

# ACCESS AND INCLUSION PLAN

2019 – 2024



National  
Trust  
WESTERN AUSTRALIA







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## CEO's Foreword

I am pleased to present the National Trust of Western Australia's Access and Inclusion Plan 2019 – 2024. The Plan demonstrates our commitment to ensuring that people with disability, their families, and carers have equal opportunity to access our places, collections, programs and services.

The National Trust is committed to outcomes that improve access to its places through a range of innovative means. We aim to increase participation in heritage experiences, events and education programs using a flexible and collaborative approach and work towards improved access for all members, volunteers and the community.

Access to our places varies across the state, with conditions that challenge us to be creative in our role as stewards of historic places. We will ensure that access and inclusion are integrated into all our work and underpin the conservation and interpretation of the State's significant historic places, collections and stories. The associated Access and Inclusion Implementation Plan contains realistic and achievable goals that provide clear direction over the next five years and look to the future with aspirational long term goals to see more people value heritage.

I extend my warmest appreciation to our internal and external stakeholders who participated in extensive consultation to aid in the development this Plan. Their feedback, insights and aspirations have been incorporated and the Plan is all the richer for the feedback.



For the National Trust, the Access and Inclusion Plan 2019 – 2024 is central to delivering our mission and vision of connecting heritage experiences that are accessible to, and enjoyed by, all members of the community. I look forward to sharing the achievements of this Plan with you on an annual basis.

**Julian Donaldson**

Chief Executive Officer  
National Trust of Western Australia





## About the National Trust of Western Australia

The National Trust of Western Australia works to preserve and protect important places, customs, and values from the past so they can be enjoyed by present and future generations. The Trust achieves this objective through the conservation and interpretation of heritage places it manages on behalf of the community and government of Western Australia, and through its education and learning programs.

The National Trust of Western Australia was established in Western Australia in 1959 by a group of concerned citizens who identified the need to promote heritage conservation. This group grew rapidly and included some of the most prominent citizens in the State. Some five years later an Act of Parliament was passed in the State Parliament which formally established the Trust as an independent community based organisation.

The National Trust is governed by a Council of 25 members, of which 16 are elected from amongst members of the National Trust and the remaining nine are appointed by nominating organisations.

A team of professional staff and Council Committees support the activities of the Trust along with hundreds of volunteers.

## Mission

To connect Western Australian communities to the value of our diverse natural and cultural heritage.

## Vision

To be recognised as leaders in engaging Western Australian communities with the value of our heritage to ensure its protection for future generations.

## Values

The Trust subscribes to the core values of excellence, collaboration, innovation, courage, integrity and respect.

## Strategic Plan 2019 - 2024 Goals

1. Position the Trust as the voice in heritage.
2. Nurture, harness and grow relationships and partnerships.
3. Ensure a sustainable Trust.
4. Optimise heritage portfolio and resource model.
5. Provide a best practice, collaborative working environment.

## Services

The National Trust of Western Australia delivers services in the areas of property and collection management, natural heritage management, community engagement and education and learning programs.

The Trust manages, conserves, interprets and activates a large and diverse portfolio of heritage places and associated collections around Western Australia, under freehold title and management order.

The Trust manages covenants on private land to protect natural heritage, and contributes to the preservation of Aboriginal culture through capacity building programs managed through Aboriginal Foundations and the reclamation and recording of Aboriginal language.

The Trust presents curriculum based school programs as well as a range of events and public programs, and member activities.



## Disability in WA

The Australian Bureau of Statistics conducts a survey of Disability, Ageing and Carers every five years. Data from the 2015 Survey estimated that 4.3 million Australians, or 18.3% of the population, had a disability. Add to that the estimated 2.7 million Australians who are carers (12% in 2012), and disability therefore impacts on approximately one third of the population.

The ABS survey of Disability, Ageing and Carers (SDAC, 2015) estimates that there are 362,700 persons with disability living in Western Australia (14.6 per cent of the total population). Of these, approximately 101,600 people have profound or severe core activity limitation.

### Core activities include:

- **self-care** – such as bathing or showering, dressing, eating, toileting
- **mobility** – such as moving around at home and in the community, getting into or out of a bed or chair, bending and picking up an object from the floor, and using public transport
- **communication** – understanding and being understood by others, such as strangers, family and friends.

The number of people with disability in Western Australia is expected to increase by more than 210,000 by 2026, due mainly to our ageing population.

## Access and Inclusion Policy Statement

The National Trust wants to see more people value heritage including people with disability, their families and carers.

We understand that because of the age and design of our heritage properties and exhibits that access for some people with disability will be difficult. We are committed to being creative, flexible and collaborative to improve access and inclusion to our events, services, buildings and facilities, information, complaints and consultation processes and employment.

### We are committed to:

- Improving access to services and events organised by the National Trust.
- Improving access to buildings and other facilities of the National Trust.
- Providing National Trust information and publications in a range of formats to meet the needs of people with disability.
- Improving the skills and knowledge of our staff and volunteers so they can provide better service to customers with disability.
- Improving access to our complaints and consultation processes.
- Improving access to our employment and volunteering opportunities for people with disability.





## Development of the Access and Inclusion Plan

It is a requirement of the WA Disability Services Act (1993, amended in 2004 and 2014) that all public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services.

As a not-for profit organisation, the National Trust of Western Australia is exempt from the State government requirement to have a DAIP however the National Trust is committed to providing the best possible service to stakeholders including members, volunteers, staff and patrons, and developing a Plan that meets the State government standards for DAIPs.

The National Trust contracted disability consultants E-QUAL (Enhancing Quality) to review their existing policies and practices, consult with stakeholders and develop a Plan which would comply with the WA Disability Services Act (1993) and align with the National Trust Strategic Plan 2019 - 2024.

## Stakeholder consultation

Consultation was carried out with National Trust stakeholders to identify barriers to access and inclusion and potential strategies to be incorporated into an Access and Inclusion Plan (AIP).

### Staff, volunteers and community members could have their say by:

- Completing an online or hard copy survey
- Attending a meeting and tour of the National Trust's Old Observatory
- Contacting E-QUAL for a telephone interview.
- The promotion of the consultation included advertising:
  - In The West Australian on 9th May 2019
  - On the National Trust website
  - On the Trust's social media - Facebook page and Twitter
  - At Trust properties open to the public
  - To all staff via email
  - Directly to other key stakeholders identified by E-QUAL including diverse service providers from government and community sectors.

A total of 106 submissions were received during the consultation including 10 from staff, 56 from volunteers, council, committee and general members and 40 from other interested community members. Submissions were received from 6 participants at a meeting at the Old Observatory and 100 online survey respondents.

Respondents included 14 people with disability and 16 family members or carers of people with disability.





## Progress to date

The review and consultation process identified a number of initiatives that the National Trust had implemented over the years to improve access and inclusion. Examples included:

- An initial Disability Service Plan 1995
- Information on Accessibility included in the National Trust Style Guide including font size and contrast requirements
- Commitment to Worldwide Web Consortium Guidelines AA level compliance
- Building access audits of Artillery Drill Hall Fremantle in 2015, Bridgedale and Jarrahdale in 2019
- Numerous ad hoc flexible arrangements to include people with disability in tours and events
- Education programs delivered by experienced professional staff and adapted to suit the audience
- Free entry for Companion Card holders
- Access for companion animals
- Registered service animals allowed at properties
- Disability access considered where possible in conservation works
- Hire of accessible toilets if additional toilets required for events.

## Access and inclusion issues identified during the consultation

Stakeholders provided considerable feedback about access and inclusion issues and potential solutions. A summary of the feedback follows. Suggested solutions have informed the AIP Strategies and internal AIP Implementation Plan.

### Feedback included:

- Difficulty accessing buildings, facilities or sites due to uneven pathways, poor signage, limited seating/rest stops, steps/stairs, narrow doors, poor lighting, lack of toilet facilities
- Difficulty participating in tours or events due to lack of accessible information on site or on website, building access issues, no accessible toilets
- No alternative ways of including visitors with disability so they can experience the sites with their families and friends
- Print on brochures and publications too small and pale
- Information not available in alternative formats
- Website difficult to navigate and too many ads or pop ups
- Praise for staff and volunteers and suggestions they benefit from disability awareness training
- Lack of awareness of complaints process
- Limited awareness of consultation opportunities

# Access and Inclusion Plan 2019-2024

## Outcomes and Strategies

This AIP addresses the seven Outcomes described in the Disability Services Act (1993) and an additional Outcome around volunteering with the National Trust.

These Outcomes, and the Strategies to achieve them, align with many of the National Trust's strategic goals (2019 - 2024).



### Outcome 1: Services and events

People with disability have the same opportunities as other people to access the services of, and any events organised by, the National Trust of Western Australia.

#### Strategies:

1. Develop a range of accessible and inclusive ways for people to explore National Trust properties and collections, for example using technology and sensory experiences.
2. Consider access and inclusion as part of event and program planning.
3. Expand the tours available, for example to include Auslan interpreted tours and tours for people living with dementia.
4. Investigate and purchase portable audio equipment to improve the accessibility of workshops for participants with hearing impairment.
5. Ensure registration processes for Trust programs includes the opportunity for a person to identify if they have any particular access requirements.
6. Monitor disability strategies and initiatives such as the State Disability Plan and National Disability Insurance Scheme, for opportunities to support the Trust's AIP.
7. Consider opportunities to celebrate International Day of Persons with Disability and promote the Trust's commitment to access and inclusion.
8. Include the requirement for agents and contractors to recognise the AIP in procurement documentation.



## Outcome 2: Building and facilities

People with disability have the same opportunities as other people to access the buildings and other facilities of the National Trust of Western Australia.

### Strategies:

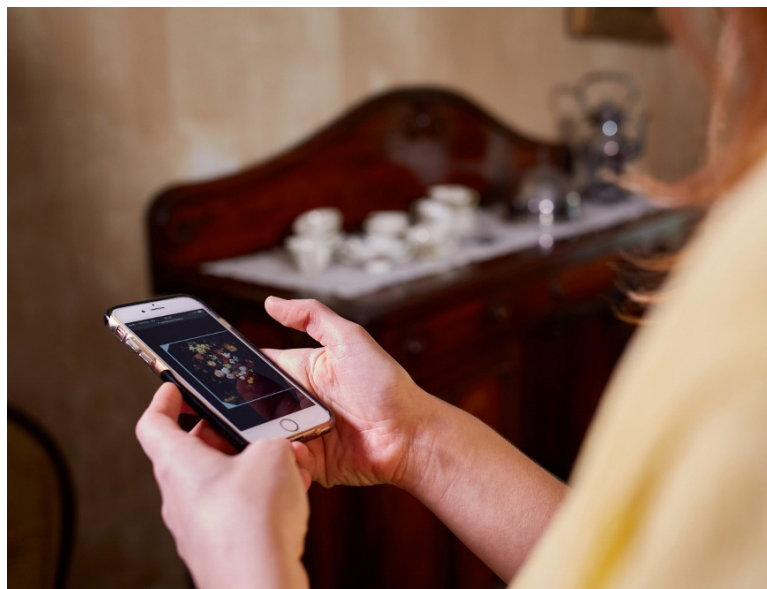
1. Provide maps for larger sites and facilities, noting the location of accessible routes and toilets.
2. Include information on the website and in tourism brochures, venue hire brochures and fliers about the accessibility of each property including the availability, or otherwise, of universal access toilet on site or nearby.
3. Provide accessible reception areas at sites where some information about the property can be enjoyed if the rest of the property is not fully accessible.
4. Wherever possible include improvements to disability access in refurbishments or developments of both the internal and external space.
5. Continue to build access improvements into capital works plans including parking and signage.
6. Ensure properties open to the public have at least temporary ramps to facilitate access.
7. Investigate opportunities for funding for a Changing Places facility.

## Outcome 3: Information

People with disability receive information from the National Trust of Western Australia in a format that will enable them to access the information as readily as other people are able to access it.

### Strategies:

1. Include closed captions as a requirement in briefs for video productions.
2. Review the accessibility of the Trust's main website and property websites and make improvements to ensure compliance with the Web Content Accessibility Guidelines Level AA.
3. Ensure information and publications are available in large print and other formats on request.
4. Expand the availability of information in audio formats including audio described tours and experiences.
5. Update procurement guidelines to ensure accessible products and services are included in evaluation criteria.





#### **Outcome 4: Service from staff**

People with disability receive the same level and quality of service from the staff and volunteers of the National Trust of Western Australia as other people receive.

##### **Strategies:**

- 1.** Provide disability awareness training for staff and volunteers.
- 2.** Promote the AIP both internally and externally to highlight the Trust's commitment to improving access and inclusion.
- 3.** Provide easily accessible information for staff and volunteers on the accessibility options at different sites and how to provide information in alternative formats.

#### **Outcome 5: Complaints**

People with disability have the same opportunities as other people to make complaints to the National Trust of Western Australia.

##### **Strategies:**

- 1.** Review the complaints process and ensure it is easy to use and complaints can be made in a variety of ways.
- 2.** Monitor and record complaints received to identify any systemic issues and opportunities for improvement.



## Outcome 6: Public consultation

People with disability have the same opportunities as other people to participate in any public consultation by the National Trust of Western Australia.

### Strategies:

1. Strengthen connections with people with disability and organisations that support people with disability to encourage information sharing and collaboration/co-design.
2. Ensure all consultations initiated by or on behalf of the Trust are accessible.
3. Ensure Council and other committees have accessible meeting processes, venues, and information.

## Outcome 7: Employment

People with disability have the same opportunities as other people to obtain and maintain employment with the National Trust of Western Australia.

### Strategies:

1. Comply with the Public Sector employment requirements
2. Provide support or flexibility as required to staff with disability.
3. Develop connections with organisations that support people with disability in employment.

## Outcome 8: Volunteering

People with disability have the same opportunities as other people to obtain and maintain volunteer roles with the National Trust of Western Australia.

### Strategies:

1. Provide support or flexibility as required to volunteers with disability.
2. Develop connections with organisations that support people with disability in volunteering.



## Governance

### Responsibility for Implementation of the AIP

Responsibility for monitoring the overall implementation of the AIP will rest with the Deputy CEO. Progress will be reported to the Deputy CEO through existing portfolio reporting.

### Communication of the AIP to staff, volunteers and community

The availability of the AIP will be publicised in The West Australian newspaper, through the Trust's social media and directly to all staff, volunteers, members, disability service organisations, groups and interested individuals. Copies of the AIP will be available at each of the Trust's properties, on the website and also on request in alternative formats, such as as hard copy format in standard or large print, electronic format by email, or audio format.

Trust staff and volunteers will be advised of the contents of the AIP and their responsibilities during regular staff and volunteer meetings and other internal forums. Agents and contractors used by the Trust will be advised about the AIP through procurement documentation.

A copy of the AIP will also be lodged with the Australian Human Rights Commission demonstrating the Trust's commitment to eliminating discrimination.



### Review and Evaluation Mechanisms

The Trust's AIP will be reviewed at least every five years. The AIP Implementation Plan will be amended on a more regular basis to reflect progress and any access and inclusion issues which arise. If the AIP is amended, a copy will be lodged with the Department of Communities and communicated to the community.

### Reporting on the AIP

The National Trust will report on the AIP implementation in their Annual Report.