MCET Accessibility Action Plan
(2014-15 to 2016-17)

MELBOURNE
CONVENTION
EXHIBITION
CENTRE

MCET ACCESSIBILITY ACTION PLAN (2014-15 TO 2016-17)

CONTENTS

(i) Review current recruitment and selection policies to identify and remedy access barriers for persons with a disability

(ii) Produce a reasonable adjustment policy to ensure that people with a disability are given appropriate support and modifications to work at the MCEC

(iii) Provide job advertisements, specifications and all relevant material in Word format and other alternative formats upon request

(c) Promoting inclusion and participation in the community of persons with a disability

(i) All public events hosted by the Trust are accessible and inclusive

(ii) Include in the MCEC Operations Manual and Exhibitors Services Kit details of access features and services in the MCEC

(iii) Promote to event organisers acceptance of the Companion Card at events held at the MCEC

(d) Achieving tangible changes in attitudes and practises which discriminate against persons with a disability

(i) Provide disability awareness training to staff, initially prioritising: all managers; all Human Resources staff; all Contact Officers; staff with direct contact with the public

(ii) Revise the Trust's Employee Handbook to include disability awareness information

(iii) Publish disability awareness information on the MCEC Intranet

(iv) Conduct surveys (benchmark and comparative) to gauge staff attitudes to disability

(v) Ensure that attitudes towards persons with disabilities reflect MCET Core Values (unity)

(e) Communication, Evaluation and Review of Action Plan

(i) Publish the AAP (including progress updates) on the MCEC website and Intranet

(ii) Report in the Trust's Annual Report progress against the AAP

1. MELBOURNE CONVENTION AND EXHIBITION TRUST

1.1 MESSAGE FROM THE CHIEF EXECUTIVE

The Melbourne Convention and Exhibition Trust (the Trust) appreciates the importance of having an AAP in place to promote and support positive outcomes for people with a disability. The Trust works proactively to ensure that the MCEC provides an environment for visitors, contractors and staff that is inclusive and addresses the needs of all users of our venue.

The Trust's Accessibility Action Plan has been prepared in compliance with Section 38 of the Disability Act 2006 and addresses the four outcome areas contained within the Act.

Peter King
Chief Executive

1.2 OVERVIEW OF CORE BUSINESS AND FUNCTIONS

The MCEC is owned by the Victorian State Government and managed by the Melbourne Convention and Exhibition Trust (the Trust).

Our Vision
To be the world's best events destination, leading the way in service, food and technology.

Our Mission
To connect people through memorable experiences.

Our Strategic Pillars
- *Our People and Culture*: *to be the employer of choice.*
- *Our Customer*: *to be the customer's venue of choice in the region.*
- *Our Corporate and Financial Health:* *to be financially sustainable and maintain prudent corporate decisions.*
- *Our Community:* *to grow our community impact*

In order to meet its objectives, the Trust works closely with several key business partners including the Melbourne Convention Bureau, Tourism Victoria and the Department of Economic Development, Jobs, Transport and Resources (DEDJTR) to attract to the MCEC important business events that will enhance the growth and prosperity of Victoria.

2.   ABOUT DISABILITY[1]

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

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

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

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

A full legal definition of disability can be found in Section 4 of the Disability Discrimination Act 1992.

3.   ACCESSIBILITY POLICY

The Melbourne Convention and Exhibition Trust (the Trust) recognises the importance of ensuring that the MCEC is an accessible venue for people with a disability.   The Trust also works to ensure that its business practises do not exclude people with a disability from accessing its services, employment opportunities or venues.

In addition, the Trust encourages all internal employees and external customers to consider the needs of people with a disability whilst on site or working for the Trust. Information outlining the access features and various disability services offered within the MCEC is available on the MCEC website and in selected publications.

The Trust recognises its responsibilities under the Victorian Disability Act 2006 and aims to incorporate practicable compliance into all aspects of related business activities.

The objectives of the Accessibility Policy are outlined in the Trust's Accessibility Action Plan which addresses the four outcome areas stipulated by the Act:

---

[1] Source: Office for Disability website (www.officefordisability.vic.gov.au) – website referenced 31st August 2009

a) Reducing barriers to persons with a disability accessing goods, services and facilities
b) Reducing barriers to persons with a disability obtaining and maintaining employment
c) Promoting inclusion and participation in the community of persons with a disability
d) Achieving tangible changes in attitudes and practises which discriminate against persons with a disability

The Trust's Accessibility Policy and Accessibility Action Plan are reviewed on a regular basis and as required by changes to processes or governing requirements. Copies of the Policy and Plan are available on the MCEC website www.mcec.com.au and the MCEC intranet.

Further information may be obtained by emailing accessibility@mcec.com.au

4.   CONSULTATION

Consultation across the MCEC divisions and government bodies provides a valuable contribution to the ongoing development of the Accessibility Action Plan.

The Trust reports key outcomes of the Accessibility Action Plan in the MCET Annual Report.

5. KEY OUTCOME AREAS a) *Reducing barriers to persons with a disability accessing goods, services and facilities.*			
WHAT?	**HOW?**	**WHEN?**	**WHO?**
• Ensure the MCEC website and intranet are accessible to at least AA (or equivalent) standards.	1. Ensure ongoing compliance to Guidelines.	1. Annual	1. Dir Sales and Mktg
• A summary of the physical access features of the MCEC to be published on the website, intranet and in selected publications.	1. Develop and publish on website summarised accessibility services information. 2. Develop summarised accessibility information printed sheet-brochure. 3. Consider an App for Accessibility Features (if not a part of the Current MCEC App). 4. Inclusion of accessibility symbols on all collateral. 5. Include a statement on the venue page in the sales brochure about visiting the website for further accessibility information. 6. Create audio of facilities/services to be made available on website.	1. Feb 14 & Annual 2. Dec 15 3. Dec 15 4. Dec 14 & Annual 5. Dec 15 6. Dec 17	1. Dir Sales and Mktg 2. Dir Sales and Mktg 3. Dir Sales and Mktg 4. Dir Sales and Mktg 5. Dir Sales and Mktg 6. Dir Sales and Mktg
• Produce all new (and selected/important existing) electronic information to be available in Word format.	1. Ensure future documentation (with public access) is available in Word format. (Read Only format) 2. Note on all publications, the availability of Word format.	1. Annual 2. Jun15	1. Executive Team 2. Executive Team

5. KEY OUTCOME AREAS
a) *Reducing barriers to persons with a disability accessing goods, services and facilities.*

WHAT?	HOW?	WHEN?	WHO?
• Ensure new (and selected/important existing) programs and services address access barriers for people with a disability.	1. Ensure new programs/services/intranet are accessible for people with a disability.	1. May 15	1. Executive Team
• Conduct access audits on the Trust's venues to identify access barriers and develop a schedule of modifications.	1. Handrails, tactile surface indicators and stair nosing to be installed at the MEC Clarendon Street entrance and along external MEC Concourse. 2. Handrails to be installed in the Plenary balcony seating. 3. A new digital hearing assisted system to be installed encompassing all areas of the MCEC. 4. Way finding signage for vertical lift location to be installed into MCC Main Foyer. 5. Review and modify signage Mother Room. 6. Include accessibility considerations in future planning and approval of building programs.	1. May 15 2. Jul 15 3. April 15 4. Jan 15 5. Jun15 6. Annual	1. Chief Operating Officer 2. Chief Operating Officer 3. Chief Operating Officer 4. Chief Operating Officer 5. Chief Operating Officer 6. Chief Operating Officer
• Ensure new building programs address accessibility for persons with a disability.	1. Provision of portable accessibility ramps. 2. Installation of Mobility Units Recharge Stations.	1. July 14 2. Dec 17	1. Chief Operating Officer 2. Chief Operating Officer

5. KEY OUTCOME AREAS			
a) Reducing barriers to persons with a disability accessing goods, services and facilities.			
WHAT?	**HOW?**	**WHEN?**	**WHO?**
• Ensure emergency evacuation procedures address any special needs of people with a disability.	1. Include person in wheelchair in annual emergency evacuation drills & monitor ongoing suitability.	1. Annual	1. Safety Manager

5. KEY OUTCOME AREAS			
b) Reducing barriers to persons with a disability obtaining and maintaining employment.			
WHAT?	**HOW?**	**WHEN?**	**WHO?**
• Implement recruitment and selection policies that remedy access barriers for people with a disability.	1. Conduct review of recruitment and selection policies to identify access barriers. 2. Revise policies to remove access barriers.	1. Annual 2. Annual	1. Dir People & Culture 2. Dir People & Culture
• Produce a reasonable adjustment policy to ensure that people with a disability are given appropriate support and modifications to work at the MCEC.	1. Develop Reasonable Adjustment Policy. 2. Seek CE/Trust approval for and document policy.	1. May 15 2. May 15	1. Dir People & Culture 2. Dir People & Culture
• Provide job advertisements, specifications and all relevant material in Word format, and other alternative formats upon request.	1. Review and revise job template documentation etc. to ensure accessible formats.	1. Annual	1. Dir People & Culture

5. KEY OUTCOME AREAS			
c) Promoting inclusion and participation in the community of persons with a disability.			
WHAT?	**HOW?**	**WHEN?**	**WHO?**
• All public events hosted by the Trust are accessible and inclusive.	1. Revise event planning checklist to include confirmation if accessibility/inclusiveness. 2. Development customer feedback process. 3. Establish a comprehensive list of Victorian disability groups to whom accessibility information for 2014 will be sent.	1. Annual 2. Jan 15 3. Jul 15	1. Chief Operating Officer 2. Chief Operating Officer 3. Dir Sales/Mktg
• Include in Exhibitors Services Kit details of access features and services in the MCEC.	1. Review new manuals/kits to ensure inclusion for persons with disabilities.	1. Apr 15	1. Event Planning Manager
• Promote to event organisers the acceptance of the Companion Card at events held at the MCEC.	1. MCEC is listed on the Companion card website.	1. Annual	1. Dir Sales and Mktg

5. KEY OUTCOME AREAS

d) Achieving tangible changes in attitudes and practices which discriminate against persons with a disability

WHAT?	HOW?	WHEN?	
• Provide disability awareness training, initially prioritising: all managers; all P&C staff; all Contact Officers; staff in direct contact with the public.	1. Deliver disability awareness training. 2. Ensure that AAP is incorporated into the inductions.	1. Annual 2. May 15	1. Dir People & Culture 2. Dir People & Culture
• Revise Employee Handbook to include disability awareness information.	1. Conduct review of Handbook and update as required.	1. Annual	1. Dir People & Culture
• Publish disability awareness information on the MCEC Intranet.	1. Publish new updates on Intranet.	1. Annual	1. Dir Sales and Mktg
• Conduct surveys (benchmark and comparative) to gauge staff attitudes to disability.	1. Conduct survey to all MCEC Staff (F/T & P/T) and casual. 2. Report to EXEC Team and Trust on outputs from surveys.	1. Annual 2. Annual	1. Dir People & Culture 2. Dir People & Culture
• Ensure that attitudes towards persons with disabilities reflect MCET Core Values (unity).	1. Review training needs based on Survey Reponses. 2. Develop training as required. 3. Deliver training with external specialist organisation.	1. Annual 2. Annual 3. Annual	1. Dir People & Culture 2. Dir People & Culture 3. Dir People & Culture

5. KEY OUTCOME AREAS e) *Communication, Evaluation and Review of Action Plan.*			
WHAT?	**HOW?**	**WHEN?**	**WHO?**
• Publish the AAP (including progress updates) on the MCEC website and intranet.	1. Accessibility Action Plan to be approved by Executive Team. 2. Publish progress updates.	1. Annual 2. Annual	1. Dir Admin & Corporate Planning 2. Dir Admin & Corporate Planning
• Report in the Trust's Annual Report progress against the AAP.	1. It is a legislative requirement to report progress against the AAP.	1. Annual	1. Dir Admin & Corporate Planning

Appendix A – Summary of AAP Completed Actions

Completion Register		
a) Reducing barriers to persons with a disability accessing goods, services and facilities.		
What	**How**	**Date Completed**
Ensure the MCEC website and Intranet are accessible to at least AA (or equivalent) standards.	Evaluate accessibility of website and upgrade to W3C Web Content Accessibility Guidelines 2.0.	Feb 14
	Upgrade website (as required) to comply with above Guidelines.	Sep 10
	Evaluate accessibility of website against W3C Web Content Accessibility Guidelines 1.0.	Jun 10
Prepare a summary of the physical access features of the MCEC to be published on the website, Intranet and in selected publications.	Convert information into suitable format and publish via appropriate avenues, eg website.	Jun 11
	Compile summary from Operations Manual, Exhibitors Kit, MCC specifications and other relevant sources.	Apr 10
Produce all new (and selected/important existing) electronic information to be available in Word format.	Conduct a review of existing electronic information to ascertain readability for people with a disability.	Jun 11
	Rate existing documentation based on importance and frequency/likelihood of access by people with a disability.	Jun 10
	Ensure selected existing documentation is made available in Word format.	Jun 10
Ensure new (and selected/important existing) programs and services address access barriers for people with a disability.	Implement National Relay Service.	May 13
	Ensure selected existing programs/services are available for people with a disability.	Sep 10
	Rate existing programs/services based on importance and frequency/likelihood of access by people with a disability.	Jun 10
	Conduct a review of existing programs/services to ascertain accessibility for people with a disability.	May 10
Conduct access audits on the Trust's venues to identify access barriers and develop a schedule of modifications.	Identify access barriers and develop proposed schedule of modifications for approval by Trust.	Sep 10
	Commission and review access audit on MEC.	Jun 10
	Document DDA features of MCC.	Jun 10
Ensure new building programs address	Include accessibility considerations in future planning and approval of	Annual

accessibility for persons with a disability	building programs.	
	Provision of POS fixed and portable seating in the Plenary Hall	Apr 14
Ensure emergency evacuation procedures address any special needs of people with a disability.	Remedy any barriers to safe evacuation of people with a disability.	Jun 10
	Consult with Plenary/Brookfield to determine suitability of evacuation procedures for people with a disability.	May 10

Completion Register		
b) Reducing barriers to persons with a disability obtaining and maintaining employment.		
What	**How**	**Date Completed**
Implement recruitment and selection policies that remedy access barriers for people with a disability	Revise policies to remove access barriers.	July 10
	Conduct review of recruitment and selection policies to identify access barriers.	May 10
Produce a reasonable adjustment policy to ensure that people with a disability are given appropriate support and modifications to work at the MCEC	Research options for reasonable adjustment policy.	May 10
Provide job advertisements, specifications and all relevant material in Word format, and other alternative formats upon request	Review and revise job template documentation etc to ensure accessible formats.	May 10
Implement HR Portal for remote staff access	Review and implement MCEC Staff to ensure accessibility.	Dec 12

Completion Register		
c) Promoting inclusion and participation in the community of persons with a disability.		
What	How	Date Completed
All public events hosted by the Trust are accessible and inclusive.	Revise event planning checklist to include confirmation if accessibility/inclusiveness.	2009
Include in Exhibitors Services Kit details of access features and services in the MCEC	Conduct review manual//Kit to ensure publication of access features and services.	Jan 11
Promote to event organisers the acceptance of the Companion Card at events held at the MCEC.	MCEC is listed on the Companion Card website.	Annual - since 2010

Completion Register		
d) Achieving tangible changes in attitudes and practices which discriminate against persons with a disability		
What	**How**	**Date Completed**
Provide disability awareness training, initially prioritising: all managers; all P&C staff; all Contact Officers; staff in direct contact with the public.	Source provider of disability awareness training.	Dec 09
	Deliver disability awareness training.	Apr 10
	Prioritise recipients; develop training program and timetable.	Mar 10
Revise Employee Handbook to include disability awareness information.	Conduct review of Handbook and update as required.	Nov 10
Publish disability awareness information on the MCEC Intranet	Review current information and publish new information.	Oct 12
	Source and publish relevant information.	May 10
Conduct surveys (benchmark and comparative) to gauge staff attitudes to disability	Determine if surveys to be conducted in-house or outsourced.	Jun 10
	Design Survey.	Feb 11
	Implement surveys – initial survey Permanent F/T & P/T Staff.	Jun 12
Ensure that attitudes towards persons with disabilities reflect MCET Core Values (unity).	Review training needs based on Survey Reponses.	Sep 12
	Develop training as required.	Oct 12
	Deliver training with external specialist organisation.	Annual - since 2012

Completion Register		
e) Communication, Evaluation and Review of Action Plan.		
What	How	Date Completed
Publish the AAP (including progress updates) on the MCEC website and Intranet.	Accessibility Action Plan to be approved by Executive Team.	Sep 09
Report in the Trust's Annual Report progress against the AAP.	Accessibility Action Plan achievements included in the MCET Annual Reports.	Annual - since 2010