

Appendix 1. What kind of things do people need?

People with disabilities, in common with everyone else, come in all shapes and sizes. However, while most people can manage a variety of environments, people with disabilities actively need certain services and adaptations to be able to make use of what is on offer. Some of the things you may like to think about are listed here.

People using wheelchairs and those with mobility difficulties

- Ramps that comply with Australian Standards (Standards Australia AS 1428.1)
- Accessible toilet with sink and amenities at wheelchair height
- Handrails on stairs and ramps
- Nearby accessible parking
- Vehicle set-down points close to main entrance
- Wheelchairs available for use in venues
- Dignified physical access to auditorium, bar/café, box office, foyer (eg not through backstage and up the service lift)
- Transfer spaces (where the person can come out of his or her chair)
- Spaces for people in wheelchairs (where person can stay in his or her wheelchair)
- Friendly trained staff willing to assist when required
- Signs inside and outside at a convenient, appropriate height
- Automatic doors, which are more accessible than heavy manual doors
- Wider doors sufficient for people in wheelchairs
- Height of telephone and other amenities appropriate for people in wheelchairs
- Accessible box office
- A person's wheelchair is part of their personal space
- Seats in all rooms and galleries (for people to rest)
- Even, slip resistant floors

Blind people and those with a slight disability

- Information about the venue and event in large print, on tape or in Braille
- Details about the nearest public transport



- Handrails on stairs and ramps
- Strips to mark the edge of steps
- Level, slip resistant floors
- Audio description
- Textured paving to the entrance
- Good lighting
- Facilities for guide dogs
- Varied textures in floor surfaces to denote changes in level
- Floor coverings that are neither busy nor dark
- Tactile maps, tours and touch tables
- Pre-visit information mail-out

Deaf people and those with a hearing disability

- Clear sign posting
- Clear speech, ensure the person can see your mouth
- Minimal background noise, including noise from other rooms and floors (use soft furnishings and insulation where possible)
- Hearing induction loops, infra-red system, or portable conference aid
- Good lighting
- Sign language interpretation
- Script or synopsis available
- Frontline staff with basic sign language and/or sympathetic hearing training
- Facilities for guide dogs
- Deaf awareness training for staff
- Flashing light theatre bells and alarms
- Print transcripts of museum or gallery 'audio tours'

People with a psychiatric or intellectual disability

- Speak clearly
- Keep content of sentences to one subject at a time
- Keep sentences short
- Use clear signs and labels
- Use large print
- Write things down for clarification
- Rephrase something if asked to repeat it
- Provide a written transcript of transactions
- If you are using a strobe or glitter ball in a performance, advertise this clearly at the box office
- Adults with intellectual disabilities need friendly, helpful staff who will not patronise them

Others

Some behaviour, such as short attention span, poor memory, distraction, extremes of mood and lack of concentration may be attributed to a variety of disabilities or could be a side-effect of medication.

General solutions

- follow the basic tips for people with a psychiatric or intellectual disability
- limit distractions and interruptions
- use eye contact
- use reassuring body language and gestures
- use a friendly tone
- ensure staff are easily identifiable
- be considerate regarding requestes to take drinks into non-drink areas in the case of people taking medication



Appendix 2. The Venue

Adaptations: Free or minimal cost

- Handrails
- Braille signs
- Large print signs
- Braille and/or taped programmes
- Script and script synopses
- Reserved spaces in nearby car parks

Adaptations: Higher cost

- Ramps (can also be portable)
- Accessible toilets
- Hearing induction loops
- A lift

Services: Free or minimal cost

- Pre-show tour of the set for blind and partially sighted people
- Wheelchair spaces in the auditorium
- Well-informed and pleasant frontline staff
- Soundly structured ticket pricing policy with appropriate concessions

Services: Higher cost

- Fully qualified sign language interpreter
- Audio-description for blind and partially-sighted people

Appendix 3. Contacts

Arts and Disability Organisations

Disability in the Arts, Disadvantage in the Arts

Australia (DADAA)
National Coordinator
Pier 4 The Wharf
Hickson Rd
Walsh Bay NSW 2000
Phone: 02 9251 6844
Fax: 02 9251 6422

Access Arts
PO Box 624
Nundah, QLD 4012
Phone: 07 3260 6306
Fax: 07 3266 1577
TTY: 07 3260 6630
e-mail:
accarts@ozemail.com.au

Accessible Arts
Pier 4 The Wharf
Hickson Road
Walsh Bay, NSW 2000
Phone: 02 9251 6499
Fax: 02 9251 6422
e-mail: aarts@ozemail.com.au
website:
www.central.com.au/aarts

Arts Access Society
Suite 7, 24 Eastern Rd
South Melbourne, VIC 3205
Phone: 03 9699 8299
Fax: 03 9699 8868
e-mail: artsacc@vicnet.net.au
www.vicnet.net.au/~artsacc

Arts In Action
101 Halifax Street
Adelaide, SA 5000
Phone: 08 8224 0799
Fax: 08 822 0709
e-mail:
artsinaction@enet.com.au

DADAA (WA)
PO Box 1080
Fremantle, WA 6161
Phone: 08 9430 6616
Fax: 08 9336 4008
e-mail:
dadaawa@ozemail.com.au

DADAA (ACT)
B19, Gorman House Arts
Centre
Ainslie Ave
Braddon, ACT 2601
Phone: 02 6230 6505
Fax: 02 6247 7739
e-mail:
nardoo25@actonline.com.au

**DADAA representative
Tasmania**
Mr Tim Thorne
PO Box 345
Launceston, Tas 7250
Phone: 03-6331 9658
Fax: 03-6331 9658
e-mail:
dadaa_tas@vision.net.au

Northern Territory
• Whilst there is no DADAA representative in the Northern Territory, advice and programs may be provided by the following organisation

**Brown's Mart
Community arts**
12 Smith St
Darwin NT 0800
Phone: 08 8981 5522
Fax: 08 8924 4188

General

**Audio Description
Audio Description
Association for the Blind**
(Majorie West, Co-ordinator)
454 Glenferrie Road
Kooyong Rd, VIC 3144
Phone: 03 9822 1111
Fax: 03 9822 0993

**Queensland Performing Arts
Centre**
(Lesley McLennan)
PO Box 3567, South Bank,
QLD 4101
Phone: 07 3840 7444
Fax: 07 3844 1839

**Sign Language
Interpretation
Australian Theatre of the
Deaf**
6/245 Chalmers St
Redfern, NSW 2016
Phone: 02 9310 1255
Fax: 02 9318 2186
TTY: 02 9318 2835
e-mail: atod@mpx.com.au



Captions

Australian Caption Centre

Level 4, 187 Thomas St

Haymarket, NSW 2000

Phone: 02 9212 5277

Fax: 02 9281 2198

TTY: 02 9212 3129

e-mail: acc@auscap.com.au

Accessible Information

Royal Blind Society

PO Box 176,

Burwood, NSW 2134

(Ms. Liz Stephens, Co-ordinator)

Phone: 02 9334 3333

Fax: 02 9334 3557

This list is not exhaustive. There may be equivalent organisations in other states or territories.

Appendix 4. Publications

Disability and arts/disability publications are a valuable tool when planning your marketing strategy for audiences with a disability.

The following is a list of the major arts and disability organisations in Australia. As an example, we have provided listings from one State, New South Wales, to give an indication of magazines or newsletters the organisation produces. How often they're published, their circulation and their deadlines are shown where available.

The organisations listed welcome arts organisations' interest and will publicise an access service, event or program. Most provide this service free of charge or ask for a small amount. When you contact an organisation ask about their deadlines, how regularly they're published in your State and how many people they reach.

Ability Network

GPO Box 909
Adelaide, SA 5001
Phone: 08 8377 2295
Fax: 08 8296 1688

Link

National Circ: 5,500
Bi-monthly: Jan/Mar/May...
Deadline: first of month prior to month of publication.

Access Arts

PO Box 624
Nundah, QLD 4012
Phone: 07 3260 6306
Fax: 07 3266 1577
TTY: 07 3260 6630
e-mail: accarts@ozemail

Access Arts Newsletter

State Circ: 600
Quarterly
Deadline: first week of the month prior to month of publication

Accessible Arts

Pier 4 The Wharf
Hickson Road
Walsh Bay, NSW 2000
Phone: 02 9251 6499
Fax: 02 9251 6422
e-mail: aarts@ozemail.com.au

Ace and Ace News

State Circ: 650
Quarterly

Alzheimers Australia

PO Box 191
Deakin West, ACT 2600
Phone: 02 6285 3648
Fax: 02 6285 3711
e-mail: secretiat@alzheimers.org.au

Future publications pending

Alzheimers Association of NSW

PO Box 6042
North Ryde, NSW 1670
Phone: 02 9805 0100
Freecall: 1800 639 331
Fax: 02 9805 1665

In-touch

State Circ: 3,000
Quarterly

Arts Access

Suite 7, 24 Eastern Rd
South Melbourne, VIC 3205
Phone: 03 9699 8299
Fax: 03 9699 8868
e-mail: artsacc@vicnet.net.au
www.vicnet.net.au/~ artsacc

News

State Circ: 500
Quarterly: Mar/Jun/Sept/Dec
Deadline: 2nd week of month prior to month of publication

Ease Newsletter

State Circ: 386
Monthly
Deadline: 2nd week of month prior to month of publication

Arts in Action

101 Halifax Street
Adelaide, SA 5000
Phone: 08 8224 0799
Fax: 08 822 0709

Newsletter

State Circ: 600
Monthly: newsletter



Learning Link

12-14 Pindari Rd
Peakhurst, NSW 2210
Phone: 02 9534 1710
Fax: 02 9584 2054
e-mail: learning@acl.d.asn.au

Newsletter

State Circ: 600-800
Quarterly: each school term

Australian Quadraplegic Association

PO Box 397
Matraville, NSW 2036
Phone: 02 9661 8855
Fax: 02 9661 9598
e-mail: aqa@ozemail.com.au

Quad Wrangle

National Circ: 5,500
Quarterly: Mar/Jun/Sept/Dec
Deadline: 2nd week of month prior to
month of publication

Autistic Association

PO Box 361
Forestville, NSW 2087
Ph: 02 9452 5088
Fax: 02 9451 3447

Keynotes

State Circ: 1,000
Bi-monthly: Feb/Apr/Jun ...
Deadline: fortnight before month of
publication

Better Hearing Australia

29 Burwood Rd
Concord, NSW 2137
Phone: 02 9744 0167
Fax: 02 9744 7492
TTY: 02 9744 0167
Better Hearing (SA only)
National Circ: 400
Quarterly

Whisper

Local (Sydney)Circ: 400
Quarterly

**Brain Injury Association of
New South Wales**

PO Box 2636
North Parramatta, NSW 2151
Phone: 02 9890 9032
Freecall: 1800 802 840
Fax: 02 9890 9033
e-mail: biansw@healey.com.au

Brain Injury Assoc. Newsletter

State Circ: 600
Quarterly: Mar/Jun/Sept/Dec
Deadline: first of month prior to
month of publication

Council on the Ageing

6th floor, 93 York St
Sydney 2000
Phone: 02 9299 4100
Fax: 02 9229 4414

Cota News

State Circ: 4,000
Quarterly: Feb/May/Aug/Oct

Scoop

Sent to seniors' clubs and organisations
Quarterly Circ: 4,000

DADAA (WA)

PO Box 1080, Fremantle, WA 6161
Phone: 08 9430 6616
Fax: 08 9336 4008
e-mail: dadaawa@ozemail.com.au

DADDA (WA) News

State Circ: 500
Quarterly

Diabetes Australia NSW

GPO Box 9824
Sydney, NSW 2001
Phone: 02 9552 9900
Fax: 02 9660 3633
e-mail: dansw@talent.com.au

Dia-Tribe

State Circ: 28,000
Quarterly: Jan/Apr/Jul/Oct

Down Syndrome Association of NSW
PO Box 2356,
North Parramatta, NSW 2151
Phone: 02 9683 4333
Freecall: 1800 811 629
Fax: 02 9683 4020
e-mail:
dsansw@hartingdale.com.au
website:
www.span.com.au/downsynd_nsw/

Newsletter
State Circ: 1,500
Quarterly

Family Resource and Network Support
PO Box 351
Croydon Park NSW 2113
Phone: 02 9799 4333
Fax: 02 9798 5115

Frans Newsletter
Local Circ: 440
Quarterly: Mar/Jun/Sept/Dec
Deadline: mid-month prior to month of publication

House With No Steps
PO Box 93
Frenchs Forest, NSW 2086
Phone: 02 9451 1511
Fax: 02 9452 5932

Boomerang
Half yearly: Mar/Aug

Multiple Sclerosis (MS) Society of NSW
Private Bag Q1000
PO QVB, 2000
Phone: 02 9287 2929
Freecall: 1800 042 138
Fax: 02 9287 2987

Mag Scene
State Circ: 3,500
5 times a year

Muscular Dystrophy Association of NSW
Locked Bag 9923,
Beaconsfield, NSW 2014
Phone: 02 9697 9111
Fax: 02 9697 9092

Talking Point
State Circ: 900
Quarterly: Mar/Jun/Sept/Dec
Deadline: first of month prior to month of publication

National Recreation Network
Phone: 02 6282 5179
Fax: 02 6285 3714
e-mail: nican@spirit.com.au

Nican Newsletter
National Circ: 1,200-1,400
Quarterly: Mar/Jun/Sept/Dec
Deadline: first of month prior to month of publication

National Council for Intellectual Disabilities
PO Box 181
Fyshwick, ACT 2609
Phone: 02 6280 8858
Fax: 02 6280 8868
e-mail: ncid@peg.apc.org
website:
www.peg.apc.org/~dice

Interaction
National Circ: 2,000
Quarterly

NSW Council for Intellectual Disabilities
Level 3, 22-36 Mountain St,
Broadway, NSW 2007
Phone: 02 9211 1611
Freecall: 1800 424 065
Fax: 02 9211 2606

C.I.D. News
State Circ: 800

Northcott Society
PO Box 4055
Parramatta, NSW 2124
Phone: 02 9890 0100
Fax: 02 9683 2827

Contact
State Circ: 2,500
4 monthly: Apr/Jul/Nov
Deadline: month prior to month of publication



Paraquad

33-35 Burlington Rd,
Homebush, NSW 2140
Phone: 02 9764 4166
Fax: 02 9764 2391
e-mail: pqn@paraquad.org.au

Paraquad News

State Circ: 6,500
Quarterly: Mar/Jun/Sept/Dec
Deadline: first of month prior to
month of publication

**Parents Council for
Deaf Education**

Phone: 02 9871 3049
Fax: 02 9871 3193

Sound News

Quarterly: Mar/Jun/Sept/Dec

Royal Blind Society of NSW

PO Box 176
Burwood, NSW 2134
Phone: 02 9334 3333
Fax: 02 9747 5993
e-mail: itis@rbs.org.au
website: www.rbs.org.au

Client Newsletter

State Circ: 4,000
Aug/Oct/Dec

Schizophrenia Fellowship of NSW

PO Box 111
North Ryde, NSW 1670
Phone: 02 9878 2053
Fax: 02 9878 1270

SFNSW Newsletter

State Circ: 3950
Bi-monthly: Feb/Apr/Jun/Aug/Oct/Dec
Deadline: last week of month prior
to publication

Spine Care Foundation

PO Box 3003
Putney, NSW 2112
Phone: 02 9809 3099
Fax: 02 9809 2065

Talk Back

State Circ: 2,000
Twice yearly

Appendix 5. Further Reading

- ACROD *Accessible Buildings for people with disabilities. Information kit, 1992.*
- Delin, A. and E. Morrison. *Access: Guidelines for Marketing to Disabled Audiences. The Arts Council of England, 1993.*
- Dickman, S. *Arts Marketing: The pocket guide. Centre for professional Development, 1997.*
- Disability Services Commission WA *Getting There: Access awareness package.1993.*
- Gration, N. *Disability fact pack. DADAA National Council and the Australia Council. 1998.*
- Welsh, D. and J. London. *Arts and Disability. Australia Council. 1995.*
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- ACROD (1994) *Accessing Sydney, A handbook for people with disabilities and those who have difficulty in getting around, ACROD.*
- Arts Council of Great Britain (1985) *A Code of Practice to Allow Arts Organisations to Meet the Needs of People with Disabilities, London: Arts Council of Great Britain.*
- Arts Council of Great Britain (1989) *Arts and Disability Check List, London: Arts Council of Great Britain.*
- Arts Council of Great Britain (1991) *Disabled People the Arts and Government. (Art & Disability Monitoring Committee), London: Arts Council of Great Britain.*
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- Arts Council of England (Rev. 1994) *Access: Guidelines for Marketing to Disabled Audiences. (Delin, A. & Morrison, E.) London: Arts Council of England.*
- Arts Council of Great Britain (1994) *Arts & Disability Directory: Off the Shelf and Into Action, (Cavanagh, A. M. & Kalantzis, M.) London: Arts Council of Great Britain.*
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- Australia Council (1995) *Arts and Disability Research Report, (Walsh, D. & London, J.) Redfern: Australia Council.*
- Australia Council (1997) *To Sell Art, Know Your Market, (Quadrant Research Services) Redfern: Australia Council.*
- Australia Council (1997) *Marketing the Arts, A Study of Marketing and Audience Development, (BIZTRAC and Donovan Research) Redfern: Australia Council.*
- Australia Council (1997) *Marketing Strategies for Arts Organisations (Steidl, P & Hughes, R) Redfern: Australia Council.*
- Australia Council (1998) *The World is Your Audience: Case studies in audience development and cultural diversity (Cultural Perspectives) Redfern: Australia Council.*
- Australia Council (1998) *Who's My Market? A guide to researching audiences and visitors in the arts, (Close, H & Donovan, R) Redfern: Australia Council*
- Commonwealth Dept of Human Services and Health (1997) *National Disability Advocacy Program Review Discussion Paper, Canberra: Commonwealth Department of Human Services and Health.*
- Dickman, S. (1997) *Arts Marketing: The pocket guide. Melbourne: Centre for Professional Development in partnership with the Australia Council.*
- Disability Services Commission WA (1993) *Getting There: Access awareness package, Perth: Disability Services Commission WA.*
- Dubin, Steven C. (1992) *Arresting Images - impolitic art and uncivil action, London and New York: Routledge.*
- Earncliffe, Jayne (1993) *In Through The Front Door - Disabled People and the visual arts. Examples of good practice, London: Arts Council of Great Britain.*
- Gration, N. (1998) *Disability Fact Pack. Sydney: Disability in the Arts, Disadvantage in the Arts Australia (National Council) and the Australia Council.*
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- Articles, Reports and Other Material**
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- Australia Council (1995) *Arts and Disability Action Plan 1995-1997*, Redfern: Australia Council.
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- NSW Dept. of Community Services (1993) *Implementing the NSW Disability Services Act 1993*, p.12.
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Appendix 6. Web sites

Accessible Arts	http://www.central.com.au/aarts
ARTDIS Art and Disability Home Page	http://thecity.sfsu.edu/~niadektz
Arts Access	http://www.vicnet.net.au/~artsacc
Arts Connection - Creating opportunities in the arts for people with disabilities in Hampshire and the Isle of Wight	http://www.artconn.demon.co.uk
Arts Equality	http://wheelie.tee.ac.uk/local/clevarts/source/arts.htm
Arts Wire	http://www.artswire.org/ArtsWire/
Australia Council for the Arts	http://www.ozco.gov.au/
Disneyland Disabled Guest FAQ	http://home1.gte.net/phoenixa/disney/
EKA - A US marketing firm that works within the Disability Sector	http://disability.com/ekawash.html
National Endowment for the Arts	http://arts.endow.gov/Archive/Features/Joel.html
National Disability Arts Forum	http://www.disabilitynet.co.uk/groups/ndaf/introdaf.htm
University of Technology, Sydney	http://uts.edu.au
What is Audio Description?	http://www.artswire.org/artswire/www/ad/home.html
Very Special Arts	http://www.vsarts.org

Disclaimer

The legal issues involved in disability discrimination law can be complex and will vary from situation to situation. The material in this booklet is intended as a general guide only and should not be relied on as a substitute for legal advice. While care has been taken in the preparation of this material, the writer and publisher do not accept responsibility for any errors or omissions, or for the result of any actions taken on the basis of this information.

