Arts Capital Disability Inclusion Action Plan 2024-2027

Arts Capital Limited, the registered charity managing Ainslie and Gorman Arts Centres acknowledge the Ngunnawal people as traditional custodians and recognise all other First Nations peoples and families with connection to the ACT. We honour and pay our respects to Elders past, present and future. Sovereignty was never ceded.

Arts Capital is delighted to present our Disability Inclusion Action Plan (DIAP). As this plan is implemented, the key outcomes will make for a stronger, more inclusive, and more accessible arts sector. Resonating with our mission to nurture Canberra’s creative ecosystem, increasing opportunities for artistic excellence and transformative experiences. We bring together an enduring, local and regional arts community, ready to exchange, and showcase diverse creative perspectives – Open to all.

This plan consists of a series of actions grouped under four key outcome areas, in accordance with the New South Wales DIAP[[1]](#footnote-1) planning guidelines. Together, the actions under these outcome areas seek to remove or reduce the attitudinal, social, economic, physical and behavioural barriers that prevent people with disability from fully engaging with our Centres and activities. These key outcome areas include:

1. Attitudes and Behaviours
2. Liveable Communities
3. Employment
4. Systems and Processes

Accessibility Strategy: Key Outcome Areas

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| Outcome 1.  Attitudes and Behaviours | | | | |
|  | **Actions** | **Performance Measures** | **Action Owners** | **Time Frame** |
| 1.1 | Board and staff have a high level of awareness of accessibility and inclusion principles and practices. | Onboarding processes for all staff and Board members are amended to include annual accessibility and inclusion training, a copy of the DIAP and related resources/documents. Induction of new staff and Board members to include details of this DIAP. | Staff and Board | 2024 - Ongoing |
| Staff members’ professional development plans include opportunities to build their understanding of accessibility and inclusion practices. | Staff | 2023 –  Ongoing |
| 1.2 | Feedback and consultation are sought to identify and remove barriers to accessibility and inclusion. | Feedback is sought annually from the Disability Advisory Group[[2]](#footnote-2) on the DIAP, this feedback is used to refine and ensure that the progress of the DIAP is measurable. | Staff and Board | 2025 –  Ongoing |
| Members of the Disability Advisory Group are invited to public events annually, feedback is requested from the Group in order to review and update accessibility and inclusion within our programming. | Staff | 2025 –  Ongoing |
| 1.3 | Grow our resource base to increase our accessibility and inclusion work | Disability community groups and organisations will be contacted and engaged with to actively create meaningful partnerships. As well as discuss potential improvements to events, programs and activities to present accessible and inclusive activities at the Centres. | Staff | 2025 –  Ongoing |
| Accessibility checklists and resources will be developed and utilised to ensure consistent reviewing and updating where necessary within all aspects of operations. | Staff | 2023 –  Ongoing |
| Research grants and identify opportunities to apply for accessibility and inclusion funding to improve resources and facilities and/or provide services in consultation with the ACT disability sector. | Staff | 2024 –  Ongoing |
| Annual meetings are held with the ACT Minister for Disability to advocate for improvements, and to report on progress made to date. A member from the Advisory Group is invited. | Senior Staff | 2025 –  Ongoing |
| Outcome 2.  Liveable Communities | | | | |
|  | **Actions** | **Performance Measures** | **Action Owners** | **Time Frame** |
| 2.1 | A program of comprehensive improvements to the Centres is funded and delivered by the ACT Government | Advocate for an ACT Government commitment to commence delivery of centenary renovations for Ainslie Arts Centre is secured in successive Territory budgets. (Commitment for Gorman Arts Centre was secured in 2022). | Staff and Board | 2026 – Ongoing |
| Advocate for artsACT architectural plans for centenary renovations of both Centres including accessibility as a key consideration. This will include evidence of consultation with a specialist accessibility consultant architect to apply principles of universal design in the planning and implementation of new infrastructure and building works. | Staff and Board | 2026 – Ongoing |
| 2.2 | Deliver near-term facility improvements within our means to ensure facilities, programmes and events (physical and online) are inclusive and accessible | Emergency Procedures are reviewed and updated to ensure accessibility is a key consideration and meets all access responsibilities required of Arts Capital. | Staff | 2023 |
| An up-to-date access audit is undertaken at both Centres to assess compliance with Australian Standards for access and mobility | Staff and Board | 2025 – Ongoing |
| Audit recommendations are scanned for action items, Arts Capital shall strive to action items that fall within our responsibility, and wherever applicable, advocate for the actioning of items that fall within the scope of responsibility by artsACT. | Staff and Board | 2026 –  Ongoing |
| All communications, information and documents, both internal and external will be reviewed and updated to ensure accessible formats, fonts and contrasts are being used, including (but not limited to):   * Ensuring all images on social media and our website include descriptions and alternative text. * Ensuring all videos on social media and website include captions and/or transcripts. * All publicly accessible information is available in a variety of formats and accessible electronic formats. * Universal symbols of access will be used where relevant in internal and external documentation as well as signage throughout our Centres. | Staff | 2024 - Ongoing |
| Annual maintenance of the website is undertaken to ensure an AA WCAG 2.0 rating is consistently maintained as a minimum. | Staff | 2023 – Ongoing |
| Wherever possible, temporary measures will be put in place to overcome accessibility barriers during events/programs, including hiring ramps, portable toilets, and providing venue signage, quiet spaces and other measures as required until more permanent infrastructure is in place. | Staff | 2025 - Ongoing |
| 2.3 | Our programming, production and venue hire processes reflect our commitment to accessibility and inclusion | An access map and virtual tour of each hireable space at both Centres will be added to the Ainslie and Gorman website and kept up to date with annual reviews. | Staff | 2025 – Ongoing |
| Written venue accessibility Information will be provided on the Ainslie and Gorman website. Venue hirers and residents will be requested to include this information or link to the website when advertising public events at the Centres. | Staff | 2024 – Ongoing |
| Program, event and venue hire processes will be reviewed, with reference to best practice models, to ensure accessibility and inclusion is a key consideration within venue operations, both internal and external. | Staff | 2025 – Ongoing |
| A resource, listing support services that aid access and their applicable costs will be created for staff to use within the creation of event budgets. | Staff | 2025 |
| Arts Capital's operational budget will include a dedicated amount for access services, including the purchasing and maintenance of equipment that aids access. | Staff | 2023 |
| Arts Capital’s operational budget will include a dedicated for accessibility and inclusion-related training opportunities for Residents. | Staff & Board | 2024-  Ongoing |
| Ensure accessibility and inclusion is a key consideration within internal programming opportunities for artists by prioritising engagement of artists living with disability wherever possible. | Staff | 2024 - Ongoing |
| Venue booking and event/ticketing platform procedures and processes will be reviewed to ensure:   * Users are able to book via multiple forms of communication (email, call, online booking, etc.) this information is made publicly accessible for users. * All ticketing and booking options allow users to specify access requirements. * Ticket prices are created with accessibility as a key consideration. | Staff | 2025 |
| Outcome 3.  Employment | | | | |
|  | **Actions** | **Performance Measures** | **Action Owners** | **Time Frame** |
| 3.1 | Provide an inclusive workplace and employ people living with disability. | Ensure equity, access and inclusion is a key consideration within recruitment policies and procedures. In line with best practice models and checklists. | Staff | 2023 - Ongoing |
| Accessibility requests and or requirements are documented in all new employee agreements, artist agreements and hirer checklists. All requests and requirements will be addressed wherever possible. | Staff | 2023 - Ongoing |
| All staff members are regularly encouraged to identify and raise access measures throughout their employment. Wherever possible, actions will be taken to meet access measures. For example, ensuring flexible working arrangements, and purchasing infrastructure and technology to aid access. | Staff | 2023 |
| 3.2 | Advocate for better accessibility with Service Providers and Suppliers | Supplier engagement criteria include requirements for potential suppliers to demonstrate actions or initiatives they have taken to support accessibility and inclusion, for example, copies of their own DIAP, internal and/or external initiatives to support access and inclusion within their workplace. | Staff | 2026 |
| All onsite work and contractor activities require an accessibility impact assessment and, where accessibility is impacted, an impact mitigation plan. | Staff | 2024 - Ongoing |
| Outcome 4.  Systems and Processes | | | | |
|  | **Actions** | **Performance Measures** | **Action Owners** | **Time Frame** |
| 4.1 | DIAP is adopted, resourced and integrated into Arts Capital’s strategic and business plans. | DIAP is publicly accessible on our website, shared with residents, lodged with the Human Rights Commission. | Staff and Board | 2023 |
| DIAP reporting outcomes are included in the Annual Report and implemented into future strategic and business plans. | Staff | 2024 – Ongoing |
| 4.2 | Arts Capital governance structures and processes are modified to support and promote access and inclusion. | DIAP outcomes are reviewed and reported to the Board annually. Forecasted summaries of access and inclusion measures are utilised for all budgeting processes. | Staff and Board | 2024 - Ongoing |
| A Disability Advisory Group is established, the group will meet at least twice yearly. Their role is to provide feedback and guidance on access and inclusion surrounding disability in Arts Capital's workings. | Staff and Board | 2024 |
| Arts Capital’s current Policies and Procedures will be reviewed and updated as required with reference to best practice models. Wherever necessary, new policies and procedures will be created in relation to improving accessibility and inclusion. | Staff and Board | 2025 |
| 4.3 | Arts Capital's communications, both internal and public will be modified to support and promote access and inclusion. | A written accessibility style guide is created, with reference to best practice models, and made available to all staff, board members and residents. This guide will be used as a resource to assist the accessibility of written communications. | Staff | 2023 |
| Marketing and promotional material include visual representations of people with disability where possible. Ensuring people with disability are diversly represented in a respectful manner, in line with best practice models and resources. | Staff | 2025 |
| 4.4 | Arts Capital's meetings and reporting processes are modified to support and promote access and inclusion. | Accessibility and inclusion-related topics, such as DIAP outcomes, are included as a regular agenda item for staff and Board meetings. | Staff and Board | 2023 |
| Internal monthly reporting processes are reviewed and updated, to ensure information relating to access and inclusion is gathered wherever possible. | Staff | 2023 - Ongoing |

Monitoring, Review and Evaluation

This Plan is aligned with our 2024-2027 Strategic Plan.

This DIAP will be published on our website and lodged with the Australian Human Rights Commission to increase its public availability and provide an example that other organisations may follow.

The Plan’s implementation will be monitored and reviewed internally by senior management and Board every six months. A progress report will be submitted by relevant managers to the Director at the completion of each calendar year for review by the Board. The DIAP will also be reported annually via the organisation’s Annual Report.

The implementation of this plan will be undertaken by all staff across the organisation.

We welcome ongoing feedback from our visitors, residents and resident organisations, artists and audiences will also be used to inform the delivery of the Plan.

In Gratitude

We extend our deep gratitude to a diverse range of contributors in realising this DIAP through the years. Special thanks to Access Advisors Liz Lea, Natalee Ayton, and Shawnah Cady; and the Rebus Theatre Team (Ben Drysdale, Robin Davidson, Daniel Savage) for writing development and editorial.

Thank you to Isabelle Sheppard, Rochelle Whyte\*, Adelin Chin\* (Arts Capital team members); and Arts Capital Board members Morwenna Collett\* and Eric Martin. Thank you to everyone who so generously shared their professionalism, knowledge, ideas, stories, experiences, and reflections, as we look forward to welcoming ever more diverse artists, practitioners, and audiences to A+G.

\*Staff or Board members who have since departed from the Arts Capital Team at time of publication.

1. No ACT equivalent exists at the time of publishing [↑](#footnote-ref-1)
2. A Disability Advisory Group will be established as referred to in action outcome 4.2. [↑](#footnote-ref-2)