a better service to the public. To date, modifications (where possible) have included ramps, handrails, toilet facilities, improved signage and lighting, accessible counter heights and addressing museum operational issues.
- The HHT will continue to monitor its properties for compliance with disability access standards. The HHT will conduct audits of these buildings using an on-site 'train the trainer' approach, and include an audit checklist package developed by a registered Access Adviser, to train key staff in disability awareness and technical aspects of the code with on site training. The audit checklist will examine access into the museum building from the street, including car-parking facility, internal aspects of the building for staff and public communications, signage, lighting and museum operational issues.

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATOR	TIMEFRAMES
1. Access Audit Checklist <ul style="list-style-type: none"> • Develop audit checklist package and training with a registered Access Adviser • Conduct pilot audit on 2 HHT properties to test effectiveness of package 	To be established	Project Officer, Properties	Complete audit checklist package, training and pilot audits	June 2007
2. Access Audits <ul style="list-style-type: none"> • Train staff conducting audits • Conduct access audits at all HHT properties using checklist package and identify issues for consideration • A report on options, considerations and decisions to be developed for each audit 	Staff time	Curators Project Officer, Properties Unit	Key property staff trained Audits conducted	December 2007 Ongoing Ongoing
3. Public signs <ul style="list-style-type: none"> • Examine options for standards of signs that include the use of culturally sensitive signs/symbols in museums. 	Within existing MBD budget	Assistant Director MBD Design Unit Manager	Amend style manual to include appropriate language/symbols	March 2008
4. Exhibition Design <ul style="list-style-type: none"> • Review and update exhibition checklist of 'physical access data', including exhibition design; route planning, emergency evacuation, orientation, graphics, object display, interactive exhibits and lighting subject to curatorial requirements. • Exhibition staff to be updated on access and exhibition design issues 	Staff time Staff time	Head, Exhibitions Unit 3D Design and Documentation	Review and amend checklist Information included at Unit meeting	May 2007 Annually

PART 2 – GOVERNMENT PRIORITY AREA – Section 3) PHYSICAL ACCESS TO HHT PROPERTIES (CONT'D)

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATOR	TIMEFRAMES
5. TTY Equipment (See Section 1. Information about services) <ul style="list-style-type: none"> • Promote TTY facility and central TTY number to the community on brochures and other documentation where telephone number is advertised. 	Staff time Reprinting costs at time of reprint	Assistant Director Marketing and Business Development Division (MBD)	TTY number provided and published in HHT documents, community advertising and publications.	Ongoing
6. Evacuation <ul style="list-style-type: none"> • Review property evacuation procedures to ensure inclusion of strategies to evacuate people with a disability 	Staff time	Building Services Manager	Review evacuation procedures for people with a disability	October 2007
7. Hearing Augmentation Equipment <ul style="list-style-type: none"> • Review use of hearing augmentation for Venues equipment and include in building audit program 	Staff time	Manager Venues Unit	Include in building audit program	October 2007
8. Vaucluse House <ul style="list-style-type: none"> • Improve access to the stables, courtyard and fruit store through ramp/step 	Within existing budget	Manager, Vaucluse House	Improved access	May 2007

PART 2 – ADDITIONAL AREA FOR ACTION – 4 INTELLECTUAL ACCESS TO HHT PROPERTIES/LIBRARY SERVICES/COLLECTION/EXHIBITIONS/EDUCATION for PWD

GOALS/OUTCOME:

- Increased availability of the Caroline Simpson Library and Research Collection (CSL&RC) via the website
- Increased availability of the HHT’s object collection via the website
- Selected new acquisitions made available through the HHT website
- Broaden the interpretative content and experience of the HHT museum sites, exhibitions and collections through existing and new technologies

IDENTIFIED BARRIERS:

- Lack of knowledge of audiences with disabilities and their specific needs (see Section 2 Staff Training)
- Budget and time constraints

COMMENT:

- Intellectual access is a broad concept concerned with maximising information and increasing access to interpretative content via museum exhibitions, interactive, web services, digitisation and text. Through the use of existing and new technologies the traditional way in which audiences experience museum sites has evolved. By extending the HHT’s electronic presence on the web and employing multi-sensory devices including tactile, auditory and visual technologies as interpretative devices, the HHT is able to reach a wider audience and encourage more active participation. Projects include the pod-cast production (MP3) recently developed at Elizabeth Farm in conjunction with Vision Australia as a down-loadable sensory tour. At Rouse Hill estate an interactive virtual tour has been developed to allow visual access to the upstairs bedrooms. Whilst such technology has value for the wider public, it has particularly use for “special access users”.

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATORS	TIMEFRAMES
1. Caroline Simpson Library and Research Collection <ul style="list-style-type: none"> • Increase digitisation of object formats in the CSL&RC • Promote the availability of facilities and services for users with a disability • Adequate number and size of magnifying lenses for reading areas • Ensure staff are familiar with specialist equipment needed to meet the needs of people with a disability. 	Within exiting budget Staff time	Manager, Caroline Simpson Library and Research Collection	Feedback from users of new and existing library services	Ongoing May 2007 Ongoing
2. Exhibition and Publications Unit <ul style="list-style-type: none"> • Incorporate tactile opportunities to maximise intellectual access in two new temporary exhibitions • Incorporate multi-sensory experiences (see, hear, touch, smell) to maximise access for users in three new temporary exhibition 	Staff time Staff time	Head EPU Head EPU	Positive feedback from exhibition visitors	From 2007 From 2007
3. Collections Unit <ul style="list-style-type: none"> • Extend access to digitalised collection, images and records 	Within existing budget	Manager, Collections Management Unit	Feedback from users	Ongoing
4. Marketing and Business Development Division <ul style="list-style-type: none"> • Continue to develop the On-line Audio facility including – talks, selected lectures, opening night speeches and press conferences 	Staff time Within existing budget	Assistant Director Marketing and Business Development Division (MBD)	Increase on-line audio programs Increased visitation	Ongoing
5. HHT Properties <ul style="list-style-type: none"> • Review and update photographic resources of the property 	Within existing budget	Property curator	Material reviewed, updated and accessible	Ongoing

GOALS/OUTCOME

- That people with a disability (PWD) are treated with respect and dignity and are able to participate in HHT programs, exhibitions and events
- Services are promoted to PWD through a variety of forums
- Improved avenues for feedback on the HHT’s service delivery for people with special needs

IDENTIFIED BARRIERS:

- Some programs and properties are not fully accessible due to limitations posed by heritage constraints
- A lack of understanding of disability related issues including the use of appropriate language and the needs of people with a disability (see Section 2 – Staff Training)
- Absence of a consultation framework with disability communities and relevant peak bodies. (See Section 8 – Partnerships)

COMMENT:

- The key to achieving positive community attitudes lies with the training of staff /volunteers to provide good customer service, and in providing access and information to people with special needs through the use of appropriate language, access symbols and images. It is important to avoid the use of inappropriate language or images that reinforce negative assumptions and stereotypes regarding people with a disability
- It is proposed that HHT programs and services be promoted to PWD through a wider variety of forums to reach a greater audience and help develop audiences for the HHT
- Feedback will be sought from PWD and other special needs audiences to evaluate the experiences of these groups

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATORS	TIMEFRAMES
1. Review Policy and Procedures <ul style="list-style-type: none"> • Identify disability issues and ensure consideration is given to disability issues in the forward planning of corporate, operational and other planning documents. • Distribute HHT Disability Action Plan to relevant stakeholder groups 	Staff time	Executive Project Officer, Properties	Policies and procedures updated and implemented Circulate DAP to stakeholders	Ongoing Dec Annually
2. Review Programs and Events <ul style="list-style-type: none"> • Assess suitability of property tours, education programs, exhibitions, public programs and resources for special needs groups • Liaise with properties staff to modify or develop programs to accommodate people with special needs where possible. • Properties and Units to consider the needs of people with disabilities when planning programs and events 	Staff time Staff time	Project Officer, Properties Project Officer, Properties Property Curator & Unit Manager	Review existing programs	Ongoing
3. Marketing (see Section 1. Information about Services) <ul style="list-style-type: none"> • Ensure appropriate language and use of images in publications when portraying people with disabilities • Mail distribution list to include peak disability and NESB community organisations for information to be distributed in community newsletters 	Staff time	Assistant Director Marketing and Business Development Division (MBD)	Printed information is readable makes appropriate use of language and images when portraying PWD	December 2007

PART 2 – GOVERNMENT PRIORITY AREA – 5 PROMOTING POSITIVE COMMUNITY ATTITUDES CONT'D

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATOR	TIMEFRAMES
4. Media (see Section 1. Information about services) <ul style="list-style-type: none"> Establish a disability media list to ensure information reaches the wider community including people with a disability list 	Staff time	Media Officer	Develop a disability media list	December 2007
5. TTY number (see Section 1. Information about services/training) <ul style="list-style-type: none"> Ensure TTY number is included on relevant promotional, educational and business material Promote availability, location and use of TTY facility to all staff, especially those in public contact positions 	Staff time	Assistant Director Marketing and Business Development Division (MBD)	TTY number provided and published in HHT documents, community advertising and publications.	Ongoing December 2006
6. Stakeholder Consultation <ul style="list-style-type: none"> Develop a register of key contacts within disability stakeholder/community/ museum groups Evidence that consultation has been undertaken with key stakeholders when developing disability related policy. 	Staff time	Project Officer, Properties	Develop register of relevant stakeholders Response collated and filed	Ongoing
7. Promote positive disability stories <ul style="list-style-type: none"> Profile stories on staff and visitors in HHT newsletters i.e. Hot Property/E-Trust News/Media 	Staff time	Project Officer Properties, Assistant Director MBD	Annual storyline in HHT publication	Ongoing
8. International Day of Disability <ul style="list-style-type: none"> Participate in International Day of People with a Disability i.e. target audience and program at nominated property/s 	Staff time	Project Officer, Properties	Participate in IDPWD Feedback from users that their experience of the HHT was positive	December Annually
9. Seniors Week <ul style="list-style-type: none"> Free entry for seniors to HHT properties during a specified week in March 	Staff time	Assistant Director MBD	Senior groups attended Feedback from users that their experience of the HHT was positive	March Annually
10. Meroogal Women's Arts Prize <ul style="list-style-type: none"> Meroogal Women's Arts Prize information posted on Accessible Arts website 	Staff time	Curator Meroogal	Posted on AA website	May Annually
11. Customer Survey <ul style="list-style-type: none"> Conduct participant evaluation with special needs groups to assess quality of experience 	Staff time	Manager Public Programs & Head Education Unit	Feedback from users that their experience of the HHT was positive	Periodically

PART 2 – GOVERNMENT PRIORITY AREA – 6 EMPLOYMENT – NSW Government Disability Policy Framework

GOALS/OUTCOME:

- The HHT’s culture reflects the value of diversity in the workplace
- The HHT provides a work environment that supports people with disabilities (PWD) and is free from work-place discrimination

IDENTIFIED BARRIERS

- Supervisors and co-workers may not be aware of the ability or needs of PWD in the workplace.
- PWD are often reluctant to self-identify

COMMENT:

- The HHT currently employs 237 staff (permanent, temp and casuals) across fourteen properties and units –this includes 7 staff with a disability and two staff requires a workplace adjustment. This may be a conservative figure given the EEO survey is voluntary and staff may not wish to disclose a disability. Reluctance to disclose a disability is often related to fear of adverse treatment or discrimination. As a target group identified in the Anti-Discrimination legislation, the NSW Government Disability Policy Framework outlines the commitment of the government to increasing the rate of employment in the NSW public sector of people with a disability.
- The HHT aims to ensure that through its employment practices, the organisation reflects the value of diversity in the workplace. It is proposed that policies and practices be reviewed to ensure no discriminatory practices exist which may negatively affect people with disabilities seeking employment.
- The Government Disability Policy Framework requires the making of ‘reasonable adjustments’ to all aspects of employment to accommodate the needs of people with a disability, and this is addressed in the training of selection committees and within management practices. The HHT currently deals with the funding of workplace adjustments through its existing budgetary processes.

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATORS	TIMEFRAMES
1. Review employment policy and procedures <ul style="list-style-type: none"> • Review HR policies and procedures to identify and eliminate discriminatory practices and incorporate disability issues. • Ensure availability of employment policies/guidelines to staff & potential staff • Include information on disability issues and non –discriminatory practices in the HHT’s Employee Handbook 	Staff time	Manager Human Resources	HHT employment policy, procedures and practices comply with requirements of State and Commonwealth disability and discrimination legislation	Ongoing
2. Training <ul style="list-style-type: none"> • Ensure selection committee training includes disability employment issues i.e. disability discrimination and access issues in the workplace. 	Staff time	Manager Human Resources	Amend training information	March 2008
3. Recruitment <ul style="list-style-type: none"> • Provide employment information in an accessible formats, if requested 	Staff time	EEO Coordinator	Respond to requests as needed	On request
4. Staff survey (voluntary) <ul style="list-style-type: none"> • Review EEO Data Collection form and re-issue to all staff 	Staff time	EEO Coordinator Human Resources	Review EEO form & re-issue	By June 2008
5. Employment Skills Program <ul style="list-style-type: none"> • The HHT continue the pilot skills program, to assist PWD to develop employment skills, where it is practical and there is no direct cost to the organisation 	Staff time	Property Managers Project Officer, Properties	Participants complete an Employment Skills program	Ongoing

GOALS/OUTCOME

- Complaints handling system that considers the needs of people with a disability (PWD) and is accessible to the public and HHT staff
- A complaints management system that provides relevant and accurate management information on disability access and discrimination complaints

IDENTIFIED BARRIERS:

- Inconsistent monitoring and reporting on complaints involving general access, services and discrimination, allowing the identification of problem areas and intervention.
- Representatives from peak disability groups cite the reluctance of people with a disability to lodge a written complaint

COMMENT:

- People with disability face a number of barriers when attempting to access a complaints system. Representatives from peak disability group’s cite the lack of familiarity with process, lack of easy to understand information, lack of simple systems, inability to make a complaint in alternative formats and an unwillingness of organisations to receive complaints in a positive way.
- Whilst complaints received against the HHT are few, the Trust is mindful of the issues surrounding the effective resolution of complaints and in meeting the particular needs of PWD. Over the next year the HHT will review the complaints process and incorporate procedures for: establishing best practice for receiving and assessing complaints and receiving complaints in alternative formats.
- The current complaints handling procedure outlined in- Directors Memoranda 01/03 states the following:
Each written complaint must be responded to in writing: complaints of a minor nature, a reply must be made within 7 days by the museum where the complaint was received. In complaints of a major nature, a letter must be sent to the Director within 7 days receipt of a complaint, together with a detailed explanation and draft response, the Director will reply to the complainant within a further 7 days. Verbal or telephone complaints will be handled courteously and a note retained of each complaint.
- Staff encouraged to communicate any disability related feedback in matters which may require intervention although not necessarily amounting to a formal complaint

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATORS	TIMEFRAMES
1. Complaints Process: <ul style="list-style-type: none"> • Review the complaints handling procedure including receipt and assessment of general access issues • Ensure complaints can be received in alternate format if required • Ensure complaints are responded to in a timely fashion 	Staff time	Executive Officer Directorate	Review conducted Alternate Formats accepted Complaints responded to in keeping Directors Memoranda (DM) 01/03	March 2007
2. Guidelines for dealing with complaints: <ul style="list-style-type: none"> • Provide simple information on complaints/feedback process to front of house staff and make available to members of the public on request. 	Staff time	Executive Officer Directorate	Develop simple fact sheet about how people with disability are informed about procedures	May 2007
3. Collection of information on disability: <ul style="list-style-type: none"> • Develop a protocol on providing management information on disability and discrimination complaints/cases to monitor and evaluate disability related issues. • Distinguish disability issues within discrimination section of databases 	Staff time	Record Manager Management Services	Protocol developed	May 2007
4. Website <ul style="list-style-type: none"> • Ensure complaints policy is available on the web in an accessible format 	Staff time	Web Editor MBD	Complaint policy available on web	June 2007

PART 2 – ADDITIONAL AREA FOR ACTION – 8 PARTNERSHIPS – NSW Government Disability Policy Framework

GOALS/OUTCOME:

- Liaise with other arts/cultural organisations and relevant peak bodies to address problems that people with disability face when accessing arts/cultural organisations

IDENTIFIED BARRIERS:

- Implementation of key areas such as training need a coordinated approach across the arts/cultural sector to ensure barriers are simultaneously eliminated
- Lack of information on disability statistics to build a local community profile for use by HHT properties and the Public Programs and Education Units

COMMENT:

- The HHT is currently working with various non-government organisations including “ Accessible Arts” (AA) and ‘People with Disability Australia Incorporated” (PDA), Vision Australia and the Spastic Centre to better understand how to make programs, services and events more accessible and enjoyable for people with special needs.
- Through developing partnerships and networking with stakeholders, the HHT can improve how the organisation identifies and meets the needs of people with disability, their carers and older people. It is proposed that HHT properties will build community profiles by networking with local councils and other agencies to better service the needs of PWD and help build new audiences. It is noted that the task of building community profiles is difficult given that no census data is collected on disability.

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATOR	TIME FRAMES
1. Interagency and NGO networks <ul style="list-style-type: none"> • Consult with heritage, arts and museum agencies to share relevant information, knowledge and experience when required • Ensure HHT representation at ATAG forum 	Staff time consult Department for Ageing and Disability NSW Heritages Office Dept of Art, Sport and Recreation (DASR), Museums Aust & Accessible Arts	Project Officer, Properties Unit	Consult with key disability government and non-government organisations re access	Ongoing
2. Consultation <ul style="list-style-type: none"> • Establish a protocol for consulting with stakeholders • Staff to be made aware of and utilise protocol wherever appropriate 	Staff time	Project Officer Properties	Establish protocol Circulate to staff	Ongoing
3. Knowledge Map <ul style="list-style-type: none"> • Properties to build a community profile identifying special needs groups in their local community, including community language profile • Network with disabilities communities in the local area, assess need and encourage participation where appropriate. 	Staff time. Consult Local Councils, NGOs, Health and Community Services	Property Manager	Special needs groups identified Information forwarded and contact made	July 2007 Ongoing

GOALS/OUTCOME:

- The Disability Action Plan (DAP) is effectively implemented with input from people with a disability (PWD) and peak disability organisations

IDENTIFIED BARRIERS:

- In the HHT context, identifying issues faced by people with a disability, their carers and older people in development of policy and strategic direction
- A strategic approach is required for implementation of the plan and procedures that takes into account disability issues
- There is insufficient funding this financial year for the DAP to be distributed in alternative formats

COMMENT:

- The DAP was drafted in close consultation with staff at all levels, peak disability organisations. In the final stage of the process, a copy of the DAP was sent to the relevant managers and curators prior to sign-off. These groups will be consulted periodically during the implementation and review of the plan. It is proposed the Access Coordinator will monitor the implementation of the plan through the quarterly reports and staff consultation.
- The HHT will evaluate and review the DAP each year and any revision of the plan will be discussed with the relevant staff and submitted to the Department of Ageing, Disability and Home Care and Human Right Equal Opportunities Commission (HREOC), as required under the NSW Disability Policy Framework
- Reporting on the Action Plan will continue to be included in the HHT Annual Report and disseminated to peak disability organisations
- It is intended that the 'new' Access Coordinator will work collaboratively across the HHT to ensure the implementation of the DAP is undertaken with a whole of organisation approach

STRATEGIES	RESOURCES	POSITION RESPONSIBLE	KEY PERFORMANCE INDICATOR	TIME FRAMES
1. Disability Access Coordinator <ul style="list-style-type: none"> • Nominate Access Coordinator within Properties Division to implement and monitor DAP and provide guidance on disability issues 	To be established	General Manager, Properties	Implement DAP, monitor staff with designated responsibility	Bi annually
2. Quarterly/Annual Report <ul style="list-style-type: none"> • Senior staff to report on access improvements in their area of responsibility • Report on the implementation of the DAP strategies • Distribution of the Annual Report to peak disability groups 	Staff time	Curators/Managers Project Officer, Properties Unit	Report on improvements through quarterly & annual report Mail out	Quarterly Annually May Dec 2006
3. Report on Progress of DAP <ul style="list-style-type: none"> • An update of the implementation of the DAP to staff – and community: <ul style="list-style-type: none"> – E Trust News – Hot Property – Annual Report⁹ 	Staff time	Project Officer, Properties	Inclusion of DAP initiatives	Periodically
4. Alternate Format <ul style="list-style-type: none"> • Summary of the DAP made available in plain English, large print, audio tape, upon request 	Cost of printing conversion	Assistant Director Marketing and Business D.	Made available on request	On request
5. Consultation <ul style="list-style-type: none"> • Seek feedback from peak disability groups regarding draft DAP 	Staff time	Project Officer, Properties	Contact stakeholders & collate feedback	August 2006