

**SYDNEY FESTIVAL
DISABILITY INCLUSION ACTION PLAN**

2019 – 2020

**SYDNEY
FESTIVAL**

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1 INTRODUCTION

The Sydney Festival Disability Inclusion Action Plan has been developed in response to our ongoing commitment to the provision of dignified access to our annual program and communications systems. It also demonstrates Sydney Festival's commitment to compliance with the intent of the Commonwealth Disability Discrimination Act 1992 (DDA). It outlines the practical steps we put in place to break down barriers and promote access to Sydney Festival events.

Sydney Festival has consulted with Accessible Arts, our Access and Inclusion Advisory Panel, peak disability organisations and significant individuals, audiences and potential audiences in the preparation of this Disability and Inclusion Action Plan. It is lodged with the Australian Human Rights Commission (AHRC) and is available via the Sydney Festival website at www.sydneyfestival.org.au in both PDF and Word formats.

The Australia Council for the Arts' 'Connecting Australians: Results of the National Arts Participation Survey' was released in July 2017 and measured Australians' engagement with the arts in 2016 – attending arts events, exhibitions and festivals, reading, listening to music, sharing and connecting with the arts online and creating art themselves.

7,537 Australians took part in the research, with 15% identifying as having disability (compared to 18.3% of the current Australian population).

Key findings from the report around disability in the arts include that creative participation in the arts increased from 35% of respondents with disability in 2009 to 61% in 2016. Compared to respondents without disability, respondents with disability are now more likely to attend dance, theatre, visual arts and literature events (from 61% in 2013 to 73% in 2016). Respondents with disability are more likely to attend festivals (51%) than those without disability (44%).

1.1 Sydney Festival overview

Sydney Festival was created by City of Sydney, the Committee for Sydney and the State Government in 1976. Motivated by a desire to enliven the CBD during the quiet month of January, they aimed to both draw in the local population and to attract visitors for a celebration of culture and entertainment set amidst the natural beauty of Sydney. The Festival of Sydney was to be a celebration – to unify and inspire.

Some key planks in Sydney Festival's foundations put down in those early years have persisted as defining characteristics, such as the emphasis on free events and the creation of Festival precincts which illustrate the inclusive approach to programming.

Over the years and under the influence of eight directors, Sydney Festival has evolved, much as Sydney itself has been changing. As the arts events available to audiences throughout the year have become more plentiful, more sophisticated and more illustrative of national and international trends and themes, so too has the Sydney Festival program.

1.2 Sydney Festival Purpose

To present bold and memorable experiences which ignite, unite and excite Sydney in January.

2. DIAP PRINCIPLES

The key guiding principle at issue is that all Sydney Festival events must be accessible to the whole population. This principle is not predicated on legislative or regulatory requirements, but rather on the recognition that the Sydney Festival is for *all* in Sydney, regardless of accessibility needs. In line with this thinking and by way of example, if a space is easily accessible by patrons who use a wheelchair, then it follows that this space will also be easily accessible for all patrons including people with limited mobility and families with prams.

The Disability Inclusion Act 2014 defines disability as:

'The long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others.'

This 'social model' definition reinforces the importance of viewing disability as the result of interaction between people living with a range of impairments and their physical and social environment. Further, it is important that any barriers preventing people with disability from participating in Sydney Festival are identified and removed.

The term 'barrier' refers to an obstacle that may be encountered which restricts a person with disability from easily or fully participating in community life. Barriers can be physical, attitudinal and communicational, and can often be easily removed or modified so that opportunities are not limited and the level of access is increased.

The term 'access', therefore refers to planning, designing and implementing equitable services and facilities. It might require the removal of existing barriers and is generally used to describe outcomes. For example, an accessible toilet is one which is designed and built in a way in which all members of the community can use the facility regardless of their level of ability or disability. However, the use of portable and temporary equipment, such as ramps and lifts may be used, where there is a step or steps impeding access.

As a result of implementing a DIAP, Sydney Festival can maximise its reach, as more people are able to engage with the Festival in more ways.

3. DDA RESPONSIBILITIES & POLICY CONTEXT

A 2015 Survey of Disability, Ageing and Carers (SDAC) conducted by the Australian Bureau of Statistics states that in Australia, approximately 18.3 per cent of the population, or more than 4.3 million people, have one or more disabilities.

4.5% of Australians reported having psychosocial disability (mental illness, brain injury, social or behavioural difficulties, nervous or emotional conditions). Of all people with any type of disability, almost one-quarter (24.4%) had a psychosocial disability. Disability may be permanent or temporary and is often not visible.

There are a number of legislation and policies with a focus on the rights of people with disability, including:

- The Commonwealth Disability Discrimination Act 1992 (DDA) makes it unlawful to discriminate against someone on the basis of their disability or a disability of any associates of that person, aims to promote equal opportunity and access for

people with disabilities, and to educate the community about the rights of people with disability.

- National Disability Strategy (2010)
- National Arts and Disability Strategy (2010)
- Disability Inclusion Act 2014 (NSW)

The term 'disability' can also include people who are Deaf or hard of hearing. People from the Deaf community may not always identify as having disability and may identify as part of a cultural and linguistic group with their shared language being Auslan (Australian Sign Language). Members may also include hearing friends, family members, interpreters and community workers.

There is no legal obligation for a person to disclose their disability, unless it is likely to affect their ability to meet the inherent requirements of a job.

Australia was one of the first signatories of the United Nations Convention of the Rights of Persons with Disabilities (UNCRPD); an international legal document acknowledging that every person with disability has the same human rights as those without disability. In particular, article 30 of the Convention refers to the human right of people with disability to access and participate in cultural life, recreation, leisure and sport:

(a) Enjoy access to cultural materials in accessible formats;

(b) Enjoy access to television programmes, films, theatre and other cultural activities, in accessible formats;

(c) Enjoy access to places for cultural performances or services, such as theatres, museums, cinemas, libraries and tourism services, and, as far as possible, enjoy access to monuments and sites of national cultural importance.

4. DEVELOPMENT OF THE SYDNEY FESTIVAL DIAP

Since our first DIAP was written in 2010, there have been many achievements and a number of access initiatives have been both continued and introduced. These include;

Access to Sydney Festival services and programs;

- Partnership with Vision Australia and independent describers to provide audio description for selected performances and tours.
- Partnership with The Captioning Studio and potentially other service providers for live captioning on selected performances and open captions on online video content.
- Partnerships with Auslan interpreter providers to provide Auslan interpretation for selected performances.
- Relaxed performances of selected productions, providing a casual atmosphere for people including (but not limited to) those with autistic spectrum conditions, sensory and communication disorders or learning disability, with associated 'social stories' downloadable from the website.
- Since 2013 the program brochure has been produced and distributed as a braille document, an audio CD and as a Word document in large print format by Vision Australia, and also as MP3 files, an interactive brochure and PDF version, all directly downloadable from the website.

- The website has an 'access' filter and includes a dedicated page with information on all accessibility services; each event page includes relevant accessibility symbols and the website venue pages all include broad accessibility information.
- All Festival marketing collateral carry access symbols for the relevant events and venues, including the program brochure and integrated calendar. A separate large print accessibility leaflet is produced giving full information on all accessibility services and how to book tickets.
- Sydney Festival is happy and able to receive phone calls using the National Relay service.
- The Festival website adheres to W3C Web Content Accessibility Guidelines.
- Sydney Festival is an affiliate of the Companion Card program.
- All Festival controlled outdoor venues have nearby (unreservable) accessible parking spaces and/or designated drop off areas and accessible viewing areas for patrons with disability, with clearly signed accessible toilets and a marshal or volunteer assigned to assist patrons with queries.
- Designated wheelchair spaces in venues for ticketed events are sold at the lowest price in the house for that performance.
- Tickets for users of Audio Description, Auslan or Captioning services will be offered at the lowest price in the house for that performance.
- All Sydney Festival-controlled venues are wheelchair accessible, with dedicated wheelchair spaces, ramps and iTrack matting to venues, food areas and box office/information booths and accessible toilets.

Sydney Festival Staff Training;

- Disability awareness training sessions for cross-departmental, permanent and contract staff members are held annually.
- Interdepartmental access committee who meet regularly as required and to debrief post-festival.

Independent Advice;

- In 2017, an Access and Inclusion Advisory Panel was set up to provide Sydney Festival with independent advice on accessibility matters.

Vision

Sydney Festival aims to be a confident and competent organisation in regard to all disability types, proactive in identifying and removing access barriers for audiences, staff and artists. We strive to be an innovator in the area of disability access and aim to ensure that our practices are inclusive and are undertaken to maximise their positive effects on the planning and delivery of the Festival.

We endeavour to offer an innovative access program that allows both artists and audiences with a diverse range of abilities to engage with the annual program.

5. KEY FOCUS AREAS

This Disability and Inclusion Action Plan builds on the foundation established by previous successive plans. Many access initiatives have become standard practice as a result of those earlier plans, although work still remains to remove barriers to inclusion.

To support our efforts to attract & sustain new audiences, it is crucial that we provide an accessible & inclusive environment. This DIAP focuses on improving access in the following areas:

- Communications
- Human resources
- Venues
- Ticketing services
- Access initiatives in the Festival program
- External stakeholders

These areas cover the breadth of Festival activity in relation to accessibility planning as outlined below:

Communications:

Sydney Festival offers the public clear and easy to obtain information about Festival events and venues in a variety of formats. Further, as part of the development of Sydney Festival's Digital and Content Strategy, avenues will be explored in the online space to provide accessibility for Festival patrons with disability such as closed captions and audio description on videos, the use of Accessible Arts' Accessing Sydney Collectively logo on the website, the use of live recorded content for those who are unable to attend Festival events in person.

Objectives:

To communicate Festival event and venue information, ticketing services and procedures and access information and initiatives effectively to people with disability and ensure positive experiences through high quality and informed customer service.

Human Resources:

The Festival is non-discriminatory in hiring policy and workplace practice. It provides training to staff employed, both directly and as contractors, so that staff can effectively manage accessibility issues.

Objectives:

To ensure Sydney Festival implements and maintains a high standard of internal accessibility policy.

To provide and maintain access to a knowledge base regarding accessibility issues to Festival staff.

Venues:

Sydney Festival controlled and created venues are designed to be as accessible as possible, and the Festival works with the management of hired venues to ensure the same where possible. Preference will be given to venues which meet current accessibility standards. In instances where a venue has accessibility restrictions the Festival in line with community expectations will explore and implement, where possible, alternative accessible options.

Objectives:

To maintain and improve standards of accessibility at Sydney Festival controlled venues to ensure that patrons with disability are not unfairly disadvantaged.

Ticketing Services:

The Festival works to ensure that booking procedures are accessible and that provision is made at venues to cover the needs of patrons with disability.

Objectives:

To ensure that access to Festival ticketing is equitable.

Access initiatives in the Festival program:

Sydney Festival wishes to research and implement best practice to enhance the enjoyment of live performance for patrons who are blind or with vision loss, Deaf or hard of hearing, have sensory / communication disorders or other disability. This includes an understanding of available options as well as technological innovations that can be considered and possibly implemented, with consultation regarding production and performance time selections (taking into consideration any logistics which inhibit the implementation of some initiatives).

Objectives:

To explore avenues to improve accessibility at Festival performances for physical, sensory, intellectual/ psychosocial and other disabilities and increase the number of accessible performances and ways people with disability can participate in Festival events.

External Stakeholders:

Consultation and cooperation with external organisations is carried out to maintain and improve standards.

Objectives:

To consult and develop relationships with external stakeholders with expertise in accessibility issues and consult with visiting artistic companies and other Festivals to utilise their existing knowledge.

Expand awareness and support for the Sydney Festival access program through a targeted marketing approach to key disability and arts organisations, individuals and stakeholders.

6. MONITORING, EVALUATION AND REVIEW

The Sydney Festival Disability Inclusion Action Plan 2019 - 2020 is aligned with the Sydney Festival Strategic Plan 2016-2021.

The objectives and actions listed in this Disability Inclusion Action Plan 2019- 2020 (pages 7-17) are achievable and there are monitoring and evaluation mechanisms in place. By focussing on the evaluation of the previous Festival, departments will ensure that any access issues or barriers will be reviewed and addressed rather than actions merely being completed.

Feedback from patrons and from our Accessibility and Inclusion Advisory Panel will be sought throughout the life of the plan, as the views of people with disability will help determine the success of the plan's initiatives. The Sydney Festival Executive Director

will ensure that the plan's progress towards its goals will reflect the Vision and will be reviewed and updated annually.

Accessibility and Inclusion Advisory Panel

The primary objective of the Sydney Festival Accessibility and Inclusion Advisory Panel is to provide independent and external advice to Sydney Festival on access and inclusion matters and represent the interests of all Sydney Festival patrons with disability. The Panel has been instrumental in the development of this version of the DIAP and will continue to play a critical role in monitoring and providing advice for its implementation.

Measurement of progress:

- Annual increases in the documented number of people with disability attending accessible performances and using access services
- Increased constructive feedback on Festival experiences and the quality of access performances and services
- Annual decreases in the number of disability access related complaints
- Increase in complaint resolutions

ACTIONS

The following actions have been identified as ways in which accessibility to Sydney Festival may be maximised.

- 1. Objective: Communicating access initiatives effectively to people with disability (p10)**
- 2. Objective: Ensuring Sydney Festival maintains a high standard of internal accessibility and that Festival staff are fully trained regarding accessibility issues (p14)**
- 3. Objective: To maintain and improve standards of accessibility at Sydney Festival controlled venues (p15)**
- 4. Objective: To ensure that access to Festival ticketing services is equitable (p17)**
- 5. Objective: To explore avenues to improve accessibility at Festival performances (p19)**
- 6. Objective: To consult and develop relationships with external stakeholders with expertise in accessibility issues (p20)**

ACTIONS		Monitoring	Evaluation	Responsibility	Timeframes
1. Objective: Communicating access initiatives effectively to people with disability					
1.1	The addition to the Sydney Festival website of an area designated specifically to accessibility information	A dedicated accessibility information page was again included on the website in 2019, using the Accessing Sydney Collectively symbol (Accessible Arts' initiative to support improved online access awareness, connectivity and navigation for people with disability, with the campaign's aim being to enable greater access to the arts and cultural life for the City of Sydney).	<p>Continue to prioritise prominence of the link to the dedicated access page in the design brief for the 2020 website (using Accessible Arts' Accessing Sydney Collectively symbol) and again include an 'access' filter to make navigation easier.</p> <p>Continue to name the audio describers and Auslan interpreters on the access page of the website and in collateral (if they have been confirmed prior to the print deadline).</p>	Marketing	2020 website deadline
1.2	Sydney Festival website to meet benchmark standards of accessibility, including, but not limited to, audio versions ensuring compatibility with screen reading software	Ensured web designers compliance with W3C standard	Continue to ensure web designer prioritises accessibility and works to W3C standards. Ensure all images on the website are tagged correctly, and all video content with dialogue is open captioned.	Marketing	2020 Festival Season Launch

1.3	Marketing collateral (brochure, maps, mini-guides) to be created in alternate formats to assist people who are blind or have low vision or people who are Deaf or hard of hearing including, but not limited to, an interactive brochure, audio CD and MP3 files, braille and large print Word versions of the brochure, Auslan videos on the website	<p>Interactive version of the brochure, PDF, Word document in large print format and MP3 files were all available directly from the SF website. An audio CD was available via Vision Australia and a braille version was available and sent to a mailing list. We also offered pre-show notes upon request of any 2019 production as a large print Word document.</p> <p>A separate large print accessibility leaflet was produced (also available online), and videos in Auslan for each of the Auslan interpreted performances were produced and placed on the SF Youtube channel and on the event pages of the website.</p>	<p>Continue to provide the brochure in alternate formats. Continue to offer a Word document synopsis of any production in the program.</p> <p>Continue to produce an accessibility leaflet, including an accessibility calendar.</p> <p>Produce Auslan videos for shows that are Auslan interpreted and captioned and place on website and Youtube, and utilise as a marketing tool on social media.</p> <p>Consider including audio description on any relevant videos on the website for people who are vision impaired.</p> <p>Continue to produce Social Stories for shows which have relaxed performances.</p>	Marketing	2020 brochure deadline
1.4	Maintenance and display of accessibility symbols in Festival collateral and website	Accessibility symbols were included on major Festival collateral and on the website. Accessibility symbols were included in the calendar inside the brochure	<p>Continue to include symbols on all collateral and ensure they are included on all event pages on website.</p> <p>Continue to utilise the UN accessible symbol for shows which are fully accessible for anyone, plus the</p>	Marketing	2020 brochure /website deadlines

			100%/75%/50% visual symbols. Continue to include accessibility symbols on the relevant performances in the brochure calendar		
1.5	Assist sponsors and other content providers with creating/distributing accessible content and material		Continue to encourage Sydney Festival partners to look into captioning any SF audio material on their websites	Accessibility Coordinator / Marketing / Development	Pre- 2020 Festival program launch
1.6	Establish ongoing relationships with peak disability organisations and individuals with popular social media accounts, to facilitate the marketing of Sydney Festival accessibility information via their publications and networks, including alternative format media	An access briefing was held with NSW disability groups and organisations invited. Both an accessibility press release and an accessibility leaflet were also produced and sent to a comprehensive list of disability organisations.	<ul style="list-style-type: none"> - Access briefing to be considered for SF2019. Continue ongoing relationships and establish new ones with relevant organisations and individuals. - Schedule access related EDMs, social media updates and integrate into overall marketing plan and timeline. - Follow up on collateral sent to database to ascertain effective marketing - Share links and blogs by disability orgs & individuals with our general SF followers - Find ways to encourage general media rather than specific media interest in SF access services - Include access services in the AD's launch speech 	Marketing / Accessibility Coordinator	Ongoing
1.7	Up to date accessibility information regarding venues, both hired and Sydney Festival controlled, to be entered into the Sydney Festival website, with a specific focus on large scale event venues	Accessibility information for venues was included on the website from launch date	Include comprehensive access information for each venue on the website including accessible viewing	Marketing / Accessibility Coordinator	2020 website deadlines

			areas and accessible parking at outdoor events. Consider including walk-through videos and images of venues from a wheelchair perspective.		
1.8	Up to date accessibility information regarding venues, both hired and Sydney Festival controlled, to be included in the Sydney Festival brochure and other printed materials	Successful use of the wheelchair symbol on all events	Access information again also to be included on all media releases for Sydney Festival controlled venues.	Marketing and Ticketing	By 2020 brochure & collateral deadlines
1.9	Provide a formal way for people with disability who have attended a Sydney Festival event to give feedback	The access page on the website and in the brochure invited feedback via an email address and telephone number. Informal feedback from service users was gained post each access performance	Invite feedback via the access email address and telephone number.	Marketing	2020 brochure and website deadlines
1.10	Include questions on disability in our audience surveys to ascertain the community's reaction to our initiatives, give us suggestions about areas for further improvement and help to create awareness generally.	No specific access audience survey was conducted. All patrons who booked a ticket for an audio described performance to be contacted for feedback	If possible, questions on SF accessibility to be included on any general research surveys during the 2020 Festival	Marketing	January 2020
1.11	Ticketing and booking information provided in multiple formats to allow for different accessibility needs	Brochure is available in a variety of formats, which includes ticket booking information. There is a dedicated access ticketing email address. Publicised that we accept NRS phone calls. In 2016 a booking code was introduced to book seats for Auslan and captioning users (online only)	Continue to provide the ticketing information in different formats and continue to have a dedicated accessible ticketing email address. Continue to support the Companion Card program. Continue the online booking code for Auslan and captioning	Marketing and Ticketing	2020 brochure deadline and website deadline / season launch date

ACTIONS		Monitoring	Evaluation	Responsibility	Timeframes
2. Objective: Ensuring Sydney Festival maintains a high standard of internal accessibility and that Festival staff are fully trained regarding accessibility issues					
2.1	Disability Awareness Training for all permanent and contract staff	<p>Accessible Arts' Disability Awareness training is undertaken by permanent and contract staff members across departments to encourage a collective approach to access issues within SF.</p> <p>In 2015 an internal access committee was established to ensure whole of Festival involvement in access issues.</p> <p>Video footage of various patrons' Festival experience at the Festival Village in Hyde Park is shown at staff training sessions.</p>	<p>Continue with annual training sessions for SF staff (to capture any new permanent members of staff and seasonal contract staff).</p> <p>Use the access training video in training sessions for staff/marshals/volunteers for all future Festivals.</p> <p>Ensure specific onsite training for accessibility is conducted at any SF-run venues</p>	Accessibility Coordinator	October 2019
2.2	All event staff, including, but not limited to, volunteers, marshals, security, to receive thorough briefings on access issues relevant to the event	Volunteers are briefed on access issues relevant to the event. Marshals and security are currently briefed by event coordinators on accessibility in relation to their venue / project	Continue to include access in volunteer briefings. ECs to double check the accessibility plan for their event sites	Production and Marketing	December 2019 and January 2020
2.3	Sydney Festival proactively communicates that it is an equal opportunity employer by stating that in job ads, and where the services of a recruitment agency is appropriate, it includes the utilisation of agencies that provide recruitment services for people with disability.	Clearly stated in the Sydney Festival Work Health and Safety policy (which forms part of staff contracts), staff contractor handbooks and safety manual	All job ads to include a statement to indicate that Sydney Festival is an EEO employer	Financial Controller	Ongoing

2.4	Maintain accessibility standards for all staff, both within the office and on external sites	Sydney Festival has a trained Workplace Health and Safety committee of permanent staff members who ensure accessibility standards are adhered to	Continue to consider accessibility standards in the design of any new office accommodation / external SF sites	WHS committee members / Production	WH&S committee meetings
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ACTIONS		Monitoring	Evaluation	Responsibility	Timeframes
3. Objective: To maintain and improve standards of accessibility at Sydney Festival controlled venues					
3.1	Prominent and helpful signage providing direction to accessible toilets and services at Sydney Festival controlled events	Signage is provided for the accessible viewing area and accessible toilets, and a marshal is assigned to the accessible viewing area to provide assistance and information	Continue to improve signage and provide marshals at the accessible viewing areas of SF controlled events. Consider including photos and walk-through videos of SF controlled events on the website.	Marketing and Production	2020 Festival signage deadline (early October 2019)
3.2	Designated accessible viewing areas to be designed into the layouts of Festival controlled venues at large scale outdoor events	All Sydney Festival controlled outdoor events again had accessible viewing areas	- Continue to provide accessible viewing areas at all Sydney Festival controlled large scale outdoor events - Conduct pre-opening walk-through site visits with access consultants (including members of the Access and Inclusion Advisory Panel/people with a range of disabilities).	Production	2020 development application deadlines
3.3	Provision of accessible places to order and consume food/beverages	Food and beverage areas at the Festival Village in 2019 were accessible, however counter tops were very high and inaccessible to anyone short statured or who used a wheelchair. Staff roamed the food areas to give assistance to anyone who required it.	Prioritise accessibility at food/beverage areas where they are designed by the Festival	Production	2020 catering plan deadlines
3.4	Assess and maintain accessibility of information booths and temporary box offices run/built by Sydney Festival	In 2019 the temporary information booth and box office was accessible	Ensure accessibility to any temporary box offices/ info booths. Ensure low counters and design them to be able to accommodate wheelchairs / pushchairs and incorporate ramps, if required.	Production	2020 development application deadlines

3.5	Provide a number of bookable accessible parking spaces for Festival events the Parramatta Park concerts and clearly communicate the existence of such areas, booking information and set-down arrangements	A drop off and pick up area and accessible parking for Mobility Parking Scheme Permit Holders at Parramatta Park are publicised in the brochure and on the website. A security guard and volunteer are assigned to the accessible parking area	Continue to ensure the accessible parking spaces and drop-off and pick-up arrangement information is clear in all marketing materials regarding the Parramatta Park concerts	Production and Marketing	Marketing; 2020 brochure & collateral deadlines. Production; Dec / Jan Parramatta Park planning
3.6	Production team to address physical accessibility during the design and running of Sydney Festival controlled venues	Accessibility is a key focus of the design of Sydney Festival controlled venues	<p>Continue to make accessibility a priority during the design of Sydney Festival controlled venues.</p> <p>Continue to improve access to Spiegeltents and improve sightlines with clear designated wheelchair positions and rails in front of those positions.</p> <p>Improve Spiegeltent Front of House staff awareness training with specific training for that venue.</p>	Production	Venue confirmation deadlines

ACTIONS		Monitoring	Evaluation	Responsibility	Timeframes
4. Objective: To ensure that access to Festival ticketing services is equitable					
4.1	Provide information about ticketing for people with disability in all event specific collateral	Contact details for wheelchair ticket bookings and for other access initiatives were included on the website and all other collateral	Continue with ensuring ticket booking information is included in main brochure and on website	Marketing and Ticketing	2020 brochure and website deadlines
4.2	For patrons wishing to book multiple events with access services, ensure best customer service by ensuring all ticketing team members are trained to assist	All ticketing team members undertook Disability Awareness Training, and one member of the team was dedicated to accessibility ticket bookings, although any member of the ticketing team was able to assist	Ensure that the whole ticketing team undergoes Disability Awareness training. All team members to be able to assist patrons with access ticket bookings	Accessibility Coordinator / Ticketing and Customer Services Manager	Training to be organised for early October 2019
4.3	All booking options made readily available for people with disability	Dedicated email address and telephone number was promoted in all collateral and website, along with statement that we accept NRS phone calls	Continue to provide email address / telephone options and provide the contact information to people who attempt to book accessibility tickets online. Ensure weekend access ticket booking information is included on the ticketing department voicemail message, and also stated on the access pages of the website and brochure.	Ticketing and Customer Services Manager	2020 brochure and website deadlines
4.4	Sydney Festival call centre staff trained to provide appropriate information and contacts to facilitate bookings for people with disability through the Festival booking office	Call centre staff were briefed on the procedure for 2019	All ticketing staff to be comprehensively briefed on access services, and given a copy of the accessibility services information notes	Ticketing and Customer Services Manager	2020 Call centre staff briefing session (1 week prior to on-sale)
4.5	Accessibility information is provided to sellers and patrons at all points of sale, including Sydney Festival call centre, other agency call centres, box offices and online ticketing portals	Accessibility information was provided to all sellers and patrons at all points of sale	Ensure accessibility information is again provided at all points of sale in 2020	Ticketing and Customer Services Manager	Included in briefing notes 1 week prior to on-sale

4.6	<p>Wheelchair seating spaces held on the ticketing system for Festival controlled venues and sold at the lowest price in the house for that performance.</p> <p>Seats also held on the ticketing system for users of Audio Description, Auslan or Captioning services and sold at the lowest price in the house for that performance</p>	<p>Wheelchair seating spaces were held on the ticketing system and sold at the lowest price for that performance – stated in the brochure and online.</p> <p>Seats were held for audio description, Auslan and captioned performance service users until mid-December.</p>	<p>Continue the policy of holding wheelchair seating spaces at Festival controlled venues until the show starts and priority given to patrons who use wheelchairs.</p> <p>Continue the policy of holding seats for audio description, Auslan and captioning service users until mid-December. Past this date all effort will be made to accommodate requests.</p>	Ticketing and Customer Services Manager	Include in the 2020 event builds
4.7	Providing a complimentary ticket to companions of people with disability at every Festival event under the Companion Card program	Promoted in the brochure and on website	Continue to support the Companion Card program	Ticketing and Customer Services Manager	Ongoing
4.8	Maintain equitable ticket pricing for people with disability	<p>Designated wheelchair spaces are sold at the lowest price in the house for that performance, and holders of a Companion Card are issued tickets at no cost for their companion.</p> <p>Concession card holders are able to obtain a concession price on ticketed events if applicable (subject to availability)</p>	Continue with the concession programs and include the concession ticket information on the website access page and relevant collateral. Offer lowest price in the house for specific access performances	Programming, Marketing & Ticketing and Customer Services Manager	By the 2020 website and brochure deadlines and include in the event builds
4.9	Recognise patrons with disability on Sydney Festival CRM system	Those who booked tickets for an accessible performance in 2019 were 'flagged' on the CRM system for the ticketing staff to better recognise patrons with disability and respond appropriately to their requirements	Continue to 'flag' patrons on the SF database who book tickets for an accessible performance	Ticketing and Customer Services Manager	Ongoing

ACTIONS		Monitoring	Evaluation	Responsibility	Timeframes
5. Objective: To explore avenues to improve accessibility at Festival performances					
5.1	Liaise closely with hired venues to maximise accessibility at Sydney Festival events	Accessibility questions are asked of every hired venue and if necessary, SF investigates alternative ways to ensure productions could be made accessible to patrons who use a wheelchair	Continue relationships with hired venues and evaluate accessibility	Production and Programming	As productions and venues are being confirmed for Sydney Festival 2020
5.2	All Sydney Festival venues audited to ascertain available facilities to assist patrons with a sensory disability or who have a mobility impairment	Annual access review of Sydney Festival venues which includes hearing loops, lifts, accessible toilets, etc.	Review all 2020 venues for accessibility and to make this information available again on the website	Accessibility Coordinator / Marketing	By 2020 website deadline / season launch date
5.3	Programming department to include in artist discussions questions regarding whether the artist is amenable to various accessibility services, including but not limited to surtitling/captioning of performances, Auslan interpreting, audio description and touch tours, relaxed performances	Discussions are held with individual companies	Include accessibility service possibilities in discussions with companies/artists. If a barrier to access is identified, SF and the company will work together to ensure the barrier is removed	Programming	As productions and venues are being confirmed for Sydney Festival 2020
5.4	Early assessment of the annual program to identify potential barriers to access for people with disability, and implementation of appropriate and feasible options to assist those patrons through the use of ramps, lifts, surtitles, captioning, Auslan, audio description, touch tours, etc.	Early assessment of the program enables the SF team to effectively determine which productions require consideration to be wheelchair accessible or could be suitable for utilising accessibility services	Continue to assess the program to determine barriers to access and ways to overcome them	Access Coordinator / Programming and Production	As productions and venues are being confirmed for Sydney Festival 2020, prior to the brochure deadline

5.5	Research into new technologies and services for delivery to improve accessibility to the program and the cost implications of employing these technologies	Various technologies for Auslan interpreting, Audio Description and captioning investigated	Production team and Accessibility Coordinator to continue to research new technologies and ways of incorporating these into the annual program	Accessibility Coordinator / Production	Ongoing
5.6	Identification of funding sources required to implement new accessible services	Separate budget identified for accessibility services in 2019	Philanthropy and Development teams to continue to source funding opportunities from corporate / Government / private sources. Continue with budget for accessibility services for the 2020 Festival and beyond	Accessibility Coordinator / Development and Philanthropy	Ongoing
5.7	Alignment with the Digital Content Strategy to develop new means by which programmed events can be distributed to the public who cannot attend events in person	ABC Classic FM recorded a show for radio broadcast	Continue to explore how programmed events can be made digitally accessible, continue to encourage partners to broadcast performances	Accessibility Coordinator / Marketing	Ongoing – throughout planning stages for 2020 Festival

	ACTIONS	Monitoring	Evaluation	Responsibility	Timeframes
6. Objective: To consult and develop relationships with external stakeholders with expertise in accessibility issues					
6.1	Develop relationship with Accessible Arts	Accessible Arts has been extensively consulted - obtaining their advice, training, assistance with DIAP planning, attending AA organised forums and conferences and being a member of their Accessing the Arts Group (ATAG) for arts and cultural institutions	Continue to maintain relationship and work together with AA	Accessibility Coordinator / Marketing	Ongoing
6.2	Consult with and obtain advice from relevant disability sector representatives and audiences/patrons with disability regarding how to determine production and performance time selection for providing accessibility services and best ways to communicate	Ongoing consultation with the SF Access and Inclusion Advisory Panel plus the disability sector	Continue to develop relationships and consult with patrons with disability, further consult with relevant disability sector representatives, continue to engage and consult regularly with the Sydney Festival Accessibility and Inclusion Advisory Panel	Accessibility Coordinator	Ongoing
6.3	Maintain contact with Roads and Maritime Services and provide links to their information service regarding accessible public transport options to Sydney Festival venues	Transport Infoline details service are included on all venue pages	Production team to maintain relationship with Roads and Maritime, include their contact information on Parramatta Park concert pages in the brochure, and continue to include links on all venues pages on website	Production / Marketing	Ongoing, and by 2020 brochure and website deadlines