

## APPENDIX 14

### DISABILITY STRATEGIES

#### The Museum as employer

| PERFORMANCE INDICATOR  | PERFORMANCE MEASURE   | LEVEL OF PERFORMANCE 2002–2003   | GOALS FOR 2003–2004   | ACTIONS FOR 2003–2004   |
|--|---|--|---|---|
| 1. Employment policies, procedures and practices comply with the requirements of the <i>Disability Discrimination Act 1992</i> | Number of employment policies, procedures and practices that meet the requirements of the <i>Disability Discrimination Act 1992</i>   | <ul style="list-style-type: none"> <li>100% of employment policies, procedures and practices met the requirements of the <i>Disability Discrimination Act 1992</i></li> </ul>  | <ul style="list-style-type: none"> <li>Maintain same level of performance as in 2002–2003</li> </ul>  | <ul style="list-style-type: none"> <li>Review and revise where necessary Museum employment policies, procedures and practices and promote to managers and staff</li> </ul>  |
| 2. Recruitment information for potential job applicants is available in accessible formats on request                          | Percentage of recruitment information requested and provided in: <ul style="list-style-type: none"> <li>Accessible electronic formats</li> <li>Accessible formats other than electronic</li> </ul> Average time taken to provide accessible information in: <ul style="list-style-type: none"> <li>Electronic formats</li> <li>Formats other than electronic</li> </ul> | <ul style="list-style-type: none"> <li>100% of recruitment information was available in electronic format</li> <li>100% of recruitment information was available in hardcopy format</li> <li>Hardcopy large print is available on request</li> </ul> | <ul style="list-style-type: none"> <li>Maintain same level of performance as in 2002–2003</li> <li>Information is provided in electronic format within two working days</li> <li>Information is provided in other formats as required e.g. Braille and audio</li> </ul> | <ul style="list-style-type: none"> <li>Provide information on the Museum website to prospective applicants on how to obtain information in a more accessible format</li> <li>Establish arrangements for measuring the time taken to provide accessible information</li> </ul> |
| 3. Agency recruiters and managers apply the principle of reasonable adjustment   | Percentage of recruiters and managers provided with information on reasonable adjustment  | <ul style="list-style-type: none"> <li>Recruiters and managers were provided with information on reasonable adjustment on request</li> </ul>   | <ul style="list-style-type: none"> <li>At least maintain same level of performance as in 2002–2003, and increase awareness of reasonable adjustment through relevant employment guidelines</li> </ul>   | <ul style="list-style-type: none"> <li>Review and revise where necessary Museum employment policies, procedures and practices and promote to managers and staff</li> </ul>  |

| PERFORMANCE INDICATOR  | PERFORMANCE MEASURE   | LEVEL OF PERFORMANCE 2002–2003  | GOALS FOR 2003–2004   | ACTIONS FOR 2003–2004  |
|--|---|---|---|--|
| 4. Training and development programs consider the needs of staff with disabilities   | Percentage of training and development programs that consider the needs of staff with disabilities                          | <ul style="list-style-type: none"> <li>100% of internal training and development programs considered the needs of staff with disabilities</li> </ul>  | <ul style="list-style-type: none"> <li>At least maintain same level of performance as in 2002–2003</li> <li>100% of training and development provided externally consider the needs of staff with disabilities</li> </ul> | <ul style="list-style-type: none"> <li>In the case of centralised training programs, the Museum will ensure that training venues and programs consider the needs of staff with disabilities</li> <li>Develop a new learning and development strategy which encourages, in the case of decentralised training, that managers ensure external training and development programs consider the needs of staff with disabilities</li> </ul> |
| 5. Training and development programs include information on disability issues as they relate to the content of the program | Percentage of training and development programs that include information on disability issues as they relate to the program | <ul style="list-style-type: none"> <li>Where relevant to the content of the program, 100% of training and development programs included information on and accommodated disability issues (eg. training programs included OH&amp;S, Customer Service, Fire Warden, Performance Management)</li> </ul> | <ul style="list-style-type: none"> <li>Maintain level of performance as in 2002–2003</li> </ul>   | <ul style="list-style-type: none"> <li>Review training program content to ensure, where relevant, disability issues are adequately covered</li> </ul>  |

| PERFORMANCE INDICATOR   | PERFORMANCE MEASURE   | LEVEL OF PERFORMANCE 2002-2003   | GOALS FOR 2003-2004   | ACTIONS FOR 2003-2004   |
|---|---|--|---|---|
| 6. Complaint/grievance mechanism, including access to external mechanisms, in place to address issues and concerns by staff | Established complaints/grievance mechanisms, including access to external mechanisms in operation | <ul style="list-style-type: none"> <li>Workplace Agreement and Service Charter provide these mechanisms</li> </ul> | <ul style="list-style-type: none"> <li>Maintain level of performance as in 2002-2003</li> </ul> | <ul style="list-style-type: none"> <li>Review and revise, where necessary, information for staff about complaint/grievance mechanisms, procedures and practices and subsequently promote to managers and staff</li> </ul> |

### The Museum as provider

| PERFORMANCE INDICATOR  | PERFORMANCE MEASURE  | LEVEL OF PERFORMANCE 2002-2003  | GOALS FOR 2003-2004   | ACTIONS FOR 2003-2004  |
|--|--|---|---|--|
| 1. Providers have established mechanisms for quality improvement and assurance | Evidence of quality improvement and assurance systems in operation | <ul style="list-style-type: none"> <li>Hearing induction loops and touch-trolleys available in a number of public areas of the Museum</li> <li>Evaluations of visitor experiences conducted regularly and summarised monthly</li> <li>Focus groups sourced from the community used to review program and service delivery</li> <li>Auslan Storytelling offered monthly</li> <li>Participation in <i>Play School</i> Public Programs offered to young people with disabilities free of charge</li> <li>Review commenced in 2002-2003 to ensure development and delivery of public programs meet the needs of people with intellectual and physical disabilities</li> </ul> | <ul style="list-style-type: none"> <li>Public programs more accessible for disabled people</li> </ul> | <ul style="list-style-type: none"> <li>Development for Vision Impaired trails planned</li> <li>Activities planned for Deafness Awareness Week and for People with Disabilities</li> <li>Review completed and recommendations considered</li> </ul> |

| PERFORMANCE INDICATOR   | PERFORMANCE MEASURE   | LEVEL OF PERFORMANCE 2002-2003  | GOALS FOR 2003-2004   | ACTIONS FOR 2003-2004 |
|---|---|---|---|-----------------------|
| 2. Providers have an established service charter that specifies the roles of the provider and consumer and service standards which address accessibility for people with disabilities | Established service charter that adequately reflects the needs of people with disabilities in operation | <ul style="list-style-type: none"> <li>Client Service Charter specifies the role of both the provider and the consumer, and Service Standards as defined in the Client Service Charter reflect the needs of people with a disability</li> </ul> | <ul style="list-style-type: none"> <li>Ensure that Client Service Charter is accessible to all Clients</li> </ul> |                       |
| 3. Complaints/grievance mechanisms, including access to external mechanisms, in place to address concerns raised about performance  | Established complaints/grievance mechanisms, including access to external mechanisms, in operation      | <ul style="list-style-type: none"> <li>Client Service Charter provides these mechanisms which reflect the Australian Standard AS4269 — 1995</li> </ul>  | <ul style="list-style-type: none"> <li>Review these mechanisms based on feedback from clients</li> </ul>          |                       |

### The Museum as purchaser

| PERFORMANCE INDICATOR  | PERFORMANCE MEASURE   | LEVEL OF PERFORMANCE 2002-2003  | GOALS FOR 2003-2004  | ACTIONS FOR 2003-2004   |
|--|---|---|--|---|
| 1. Publicly available information on agreed purchasing specifications are available in accessible formats for people with disabilities | Percentage of publicly available purchasing specifications requested and provided in: <ul style="list-style-type: none"> <li>accessible electronic formats</li> <li>accessible formats other than electronic</li> </ul> | <ul style="list-style-type: none"> <li>100% publicly available information regarding purchasing specifications is available in electronic and hardcopy formats</li> </ul> | <ul style="list-style-type: none"> <li>Maintain same level of performance as in 2002-2003</li> </ul> | <ul style="list-style-type: none"> <li>Review and revise, where necessary, Museum procurement policies, procedures and practices and promote to managers and staff</li> <li>Provide information on the Museum website on how to obtain information in a more accessible format</li> </ul> |

| PERFORMANCE INDICATOR   | PERFORMANCE MEASURE   | LEVEL OF PERFORMANCE 2002–2003   | GOALS FOR 2003–2004  | ACTIONS FOR 2003–2004   |
|---|---|--|--|---|
| 2. Processes for purchasing goods or services with a direct impact on the lives of people with disabilities are developed in consultation with people with disabilities             | Percentage of processes for purchasing goods or services that directly impact on the lives of people with disabilities that are developed in consultation with people with disabilities   | <ul style="list-style-type: none"> <li>Where relevant to program, focus groups sourced from the community and consultants used to review 100% of proposed and existing program and service delivery</li> </ul> | <ul style="list-style-type: none"> <li>Maintain same level of performance as in 2002–2003</li> </ul> | <ul style="list-style-type: none"> <li>Further consultation and expert advice where considered appropriate</li> </ul>                                     |
| 3. Purchasing specifications and contract requirements for the purchase of goods and services are consistent with the requirements of the <i>Disability Discrimination Act 1992</i> | Percentage of purchasing specifications for goods and services that specify that tender organisations must comply with the <i>Disability Discrimination Act 1992</i>  | <ul style="list-style-type: none"> <li>Where relevant to program, 100% of specifications and requirements consistent with the requirements of the <i>Disability Discrimination Act 1992</i></li> </ul>         | <ul style="list-style-type: none"> <li>Maintain same level of performance as in 2002–2003</li> </ul> | <ul style="list-style-type: none"> <li>Review specifications and requirements where relevant to ensure ongoing consistency with Disability Act</li> </ul> |
| 4. Publicly available performance reporting against the purchase contract specifications requested in accessible formats for people with disabilities is provided                   | Percentage of publicly available performance reports against the contract purchasing specification requested and provided in: <ul style="list-style-type: none"> <li>accessible electronic formats</li> <li>accessible formats other than electronic</li> </ul> Average time taken to provide accessible material in: <ul style="list-style-type: none"> <li>electronic formats</li> <li>formats other than electronic</li> </ul> | <ul style="list-style-type: none"> <li>Where requested, 100% of available performance reports against the contract purchasing specification are provided</li> </ul>  | <ul style="list-style-type: none"> <li>Maintain same level of performance as in 2002–2003</li> </ul> | <ul style="list-style-type: none"> <li>Provide information on the Museum website on how to obtain information in a more accessible format</li> </ul>      |

| PERFORMANCE INDICATOR   | PERFORMANCE MEASURE  | LEVEL OF PERFORMANCE 2002-2003   | GOALS FOR 2003-2004  | ACTIONS FOR 2003-2004   |
|---|--|--|--|---|
| 5. Complaints/grievance mechanisms, including access to external mechanisms, in place to address concerns raised about provider's performance | Established complaints/grievance mechanisms, including access to external mechanisms, in operation | <ul style="list-style-type: none"> <li>The Museum Service Charter provides these mechanisms</li> </ul> | <ul style="list-style-type: none"> <li>Maintain same level of performance as in 2002-2003</li> </ul> | <ul style="list-style-type: none"> <li>Ensure review of Museum Service Charter considers complaints/grievance mechanisms</li> </ul> |