



AUSTRALIAN
NATIONAL MARITIME
MUSEUM

Australian National Maritime Museum

Disability Action Plan

2004 - 2007

Endorsed by ANMM Executive 24 May

Disclaimer

The information provided in Part 1 and the strategies recommended in Part 2 of this document are provided in good faith. However, Moxon, Green and Associates Pty Ltd gives no guarantee that a complaint will not be made about lack of access even where the premises / exhibitions appear to comply with Australian Standards. Likewise, recommendations of action that should be taken to improve access for people with disabilities, if followed, are not to be interpreted as necessarily removing all risk of complaints.

The outcome of a complaint to the Human Rights and Equal Opportunity Commission made within the provisions of the Disability Discrimination Act 1992 or a complaint to the NSW Anti-Discrimination Board made within the provisions of the Anti-Discrimination Act 1977 cannot be predicted with any certainty.

Moxon, Green and Associates Pty Ltd provides advice in good faith but accepts no responsibility for any consequences of accepting the advice.

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Executive Summary

Background

The Commonwealth Government's Commonwealth Disability Strategy requires all government agencies to prepare strategies to address any identified barriers to people with disability accessing an Agency's premises or services.

This Plan has been developed in accordance with the requirements of the Commonwealth Disability Strategy.

Achievements to date

The Australian National Maritime Museum (the Museum) is conscious of the need to provide a museum experience to all visitors and has taken steps to enhance the visitor experience for people with disability.

In 2000 an access audit was conducted of the Museum to identify barriers for people with disability.

In 1997 the Museum developed a Disability Action Plan and implemented many of the actions recommended.

Refurbishment in 2000 improved physical access and a number of initiatives have been undertaken to improve access to information.

Development of the Plan

This Plan was developed in consultation with staff at all levels and following consultation with members of the public with disability.

Senior management provided feedback on early drafts.

Desired outcomes

The Plan sets out a number of desired outcomes that hopefully can be achieved over time. The outcomes are grouped into three areas: Provider Role, Purchaser Role and Employer Role.

In effect, the desired outcomes seek to ensure that the Museum will, as far as practical, be accessible to all people regardless of any disability.

Strategies to achieve outcomes

In summary, the strategies include actions that will ensure:

- The Museum offers physical access to people with mobility disability,
- People who need information in an accessible format (e.g. Braille, large print, on audio tape, electronically) can have it provided,
- The Museum's employment policies and practices are non-discriminatory,
- All staff, volunteers, tenderers, and contractors are aware of their responsibilities under the Disability Discrimination Act 1992 and have the skills to meet them.

This Plan is scheduled to be evaluated and reviewed in 2007.

Part 1

Background and Development of the Plan

1.1 Director's message

I welcome the development of this, the Museum's second Disability Action Plan.

One of my principal aims is for the Australian National Maritime Museum to be managed in a way that includes all members of the community. Sometimes this may mean we need to rethink how we provide our services to be truly inclusive.

This Plan, developed in consultation with staff of the Museum and the community, provides us with a series of strategies that, when implemented, will significantly improve access to the Museum.

Although this Plan is focussed on issues related to people with disability, there is no doubt that implementing the strategies will enhance the visitor experience for all visitors, not just people with disability. Good physical access, appropriate seating, information that is easy to read and understand, information that is available in a variety of forms and staff who are sensitive to the needs of visitors all contribute to a Museum experience that all will enjoy.

I ask that all Assistant Directors, Section Heads and other managers incorporate relevant strategies of this Plan into their business plans so that access for people with disability improves as a matter of course, rather than something that might be attended to after other priorities have been completed.

The Plan will be monitored to ensure that strategies are implemented and I look forward to receiving reports on the Plan's progress.

Mary-Louise Williams
Director

1.2 Australian National Maritime Museum's Strategic Direction

1.2.1 Vision:

To be Australia's most dynamic and innovative cultural resource, enriching lives by promoting knowledge and enjoyment of our relationship with the waterways and the sea

1.2.2 Mission

To bring maritime heritage to life and preserve it for future generations, through:

- national leadership and international collaboration

- programs and products that are creative, inclusive, enjoyable and memorable

- research, acquisition, conservation, interpretation, outreach and education

- fostering traditional skills and practices

1.2.3 Leadership & values

- We promote a broad interpretation of maritime heritage and culture

- We regard engagement, innovation and creativity as the keystones of our work

- We focus on the lives of people as the core of our products and programs

- We encourage commitment, application and achievement

- We value partnership and collaboration

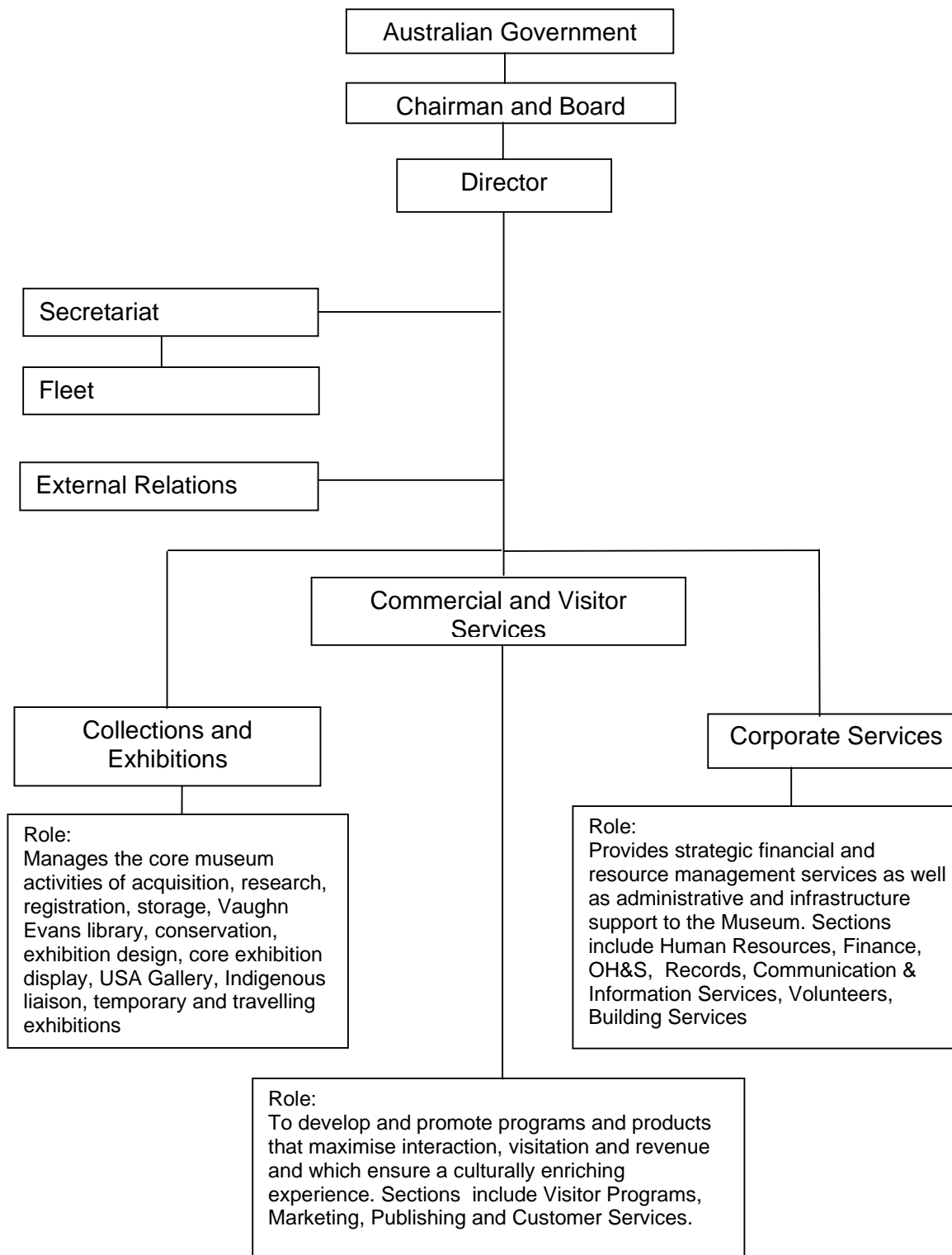
- We strive for the highest standards of service

- We champion integrity and ethical practice

1.2.4 The Disability Action Plan aims to complement and enhance the Museum's Strategic Plan and its annual Management Plan.

1.3 Museum's Functions

1.3.1 Structure of the Museum



1.4 Commitment to People with Disability

1.4.1 Achievements to date

The Museum has initiated a number of strategies over many years that aim to improve access for people with disability to our exhibits.

Some of the Museum's achievements for people with disability to date are:

Ongoing involvement with training programs for people with intellectual disability through the Volunteers Program. 1997 Winner of the Small Agency Division of the APS Workplace Diversity Awards for this.

Development of Museum's first Disability Action Plan

New capital works projects are designed to incorporate needs of people with disability and the Museum is seeking to increase access on the site for people with disability.

Survey of ANMM by Australian Quadriplegic Association in March 2000

Parking and access arrangements in carpark reviewed and changed to improve access

Amount of seating in Museum has been increased.

Customer service training for staff and volunteers which focussed on meeting the needs of all visitors to the Museum

Audioguide tour of Vampire

Volunteer meet and greet service in main foyer

Provide copies of the Volunteers' Newsletter in digital form when requested.

The Museum has made provision within its recruitment processes and employment practices to facilitate the employment of people with disability.

1.4.2 Desired outcomes

1.4.2.1 Introduction

The Museum recognises that access to its premises, exhibitions, facilities and services, including employment, can be improved for people with disability. In accordance with the Commonwealth Disability Strategy, the outcomes that The Museum is working towards are arranged under the following headings:

1.4.2.2 Provider role

1. People with disability have equitable access to all Museum premises, exhibitions, facilities and services,
2. People with disability can communicate with the Museum effectively,
3. Information about exhibitions and services provided by the Museum can be provided in a range of accessible formats (on request),
4. Museum's website conforms to worldwide accessibility standards,
5. Volunteers and staff employed by the Museum have adequate skills to provide quality customer service to people with disability,
6. Visitors are regularly surveyed to gain feedback on the 'visitor experience', including issues related to people with disability.
7. The Museum's complaints procedures are accessible to people with disability.

1.4.2.3 Purchaser role

8. The Museum's purchasing and contracting arrangements are available in accessible formats when requested.
9. The Museum's purchasing and contracting arrangements are developed in conjunction with people with disability when appropriate.
10. The Museum's purchasing and contracting arrangements require suppliers to meet the requirements of the Disability Discrimination Act 1992.
11. Staff who make purchases or enter into contracts have adequate skills to undertake these duties.

1.4.2.4 Employer role.

12. The employment policies and practices of the Museum ensure equity of opportunity for people with disability seeking employment with the Museum.
13. Volunteers and staff employed by the Museum have adequate skills to work alongside fellow employees who have disability.
14. In all cases, these desired outcomes are long-term goals. Some may not be fully achieved for several years due to resourcing constraints. The Museum is, however, fully committed to implementing the strategies in this Plan over the next three years. Subsequent Plans will include additional strategies so that eventually all of the above outcomes are achieved.

1.5 Definition of disability

There are many different definitions of disability. The Australian National Maritime Museum has adopted the broad definition used in the Disability Discrimination Act 1992 (DDA). In the DDA, '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 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.

It should be noted that this definition does not attempt to place some people with disability outside its coverage by virtue of the perceived minimal effect of some disabilities. This definition seeks to include all people with disability, regardless of the severity of the disability or the extent of its effect.

1.6 Legislative and Policy Framework

1.6.1 Disability Discrimination Act 1992

The Disability Discrimination Act 1992 (DDA) makes it unlawful to discriminate against people with disability in a number of areas. A brief description of the DDA follows. It must be clearly understood that this brief description is meant to be general information and is not offered as legal advice. A solicitor should be consulted if it is believed that discrimination has occurred or is occurring or may occur.

1.6.1.1 Objects

The Objects of the DDA are:

- (a) to eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of:
 - (i) work, accommodation, education, access to premises, clubs and sport; and
 - (ii) the provision of goods, facilities, services and land; and
 - (iii) existing laws; and
 - (iv) the administration of Commonwealth laws and programs; and
- (b) to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and
- (c) to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

1.6.1.2 Discrimination

The DDA refers to two types of discrimination: direct and indirect.

Under the DDA a person would be guilty of **direct discrimination** if a person with disability is treated less favourably because of their disability than another person who does not have disability where the circumstances are the same or not materially different. If the person with disability requires different accommodation or services because of their disability, this is not deemed to be materially different circumstances.

Examples of *direct discrimination* include:

Refusing a person with disability a job because they have disability,
Refusing to serve a person with disability because they have disability,
Refusing to allow a person into a restaurant because they use a wheelchair,
Refusing to allow a blind person into a taxi or on to a bus with a guide dog.

Indirect discrimination occurs when a person with disability is expected to comply with a requirement that can be complied with by a substantially higher proportion of people without the disability and the requirement is not reasonable in the particular case and the person with disability is unable to comply with it.

This means that 'treating everyone the same' may be discriminatory if a person with disability is unable to do what is required.

Examples that might involve *indirect discrimination* include:

Requiring all job applicants to complete a handwritten job application (unfair to someone whose disability affects their handwriting),
Requiring all customers to enter a store through a turnstile (unfair to someone who uses a wheelchair),

Providing material only in print form (unfair to someone who is blind or who has a severe vision impairment).

1.6.1.3 Unjustifiable hardship

The DDA allows discrimination against a person with disability if the action required to prevent or eliminate the discrimination would cause the discriminator 'unjustifiable hardship'.

Unjustifiable hardship is not defined in the DDA but the Act does state that in determining whether unjustifiable hardship exists, all relevant circumstances of the particular case are to be taken into account including:

- (a) the nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; and
- (b) the effect of the disability of a person concerned; and
- (c) the financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship; and
- (d) in the case of the provision of services, or the making available of facilities - an action plan given to the Human Rights and Equal Opportunity Commission under section 64 of the DDA.

1.6.1.4 Complaints

If a person with disability believes that unlawful discrimination has occurred or is going to occur, a complaint can be lodged with the Human Rights and Equal Opportunity Commission.

The Commission will write to the person or organisation complained against and seek an explanation. The Commission will then attempt to settle the complaint by conciliation in a meeting between the person making the complaint and the person or organisation complained against.

Where conciliation is not successful, HREOC will terminate the complaint and, if the person complaining wishes to pursue the matter, it is then necessary to lodge an application for the complaint to be heard in the Federal Court. The Federal Court can order the discrimination to cease and can award damages to a complainant. Legal advice should always be sought before proceeding to the Federal Court.

1.6.2 Multi disadvantage

People with disability are not a homogenous group. Having disability does not mean one does not also belong to one or more of the following groups of people who also face discrimination and disadvantage simply for being a member of that group.

People with disability may also be: women; from diverse cultural or linguistic backgrounds, Aboriginal or Torres Strait Islanders, gay, lesbian or transgender, or live in remote or rural areas of NSW.

People from these groups can face multiple disadvantage and discrimination.

It is imperative that strategies in the Disability Action Plan are capable of being implemented in ways that accommodate the needs of people who face multiple disadvantages.

It is also important to recognise that as people age they are more at risk of acquiring disability. People with disability are also living longer than in previous times with implications for services for older people.

1.7 Understanding access

Access can mean different things to different people. For some it might indicate the ability to pay for a service, or that a service is available locally, or that the service is delivered in a culturally appropriate manner.

For people with disability it can mean any of the above and also mean other things as well, depending on the type of disability the person has and the activities that the person is seeking to undertake.

For example, a wheelchair user usually thinks of access in terms of physical access such as the absence of steps; gentle slopes; wide, self opening doors; parking with room to unload a wheelchair; and toilets that are large enough to accommodate them.

A person with severe vision impairment may think of access in terms of lighting; signs and labels that are large enough to be read; warnings of hazards; and information provided in audio or large print.

A person who is blind may think of access in terms of information being available in a variety of accessible formats (Braille, on disk, on tape, etc) as well as pathways that are free of hazards, like low tree branches or fire extinguishers mounted on walls.

A person who has an intellectual disability may think of access as the use of language that is easy to understand and the use of symbols on signs to minimise reliance on the written word.

A person with a psychiatric disability (or mental illness or mental health disorder) may think of access in terms of people's attitudes and behaviour towards them; feeling included is very important.

A person who is deaf or has a severe hearing impairment may think of access in terms of communication, particularly having information in visual forms (such as captioned videos), the use of sign interpreters and telephone access via telephone typewriters (TTYs).

A person with an acquired brain injury may think of access in terms of others' understanding that their slurred speech is not due to alcohol, their socially inappropriate behaviour is not meant to cause affront, their repeated questions are due to memory loss (not a lack of intelligence), as well as, in some cases, issues around physical access. Of course, some people with acquired brain injury may experience effects different from those above but may have mobility disability.

In each of the above examples people with disability think of access in terms of what is necessary so they can be included with the rest of the community and therefore enjoy the Museum's exhibitions.

These factors also apply to people with disability that work at the Museum. Employees with disability need all of the above access issues to be taken into account but they also need to be treated equitably. This means ensuring people with disability have access to job opportunities, training and development, and promotion opportunities. In other words, being included in the workforce to the same extent as other employees.

In fact, being included is really at the heart of all access issues. If a conscious effort is made to include all people, then all of the various access issues will be addressed as a matter of course, rather than becoming something 'special' that has to be done afterwards to correct mistakes.

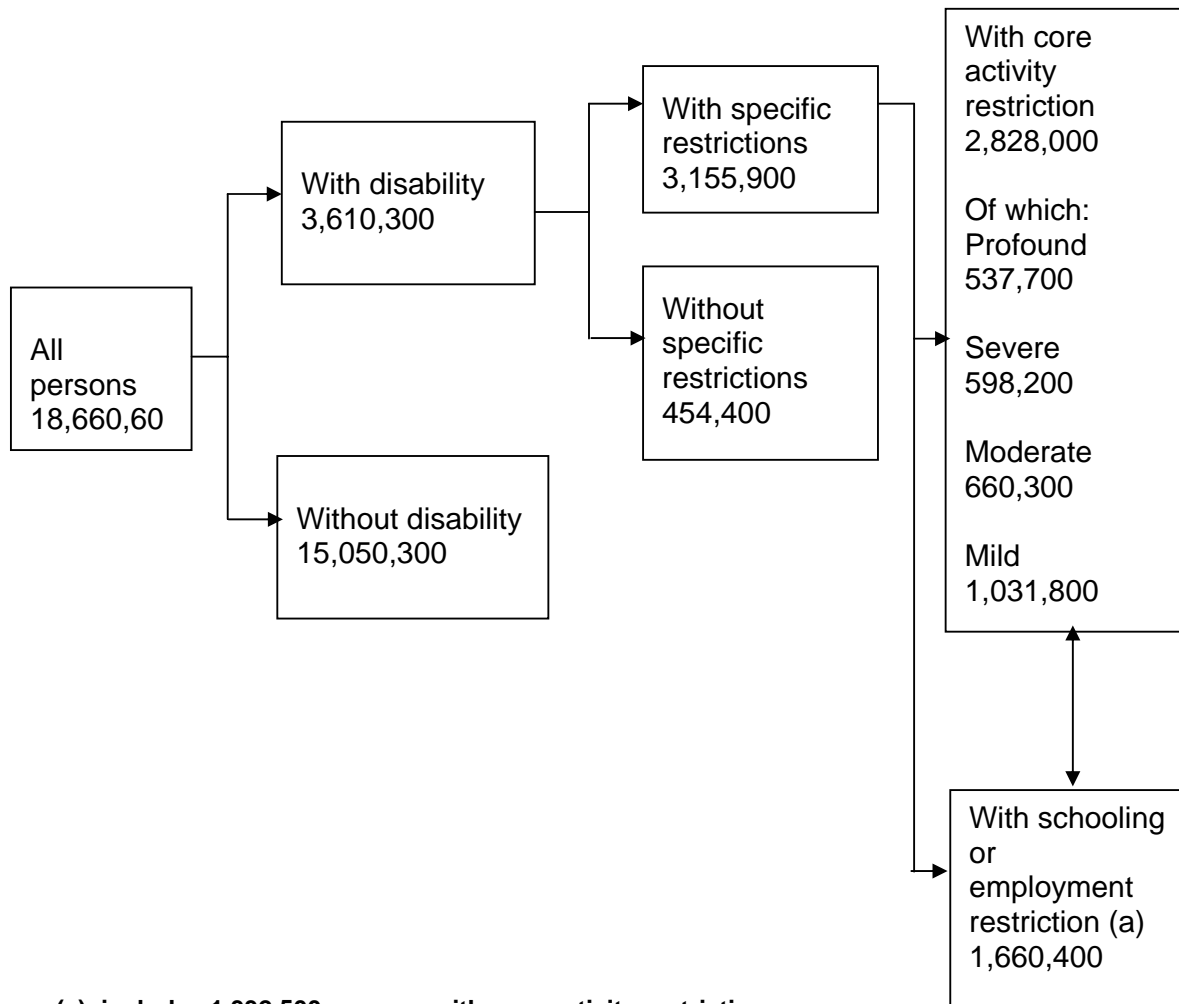
When we consider access issues as they affect all people, including people with disability, we reach a point where we have a set of access principles that amount to 'universal access', that is, access for all, not just all people with disability but all people.

1.8 Incidence of Disability

Australian Bureau of Statistics (ABS) figures from its survey in 1998 indicate that in NSW, some 19.3% of the population has disability that results in an 'activity restriction'. The ABS includes in activities, 'self-care', 'mobility' and 'communication' as well as 'education' and 'employment'. A further 16% will have a long term impairment or condition that does not result in an activity restriction.

The largest single group is people with physical disability (about 50% of people with disability).

Table 1 Australians with Disability in 1998



(a) includes 1,332,500 persons with core activity restrictions

Source. ABS 1998 Disability, Ageing and Carers Summary of Findings #4430.0

1.9 Developing the plan

Moxon, Green and Associates Pty Ltd developed this Disability Action Plan under contract to the Australian National Maritime Museum following extensive consultations with Assistant Directors, section heads, managers and staff of the Museum as well as consultations held with members of the community with disability and organisations representing people with disability.

1.9.1 Reference Group

A Reference Group oversaw the development of the Action Plan, and was kept fully informed of its progress. Moxon, Green and Associates Pty Ltd would like to thank the members of the Reference Group for their input and

commitment to the project. The Reference group comprised: Michael Crayford, Gillian Matthews, Natasha Whyte, Sharne Fielder, Evan Higgins, Peter Lightbody, and Ray McMaster.

Mr Michael Crayford, Assistant Director, Collections and Exhibitions, managed the project. John Moxon reported to Mr Crayford through Ms Gillian Matthews. Ms Xanthe Kerr assisted with a number of aspects of the project.

The following actions were taken to ensure all relevant people had an opportunity to contribute to the Plan's development:

1.9.2 Consultations

The Executive was addressed to inform them of the nature of the Project and its relevance to the Museum's business.

A Section Heads meeting was addressed and the Project was explained to them. In addition, a number of examples of strategies were distributed.

Consultations were held on 2 February 2004 with two groups of people with disability and service providers to identify the barriers they face in accessing the Museum and to obtain their input into the strategies that might be included in the plan. The consultations were preceded by a guided tour of the Museum.

Represented at the consultations were:

- People with physical disability (wheelchair users and others)
- People with an intellectual disability
- People with hearing disability
- People with vision disability
- People living with the effects of polio

A draft of the Plan was distributed to all senior staff, who in turn consulted their staff, to provide an opportunity to comment on the strategies.

1.10 Implementing the plan

Responsibility for implementing the Disability Action Plan rests primarily with Assistant Directors who should incorporate the strategies into their Branch's business plans and then ensure that staff who are responsible for particular strategies have the training and expertise to implement them.

This is particularly important when submitting proposals for budget allocations. Assistant Directors should ensure their proposals include provision for the strategies in the Plan so they can be implemented along with other priorities,

rather than be treated as items that are only considered after all else is completed.

1.11 Monitoring and evaluation

Ongoing monitoring to ensure implementation of the strategies included in the Plan (Part 2) will be the responsibility of the relevant Assistant Directors and Section Heads.

The Plan needs to be monitored at least annually to ensure that strategies are being implemented in accordance with the timetable. The Assistant Directors and Section Heads will be responsible for ensuring that the Plan is evaluated. Evaluations will address, but not necessarily be limited to, the following issues:

- Progress on implementing the Plan
- Barriers to implementing the Plan
- Stakeholder views regarding the effectiveness of the Plan. This includes people with disability.
- Improvements to the Plan.

More frequent monitoring could be undertaken if appropriate.

Where strategies appear not to be achieving their aims, they should be carefully examined and corrective action taken where appropriate.

A report on progress on implementing the strategies is to be provided to the Director by 31 May each year, commencing in May 2005.

1.12 Preparing a New Plan

A new Plan should be developed every three years. In preparing the new Plan, further consultation should be undertaken to ensure that any new strategies address the genuine concerns and needs of people with disability living in the community.

1.13 Communication Strategy

All Assistant Directors and Section Heads are to have a copy of the Action Plan available for staff to examine at any time. Staff can also read the Plan on the Museum's intranet site or on the Museum's website from where they can download a copy, in text, html or 'pdf' format.

The community has access to the Plan from the Museum's website and may also obtain a copy by contacting the Museum.

Part 2

Outcomes and Strategies

2.1 Provider Role Outcome #1

People with disability have equitable access to all Museum premises, exhibitions, facilities and services,

2.1.1 Performance Indicator

Museum has an established and implemented service charter that specifies the roles of the Museum and its visitors, and service standards that address accessibility for people with disability.

2.1.2 Performance Measure

The Museum has developed and implemented a service charter that addresses accessibility for people with disability by 31 December 2004.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
<p>Museum has implemented a service charter that sets out the roles of the Museum and its customers.</p> <p>However, the charter does not adequately address issues of accessibility* for</p>	<p>Implement a service charter that adequately address issues of accessibility* for people with disability.</p>	<ol style="list-style-type: none"> 1 Review the existing service charter to identify areas related to accessibility* for people with disability that are inadequate or absent. 2 Revise the service charter and implement it. 	<p>Customer Service Manager,</p>	<p>31 December 2004</p>

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
<p>people with disability.</p> <p>A disability access audit of premises was conducted in 2000.</p> <p>No disability access audit of current exhibitions has been conducted.</p> <p>Museum has no protocol requiring access for people with disability to exhibitions.</p>	<p>All new exhibitions are as accessible to people with disability, as far as practicable</p> <p>All new premises and extensions or renovations are accessible to people with disability.</p> <p>Existing premises and exhibitions have improved access for people with disability.</p>	<p>3. Develop (or adopt) and implement a protocol for designing and building exhibitions that are accessible to people with disability, as far as practicable.</p> <p>4. Conduct disability access audit of all Museum premises and exhibitions</p> <p>5. Prepare a priority listing of work required to provide or improve access to premises and exhibitions.</p> <p>6. Undertake work to provide or improve access for people with disability to premises and exhibitions.</p>	<p>Assistant Director, Collections and Exhibitions</p> <p>Building Services Section Head and Manager, Customer Services</p> <p>Building Services Section Head and Manager, Customer Services</p> <p>Building Services Section Head</p>	<p>31 December 2004</p> <p>30 June 2005</p> <p>31 August 2005</p> <p>31 December 2006</p>

- * Accessibility for people with disability includes: wheelchair access to premises, counters, exhibits, etc., access to information in a format suitable for people with hearing impairment and vision impairment, appropriate way-finding for people with vision impairment, appropriate seating for people with ambulant disability, appropriate toilets, appropriate signage, among others.

2.2 Provider Role Outcome #2

People with disability can communicate with the Museum effectively.

2.2.1 *Performance Indicator*

Museum has established procedures and equipment that enables people with disability to communicate effectively with Museum staff, both on-site and from a remote location.

2.2.3 *Performance Measure*

Museum has developed and implemented a procedure for communication with people with disability by 31 December 2004 and 30% of relevant staff have received training in this procedure by 30 June 2005, 60% of relevant staff have received training by 31 December 2005 and all relevant staff by 30 June 2006.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
Museum has no procedure that covers communication by people with disability to Museum staff.	Develop and implement a procedure that enables people with disability to communicate with Museum staff.	1. Investigate the communication needs of people with disability – particularly people who are blind or have a vision impairment, people who are deaf or have a hearing impairment, people who have speech	Customer Service Manager,	31 December 2004

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
		impairment. 2. Develop a procedure that takes account of the various communication needs of people with disability. 3. Ensure all relevant staff and volunteers receive adequate training in communicating with people with disability.		31 December 2004 Progressive to 30 June 2006

2.3 Provider Role Outcome #3

Information about exhibitions and services provided by the Museum can be provided in a range of accessible formats (on request),

2.3.1 *Performance Indicator*

The Museum has developed and implemented a procedure for providing informative material produced by the Museum in accessible formats on request.

2.3.2 *Performance Measure*

Museum has developed and implemented a procedure for producing material in accessible formats people with disability and all relevant staff have been informed of the procedure by 31 December 2004.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
Museum has no procedure that covers the provision of informative material in accessible formats for people with disability.	Develop and implement a procedure that covers the provision of informative material in accessible formats for people with disability.	<ol style="list-style-type: none"> 1. Investigate the accessible format needs of people with disability – particularly people who are blind or have a vision impairment and people who are deaf or have a hearing impairment. 2. Develop a procedure that details how to 	Customer Service Manager,	31 December 2004

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
		provide material in accessible formats. 3. Ensure all relevant staff and volunteers receive adequate advice in providing material in accessible formats.		31 December 2004 Progressive to 30 June 2006

2.4 Provider Role Outcome #4

Museum's website conforms to worldwide accessibility standards,

2.4.1 Performance Indicator

The Museum's website is useable by people with disability who need a larger display or who use "text to speech" web browsers or who are deaf and cannot hear audio.

2.4.2 Performance Measure

The Museum's website conforms to National Office of the Information Economy (NOIE) *The Guide to Minimum Website Standards* by 31 December 2004.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
<p>Museum's website meets 'Bobby Level 1' specification for accessibility.</p> <p>However, this is a level that does not conform to the Commonwealth Government's <i>The Guide to Minimum</i></p>	<p>When the website is upgraded or replaced, ensure compliance with the Commonwealth Government's <i>The Guide to Minimum Website Standards</i>.</p>	<ol style="list-style-type: none"> 1. Have the website audited for accessibility to ensure the required changes are known and can be incorporated into any contract for rebuilding the website. 2. ensure any contract for rebuilding or updating the website includes a requirement that it 	<p>Assistant Director, Corporate Services</p>	<p>31 December 2004</p>

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
<p><i>Website Standards</i> and does not enable a user to change font size (critical for many older people with vision impairment) nor do the panoramic Java Applet images imbedded in the site have captions to augment the audio or to describe the scenes depicted.</p>		<p>conform to the Commonwealth Government's <i>The Guide to Minimum Website Standards</i>.</p>		<p>31 December 2004</p> <p>Progressive to 30 June 2006</p>

2.5 Provider Role Outcome #5

Volunteers and staff employed by the Museum have adequate skills to provide quality customer service to people with disability

2.5.1 Performance Indicator

The Museum develops a skills upgrade program in quality customer service for people with a disability and all relevant volunteers and staff have appropriate skill levels.

2.5.2 Performance Measure

The Museum develops an appropriate skills upgrade program and 30% of volunteers and staff have demonstrated appropriate skills levels by 31 December 2004, 60% of relevant volunteers and staff have demonstrated appropriate skills levels by 30 June 2005 and all relevant volunteers and staff have demonstrated appropriate skills levels by 31 December 2005.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
Staff and volunteers do not receive training in customer service for people with disability.	All relevant volunteers and staff demonstrate appropriate skills levels in customer service for people with disability.	1. Develop a skills upgrade program that includes at least the following elements: <ol style="list-style-type: none"> a. The nature of disabilities and their varying effects on people b. The legislative obligations on 	Manager, Customer Service Manager, Human Resources.	31 December 2004

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
		volunteers and staff c. Communicating with people with disability d. Assisting people with disability 2. Schedule the program to ensure all relevant volunteers and staff can acquire and demonstrate appropriate skills levels.		31 December 2004 Progressive to 30 June 2006

2.6 Provider Role Outcome #6

Visitors are regularly surveyed to gain feedback on the 'visitor experience', including issues related to people with disability.

2.6.1 Performance Indicator

Museum has established mechanisms for customer surveys, quality improvement and assurance.

2.6.2 Performance Measure

Visitors are surveyed at least annually to determine their level of enjoyment of the Museum, including issues related to disability are addressed within six months where appropriate.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
In 2002 – 2003 the Museum used feedback from Visitor Exit Surveys and complaints made to identify priority areas for improvement in meeting the needs of people with disability.	To develop strategies to meet the needs of people with disability who visit the Museum.	<ol style="list-style-type: none"> 1. Amend the Visitor Exit Survey to include questions that evoke responses about access by people with disability. 2. Include in the evaluation report recommendations that arise from the analysis of the Visitor Exit Surveys. 	Evaluation Officer	<p>31 December 2004</p> <p>Ongoing</p>

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
<p>The survey revealed some visitors had difficulty in the following key areas:</p> <ul style="list-style-type: none"> Finding and reading Museum signage Lack of seating in the Museum and in special exhibitions Reading special exhibition labels 				

2.7 Provider Role Outcome # 7

The Museum's complaints procedures are accessible to people with disability.

2.7.1 Performance Indicator

Museum has an established and implemented complaints process that is accessible to people with disability.

2.7.2 Performance Measure

The Museum has developed and implemented a complaints process that is accessible to people with disability by 31 December 2004.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
Museum has implemented a complaints process. However, the complaints process may not be appropriate for some people with disability.	Implement a complaints process that is accessible to people with disability.	<ol style="list-style-type: none"> 1. Review the existing complaints process to identify areas where people with disability are disadvantaged by the process. 2. Revise the complaints process and implement it. 3. Maintain records of complaints. 	Marketing Manager,	31 December 2004 30 June 2005 ongoing

2.8 Purchaser Role Outcome #8

The Museum's purchasing and contracting arrangements are available in accessible formats when requested.

2.8.1 Performance Indicator

Publicly available information on purchasing specifications is available in accessible formats for people with disability.

2.8.2 Performance Measures

100% of publicly available information on purchasing specifications is available in: (1) accessible electronic formats, and (2) accessible formats other than electronic by 31 December 2004.

Average time taken to provide accessible material in: (1) electronic formats is less than 5 days and (2) formats other than electronic are available when promised.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
The Museum has a policy of providing tender information in accessible formats when requested. In 2002 - 2003 there were no requests for information in electronic accessible	100% of requests for information in electronic formats is provided within two days of the request. 100% of requests for information in formats other than	1. Ensure that relevant staff have knowledge of the policy and the skills to provide information in accessible formats, both electronic and formats other than electronic.	Assistant Director, Corporate Services	31 December 2004

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
formats or for information in formats other than electronic.	electronic are advised of the expected delivery date of their preferred format within five days of the request.	2. Maintain records of requests for information in accessible formats.	Assistant Director, Corporate Services Assistant Director, Corporate Services	31 March 2005 Ongoing

2.9 Purchaser Role Outcome #9

The Museum's purchasing and contracting arrangements are developed in conjunction with people with disability when appropriate.

2.9.1 Performance Indicator

Processes for purchasing goods or services with an effect* on the lives of people with disability are developed in consultation with people with disability.

2.9.2 Performance Measures

100% of processes for purchasing goods or services with an effect on the lives of people with disability are developed in consultation with people with disability by 31 December 2004.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
In 2002 – 2003, the Museum called for tenders on 8 occasions. Of these all were deemed to affect the lives of people with disability. In none of these cases, was the	100% of tenders where it is deemed that the lives of people with disability will be affected* are developed in consultation with people with disability.	1. Develop a checklist or protocol to assist in determining if the lives of people with disability will be affected* by the proposed purchase. 2. Use the checklist or protocol to review each tender process prior to calling for expressions of interest to determine	Assistant Director, Corporate Services	31 December 2004 31 December 2004 and ongoing

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
<p>tender process developed in consultation with people with disability. However, issues affecting people with disability were identified and acted on.</p>		<p>if the lives of people with disability will be affected by the purchase.</p> <p>3. Where the purchase is deemed to affect the lives of people with disability, consult** with people with disability to ensure the process does not result in an adverse affect.</p> <p>4. Maintain records of this process.</p>		<p>31 December 2004 and ongoing</p> <p>Ongoing</p>

‘affect the lives of’ should be considered broadly and include items such as seating, counters, colour schemes for interiors, signage, lighting, security services, internet web sites, brochures and other printed material, display stands, building work, flooring, films and videos, and communication systems (including telephones) all of which, if the incorrect design or without appropriate consideration, can adversely affect the Museum experience of people with disability.

** ‘consult with people with disability’ need not involve extensive public meetings or forums. Consultation can also involve seeking advice from a small number of relevant experts in disability access issues (preferably people who have a disability).

2.10 Purchaser Role Outcome #10

The Museum's purchasing and contracting arrangements require suppliers to meet the requirements of the Disability Discrimination Act 1992.

2.10.1 Performance Indicator

All purchasing specifications and contract requirements for the purchase of goods and services are consistent with the requirements of the Disability Discrimination Act 1992.

2.10.2 Performance Measures

All purchasing specifications for goods or services specify that tendering organisations must comply with the requirements of the Disability Discrimination Act 1992 by 31 December 2004.

All contracts for the purchase of goods or services require the tendering organisation to comply with the requirements of the Disability Discrimination Act 1992 by 31 December 2004.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
The Museum conducted 8 tender processes for goods and services in 2002 – 2003.	100% of calls for tender and supply contracts require the tenderer or supplier to meet the requirements of the	1. Ensure all tender documents require compliance with all relevant legislation.	Assistant Director, Corporate Services	Ongoing

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
Of these, all specified that tenderers and suppliers must meet the requirements of all relevant legislation.	Disability Discrimination Act 1992.			

2.11 Purchaser Role Outcome #11

Staff who make purchases or enter into contracts have adequate skills to undertake these duties.

2.11.1 Performance Indicator

All staff who make purchases or enter into contracts are adequately skilled to undertake these duties, particularly with regard to people with disability and the requirements of the Disability Discrimination Act 1992.

2.11.2 Performance Measures

All staff who make purchases or enter into contracts are adequately skilled to undertake these duties, particularly with regard to people with disability and the requirements of the Disability Discrimination Act 1992 by 30 June 2005.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
Staff who make purchases or enter into contracts do not receive training in issues related to disability as they affect the purchasing role.	100% of staff who make purchases or enter into contracts receive training in disability issues and purchasing as they relate to the requirements of the Disability Discrimination Act	<ol style="list-style-type: none"> 1. Develop a suitable training program to provide purchasing staff with the skills needed to ensure all purchases do not impact adversely on the lives of people with disability. 2. Provide the training to all staff who make 	Assistant Director, Corporate Services, and Manager, Human Resources	31 December 2004 30 June 2005.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
	1992.	purchases or enter into contracts.		

2.12 Employer Role Outcome #12

The employment policies and practices of the Museum ensure equity of opportunity for people with disability seeking employment with the Museum.

2.12.1 Performance Indicator

Employment policies, procedures and practices comply with the requirements of the *Disability Discrimination Act 1992*

2.12.2 Performance Measure

30% of employment policies, procedures and practices meet the requirements of *Disability Discrimination Act 1992* by 30 December 2004, 60% by 31 December 2005 and 100% by 31 December 2006.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
ANMM has 20 employment policies and procedures.	During 2004 - 2005, ANMM will review all employment policies and procedures in keeping with the principles of the <i>Disability Discrimination Act 1992</i> .	<ol style="list-style-type: none"> 1. Policies and procedures are reviewed and amended as required. 2. All relevant staff are informed of the revised policies and procedures. 	Manager, Human Resources	30 June 2005

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
Analysis of complaints /grievances reveals no complaints made by staff with disability with regard to current work practices.	The Agency's employee survey in 2004 will include questions to assess the extent to which work practices comply with the principles of the <i>Disability Discrimination Act 1992</i> .	1. Monitor the receipt of complaints or grievances and respond appropriately.	Manager, Human Resources	Ongoing
In 2002 – 2003, no requests were received for recruitment material in accessible formats.	100% of requests for recruitment material in electronic accessible formats are provided within 5 days.	<ol style="list-style-type: none"> 1. Ensure all staff associated with recruitment actions are aware of their obligation to provide electronic material within 5 days. 2. Maintain a record of performance on this measure. 3. Extend closing dates 	Manager, Human Resources and other managers involved in any recruitment action.	<p>progressive to 31 December 2007</p> <p>Ongoing</p>

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
		for applications in line with the time taken to provide the material in an accessible format when it exceeds the time taken to provide the usual material.		Ongoing
In 2002 – 2003, no job applicants requested that reasonable adjustments be made, thus improving their chance of appointment.	Reasonable adjustments are made for 100% of applicants or staff with disability where this would improve their chance of appointment or their ability to remain employed or their chances of promotion.	<ol style="list-style-type: none"> 1. Develop a kit that explains the role of reasonable adjustments and which gives examples of possible reasonable adjustments that applicants / staff might request. 2. Ensure all relevant staff and managers are aware of the right of people with disability to request reasonable adjustments. 3. Maintain records of requests for reasonable adjustments. 	Manager, Human Resources and other managers involved in any recruitment action or consideration of termination of a person with disability.	<p>31 December 2004</p> <p>Progressive to 31 December 2007</p> <p>Ongoing</p>

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
<p>The Museum has complaint and grievance procedures in place.</p> <p>In 2002 – 2003 the Museum’s complaints and grievance procedures were reviewed to ensure they are accessible and appropriate for people with disability.</p>	<p>The Museum’s complaint and grievance mechanisms will be accessible to and appropriate for people with disability.</p>	<ol style="list-style-type: none"> 1 Ensure relevant managers and staff are aware of their responsibilities to manage complaints or grievances equitably. 2 Maintain a record of performance on this measure. 	<p>Manager, Human Resources and all other managers.</p>	<p>31 December 2004</p> <p>31 December 2004</p> <p>Ongoing</p>

2.13 Employer Role Outcome #13

Volunteers and staff employed by the Museum have adequate skills to work alongside fellow employees who have disability.

2.13.1 Performance Indicator

All staff have the skills and knowledge to comply with their obligations under the *Disability Discrimination Act 1992*

2.13.2 Performance Measure

30% of staff and relevant volunteers complete training that equips them to comply with their obligations under the *Disability Discrimination Act 1992* by 30 June 2005, 60% by 30 June 2006 and 100% by 30 June 2007.

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
ANMM has 108 staff and 330 volunteers. In 2002-2003 no staff or volunteers completed training specifically to equip them to meet their obligations under the DDA.	All staff and relevant volunteers have demonstrated skills that equip them to comply with their obligations under the <i>Disability Discrimination Act 1992</i>	<ol style="list-style-type: none"> 1. Determine the skills required 2. Determine who needs skills upgrading 3. Determine the most appropriate method for skills to be acquired 4. Provide opportunities for skills upgrading to relevant staff and volunteers 	Manager, Human Resources	31 December 2004 31 December 2004 31 December 2004

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
<p>In 2002 – 2003, there were 4 training and development programs conducted for Museum staff.</p> <p>In 2002 – 2003, none of these programs made provision for participants with disability as no adjustments were requested.</p>	<p>Provisions for participants with disability will be made in 100% of training and development programs, where necessary.</p>	<p>5.</p> <ol style="list-style-type: none"> 1 Ensure all training presenters are aware of the need to make provisions for participants with disability and this is stated in any contract. 2 Ensure all staff and volunteers are aware of their right to request provisions related to their disability in any training and development program. 2. Maintain a record of performance on this measure. 	<p>Manager, Human Resources and other managers involved in any training and development program.</p>	<p>28 February 2005 and Progressive to 30 June 2007</p> <p>31 December 2004</p> <p>31 December 2004</p> <p>Ongoing</p>
<p>In 2002 – 2003, there were 4 training and development programs conducted for Museum staff.</p>	<p>Disability issues will be addressed in 100% of training and development programs, where</p>	<ol style="list-style-type: none"> 1 Determine which training and development programs should address disability issues. 2 Ensure curricula for any 	<p>Manager, Human Resources and other managers involved in any training and development program.</p>	<p>31 December 2004</p> <p>31 December 2004</p>

Current level of performance 2002-2003	Goals for 2004 – 2007	Actions for 2004 - 2007	Person Responsible	Completion Date
In 2002 – 2003, one of these programs addressed disability issues, where appropriate.	appropriate.	identified training and development program includes relevant disability issues. 3 Maintain a record of performance on this measure.		Ongoing

Note: accessible formats include HTML files, ASCII and .txt documents, Braille, audio cassette, large print, plain English and Easy Read English.

Part 3

Appendices

3.1 Appendix A Further information

Further information on disability issues, including access for people with disability, can be found in the following publications.

NSW Government Disability Policy Framework – Department of Ageing, Disability and Home Care / Health Department

www.dadhc.nsw.gov.au/NR/rdonlyres/898B1EC7-FFED-4F87-83F0-E7C25D504C61/279/dpf_guidelines.pdf

Developing an Effective Action Plan – Human Rights and Equal Opportunity Commission

http://www.hreoc.gov.au/disability_rights/action_plans/Effective_Plan/effective_plan.html

Disability Discrimination Act 1992
http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/

Anti-Discrimination Act 1977 (NSW)
http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/

NSW Disability Services Act 1993
http://www.austlii.edu.au/au/legis/nsw/consol_act/dsa1993213/

Advisory Notes on Access to Premises – Human Rights and Equal Opportunity Commission
http://www.hreoc.gov.au/disability_rights/standards/Access_to_premises/premises_advisory.html

A User Guide to the Disability Discrimination Act, Villamanta Publishing Service

<http://www.deakin.edu.au/mis/dda/contents.htm>

Right of Access – a Guide to Developing Action Plans and Improving Access for People with Disabilities, Villamanta Publishing Service 1997
http://www.villamanta.org.au/publish/VP_Publications.asp

World Wide Web Accessibility: Disability Discrimination Act Advisory Notes
Version 3.2 August 2002.
http://www.hreoc.gov.au/disability_rights/standards/www_3/www_3.html


The Guide to Minimum Website Standards: Revised edition, April 2003 NOIE
Better Practice

http://www.noie.gov.au/projects/egovernment/better_practice/MWSGuide/mws_Index.htm

Guidelines for federal government agencies.

Smithsonian Institute Accessibility Guidelines
<http://www.si.edu/opa/accessibility/exdesign/start.htm>

Self audit of museum (Resource Disability Portfolio – UK)
http://www.resource.gov.uk/documents/dis_guide04.pdf

The Disability Directory  <http://www.resource.gov.uk/documents/disdir.pdf>
provides guidance for museums and galleries on how to improve their services for all disabled people. It outlines the principles which should underpin best practice, contains practical advice and provides extensive contacts lists.

Design Guidelines for Media Accessibility: Access Series. Parks Canada, 1994.

3.2 Appendix B Organisations that can assist

Human Rights and Equal Opportunity Commission

GPO Box 5218
SYDNEY NSW 1042

Phone: (02) 9284 9600

Facsimile: (02) 9284 9611

http://www.hreoc.gov.au/disability_rights/index.html

Anti-Discrimination Board

PO Box A2122, Sydney South 1235
Level 17, 201 Elizabeth Street, Sydney NSW 2000

Phone: (02) 9268 5555

Facsimile: (02) 9268 5500

TTY: (02) 9268 5522

Toll free: 1800 670 812 (only within New South Wales)

<http://www.lawlink.nsw.gov.au/adb.nsf/pages/adbcontact>

Standards Australia

286 Sussex Street,
SYDNEY NSW 2000

Phone: 1300 65 46 46

Facsimile: 1300 65 49 49

Email: sales@standards.com.au

<http://www.standards.com.au/catalogue/script/search.asp>

Disability Discrimination Legal Centre

Level 2, 52 Pitt Street
REDFERN NSW 2016

Phone (02) 9310 7722

Toll free: 1800 800 708 (NSW only)

Facsimile: 9310 7788

Email: info@ddlcnsw.org.au

www.ddlcnsw.org.au

Villamanta Publishing Service

44 Bellerine Street,
GEELONG Victoria 3220

Phone: (03) 5229 2925

Facsimile: (03) 5229 3354

Email: legal@villamanta.org.au

<http://www.villamanta.org.au/>

Independent Living Centre NSW Inc

600 Victoria Road
RYDE NSW 2112

Phone 9808 2233
Facsimile 9809 7132
<http://www.ngo.net.au/ilcnsw/>

A showroom and information source for equipment.

Department of Ageing, Disability and Home Care

Level 13, 83 Clarence Street
SYDNEY NSW 2000

Phone: (02) 8270 2000
Facsimile:
TTY: 8270 2167
<http://www.dadhc.nsw.gov.au/DADHC>

Local Government and Shires Associations

GPO Box 7003
SYDNEY NSW 2001

Phone: (02) 9242 4000
Facsimile: (02) 9242 4111
Email: lgsa@lgsa.org.au
<http://www.lgsa.org.au/>

Blind Citizens Australia

87 High Street
Prahran VIC 3181
Phone: (03) 9521 3433
1800 033 660
TTY: (03) 9521 1200
Facsimile: (03) 9521 3732
E-mail: bca@bca.org.au
<http://www.bca.org.au/>

(Excellent source of information on technology for people with vision loss)

Deafness Resources Australia

Ground Floor, 33 Argyle Street,
Parramatta, NSW 2150

Phone: (02) 9895 2970 (Voice)
TTY: (02) 9895 2971
Facsimile: (02) 9895 2972
Email: feedback@aceinfo.net.au
<http://www.aceinfo.net.au/Services/index.html#dra>

(Excellent source of on-line information regarding technology for people with hearing loss)

Physical Disability Council of NSW

3/184 Glebe Point Road
GLEBE NSW 2037

Phone: (02) 9552 1606
1800 688 831 (outside Sydney in NSW)
Facsimile: (02) 9552 4644
Email: pdcnsw@pdcnsw.org.au
www.pdcnsw.org.au

Association of Consultants in Access Australia

Email: io@access.asn.au
<http://www.access.asn.au/>

Contact list of Accredited Access Consultants