



# S H R I N E O F R E M E M B R A N C E

## Disability Action Plan

2011 - 2014

## Foreword

Welcome to the Disability Action Plan 2011 – 14 of the Shrine of Remembrance – Melbourne.

At the Shrine of Remembrance (SoR) our mission is “to provide an environment for all to commemorate and learn about the service and sacrifice of Australian men and women in war and peacekeeping”.

As an organisation we are committed to the values of integrity, trust, honour, achievement, fairness and recognition. These values are already strongly embedded in our culture and through the development of this plan the SoR makes a commitment that we will continue to create and maintain an accessible and inclusive environment for staff, volunteers, the community, students, tourists and other visitors.

The SoR strives towards:

- Every person being valued at the SoR.
- Recognising the uniqueness and diversity of all individuals and the role they play in enriching our society.
- Every person whatever their needs and circumstances, having the opportunity to develop their full potential and to participate in all aspects of work and community life.
- In the case of employment or volunteering with the SoR, giving due consideration to any reasonable specific adjustments necessary to the workplace to accommodate a staff member or volunteer.

This is the first Disability Action Plan for the SoR and has the full support of the Trustees and Management of the Shrine. The plan has been developed in consultation with SoR staff, volunteers and informed by people with disabilities, and by community organisations with experience and knowledge in the area of disability.

I would like to take this opportunity to thank the Office for Disability, the Department of Planning and Community Development and the City of Melbourne for their guidance in the development of this plan.

**Denis Baguley**

**Chief Executive**

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## About the Shrine of Remembrance

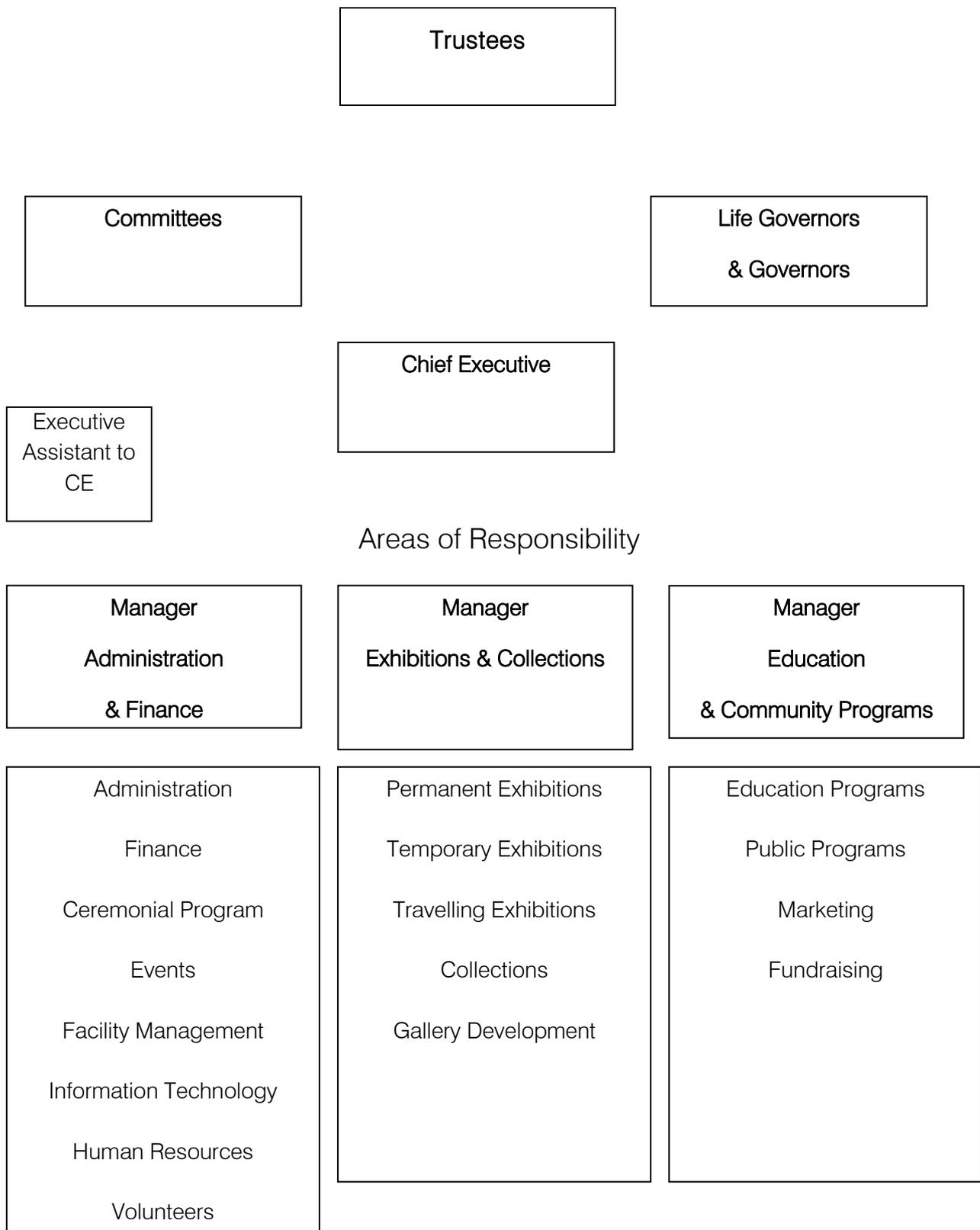
The Shrine of Remembrance (SoR) is Victoria's principal war memorial, built between 1928 and 1934 to commemorate the 114,000 men and women of Victoria who served and those who died in the First World War (1914 – 18). The SoR is set in a prominent location on a 13-hectare reserve on the fringe of Melbourne's central business district. The Reserve includes major monuments to the Second World War (1939-45) and subsequent conflicts as well as other smaller memorials. The Reserve is considered to be one of Melbourne's most recognisable landmarks.

The SoR Reserve is managed by the Shrine of Remembrance Trustees under the Shrine of Remembrance Act 1978 which prescribes that the ten Trustees shall be responsible for the care, management, maintenance and preservation of the SoR, and for the care, management, maintenance and improvement of the reserved land on which it is situated. The Governor in Council appoints trustees on the recommendation of the Premier of Victoria.

The Shrine building was extended in 2003 to incorporate a Visitor Centre which not only overcame practical shortcomings, namely access for people with disabilities, but also included space for education and learning, retail facilities, visitor reception and orientation and public amenities. In 2005, our education and learning facilities were increased with the construction of an Education Centre in the undercroft space of the SoR. The SoR is expected to experience visitation close to 600,000 in 2011.

In 2004, the SoR developed an Education Program linked to the primary, secondary and VCE curriculum and to provide access to information for children beyond the metropolitan area. The Program also aims to further strengthen the link between the school curriculum and the SoR via use of the Internet for children throughout Victoria and beyond. Approximately 45,000 school children visit the SoR each year as part of a school excursion.

# Organisation structure



## Understanding disability

One-in-five Australians have a disability. The ageing of the Australian population and longevity are leading to increasing numbers of people with a disability with a severe or profound limitation (National Disability Strategy 2008).

Disability is an evolving concept and disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others (UN Convention on the Rights of Persons with Disabilities).

The term 'disability' also indicates an impairment which may limit a person's ability to carry out day-to-day tasks. A disability can be caused by an accident, illness, trauma, genetic condition, ageing or can occur from birth. A disability can affect a person's mobility, one or more of the five senses, moods and perceptions, or the way the brain functions.

Some people may have more than one type of disability. For example, a person who is vision impaired may also have an intellectual disability. People with a disability are representative of the diversity of the Victorian population and may belong to a number of communities. For example, they could come from an Aboriginal and Torres Strait Islander or culturally and linguistically diverse background.

(Source, Office for Disability, Department of Human Services, Victoria, website September 2011).

A comprehensive definition of disability appears in the Disability Discrimination Act 1992 (Commonwealth).

## Legislative requirements

The Disability Act 2006 (Victoria), Section 38, identifies four outcomes that a disability action plan should address. These are;

1. Reducing barriers to persons with a disability accessing goods, services and facilities.
2. Reducing barriers to persons with a disability obtaining and maintaining employment.
3. Promoting inclusion and participation in the community of persons with a disability.
4. Achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

The SoR Plan is structured in such a way as to address each of these four outcome areas in the context of operations at the SoR.

The SoR must also address other important and related State and Commonwealth legislation, codes and regulations, including the:

- Disability Discrimination Act 1992 (Commonwealth)
- Equal Opportunity Act 2010 (Victoria)
- Charter of Human Rights and Responsibilities Act 2006 (Victoria)
- Building Code of Australia
- Australian Standards for Access and Mobility (AS1428)
- United Nations – Convention on the Rights of Persons with Disabilities (ratified by Australia in July 2008)

## Consultation

The SoR Disability Action Plan 2011 – 2014 was developed in consultation with SoR staff, volunteers and informed by people with disabilities, and by community organisations.

Consultation covered individuals and organisations, including the City of Melbourne, RSL and Legacy. A variety of methods, including a survey, meetings and telephone contact maximised the opportunity for input into the development of the Plan.

## **Key outcome areas and goals**

The key outcome areas and goals for the SoR Disability Action Plan are as follows:

### **Outcome area 1 - Activities**

All programs, services, events and exhibitions delivered by the SoR are communicated and delivered in ways that meet access requirements of people with disabilities.

### **Outcome area 2 - Policies**

All policies, procedures and guidelines of the SoR are developed in such a way as to reflect the requirements of the legislation, codes and regulations that govern access and requirements of people with disabilities.

### **Outcome area 3 – Buildings and Infrastructure**

Use our best endeavours to ensure physical access to the SoR meets the requirements of people with disabilities, and that access is a key consideration in any future development.

### **Outcome area 4 – Employment and Volunteering**

Diversity in employment and volunteering at the SoR is encouraged and supported, including the provision of equitable employment and volunteering opportunities for people with disabilities.

## Actions, responsibilities, timelines and evaluation

Outcome area 1 – Activities			
All programs, services, events and exhibitions delivered by the SoR are promoted and delivered in ways that meet access requirements of people with disabilities.			
Action	Responsibility	Timeline	Evaluation
1.1 Promote SoR programs, services, events and exhibitions to the disability community	Marketing Officer	30 April 2012	Increased attendance by people with a disability
1.2 Produce a Disability Access Guide to the SoR	Manager Education and Community Programs	30 September 2012	Guide available in a variety of accessible formats
1.3 Review and ensure information on the SoR website about programs, services, events and exhibitions is user friendly and includes access information for people with a disability	Manager Education and Community Programs	31 December 2012	Upgrades to the SoR website include new access features
1.4 Identify and apply for philanthropic support for projects identified within the Disability Action Plan	Development Officer	30 June 2014	Dedicated funding provided to complete key projects
1.5 Review visitor feedback	Marketing Officer	31 January 2012	Explore accessible feedback options. Include opportunity for feedback on access

## Outcome area 2 – Policies

All policies, procedures and guidelines of the SoR are developed in such a way as to reflect the requirements of the legislation, codes and regulations that govern access and requirements of people with disabilities.

Action	Responsibility	Timeline	Evaluation
2.1 Review all relevant SoR policies and procedures to ensure alignment with this plan	Manager Administration and Finance	30 April 2012	Relevant policies reviewed and re-aligned

## Outcome area 3 – Buildings and Infrastructure

We will use our best endeavours to ensure physical access to the SoR meets the requirements of people with disabilities, and that access is a key consideration in any future development.

Action	Responsibility	Timeline	Evaluation
3.1 Conduct an access audit of the SoR and its reserve	Manager Administration and Finance	28 February 2013	Audit completed and the results presented to the SoR Trustees
3.2 Ensure future building upgrades and modifications comply with DDA legislation, Australian Standards and the Building Code of Australia	Chief Executive	Ongoing	All building upgrades and modifications are compliant with relevant legislation and standards

## Outcome area 4 – Employment and Volunteering

Diversity in employment and volunteering at the SoR is encouraged, supported and communicated, including the provision of equitable employment opportunities for people with disabilities.

Action	Responsibility	Timeline	Evaluation
4.1 Raise staff and volunteer awareness of the SoR's commitment to respecting and valuing diversity	Human Resource Adviser	31 January 2012	SoR Disability Action Plan communicated to all staff and volunteers and placed on Share Point. Staff Induction Handbook and Volunteers Manual revised to include coverage of the Disability Action Plan
4.2 Deliver Disability Awareness training for staff, volunteers and relevant contractors	Human Resource Adviser	31 March 2012	Training sourced and delivered to the nominated groups
4.3 Support staff and volunteers with a disability	Human Resource Adviser	31 December 2011	Communicate commitment to 'Reasonable Adjustment' of work facilities. Provision of a range of flexible work options in the 2011 Enterprise Agreement

4.4 Ensure all recruitment information reflects the SoR's commitment to an accessible workplace	Human Resource Adviser	30 June 2012	Position descriptions, recruitment advertisements and the recruitment page on the SoR website all contain information covering accessibility in the workplace
4.5 Provide work experience and volunteer opportunities to people with a disability	Human Resource Adviser	30 September 2012	Number of volunteering and work experience opportunities provided

## Monitoring and review

The nominated actions contained in this plan will be monitored on a quarterly basis and reported to the SoR Management Team and Finance and Audit Committee. Progress against the plan will be reported annually in the SoR Annual Report.

The nominated actions will also be reflected in the SoR annual planning process via the SoR Strategic Plan, Business Plan and individual staff Performance and Development Plans.

The SoR Disability Action Plan 2011 – 2014 will be lodged with the Australian Human Rights Commission. [www.hreoc.gov.au](http://www.hreoc.gov.au)

## Contacts and further information

If you require further copies of this plan or have any queries, please contact either:

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Copies of this plan are also available via the Shrine of Remembrance website:

[www.shrine.org.au](http://www.shrine.org.au)

Then follow the links under 'About' and 'Corporate Information'.