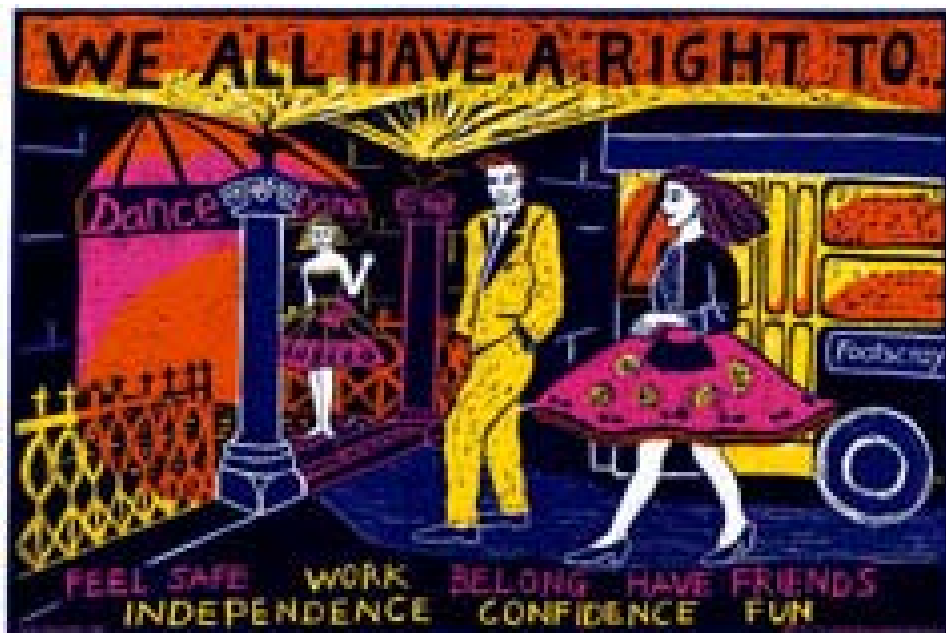




State Library
of Victoria

Disability Action Plan

2009–10



One of the key principles of a library is that access is provided equally to all citizens of the community it serves.



Disability Access Room at the State Library

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

Customer Services Librarian
State Library of Victoria
TTY 03 9639 7006
info@slv.vic.gov.au
Phone 03 8664 7005

HR Consultant
People and Property
State Library of Victoria
slv.vic.gov.au/services/disability/index.html
Phone 03 8664 7255

State Library of Victoria
328 Swanston Street
Melbourne Victoria 3000
January 2009

Cover image: Dianna Wells, *We all have a right to...*, 1988. Screenprint, Another Planet Posters Collection, State Library of Victoria

Foreword



Welcome to the Disability Action Plan 2009–10 of the State Library of Victoria.

The Library continues to meet requirements and obligations in relation to State, Commonwealth and International anti-discrimination legislation, charters and conventions. However, it does so as a matter of good governance and positive attitude towards disability, social inclusion and fairness.

The State Library of Victoria serves a socially and culturally diverse community. By their very nature, libraries are accessible institutions; however, physical, technical and attitudinal barriers continue to create additional difficulties for people with disabilities. These barriers are not deliberate but often originate because of lack of thought, understanding or consultation.

Our Disability Action Plan 2009–10 makes a commitment to specific actions, 24 in all, over the next two years, to ensure that people with disabilities can access and participate in the Library's services.

The Library's Disability Action Plan will remain an active document, with all staff playing a role in its success. It enables the issues of disability access to be core to planning all aspects of development at the Library – from building maintenance, public-space refurbishment and workforce planning, to technology upgrades.

The Disability Action Plan has the solid support of senior management at the Library. The plan has been guided by informed specialists, by people with disabilities, and by community organisations with experience and knowledge.

In particular, I would like to acknowledge and thank the Library's Disability Action Plan Working Group and the guidance provided by the Office for Disability, Department of Planning and Community Development.

Anne-Marie Schwirtlich
Chief Executive Officer and State Librarian
January 2009

Table of Contents

Foreword	3
Introduction	6
Understanding Disability	8
Legal, Social Inclusion and Fairness Issues	10
Access and Engagement by People with Disabilities	14
Building on Current Practices and Case Studies	16
Developing the Disability Action Plan	19
Outcome Areas and Goals	20
Implementing, Monitoring, Reporting and Reviewing	21
Actions, Performance Measures and Responsibilities	22



Disability action plans allow for creative thinking and a variety of clever measures combined with strategy, timelines and indicators that will do a great deal of good.

A disability action plan will allow organisations to reap the benefits – social, economic and legal – of including a significant proportion of the population.

Dr Rhonda Galbally AO
Chair, Victorian Disability Advisory Council
January 2008

(Quote from 'Adapting to Disability: A guide to disability action plans in Victoria', Office for Disability, Department of Planning and Community Development)

Introduction

The State Library of Victoria is the state's major reference and research library, responsible for collecting and preserving Victoria's documentary heritage and making it available to the public through a range of services and programs.

The Library actively promotes ready access to a comprehensive collection of Victorian documentary material and to worldwide information resources to enrich the cultural, educational, social and economic lives of Victorians.

In achieving this, the Library's efforts are guided by a set of values:

Innovation

We recognise and embrace new technologies, ideas and opportunities to improve, grow and develop as individuals and as industry leaders in a challenging environment.

Collaboration

We work together and with partners, sharing knowledge and resources to advance universal access to information.

Engagement

We work to understand, connect and meet the needs and expectations of our communities in the most appropriate ways.

Excellence

We provide an outstanding service at all times in a professional and ethical manner.

Respect

We strive to create an open and caring community by valuing and supporting individuals, and acknowledging the strength of diversity.

The State Library of Victoria strives to provide leadership to the wider Victorian public library network; over many years it has encouraged and actively supported public libraries to improve their services for visitors with disabilities. This Disability Action Plan builds on the Library's record of promoting access and participation for people with a disability.

This plan demonstrates a practical approach to ensuring that the Library's services and programs are accessible and inclusive. It provides the Library's strategic framework to effectively address barriers to access, engagement and employment for people with a disability.

The plan outlines how the Library will seek to improve access to all facilities, information services and employment opportunities, to support people with a disability to participate in all aspects of community life, with dignity and equity.

The Library's Disability Action Plan establishes new priorities for the next two years:

1. Reducing existing barriers to people with a disability accessing library services, programs, events and facilities, both onsite and online.
2. Ensuring visitors with disabilities and their carers have information and communication that is accessible to them.
3. Promoting staff awareness of the requirements of employees and visitors with disabilities.
4. Developing strategies that promote systemic change to create an inclusive environment for people with disabilities.



Counter cards displayed at reference desks

The Library will register the plan with the Australian Human Rights Commission.

The Library is also developing a comprehensive new program for Victorian Government funding. **iConnect** is an integrated series of actions that go to the heart of supporting children and families in lifelong learning, reducing educational inequality, promoting wellbeing, and strengthening communities. This initiative will be integral to the Library's social inclusion agenda commencing 2010–11, subject to funding availability.

Understanding Disability

The 2003 *Disability, Ageing and Carers* report by the Australian Bureau of Statistics identified that there are 3.9 million people with disabilities in Australia. Approximately 992,300 people in Victoria have some form of disability, which is about 20 per cent of the Victorian population. Of this group, around 323,000 have a profound or severe core-activity limitation.

The major and most common disability groups are:

- Mental illness, especially depression. Symptoms vary widely and can include mood changes, psychotic episodes, auditory and visual hallucinations, and delusions. One in five Australians will be affected by mental illness at some stage in their lives. Schizophrenia is a significant cause of disability and usually starts between the ages of 15 and 25. It ranks as a major factor in youth suicide.
- Sensory disabilities, especially age-onset hearing impairment. Hearing-impaired people have a mild to moderate degree of deafness, communicate by speech, and typically would not think of themselves as 'deaf'. Age-onset hearing impairment affects communication, particularly in terms of the ability to comprehend what other people say. Visual impairments affect about 80,000 Victorians, and around six per cent of these are completely blind.
- Physical disabilities, especially musculo-skeletal disorders. Approximately 14 per cent of the Australian population has a physical disability. This includes people with spinal-cord injuries, cerebral palsy, arthritis and rheumatism. Faced with a physical environment that is inaccessible, people with physical disabilities find that their ability to access goods and services, engage in community events or contribute to life is severely limited.
- Intellectual disabilities. People with intellectual disabilities may learn slowly and have significantly below-average intelligence as measured by standard tests. The disability is generally defined as having an onset before 18 years. There are about 40,000 people in Victoria – around one per cent of the population – who have an intellectual disability, and of these, around 75 per cent have it to a mild degree.

Barriers contribute to disability. According to the UN Convention on the Rights of Persons with Disabilities, 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.

Based on data provided by the Australian Bureau of Statistics (2003), people with disabilities do not have the same opportunities as other citizens in many areas of life such as employment, income, education and housing:

- The average weekly income for a Victorian with a disability is \$274, compared with \$501 for a Victorian without a disability.
- Only 55 per cent of people with disabilities of working age participate in the paid workforce, compared with 81 per cent of workers without disabilities.
- Only 32 per cent of people with disabilities who work are full time employees, compared with 54 per cent of employees without disabilities.
- 19.7 per cent of Victorians with a disability completed Year 8 or lower or never attended school, compared with 5.2 per cent of Victorians without a disability.
- People with disabilities are 50 per cent more likely to live in state housing than those without a disability.

Australia was one of the first countries to sign the United Nations Convention on the Rights of Persons with Disabilities when it was opened for signature on 30 March 2007. Australia then ratified the Convention on 17 July 2008. This means that Australia is now a signatory to a legally binding standard recognising people with a disability as equal and active citizens.

Office for Disability
Department of Planning and Community Development
Victoria, December 2008

(Quote from 'A United Step Forward: A plain English guide to the United Nations Convention on the Rights of People with Disabilities')

Legal, Social Inclusion and Fairness Issues

The Library provides Victorians with diverse options to access information, both onsite and online and in so doing, acknowledges the value and equitable rights of people with a disability to engage and participate in the community.

Responding to legal requirements

Good access and engagement makes sense on legal, social and fairness grounds.

The State Library of Victoria must also address other important and related state and commonwealth legislation and various codes and guidelines, including the:

- *Disability Discrimination Act 1992* (Commonwealth)
- *Equal Opportunity Act 1995* (Victoria)
- Victorian Charter of Human Rights and Responsibilities
- Building Code of Australia
- Australian Standards for Access and Mobility (AS1428 Suite of Standards)
- UN Convention on the Rights of Persons with Disabilities (Ratified by Australia in 2008)



Ramp at front entrance of Library

The Victorian *Disability Act 2006* provides the framework for a whole-of-government approach to enable people with a disability to actively participate in community life.

Section 38 (1) of the *Act* specifies that a Disability Action Plan is prepared for the purpose of:

- reducing barriers to persons with a disability accessing goods, services and facilities
- reducing barriers to persons with a disability obtaining and maintaining employment
- promoting inclusion and participation in the community of persons with a disability
- achieving tangible changes in attitudes and practices which discriminate against persons with a disability

In addition, the *Act* requires reporting on the implementation of the Disability Action Plan.

The State Library of Victoria also has a responsibility under the *Disability Discrimination Act 1992* (Commonwealth) to provide equitable access to its services, programs and facilities for people with any form of disability including physical, intellectual, sensory, psychiatric, neurological and acquired brain injury. The State Library of Victoria recognises disabilities and impairments defined under this act.

Accessing information, ideas, inspiration

In 2006, the State Library of Victoria embarked on an innovative new four-year program called *slv21: Creating the Library of the 21st century*.



This initiative is:

- putting information into the hands of all Victorians when and where they want it, free of charge
- opening the State's unique holdings of Victorian materials for immediate online access through a comprehensive digitising program
- showcasing and interpreting this unique material on the Library's dedicated website, entitled A Place Called Victoria
- giving online access-on-demand to other information resources in the Library, opening a virtual gateway to the digital information world
- providing online support for users through:
 - an extended online reference service
 - investment in front-end technology to give users the 21st-century feel and functionality when searching for information
- supporting all Victorians in participating in the world of information, through:
 - learning programs to help all Victorians access and use the Library
 - online curriculum-based support for schoolchildren everywhere in Victoria
 - specialised technical support for disadvantaged groups and communities.

Achieving this in the digital world requires a shift in planning, in investment and in collaboration. Reinventing the Library to meet the needs of the 21st-century user acknowledges that the challenges of a rapidly evolving digital environment must continue to be met.

The Library has based its planning for **slv21** on the *Declaration of Principles* (2003), issued by the World Summit on the Information Society. The declaration highlights the fact that the ability to access information, ideas and knowledge in all its forms is essential in building an information society.

To continue to serve its users in the digital world, the Library is providing diverse pathways for users, as and when they seek information, by giving them the means to access resources from a range of digital-delivery options.

The Library is committed to making substantial investment in existing and emerging technologies to effectively meet the information needs of Victorians, especially meeting disability access standards.

In 2007–08, visitors to the State Library amounted to a staggering 45 per cent (or 493,883 in number) above the estimated target. Library exhibitions attracted 635,197 visitors; most notably, over 110,000 visitors flocked to see the Library's prestigious exhibition *The Medieval Imagination* during its 82-day season in 2008.

To July 2008, over 270,000 items had been digitised and made available online. There have been over 15 million website visitors in the two-year period from June 2006; 235 learning and literacy events have been delivered to regional Victoria, reaching over 12,000 people; and around two million visitors per year go to MyLanguage, Vicnet's community-language portal, which provides access to search engines, web directories and news in over 60 languages.

Championing the social, cultural, intellectual and economic benefits of a knowledge society is a key focus for the State Library of Victoria. Providing strategic opportunities to deliver these benefits presents challenges and responsibilities which are being addressed in the Disability Plan and in the forthcoming **iConnect** funding proposal.

A Fairer Victoria

Providing better support to improve the wellbeing and life choices of people with a disability has been a focus of **A Fairer Victoria** since its inception in May 2005. Assisting people with a disability and their families to participate in the same way as other Victorians is integral to this policy.

The Library is guided by the Victorian Government's State Disability Plan 2002–12 in the planning and delivery of more individualised supports for people with a disability.

Equally importantly, by building opportunities for all Victorians to participate, we can reduce disadvantage and strengthen social inclusion. Victoria's future prosperity depends on a population that is highly skilled, cohesive and healthier and, as a consequence, better able to contribute economically and socially.

A Fairer Victoria
Strong People, Strong Communities
May 2008

Access and Engagement by People with Disabilities

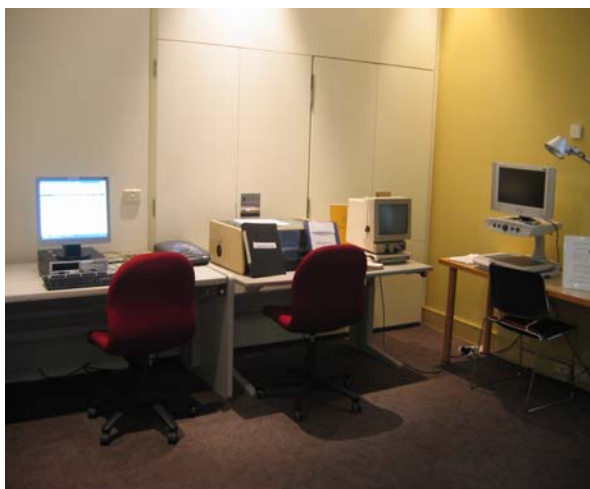
The State Library of Victoria is committed to putting into practice the principles of equality of access and workplace diversity. The Library continues to assess policies and procedures to ensure that people with a disability have the same fundamental rights as other people when accessing and engaging with the Library's services.

The Library continues to:

- provide information in accessible formats
- recruit for a diverse workforce
- purchase accessible services
- recognise people with disabilities as consumers of services
- consult with people with disabilities to find out what they need.

To further facilitate access and engagement by people with disabilities, the Library has implemented a series of policy, service and building improvements, as follows:

- a disability services policy
- specialised, targeted front-of-house services for visitors with a disability and their carers
- a customer-services librarian
- a dedicated Disability Access Room, available 68 hours a week.
- a draft State Library of Victoria Disability Action Plan, developed in 2005. While this earlier plan was never registered, it has provided broad organisational goals in the promotion of access and services to people with a disability.



Adaptive technologies available in the Disability Access Room

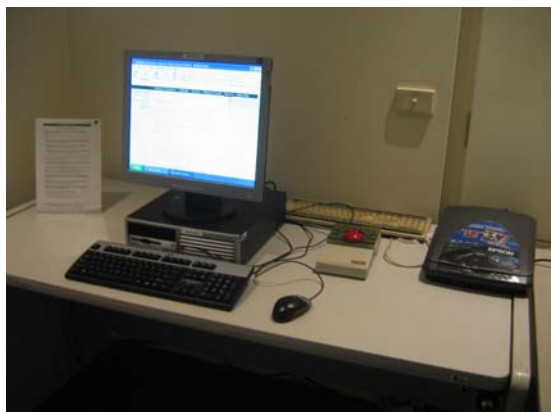
The Library's dedicated **Disability Access Room** is located in the Information Centre, near the entrance to the Genealogy Centre. It offers a range of adaptive and assistive technologies and equipment to primarily assist users with vision impairments and motor-skill disabilities.

Specialised software includes Zoomtext, Jaws, Duxbury Braille Translation, Kurzweil 1000, Dragon Naturally Speaking, and UReader. Other associated equipment to assist people with disabilities includes Braille Blazer Embosser Printer, Merlin, and ScanR.

Other equipment available in the Library's reading rooms includes closed-circuit television, audio loops, large-screen monitor, tracking ball and keyboard, as well as reading-assistance equipment.



Large keys for visually impaired visitors



Workstations with specialised adaptive software

Other major initiatives include:

- the development of a **Disability Awareness Kit**, used in intensive training with public library staff
- the awarding of the **Pierre Gorman Award**, sponsored by the Library in alternate years, to a public library service for an innovative program in disability services.

In 2008 the Goldfields Regional Library Corporation received the \$15,000 Pierre Gorman Award to extend library services to aged-care centres around Bendigo, with the assistance of volunteers from SCOPE. This initiative benefited both the aged community and SCOPE's clients with disabilities by providing them with an opportunity for community engagement.

In 2006 the award for innovation in library services to support people with disabilities in the community went to Denece Sippo of East Gippsland Library Services.

- the Library's partnership project with the Victorian Public Libraries Network. The specific initiative was about using public libraries as service points for **DAISY players and DAISY books**, used by people with print disabilities
- recent **Vicnet initiatives**, which have focused on improving access to online information and have included the delivery of a Department of Planning and Community Development–sponsored specialised internet training program for people with disabilities.

Building on Current Practices and Case Studies

Vicnet's My Connected Community (mc²)

An initiative of the Victorian Government's Connecting Victoria Strategy, the Vicnet program provides Victorian community groups with training and support to set up websites and publish online.

mc² offers participating groups a variety of free, easy to use web-based services which they can use to communicate with existing members and like-minded communities across the world by creating their own online groups.

Community based groups include disability groups and their carers, seniors' clubs, special-interest groups such as sporting clubs or hobby groups, support groups, not-for-profit organisations, local government entities, state government agencies and peak bodies.

The program helps alleviate social isolation, enables community groups to form social networks and share information and knowledge with groups of similar interest.

I have shopped, searched the web, and been in communication with all of my colleagues and friends. mc² has transported me to be a successful IT user, given me opportunities unheard of ten years ago. mc² provides opportunities for all people with a disability to access and be included in the community and be supported. We have prided ourselves in our ability to train other people with a disability and have been ably supported by Vicnet.

William Peacock, Disabled Motorists Association

mc² has broadened my contacts with other people with similar interests and led to enrolling in Certificate I Information Technology at Goulburn Ovens TAFE, Benalla Campus. I have made a new group of friends with like interests. We share emails, funny stories and companionship. I am proud that I've set up a group called Polio Movers and hoping to attract some more members from far and wide to share stories of how polio has affected our lives and how positively we cope with it.

Participant from the Benalla Senior Citizens

mc² is a fantastic way to network with like-minded ladies when we live some distances apart. I love keeping in touch and hearing plans for meetings, get togethers, etc. Really helps us to cope with the drought and other stresses that we experience in rural communities.

Member of the Women's Network

Vicnet's Skills.net Roadshow

Skills.net Roadshow provides onsite internet training and access to Victorian communities in metropolitan and regional areas. The program undertook a

comprehensive state-wide approach to building community capacity through the delivery of internet training and access services at a grass roots level. The program has enabled 6865 computers to be located in community settings, provided funding for 414 organisations, trained 107,676 people at 1028 locations, provided 515,909 training hours, and 872,672 public internet access hours.

Priority target groups were Victorians with a disability; unemployed and underemployed Victorians; Victorians living in rural and regional areas; Victorians from non-English-speaking backgrounds; women; Indigenous Victorians; and people over 55 years of age.



Specialised tracking balls on PCs in the Disability Access Room



Printed information for people with vision impairments

Digital Storytelling for People with Disabilities

In 2008, the State Library of Victoria trialled a training program in partnership with Melbourne City Mission, in researching and creating digital stories for people with disabilities.

International Day of People with Disability



On 3 December every year, International Day of People with Disability is celebrated worldwide to recognise the achievements and contributions of people with disability. To celebrate the day in 2008, Library staff were presented with an information session about i-access online services by Vision Australia.

‘Font sizes need to be larger and signage more obvious, particularly for the toilets and for the upstairs exhibitions.’

‘Being visually impaired, I needed extra help and he was very helpful.’

‘For a person with hearing aids, the ambient sound is disruptive.’

‘They need a variety of seating, particularly in reading rooms, for people with different needs.’

Feedback from onsite visitors
Customer Satisfaction Report
State Library of Victoria
May 2008

Developing the Disability Action Plan

Establishment of a Disability Action Plan Working Group

A Disability Action Plan Working Group was established in September 2008 with broad representation from Library staff. The Working Group included expertise in human resources, building and facilities, community outreach, exhibitions and events, access and information services, collection management, technical services, and policy development. The working group facilitated consultations with Library staff during the development of the new Disability Action Plan. The consultation process also raised staff awareness of the Library's purpose, goals and objectives in the development of the plan.



Specialised equipment in the Disability Access Room, including print scanner and video magnifier

Consultation with the wider community

The Library sought feedback from onsite visitors with a disability who access services, view exhibitions and participate in events. Comment and feedback was also sought from the Office for Disability, Department of Planning and Community Development, Arts Access Victoria and other stakeholder groups representing people with a disability.

It is the Library's intention to consult people with a disability on an ongoing basis.

Outcome Areas and Goals

The State Library of Victoria's Disability Action Plan identifies goals for the next two years under the broad outcome areas, as follows:

1. Accessible services and facilities

Goal: All programs, services, events and exhibitions, onsite and online, are delivered in ways that meet access requirements of people with disabilities.

2. Accessible and inclusive information and communication

Goal: Information and communication about Library programs and services is available in a user-friendly and accessible format for people with disabilities, especially those with a visual impairment.

3. Awareness and understanding of the access requirements of people with a disability

Goal: All staff trained and aware of the Library's Disability Action Plan 2009–10 and their responsibilities in promoting the Library as inclusive of people with disabilities.

4. Opportunities to obtain and maintain employment for people with a disability

Goal: Diversity in employment is encouraged, including the provision of equitable employment opportunities for people with disabilities.

5. Consultation and complaints process

Goal: All Library onsite and online visitors are able to provide feedback on ways to improve services and programs as part of the Library's approach to continuous improvement.

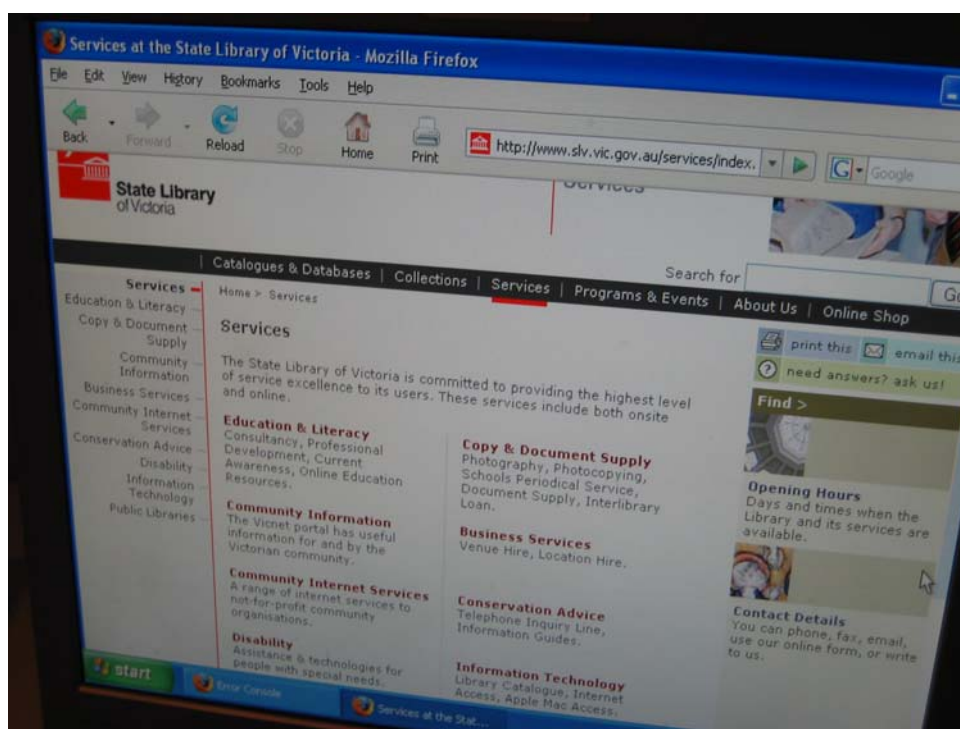
Implementing, Monitoring, Reporting and Reviewing

The Library has endorsed the Disability Action Plan and has made a commitment to its implementation in 2009–10.

The Executive and senior management team will ensure that this plan remains relevant and integral to the Library's business planning and reporting process, and that the broad outcomes and actions form part of the Library's divisional business planning and reporting framework.

The Disability Action Plan Steering Group will be convened to take on a monitoring and reviewing role as the Disability Action Plan Advisory Reference Group, for the period of the plan's operation.

The Disability Action Plan Advisory Reference Group will also play an important role in monitoring progress on the implementation of the actions contained in the plan as well as providing assistance with the resolution of issues and/or complaints related to the disability area.



The Library's website provides information about access.

A monitoring, evaluation and review schedule will be developed to enable the measurement and assessment of actions and outcomes, to inform continuous improvement. The schedule will identify how these steps will be undertaken, who will be responsible and whether the collection of new data is required. A review of the Disability Action Plan's achievements and the appropriateness and effectiveness of actions will be undertaken annually and before the preparation of a new plan.

Actions, Performance Measures and Responsibilities

Outcome Area 1: Accessible services and facilities		
Goal: All programs, services, events and exhibitions, onsite and online, are delivered in ways that meet access requirements of people with disabilities.		
Action	Performance Measures	Responsibility
1.1 Conduct an access audit of all State Library of Victoria public spaces and facilities.	Audit completed and presented to Executive by June 2009. Priority works and upgrades identified from the access audit and listed for work in the Facilities Management System by September 2009.	Manager, People and Property
Action	Performance Measures	Responsibility
1.2 Ensure future building upgrades, modifications and re-fits comply with DDA legislation, Australian Standards (especially AS1428.1–1428.4) and the Building Code of Australia.	All refurbishments are compliant with relevant legislation and standards.	Manager, People and Property
Action	Performance Measures	Responsibility
1.3 Review State Library of Victoria Disability Policy Statement to broaden its scope and promote access.	Policy review completed and approved policy statement available on State Library of Victoria website and intranet by June 2009.	Manager, People and Property Manager, Technology Services
Action	Performance Measures	Responsibility
1.4 Align all relevant organisational policies and procedures with the disability policy and action plan.	Relevant policies including procurement policy, re-aligned by June 2009.	Manager, People and Property Chief Financial Officer

Action 1.5 Conduct gap analysis of existing assistive/adaptive technologies provided by the Library to meet the needs of users with disabilities.	Performance Measures Any gaps identified, prioritised and recommendations made by June 2009.	Responsibility Manager, Technology Services
Action 1.6 Continue to provide and improve needs-based, individualised information service and assistance for people with disabilities.	Performance Measures Number of information requests received, and visitor feedback monitored.	Responsibility Manager, Access and Information
Action 1.7 Incorporate a special requirements checklist (e.g. hearing loops, interpreters, wheelchairs) into the State Library of Victoria's bookings procedure.	Performance Measures Bookings procedure modified and available on the Library's website by December 2009.	Responsibility Manager, Planning and Commercial Services

Outcome Area 2: Accessible and inclusive information and communication

Goal: Information and communication about Library programs and services is available in a user-friendly and accessible format for people with disabilities, especially those with a visual impairment.

Action 2.1 Review existing Library print and online information and services for usability, and identify potential improvements.	Performance Measures Review findings identified and recommendations prioritised for endorsement.	Responsibility Manager, Publications and Communications
Action 2.2 Review and ensure information on the Library's website about services, programs, events and exhibitions is user-friendly and includes information for people with a disability.	Performance Measures Website compliant with Web Content Accessibility Guidelines (WCAG 1.0)	Responsibility Manager, Publications and Communications Manager, Technology Services

Action 2.3 Continue to provide printed information for public use in accessible alternative formats, e.g. large print, audiotape, Braille.	Performance Measures Alternative formats available and accessible.	Responsibility Manager, Publications and Communications
Action 2.4 Ensure electronic formats are accessible to adaptive technologies e.g. Word, HTML, RTF.	Performance Measures New Library documents available in accessible formats.	Responsibility Manager, Technology Services
Action 2.5 Promote the Disability Action Plan and associated services to stakeholder peak representative bodies e.g. Vision Australia, Arts Access.	Performance Measures Stakeholder groups receive copies of Disability Action Plan by June 2009.	Responsibility Manager, Marketing and Public Affairs
Action 2.6 Develop communication guidelines.	Performance Measures Communications accessible to people with a disability.	Responsibility Manager, Marketing and Public Affairs Manager, Publications and Communications

Outcome Area 3: Awareness and understanding of the access requirements of people with a disability

Goal: All staff trained and aware of the Library's Disability Action Plan 2009–10 and their responsibilities in promoting the Library as inclusive of people with disabilities.

Action 3.1 Deliver disability awareness training for staff, relevant contractors (e.g. Security) and volunteers.	Performance Measures Training schedule developed and training commenced by December 2009. Number receiving training.	Responsibility Manager, People and Property Manager, Access and Information
Action 3.2 Raise staff awareness of the Library's commitment to respecting and valuing diversity and	Performance Measures Staff corporate induction package reviewed to include reference to the Disability Action Plan	Responsibility Manager, People and Property.

the elimination of discriminatory behaviour.	2009–10, by June 2009.	
Action 3.3 Provide regular staff updates regarding initiatives, and invite staff feedback and suggestions.	Performance Measures Regular staff communication e.g. articles on the Library's intranet, notice boards, and at staff meetings.	Responsibility Manager, Marketing and Public Affairs

Outcome Area 4: Opportunities to obtain and maintain employment for people with a disability

Goal: Diversity in employment is encouraged, including the provision of equitable employment opportunities for people with disabilities.

Action	Performance Measures	Responsibility
4.1 Ensure the State Library of Victoria's recruitment and selection policies do not discriminate and comply with the <i>Disability Discrimination Act</i> and the <i>Equal Opportunity Act</i> .	Review selection reports and associated processes to ensure relevant information is captured, retained and is non-discriminatory. Review and amend recruitment and selection training to include reference to the Disability Action Plan.	Manager, People and Property
4.2 Support employees with a disability. Note: The State Library of Victoria respects and protects the privacy of employees with disabilities. Employees with disabilities are not required to declare the disability unless an adjustment to the workplace is required to enable them to carry out the duties of the position.	Opportunity provided for new starters to self-identify as having a disability. Adaptive technology required is provided promptly and monitored for appropriateness. HR Policies reviewed to ensure they are inclusive and promote diversity. Induction and learning and development programs meet the access and other needs of staff with a disability. Number of flexible work arrangements provided. Employee Assistance	Manager, People and Property

	Program promoted. Employees with a disability have opportunities for skills development and promotion.	
Action 4.3 Continue to provide work experience opportunities for people with a disability who are referred to the State Library of Victoria via various employment networks.	Performance Measures Number of work experience opportunities reported on an annual basis.	Responsibility Manager, People and Property
Action 4.4 Review options for appointing contact officers to complement and support existing resolution processes.	Performance Measures Recommendation prepared for Executive consideration by December 2009.	Responsibility Manager, People and Property
Action 4.5 Ensure job application material is available in accessible formats.	Performance Measures Recruitment processes reviewed and updated.	Responsibility Manager, People and Property.

Outcome Area 5: Consultation and complaints process

Goal: All Library onsite and online visitors are able to provide feedback on ways to improve services and programs as part of the Library's approach to continuous improvement.

Action 5.1 Improve relationships with external stakeholders, notably, people with a disability.	Performance Measures Provide updates to the Disability Action Plan Advisory Reference Group.	Responsibility Manager, People and Property
Action 5.2 Amend the Library's User Feedback process for people with disabilities.	Performance Measures Assessment completed and recommendations prepared for endorsement, by March 2010.	Responsibility Manager, People and Property Manager, Access and Information
Action 5.3 Increase feedback from people with	Performance Measures Sample includes respondents with	Responsibility Manager, Marketing and Public Affairs

disabilities in the annual customer satisfaction survey.	disabilities, by October 2009.	
Action 5.4 Ensure Library employees are aware of the Disability Services Policy and procedures.	Performance Measures Procedure is clearly flagged on the intranet and printed corporate induction material.	Responsibility Manager, People and Property
Action 5.5 Consult people with a disability during the implementation phase and over the life of the Disability Action Plan.	Performance Measures Ongoing consultation monitored.	Responsibility Manager, Access and Information.