

3. ACCESS AND AUDIENCES

3.1 PROGRAMMING AND SERVICES

Finding: Increased interactive experiences are required by audiences with access needs .

Reference number	Region	Issue	Solution
AA1	Manly Parramatta Sydney Newcastle Blue Mountains	'There is poor lighting at venues, not much parking, and limited pick up and drop off locations.' (Newcastle) Arts organisations need information to create access possibilities for audiences with disability.	Work with arts organisations to increase interactive approaches, such as 'touch tours' that are coupled with audio described tours.
AA2	Sydney Goulburn South West	Many people with disabilities need or want companionship when attending arts events, particularly when others have passed away. Older people need opportunities to attend the arts more regularly.	Establish social groups for audiences interested in attending specific artforms with others, e.g. a theatre group for older people. This will address issues of access and isolation in local communities, as well as the need for opportunities for older people to attend arts events more regularly.
AA3	Albury	Families need group activities to feel confident enough to participate in an arts context.	Continue group activities for families, friends and members of disability services to ensure universal inclusion.

Finding: Flexible programming and access services for all content in the arts are essential to enable access for people with disability to arts experiences of their choice.

Reference number	Region	Issue	Solution
AA4	Central West Port Macquarie Albury	There is a lack of choice and flexibility for people with disability to participate in arts opportunities. There is a need for universal, fully integrated access initiatives that are available for tourists with disability who are only in town for a limited time and may, for example, lack the opportunity to wait for monthly Auslan or audio described tours.	Advocate universal integration of access services and flexible programming of arts opportunities, to enable greater choice and spontaneity of participation in a variety of arts experiences.
AA5	Sydney Wagga Wagga Southern Highlands	Individuals with brain damage can feel isolated and they need to integrate back into society. They need assistance to attend arts events.	Develop a volunteer programme that will facilitate opportunities for people with disability to be accompanied to arts venues, events, training, mentoring and other opportunities in which they are interested.
AA6	Sutherland Shire	People with disability need more flexibility in timing when attending arts events.	Utilise the UK 'Stay Out Late Night' model to establish flexible programmes. This would enable people with disability who require carers to attend events that do not fall within the usual carers' hours.
AA7	Manly	People with profound disabilities find it difficult to access arts activities outside their place of residence.	Work with arts organisations to increase webstreaming of arts performances and development of online galleries, as well as the number of available virtual arts classes, to enable internet access to the arts for people with profound disabilities.

Finding: Improved access services are required in all arts organisations to increase the proportion of audience members that have disability.

Reference number	Region	Issue	Solution
AA8	Manly and Newcastle – intellectual disability Sutherland Shire Broken Hill Newcastle Goulburn	People with behavioural issues may find it difficult to attend performances. There are few age-appropriate audience opportunities for adults with disability	Work with arts organisations to establish audience development solutions for people with behavioural issues and intellectual disabilities, to attend age-appropriate performances, e.g. box seating and specific performance times. (Performance times should be towards the end of the season so that all have had the opportunity to find out about it, and matinee sessions so that carers can attend.)
AA9	Illawarra Parramatta Goulburn	There is a need for access initiatives such as captioning, hearing loops and audio description, notwithstanding their expense.	Work systematically with all arts, community and entertainment venues across NSW to initiate joint funding applications and install captioning, assistive listening devices, audio description and other sensory aids and equipment. Identify possible grants for doing so.
AA10	Illawarra Parramatta	Captioning and other access initiatives can be expensive.	Encourage theatres and galleries to work together to incorporate captioning and audio description scripts into touring performances, exhibitions and films.
AA11	Newcastle Sydney	There is a need for further availability of audio describers.	Accessible Arts to continue to work with Vision Australia in expanding its audio description service to encompass a range of opportunities. This would include audio-described tours of exhibitions as well as performances.
AA12	North Coast	Large print is required in a range of artforms, e.g. exhibition catalogues.	Develop large print information to enable access for people with low vision to arts opportunities, e.g. karaoke.
AA13	Sydney – Deaf issues	There is a need for greater choice of access possibilities.	Where possible, provide a choice of access pathways for people who are Deaf, e.g. captioning, Auslan, hearing loops.
AA14	Manly –	Distance from the stage is an issue for people who	During specific performance times, ensure that people who

Reference number	Region	Issue	Solution
	intellectual disability	find it difficult to concentrate on a performance.	find it difficult to concentrate are allocated seats closer to the performance.

Finding: **Access services** are required for all content in the arts industry so that audiences may select events that are of interest to them.

Reference number	Region	Issue	Solution
AA15	Illawarra Newcastle Accessible Arts Reference Group	There is a misconception that people with disability are only interested in arts events with disability content. People with disability require access to the arts irrespective of content.	Audience Development Officer to continue to work with arts organisations to ensure that their access programmes for audiences with disability meet diverse interests, age groups and needs, not simply events that focus on disability content.
AA16	Goulburn Albury	There is a need for greater access to mainstream arts events and opportunities for people with disability.	Ensure that community festivals and events (e.g. country music performances) are accessible to individuals and local disability organisations.
AA17	Newcastle	People with disability who have short concentration spans can find audience experiences difficult.	Establish audience experiences that are varied in time and focus for people with varying attention spans and interests.
AA18	Sutherland Shire – intellectual disability	People with an intellectual disability often have strict routines and therefore need arts events, professional development opportunities and creative programmes that are flexible.	Support people with an intellectual disability to attend arts events by offering flexible times and clear information on travel and community transport (including photographs of the location), where possible.

Finding: Local arts experiences are important for people with disability, whether they are emerging audiences or arts professionals.

Reference number	Region	Issue	Solution
AA20	Illawarra Sutherland Shire Sydney South West	Arts organisations need to liaise with Accessible Arts on issues of access. People with disability need to know what arts venues are available in their local area.	Undertake an audit of cultural facilities across NSW, and publish access information about local venues on Accessible Arts' web site.
AA21	Broken Hill Dubbo Albury	Many access committees are great advocates for the disability sector, but do not focus on arts and cultural spaces in the community.	Work with local access committees to raise awareness about the value of arts and cultural venues, and utilise their services to improve access to the arts.
AA22	South West	Some community infrastructure exists in the South West, but much of it is inaccessible or already 'owned' by certain groups in the community.	Establish further appropriate cultural facilities, and renovate the Deniliquin Town Hall into a well-equipped cultural centre. Form a committee to lobby for cultural facilities and increase their accessibility to all groups in the community.
AA23	South Coast	The South Coast is architecturally poor and has few older buildings to utilise as arts spaces. The long and narrow nature of the South Coast region increases travel time and dislocation between communities. Art Central needs a home in Narooma.	Establish accessible arts venues in Narooma and other townships such as Batemans Bay along the South Coast, to provide social and meaningful meeting places for the arts within local communities.
AA24	Broken Hill	There are no theatre venues in Broken Hill.	Work to re-establish Theatre 44 as a viable, active and accessible theatre space in Broken Hill.
AA25	Sutherland Shire – intellectual disability	There is a need for local theatres.	Encourage the promotion of local community theatres, as many people with disability (including those with an intellectual disability) have difficulty travelling.

Finding: People with disability who also come from CALD backgrounds need to be catered for within arts and disability initiatives to prevent double disadvantage.

Reference number	Region	Issue	Solution
AA26	Illawarra	There is a need to approach specialised organisations to identify 'access to the arts' issues for people with disability from CALD backgrounds.	Engage organisations such as the Ethnic Communities Council, Multicultural Disability Advocacy Association (MDAA), the Illawarra Ethnic Communities Council and the NSW Community Relations Commission, in consultation, monitoring and review processes for this Research. This will ensure that the artistic and creative needs of people with disability from CALD backgrounds have been considered and addressed.
AA27	Parramatta (Western Sydney Issue)	There is a stigma surrounding people with disability that varies across cultures.	Work with a range of organisations including MDAA to establish culturally specific awareness campaigns that reduces stigma relating to people with disability from CALD backgrounds, particularly in areas such as Western Sydney.
AA28	Parramatta	Accessible Arts needs to be aware of available translation services to ensure easier access to the arts for people with disability from CALD backgrounds.	Link the Accessible Arts web site to a translation service web site, thereby enabling people from CALD backgrounds to translate fact sheets, information and resources.

3.2 STRATEGY

Finding: Affordability of events is a major barrier for many people with disability and therefore needs to be considered by arts organisations.

Reference number	Region	Issue	Solution
AA29	Manly Parramatta Broken Hill Dubbo Goulburn Port Macquarie Armidale	Small and affordable venues are important for emerging artists with disability who are geographically or financially unable to practise or present in other communities. There is a need for greater access to arts venues and initiatives, e.g. cinema access is very poor in Port Macquarie.	Work with local governments and arts organisation to ensure that there are affordable venues in each community, with accessible pathways in and around them. The three basic forms of access (physical, attitudinal and informational) should be considered.
AA30	Armidale Broken Hill	Venues can be very expensive. Some community members can only attend free events.	Ensure that arts venues are financially accessible for groups and individuals.
AA31	Blue Mountains	There is a need for affordable, appropriate and accessible arts venues.	Work with Blue Mountains City Council to reduce the fees for hiring local venues that would be appropriate for arts initiatives.

Finding: Ticketing policies and practices need to be improved if people with disability are to experience equitable access to the arts.

Reference number	Region	Issue	Solution
AA32	Sydney Manly – intellectual disability Sutherland Shire Sydney – intellectual disability Broken Hill Dubbo	People with disability may not be able to afford to pay the extra cost for their carers to accompany them to arts events.	Facilitate the roll-out of the Companion Card within the arts industry across NSW and rework (or establish) ticketing policies that provide free tickets for carers.
AA33	Southern Highlands Parramatta Sydney Manly – intellectual disability Sutherland Shire Sydney – intellectual disability	Arts organisations need guidance regarding appropriate and accessible ticketing procedures. Many people experience long delays and overall difficulty in purchasing accessible tickets to events. Affordability is a major barrier to participation in the arts. In determining ticketing policies, therefore, there is a need to consider discounts for people with a range of disabilities.	Deliver accessible ticketing policy training and support for arts organizations, ticketing companies and agencies such as Live Performance Australia to encourage streamlining of ticketing processes for people who require: accessible seating; other access services such as Auslan, captioning and audio description; and finer details surrounding access such as seating for people with mental health issues who would like to sit at the end of a row, people with low vision who may need to sit at the front or people with ambulatory issues who can climb some stairs, not many. Discounted tickets for people who may have reduced earning capacity such as those who possess a concession card including people with an intellectual disability is also important.

Finding: Accessibility of transport to and from venues is a major barrier for many people with disability and therefore needs to be considered by arts organisations.

Reference number	Region	Issue	Solution
AA34	Dubbo Goulburn South Coast South West Port Macquarie Armidale Illawarra Newcastle Blue Mountains Manly Sydney – intellectual disability Sutherland Shire – intellectual disability	Accessible Taxis are scarce—there are only two in Goulburn and three in Albury. Even for people without disability, transport is a great concern. The availability and cost of transport is an issue.	Establish regular, reliable, accessible and affordable public transport options for regional and metropolitan areas of NSW, to increase easy access to and from arts venues, events and educational opportunities. Work with local governments to ensure that arts organisations have access to community transport contacts; support lobbying for a 100% accessible public transport system extending into Western Sydney and regional areas.
AA35	Albury Armidale	Disability services and people with disability experience difficulty in obtaining taxi vouchers.	Increase the number of taxi vouchers available to people with disability so that they can gain greater choice and flexibility of arts events in which they may participate.
AA36	Manly – intellectual disability	There is a need for greater transport options for people with intellectual disability.	Encourage disability services and schools to work with other services and organisations such as local government to engage community or public transport facilities. This will enable attendance of arts events ‘off site’.

Reference number	Region	Issue	Solution
AA37	South West	Alternative transport options need to be considered.	Investigate car pooling and shuttle bus options for arts events, festivals and connecting communities.
AA38	Broken Hill	There is a need for accessible and affordable transport to arts events outside of business hours.	Extend the health taxi service to include access for people with all types of disability. This would enable them to more readily attend arts events, thereby reducing social isolation.

Finding: Consistent advocacy and support of the arts sector is required to improve access to the arts.

Reference number	Region	Issue	Solution
AA39	All	OH&S and risk assessment has been used as an excuse for not providing access to arts events for people with disability.	Deliver a media and public information campaign to strengthen awareness of the Disability Discrimination Act 1992 and its implications for the arts and community industries.
AA40	Goulburn Wagga Wagga Albury Dubbo	Installing accessible equipment can be prohibitively expensive.	Deliver training to Men's Shed organisations across NSW, corporate bodies and community partners focusing on how to construct ramps that meet Australian standards. This training could be delivered with practical reference to arts and community events, e.g. temporary stages. List these organisations on the Accessible Arts web site for the reference of arts and community organisations.
AA41	Illawarra Sutherland Shire	Arts organisations need to liaise with Accessible Arts on issues of access.	Audience Development Officer to initiate a three-year support programme. This will involve systematically: visiting and/or contacting arts venues across NSW talking to them about access providing advice on what can be done to improve access to venues and events for audiences with disability.
AA42	Parramatta	Arts organisations should recognise the benefits of	Implement a 'Retain Your Audience' campaign:

Reference number	Region	Issue	Solution
	Sutherland Shire	attracting audiences with disability.	Work with a broad range of arts organisations, highlighting the economic benefits of attracting 20% of Australia's population as new audiences Retain subscribers and return visitors by providing access for ageing audiences.
AA43	Newcastle	It is assumed that heritage spaces cannot be adjusted to incorporate accessible design modifications. Access to these places therefore continues to be a problem.	Continue to work with the Arts Law Centre of Australia, Arts Access Australia and universities to complete the Access and Heritage Project, which explores the relationship between disability and heritage legislation and case studies of accessible design in heritage arts spaces.
AA44	Goulburn	Goulburn has a large number of arts venues and studios, but most are inaccessible.	Accessible Arts to work with older arts venues to encourage redevelopment to provide accessible spaces.
AA45	South Coast	Technology is changing rapidly, and is playing an ever-increasing role in the arts.	Encourage new and renovated arts venues to include the latest technical equipment to increase access opportunities for people with disability.
AA46	Blue Mountains	As a retirement location for over 55s, the Blue Mountains is 'ageing' and its disability rate is increasing.	Work with organisations in the Blue Mountains to raise awareness of ways in which increased access in the short term will enhance long-term access for all community members.

Finding: A holistic approach is required to provide the most effective and sustainable access to the arts.

Reference number	Region	Issue	Solution
AA47	Newcastle Manly	Venues need to be accessible in front- and back-of-house areas to ensure professional access for curators, staff or artists with disability. Local venues are a strength in North Sydney.	Advocate for front- and back-of-house areas of galleries and arts venues to be accessible to ensure that professional artists with disability can be engaged. Willoughby Civic Place, for example, is an emerging accessible venue in both front- and back-of-house areas, with an emphasis on performing arts. Ensure that access is considered from the outset when renovating and building arts venues
AA48	Sutherland Shire	Arts organisations need 'champions' for access to establish and maintain momentum.	Where possible, encourage arts organisations to engage or allocate a staff member (e.g. Access Programme Manager) who can focus on the delivery of access initiatives across departments. This can allow for a broad cross-section of ownership and responsibility for access, using a whole-of-organisation approach.
AA49	North Coast	While community and cultural facilities are being developed all the time, they are often not accessible in all front- and back-of-house areas.	Accessible Arts to work systematically with Arts NSW, local government and Australia Council for the Arts to ensure that all renovations of cultural facilities are universally accessible.
AA50	Newcastle	It is very difficult to be granted funding to improve a facility's accessibility.	Work with local organisations to identify local sources of funding to improve access to existing facilities.
AA51	Blue Mountains	There is a lack of accessible arts venues in the Blue Mountains. Many of the affordable community venues in the Blue Mountains are either inaccessible or do not have an accessible toilet.	Work with Blue Mountains City Council to undertake a strategic and planned approach to increasing access to all community venues for people with disability.

3.3 INFORMATION AND COMMUNICATION

Finding: Communication between audiences and venues is required to ensure that there is consistency between information received and the actual experience of people with disability.

Reference number	Region	Issue	Solution
AA52	Manly	It often requires someone with disability 'going out on a limb' and testing whether a venue is accessible before they can be assured of the level of experience or cultural engagement they are going to achieve.	Develop an 'Access Comments' page on the Accessible Arts web site which will enable people with disability to log their experiences of specific arts venues and events. This will in turn assist Accessible Arts in lobbying for improvements to arts venues.
AA53	South Coast	There is a need to recognise strong arts and disability initiatives in galleries and performance spaces.	Publish a list of galleries and performance spaces that are supportive of arts and disability initiatives on the Accessible Arts web site and establish occasional joint media releases promoting positive outcomes.

Finding: Access information is critical to engage audiences with disability, however it is often omitted from promotional materials.

Reference number	Region	Issue	Solution
AA54	Manly Parramatta Sydney Newcastle Blue Mountains South West Dubbo	Arts organisations need to be informed on how they can increase access for audiences with disability. Many web sites and graphic designs are not accessible to people with disability as a result of inappropriate font size, design, format and layout.	Provide training and information for web masters, graphic artists and designers (particularly those who work in the arts) to ensure access information about their facilities and venues is easily accessible in all promotional materials and web sites are accessible, with links to access information on the home page.

Reference number	Region	Issue	Solution
AA55	Illawarra Sutherland Shire Manly Parramatta Sydney Newcastle Blue Mountains Dubbo Albury	<p>There is a need for audience development support. Arts organisations need information on how to increase access for audiences with disability. Even when access to arts events exists, it is often not well advertised.</p> <p>Physical access audits can be limited in scope. Physical access audits should not only consider ramp access but also: captioning; audio description; simple English and sensory tours; quantity and placement of wheelchair seating.</p> <p>People with disability need access information and information about arts opportunities in a variety of formats.</p> <p>People with intellectual disabilities may find it difficult to access written information.</p>	<p>Redevelop and distribute 'Accessing the Arts Resources' in an easy-to-use information pack available on the Accessible Arts web site. Include practical information for community events, festivals and arts organisations. Work in collaboration with key people from the arts industry to ensure that the information is clear and relevant to their work.</p> <p>Information should include information such as the provision of: access information in all promotional materials, including captioning and audio description symbols; alternative formats such as large print; and incorporation of imagery for venues and events in promotional materials such as a photo of a building as well as an address.</p> <p>Develop a hard copy as well as web version of the information pack which can be easily located on the Accessible Arts web site.</p>
AA56	Illawarra	Arts organisations need time to work on access through appropriate planning and project management timeframes.	Work with arts organisations as early as possible in their programme development, to ensure that they have time to budget for accessible catalogues or programmes and incorporate access information in their promotional materials and ticketing procedures.
AA57	Albury	Tourists with disability need access information.	Lobby for a detailed 'accessible tourism' guide for NSW.
AA58	Illawarra	There is a need for further information about accessible venues.	List links to access information about arts organisations on the Accessible Arts web site.

Finding: **Access to information** needs to be improved, with consistent use of accessible and alternative formats of information.

Reference number	Region	Issue	Solution
AA59	Parramatta	Arts opportunities are increasingly advertised via web sites, however many web sites are inaccessible to screen readers.	Work with Accessible Arts staff and other arts organisations to ensure that web sites are in line with W3C Web Accessibility Initiative Guidelines (http://www.w3.org/WAI/).