

UQ Art Museum Disability Action Plan 2023-24 Frequently Asked Questions

What training have staff received?

Our staff have access to a variety of online and in-person training.

Our Visitor Engagement Team have completed or are undertaking extensive diversity and awareness training that includes:

- UQ Disability Inclusion Course
- Aboriginal and Torres Strait Islander Cultural Training
- Cultural Diversity Awareness
- LGBTQIA+ Inclusion
- UQ Ally training
- Gender Equity
- Unconscious Bias
- Dementia Friend
- Empathy
- Sensory sensitivity and sensory overload

Our 2023-2024 DAP includes a commitment that all UQ Art Museum staff (including paid interns) will complete UQ Disability Inclusion Course

We are also investigating disability awareness and inclusion training specific to the arts so that we are embedding a culture of inclusion in all areas of our museum practice.

Is a Disability Action Plan only for people who identify as having a disability?

Disability is intersectional and impacts people from all types of communities. Accessibility benefits everyone, whether they are a person with a disability or able-bodied. Accessibility is not about solutions for one community of people but benefits and enhances the quality of life for all. We hope that our 2023-2024 DAP will help create awareness about accessibility and inclusion within the museum and gallery sector and for any person who is not very aware of disability rights and justice issues.

Why aren't you doing more?

The UQ Art Museum 2023-2024 DAP is our first Action Plan. As such, some measures are focused on benchmark setting rather than targets, so that future plans will have clearly quantifiable and measurable targets. Our commitment to change is an ongoing and continuous process that evolves and develops, as we expect our 2023-2024 DAP to do.

How do we know that UQ Art Museum is genuinely committed to the Plan?

We acknowledge we have still a lot of work to do, but we've already started making progress; our 2023-2024 DAP lists the key accessibility initiatives we put in place in 2021/2022.

We will hold ourselves accountable to the 2023-2024 UQ Art Museum DAP by monitoring and reporting our progress to our stakeholders. Reports will be made publicly on our website.

Our DAP was co-developed by UQ Art Museum staff who identify as having a disability. We consulted with the UQ Diversity Inclusion team regularly to ensure that we were not only developing a DAP that reflected UQ's principles but was also achievable. We consulted with external disability consultants and assessors to ensure that we were that our goals were not simply reactive to legal requirements but were aimed towards surpassing compliance.

We plan to register our 2023-2024 DAP with the Australian Human Rights Commission.

How are you making your events, exhibitions, and programs more accessible?

Our 2023-2024 DAP outlines several objectives and actions that aim to make UQ Art Museum programming and events more accessible.

These include:

- including audio Descriptions for selected works
- including captions and transcripts in film recordings of talks hosted by UQ Art Museum
- making artwork labels available in text and audio format
- introducing sensory kits
- creating a social story
- creating exhibition-specific sensory maps, and
- increasing number of artworks in the online Collection catalogue which include an image of the artwork and alt text or audio descriptions.

How will you represent artists with disabilities?

We will take the lead of d/Deaf and artists with disability on how / if they want to disclose and identify their disability in exhibition and marketing materials.

Why do you mention d/Deaf community and disabled communities without mentioning other specific disabilities (e.g. blind, neurodiverse)?

The Australian Network on Disability states that a disability is any condition that restricts a person's mental, sensory or mobility functions. It may be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible. Disability can include physical, intellectual, mental health, sensory, neurological, learning, physical disfigurement,

and immunological disabilities. As an identity category, disability describes the mind, body and membership within a community.

Some d/Deaf people may not identify as having a disability as they identify as being part of a cultural and linguistic group. This is why there is a separation in discussing disability, not to leave out other disability types, but to recognise that our accessibility and inclusion efforts are for people with disabilities and people who may not identify as having a disability.

What consultation processes did you undertake when developing the 2023 – 2024 UQ Art Museum Disability Action Plan?

Our 2023 – 2024 DAP was developed by and in consultation with staff who identify as having a disability, the UQ Diversity Inclusion team, UQ Age Friendly University Initiative, and external assessors Dementia Australia and Access and Universal Design consultant Dr Janice Rieger.

I have accessibility needs. Who should I contact to ensure my accessibility needs will be met at UQ Art Museum?

You can find [accessibility information](#) on our website.

Alternatively, please call (07) 3365 3046 or email artmuseum@uq.edu.au (Tuesday – Saturday) if you would like to discuss your accessibility requirements with our staff.

I would like to make a complaint about my experience at UQ Art Museum. Who do I contact?

Your feedback is vital in helping us improve accessibility at UQ Art Museum and we thank you for letting us know when we can do better. We have several options for providing feedback:

- You can use our [online feedback form](#).
- You can call or text us on 0457 276 954 from 9am - 5pm Monday – Friday.
- You can request a paper form at the UQ Art Museum welcome desk.

I am experiencing difficulties accessing UQ Art Museum's website and social media channels. Who do I contact?

We have several options for providing feedback:

- You can use our [online feedback form](#).
- You can call or text us on 0457 276 954 from 9am - 5pm Monday – Friday.
- You can request a paper form at the UQ Art Museum welcome desk.

How can I provide feedback on the UQ Art Museum Disability Action Plan 2023-2024?

We welcome feedback and suggestions on ways to improve our accessibility and our DAP and thank you for taking the time to help us improve.

We have several options for providing feedback:

- You can use our [online feedback form](#).
- You can call or text us on 0457 276 954 from 9am - 5pm Monday – Friday.
- You can request a paper form at the UQ Art Museum welcome desk.

I have some suggestions that will help increase accessibility at UQ Art Museum. How do I share my ideas?

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How can I see what UQ Art Museum has actioned from the UQ Art Museum Disability Action Plan 2023-2024?

We'll share our progress on our social media channels, including any initiatives connected to our DAP. We'll also publish a Progress Report on our website at the end of the current Plan.

The Acting Director message mentions “working and (un)learning alongside the team”. What does (un)learning mean?

The term 'unlearning' takes many forms: the refutation of 'old' or unwanted ideas, the development of new knowledge, altered rituals, different ways of being together or new vantage points. Our Acting Director uses this term to acknowledge that we will need to will challenge ableist practices and systemic ableism in order to embed inclusive practices.

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