

VENUESWEST DISABILITY ACCESS AND INCLUSION PLAN 2021 - 2026

CEO MESSAGE

I am very pleased to present VenuesWest's Disability Access and Inclusion Plan (DAIP) for the next five years.

Our Vision as Australia's leading provider of sport and entertainment venues and precincts means it is vitally important that we are connected to the entirety of our stakeholders and community and have a workforce that reflects the diversity of the work we do.

With millions of customers accessing our venues each year, this Plan aims to ensure that patrons of all abilities are able to easily access information about our products and services then make their way to and into our venues to enjoy the facilities we provide – whether that be for leisure, health and fitness or to attend an event. Meeting the needs of people with a disability is essential.

We constantly strive to ensure our buildings, no matter what their age, are well maintained and we will continue to identify areas of improvement.

VenuesWest's Signature Behaviours, which are embodied by staff and guide the way we engage with each other and our customers, reinforce our commitment to accessibility. This is best demonstrated by the behaviour "Together We Win", where we seek to build positive relationships, work collaboratively, and strive for diversity, equity, and accessibility.

The initiatives within our DAIP will be strengthened by further educating our employees, embedding what works well in our daily practices and continuously monitoring and evaluating our progress. This includes reporting that progress to our Executive team on a bi-annual basis and publishing details of new initiatives on our website.

I thank the Department of Communities, our Board member Priya Cooper, and members of the Working Group for their input into this Plan and I look forward to us continuing with our approach to addressing the access and inclusion barriers faced by members of the community.



DAVID EHERTON
Chief Executive Officer

INTRODUCTION

WHAT IS DISABILITY?

A disability is any continuing condition that restricts everyday activities. Disability can affect a person's capacity to communicate, interact with others, learn and get about independently. Disability may be permanent or episodic. Disability can be:

- Sensory – affecting vision or hearing
- Neurological – affecting a person's ability to control their movements
- Physical – affecting mobility and/or a person's ability to use their upper or lower body
- Intellectual – affecting a person's judgement, ability to learn and/or communicate
- Cognitive – affecting a person's thought processes, personality and memory
- Psychiatric – affecting a person's emotions, thought processes and behaviour

Some disability is hidden e.g., epilepsy, while others may be visible. A physical disability is the most common followed by intellectual/psychiatric and sensory. Many people with disability have multiple disabilities.

Disability affects one sixth of the Western Australian population. The number of Western Australians with disability is increasing partly due to population growth in the state but also because the incidence of disability increases with age. People may have a disability at any age, but the likelihood increases as people get older. According to the ABS survey, by the age of 60, half of all men and women will have acquired some form of disability.

THE IMPACT OF DISABILITY

While the degree and type of disability varies with individual circumstances, people with disability frequently report that they experience difficulty being independently mobile, or being able to see, hear or communicate. Consequently, people with disability face barriers with everyday activities such as hearing or understanding what is said, seeing small print, climbing stairs or understanding signage. The exact impact of a disability on the life of the individual varies according to several factors including:

- The specific nature and severity of the disability
- The person's strength, stamina, size, weight, and age
- The person's ability to cope
- The physical, social, and economic environment within which the person is.

WHAT IS ACCESSIBILITY?

Accessibility ensures that people with disability have equal access to employment, training and development, products and services, premises, communication, and information communication technology. Creating a community that is accessible and inclusive will minimise the effects of disability. Improving accessibility enables people with disabilities to move around independently and access day to day services bringing about increased quality of life; creating more independence and better social integration.

OBJECTIVE AND OUTCOMES

As members of the community, people with disabilities, their families and carers have the same rights as all people to access VenuesWest services. These rights are governed by both State and Commonwealth legislation which make it unlawful to discriminate against a person with a disability.

VenuesWest is committed to creating an environment where people with disability, their families and carers receive the same access to our venues, services, information and employment opportunities as other members of our community.

This Disability Access and Inclusion Plan (DAIP) aims to ensure a coordinated approach to achieving meaningful access and inclusion outcomes for people with disability.

OUR SIGNATURE BEHAVIOURS

The VenuesWest Way guides the way we work and the way we model our behaviour. It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and as a collective. Our signature behaviours reinforce our commitment to inclusion and accessibility for all.



We Demonstrate This By - Always making safety and health our highest priorities.



We Demonstrate This By - Being accountable and responsible in performing our roles and achieving business outcomes.



We Demonstrate This By - Providing environments that support and inspire achievement and growth.



We Demonstrate This By - Building positive relationships, working collaboratively, and striving for diversity, equity and accessibility.



We Demonstrate This By - Acknowledging achievements and sharing experiences.

CONSULTATION

In the development of this plan, VenuesWest undertook consultation with the following stakeholders:

- Employees with disability
- Department of Communities
- Ms Priya Cooper, VenuesWest Board Member
- Disability Access and Inclusion Plan Working Group

IMPLEMENTATION AND RESPONSIBILITY

Contributing to accessibility at VenuesWest is everyone's responsibility. Implementation of the DAIP will vary from area to area and responsibility for specific outcomes will be allocated to members of the Senior Management Team for action.

COMMUNICATION

The DAIP will be published on the VenuesWest intranet and website with hard copies available at the reception desk at each venue. Outcomes achieved and updates to this plan will be communicated using the same methods.

Copies of the DAIP will also be forwarded to relevant stakeholders including employees with disability, stakeholders and user groups and partners of VenuesWest.

AVAILABILITY OF THE DAIP IN ALTERNATIVE FORMATS

The DAIP will be available via email, in electronic format, and in hard copy format in both standard and large print upon request.

REPORTING

Achievement and progress towards DAIP outcomes will be reported to the Executive on a biannual basis and published on the VenuesWest website accordingly.

DISABILITY ACCESS AND INCLUSION INITIATIVES

INITIATIVE	PROGRESS MADE	OUTCOMES TO BE ACHIEVED	TIMELINE
People with disability have the same opportunities as other people to access the services of, and any events organised by VenuesWest			
<p>Ensure that services and events are accessible to people with disability:</p> <ul style="list-style-type: none"> • Ensure that people with disability are consulted on their needs for services and the accessibility of current services. • Monitor services to ensure equitable access and inclusion. • Events and services will be inclusive of and accessible to people with disability 	<ul style="list-style-type: none"> • New venue builds included consultation with stakeholders with disability to ensure accessibility requirements are met. 	<ul style="list-style-type: none"> • Continue to consult with stakeholders with disability on services and facilities to ensure accessibility needs are met. • Include venue accessibility information on event broadcasts. 	Ongoing
<p>Employees are aware of the DAIP and their responsibilities associated with the plan:</p> <ul style="list-style-type: none"> • The plan is published on VenuesWest's intranet and employees are advised via broadcast email on an annual basis. • Employees with specific responsibilities within the plan are provided with a copy. • New employees are made aware of the plan through the Induction and Onboarding program. 		<ul style="list-style-type: none"> • Publish the approved DAIP on the VenuesWest intranet and website. • Requirements of the DAIP are communicated to the VenuesWest Senior Management Team including a list of specific responsibilities for their work area. • DAIP information to be included in the VenuesWest onboarding course in the Learning Management System (LMS) 	Ongoing
People with disability have the same opportunities as other people to access the buildings and other facilities of VenuesWest			
<p>VenuesWest will work towards ensuring that all buildings and facilities meet the standards for access and any demonstrated additional needs of people with disability:</p> <ul style="list-style-type: none"> • Audit venues for access and inclusion requirements. 	<ul style="list-style-type: none"> • HBF Arena, Bendat Basketball Centre, Gold Netball Centre, WAIS and CLRC – accessible lifts • Optus Stadium built to exceed National Construction Code requirements for disability access including engagement of an Access and Inclusion group from design phase through to completion. • RAC Arena specifically designed to meet the needs of people with disability including seating, accessible restrooms, lifts and parking. 	<ul style="list-style-type: none"> • VenuesWest will audit all venues including both participant and spectator areas to ensure accessibility requirements are met on an annual basis • Lift and accessible stairs to be installed at HBF Stadium for access to the Champions Club in 21/22 financial year. • New code compliant design for the HBF Stadium Champs Club UAT and Ambulant Toilets with the aim of completing by the end of 2021/22 	Ongoing

	<ul style="list-style-type: none"> • Access to HBF Stadium from public transport points upgraded. • Modified and improved UAT and Ambulant toilets at HBF Arena (main arena, aquatics) • Handrails and tactiles added to the ramp and entry points of the HBF Stadium Champions Club • Automatic doors installed at ramps and entrance to Corporate Offices at HBF Stadium • Upgrades to the ambulant toilets and family changerooms at HBF Arena 		
<p>Ensure that ACROD parking meets the needs of people with disability in terms of quantity and location:</p> <ul style="list-style-type: none"> • Audit ACROD bays at venues to identify and address issues. 	<ul style="list-style-type: none"> • ACROD bays at HBF Stadium, HBF Arena, Bendat Basketball Centre and Gold Netball Centre upgraded to meet compliance requirements in quantity and location. • Optus Stadium includes 8 times the National Construction Code requirements for ACROD bays (60 bays) • ACROC bays at RAC Arena allow direct access to the venue entrance. 	<ul style="list-style-type: none"> • Audits to include review of parking requirements every five years. 	Ongoing
<p>Ensure appropriate signage is in place to meet the needs of people with disability:</p> <ul style="list-style-type: none"> • Audit and update venue signage to ensure the needs of people with disability are met. 	<ul style="list-style-type: none"> • Current venue signage includes braille translation and large-scale font in contrasting colours. 	<ul style="list-style-type: none"> • Review signage at all venues every two years to ensure accessibility needs are met. 	Ongoing
<p>Ensure that Chief Wardens are trained in evacuation and safety procedures for people with disability:</p> <ul style="list-style-type: none"> • Ensure that training programs include information on safety requirements for people with disability 	<ul style="list-style-type: none"> • Chief and Area Wardens receive formal training in their responsibilities including safety requirements for people with disability. 	<ul style="list-style-type: none"> • Continue to ensure that warden training includes information on safety for people with disability. 	Ongoing
<p>People with disability receive information from VenuesWest in a format that will enable them to access the information as readily as other people are able to access it</p>			
<p>Ensure VenuesWest information including our website, meets accessibility standards and is available upon request in alternative formats suitable for people with disability:</p>	<ul style="list-style-type: none"> • VenuesWest website is available in large scale font and alternative formats upon request – www.venueswest.wa.gov.au/accessibility 	<ul style="list-style-type: none"> • VenuesWest to review current accessibility features and assess the requirement for further updates and inclusions. 	June 2022

<ul style="list-style-type: none"> Review and update VenuesWest website with accessible information 			
<p>Develop fact sheets for venue users detailing information on accessibility:</p> <ul style="list-style-type: none"> Place a list of accessibility features on VenuesWest's website 	<ul style="list-style-type: none"> Accessibility information available for events and functions through Events Broadcast and information on our website. 	<ul style="list-style-type: none"> Develop an accessibility page on the VenuesWest website indicating accessible features available at each venue e.g., ramps, lifts, venue signage 	June 2022
<p>Budget for and provide interpreters for significant events on request:</p> <ul style="list-style-type: none"> Ensure that event organisers are aware of this service 	<ul style="list-style-type: none"> Equity and Diversity Policy – Language Services Fact Sheet updated May 2021 to include availability of Auslan interpreters. 	<ul style="list-style-type: none"> Interpreter services to be included in the annual operational budget held by the Commercial Team. Interpreter services to be promoted to event organisers by the Commercial team. 	Ongoing
People with disability receive the same level and quality of service from the employees of VenuesWest as other people receive from the employees of VenuesWest			
<p>Improve employee awareness of disability access issues:</p> <ul style="list-style-type: none"> All employees receive disability awareness training 	<ul style="list-style-type: none"> All permanent and fixed term employees receive Disability Awareness Training through the VenuesWest Learning Management System (LMS) 	<ul style="list-style-type: none"> Casual employees in frontline customer service positions to complete the Disability Awareness Course. 	Ongoing
People with disability have the same opportunities as other people to make complaints to VenuesWest			
<p>Monitor and address complaints received about disability access:</p> <ul style="list-style-type: none"> Ensure employees document complaints and feedback/suggestions regarding accessibility and forward all complaints to the Manager, Governance and Executive Services. 	<ul style="list-style-type: none"> All complaints/feedback/suggestions documented and forwarded to relevant People Managers as required. 	<ul style="list-style-type: none"> A central database of complaints/feedback/suggestions relating to accessibility to be developed and managed by the Manager Governance and Executive Services. 	Ongoing
<p>Ensure current complaints procedure is accessible for people with disability:</p> <ul style="list-style-type: none"> Develop a procedure and publish on VenuesWest website 		<ul style="list-style-type: none"> VenuesWest to review current Complaints Procedure and Customer Service and Feedback Policy and publish on the VenuesWest website in accessible formats. 	June 2022
<p>Improve employee knowledge of complaint handling from people with disability:</p> <ul style="list-style-type: none"> Ensure frontline employees receive training in receiving complaints from people with disability 		<ul style="list-style-type: none"> People and Culture to develop a training course in managing complaints from people with disabilities through the VenuesWest Learning Management System (LMS) to be delivered to all frontline staff. 	June 2022

People with disability have the same opportunities as other people to participate in any public consultation by VenuesWest			
<p>Ensure that consultation with the public is held in an accessible manner:</p> <ul style="list-style-type: none"> • Ensure that sufficient notice and accessible information is provided to allow people with disability to participate in consultative processes. 	<ul style="list-style-type: none"> • New venue and facility upgrades included consultation with people with disability to ensure access and inclusion principles are included. 	<ul style="list-style-type: none"> • New venue construction and major building upgrades to involve consultation with stakeholders with disability. 	Ongoing
<p>Ensure that people with disability are included in the DAIP consultation process:</p> <ul style="list-style-type: none"> • Consultation to include employees and stakeholders with disability. 	<ul style="list-style-type: none"> • DAIP consultation included employees and stakeholders with disability 	<ul style="list-style-type: none"> • Updates to the DAIP will include consultation with employees and stakeholders with disability 	Ongoing
People with disability have the same opportunities as other people to obtain and maintain employment with VenuesWest			
<p>Commit to the use of inclusive attraction, recruitment and retention practices:</p> <ul style="list-style-type: none"> • VenuesWest's Diversity Best Practice Recruitment Guide will be utilised for all recruitment processes. • Continue to utilise connections with disability recruitment organisations to fill vacant positions. • DAIP will inform development of the Workforce Diversity Plan 2021 – 2024 including improving workplace diversity to reflect the community in which our venues operate. • Ensure employment advertisements and supporting documentation are available in alternative formats on request. • Support flexible working arrangements to sustain employment opportunities for people with disability. 	<ul style="list-style-type: none"> • Best Practice Diversity Guide developed, approved and published in 2020. • Targeted recruitment processes regularly undertaken. • All advertisements indicate priority access to employment for diversity groups including people with disabilities. • Partnerships established with disability services Providers including Edge Employment Solutions, BizLink and AtWork Australia. • Employment advertisements available in Word and .pdf and large print format upon request. • Flexible working arrangements including part time arrangements, flexible working hours and work from home included in the Employment Conditions Policy suite. • Reasonable adjustments and modifications to working conditions and environment as required. 	<ul style="list-style-type: none"> • Established recruitment processes to continue on an ongoing basis. • Updated Workforce Diversity Plan to be developed and published by July 2022. • Maintain relationships with Disability Employment Services providers and continue to promote employment opportunities for people with disabilities. 	Ongoing