Disability Inclusion Action Plan 2024–2026

NATIONAL LIBRARY OF AUSTRALIA

THE NATIONAL LIBRARY OF
AUSTRALIA ACKNOWLEDGES
AUSTRALIA'S FIRST NATIONS
PEOPLES – THE FIRST
AUSTRALIANS – AS THE
TRADITIONAL OWNERS AND
CUSTODIANS OF THIS LAND
AND GIVES RESPECT TO THE
ELDERS – PAST AND PRESENT –
AND THROUGH THEM TO ALL
AUSTRALIAN ABORIGINAL
AND TORRES STRAIT
ISLANDER PEOPLE.

Alternative Formats

The National Library of Australia's Disability
Inclusion Action Plan is available in alternative
formats, including html, PDF and Word (both
available on the National Library website). Hard
copy formats (in both large and standard print)
and other alternative formats are also available
upon request.

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Message from the Director-General

I am pleased to present *The National Library of Australia Disability Inclusion Action Plan (DIAP) 2024-2026*. The goals and actions of this Plan align with our purpose of providing access to the rich Australian heritage of published, written, oral and digital content we collect, preserve and make accessible for all Australians. They also align with a key theme of *Revive: a place for every story, a story for every place,* Australia's National Cultural Policy. *Revive* sets out clear expectations that Australia's arts and cultural institutions, and the industry more generally, should lower barriers to participation, including for creators and audiences living with disability. We are committed to removing or reducing the physical, social and attitudinal barriers preventing people with disability from fully engaging with the National Library of Australia (the National Library) and in Australian society more broadly.

As a public facing cultural institution of national significance, we aim to reflect the broader community we serve. It is fundamental that the National Library be a space where all people feel welcome and able to access the collection, online and onsite. Around 400,000 people visit the National Library each year to access the collection and enjoy our exhibitions and tours. In addition, our digital services — including Trove (our free online research portal) — receive 22 million visits annually from around Australia and the world.

The Plan outlines our goals for the next three years, in relation to disability, access and inclusion and highlights our progress to date in this space. The Plan incorporates the views and experience of onsite users, external users, the National Library's workforce and other stakeholders gathered through a comprehensive consultation process.

We would like to thank all those who have provided advice and feedback throughout our consultation process. Maintaining an open dialogue with the disability community and key stakeholders will be vital as we implement the goals and actions of our Disability Inclusion Action Plan.

Dr Marie-Louise Ayres FAHA
Director-General
July 2024

Statement from the Disability Champion

I am very pleased to present the *National Library of Australia Disability Inclusion Action Plan 2024-2026*.

The Plan outlines the National Library's vision for enhancing disability access and inclusion for our workforce, our onsite users and users of online services.

I look forward to your support to implement the Plan and build a more accessible and inclusive culture and environment. Diversity and inclusion are everyone's responsibility. The Plan helps us all to reflect on how we can help build a more inclusive workplace where people with disability are valued and supported.

Emma Appleton
Chief Operating Officer
Disability Champion
July 2024

Who we are

In accordance with the *National Library Act 1960*, the National Library collects and preserves documentary resources, particularly relating to Australia and the Australian people, so Australians can discover, learn and create new knowledge, now and in the future.

The National Library's vision is to connect all Australians with the national collection, enriching our understanding about who we are and our place in the world.

While the National Library is physically situated in Canberra, our collection and services are accessed by people across the country and the globe through world-leading digital services. For those able to visit the National Library in person, there is access to a collection of more than 10 million items as well as exhibitions, events and tours. However, most engagement with the National Library is through digital channels including Trove.

The National Library is committed to finding new ways of increasing access to the collection and reaching more Australians across dispersed and diverse communities. We have made significant progress in serving underrepresented communities as outlined in our Engagement Strategy 2023-2026 and Roadmap. The National Library is focused on increasing awareness of what we offer, access to the collection, community connection and increasing engagement with all Australians, including people with disability.

The National Library is a Bronze Member of the Australian Disability Network and a member of the Diversity Council of Australia.

The Plan

The Disability Inclusion Action Plan (the Plan) is for all users of National Library services:
- Our workforce
- External users including digital users
- Onsite users and visitors.

The Plan is published on the National Library's website and intranet. It is also published on the Australian Human Rights Commission's Disability Action Register under section 64 of the *Disability Discrimination Act 1992*.

The Plan covers many aspects of the National Library's operations including the main building, offsite storage and other facilities, digital services, and onsite user and visitor experiences. The scope also encompasses the National Library's whole workforce, including ongoing and non-ongoing employees, volunteers, contractors and suppliers.

The National Library's vision is to connect all Australians with the national collection, enriching our understanding about who we are and our place in the world.

Disability in Australia

The 2006 United Nations Convention on the Rights of Persons with Disabilities (CRPD) defines people with disability as those 'who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.'[1] Disability can be permanent or temporary and invisible or visible. The CRPD definition is globally accepted.

Disability is commonly experienced across the Australian community. As of 2018, the Australian Bureau of Statistics reported one in five Australians are people with disability (17.7% of the population or 4.4 million people).[2]

The National Library recognises that not everyone chooses to identify as a person with disability and we understand that identity and disclosure in this context is complex and personal.

Disability in the Australian Public Service

The APS recognises that improving the representation of people with disability is important to building a workforce that better reflects the diversity of the Australian community it serves. The Australian Public Service Commission has set a goal to increase the employment of people with disability across the APS to 7% by 2025.[3]

The Australian Public Service Disability Employment Strategy 2020-2025 focuses on two areas:
- Attract, recruit and retain more people with disability.
- Accessible and inclusive workplace cultures and environments.

Disability in the National Library

The APS Census is an anonymous APS wide voluntary survey. In 2023 the National Library invited contractors to participate in the survey in addition to ongoing and non-ongoing employees. Over the last 5 years, the National Library Census results have indicated between 10-14% of participants identify as having a disability.

In the National Library's HR system, the numbers in our workforce who identify as having disability averaged 6% over the last 5 years.

Given these numbers, although the National Library is meeting or exceeding the APS Disability Employment Strategy target, the need to continually review and focus to improve disability inclusion outcomes for the workforce is recognised.

This Plan will continue to support the two focus areas. We have identified goals and actions to enhance recruitment and retention strategies for employing people with disability and provide an accessible and inclusive workplace.

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1 https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html.

2 https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/2018

3 https://www.apsc.gov.au/working-aps/diversity-and-inclusion/disability

Disability Inclusion Action Plan (The Plan)

Inspiring Australians to explore voices, stories and meanings by connecting communities with the collection is one of the National Library's core missions. The National Library is committed to fostering a culture of inclusivity, engagement and connection and ensuring our physical environments and digital platforms are accessible. We also aim to reflect the diverse community we serve in its workforce, embracing the skills, perspectives and experiences our people bring to the workplace.

The National Library strives to be recognised as an employer of choice. When workplace diversity and inclusion are valued, engagement and wellbeing improve, as do performance and retention of talent.

We will embed the values of access and inclusion in strategies and processes, recognising that there is a need for ongoing review and continuous improvement.

The access recommendations of the Plan will inform development of the National Library's Building and Collection Storage Master Plan (BCSMP). The BCSMP will aim to enhance the life and use of the National Library's heritage listed building for the Australian community.

This Plan will inform and guide improvements to access and inclusion across our activities and initiatives and how we engage with onsite users, external users and our workforce. It is an essential tool in supporting our vision of connecting all Australians.

The National Library is committed to fostering a culture of inclusivity, engagement and connection, and ensuring our physical environments and digital platforms are accessible.

Commitment and Vision

We are committed to continuing to increase disability confidence and competence within the National Library. We are working to create an environment where everyone can engage with us on an equitable basis.

We want to:
- support the Australian community to access the national collection, events and exhibitions – onsite and online
- continue to be an employer of choice for people with disability
- continue to listen, seek feedback and make continuous improvements to the workplace
- embed access and inclusion principles in systems and processes, so that they are business as usual
- establish an internal disability network to drive implementation of the Plan by reporting regularly to the Executive
- embed an inclusive and accessible organisational culture.

Goals

The Plan has four major goals, each with a series of objectives with actions for the National Library to deliver over the life of the plan. These objectives and actions have been developed to remove or reduce barriers to accessing the collection, participation in exhibitions and tours, events, recruitment and employment and other activities. The Plan has a column showing the audience the specific objective supports – the workforce, external and / or onsite users and visitors.

GOAL 1:

ATTITUDES AND BEHAVIOURS

The National Library's mission is to collect, connect and collaborate - with integrity and in the service of all Australians. The National Library empowers communities to tell their own stories with their own voices. The organisational culture, access to the building and services should reflect this and build connections by developing positive attitudes and increasing awareness of people with disability.

1.1

Inclusive organisational culture - Develop a confident, accountable and informed culture around accessibility and disability.

1.2

Safe workplaces and building a culture of trust and openness - Foster internal culture and workforce attitudes to ensure that the workplace is a safe environment for people with disability. Develop and nurture a culture where people with disability feel safe and able to share their access needs and to seek support.

1.3

Building awareness, accountability and workforce engagement - Ensure that the National Library workforce is invested in the success of the Plan, through its development, reporting and continuous improvement. This supports disability awareness and builds a culture of continuous improvement in access and inclusion.

GOAL 2:

ACCESSIBILITY

We are committed to providing access across physical and digital spaces and to ensure that our exhibitions, events and tours are accessible. That the collection strategies provide access to and represent the disability community. We will embed access considerations and requirements in the development of the Building and Collection Storage Master Plan (BSCMP) for all sites.

2.1

Building and technology accessibility - Improve the current level of onsite accessibility of National Library facilities and all technologies.

2.2

Hearing augmentation - Provide hearing augmentation for those who are Hard of Hearing.

2.3

Wayfinding and signage - Consider the whole of journey experience including advice on the website regarding transport and parking as well as onsite and online navigation.

2.4

Public facilities and services - Ensure facilities are suitable for onsite users with disability.

2.5

Exhibitions, events & programs - Ensure exhibitions, events, programs and tours are accessible.

2.6

Website accessibility - Increase and enhance user experience of the website for people with disability.

GOAL 3:

EMPLOYMENT

We are committed to increasing the diversity, inclusivity and accessibility of the workplace to ensure people with disability have equal opportunity to gain and retain employment within an inclusive workplace culture. We maintain an ongoing commitment to learning and development around inclusivity and social awareness of disability.

3.1

Recruitment and selection - Review recruitment and selection processes with an access and inclusion lens.

3.2

Procurement of services and third parties - Ensure accessibility standards are adhered to when undertaking procurement activities.

3.3

Workplace adjustments - Support access requirements for people with disability and ensure accessibility is considered as part of flexible working arrangements in line with National Library policy and legislative requirements.

GOAL 4:

SYSTEMS AND PROCESSES

We embed access and inclusion into systems, processes and technology through a framework of regular feedback, review and assessment.

4.1

Continuous improvement - Use consultation, feedback and complaint mechanisms to continue to make access improvements.

4.2

Trove - Increase accessibility of the collection through digitisation and, where possible, explore machine learning technologies.

4.3

Protocols and risk assessments - Ensure policies and procedures relating to risk and evacuation appropriately consider disability access.

4.4

Embedding access - Use systems to embed access and inclusion across the organisation.

Achievements to date

The National Library has been working to improve accessibility and inclusion consistently over many years. Below are several examples of recent projects highlighting our commitment to these areas.

1. Reading rooms

The National Library is committed to ensuring all onsite users have equitable access to the collection via our reading rooms.

The Main Reading Room has equipment and programs for onsite users with accessibility requirements such as: wheelchair-accessible multi-function devices (for photocopying, scanning and printing); adjustable sit/stand desks; and visual and hearing aids including Optelec Clearview C Video Magnifier (for magnifying images onto a computer screen), Vision Australia low vision keyboards and JAWS screen reading software. Light touch keyboards and trackball mice are also available upon request.

2. BindiMaps

The National Library launched a new indoor navigation system (BindiMaps) optimised to assist onsite users with low vision or blindness with directions to navigate to different areas of the building safely and independently.

BindiMaps is a mobile-phone app that acts as a personal navigation system with an audio guide-track directing users to their indoor destination. 200 Bluetooth beacons have been installed throughout the public areas in the National Library. Onsite users using the BindiMaps app will be able to be directed to their desired location.

3. Recruitment

The National Library has revised many of its recruitment practices to ensure they are inclusive. A number of activities that are part of achieving the Australian Disability Network's '*Disability Confident Recruiter*' status have been implemented. These include amending how jobs are advertised and the type of information sought from applicants.

This support continues across our recruitment process. All vacancies are advertised with *RecruitAbility* option, the Australian Public Service's scheme to attract and develop applicants with disability.

Support is provided to candidates who advance to the assessment stage by ensuring that any workplace adjustments to assist with the recruitment process are provided.

When the successful candidate is onboarded, they can seek workplace adjustments including variable work hours, assistive technology or ergonomic equipment.

Methodology and consultation

To develop this Plan, the National Library engaged an external consultant who identifies as having disability. We sought feedback and engaged with a diverse mix of internal and external stakeholders with disability to seek feedback and ideas.

The consultation for this Plan's development was conducted throughout 2023 and included:
- presentations and discussion with the Executive team
- regular meetings with the Project Team including Plan Project Manager, Sponsor and other key internal stakeholders
- codesign workshop and interpretation workshops with the DIAP Working Group which included ongoing and non-ongoing employees from across the National Library
- various workplace activities including interviews, drop-in sessions and the opportunity to provide written feedback
- an external survey – which received approximately 50 responses
- a discussion session with National Library Volunteers and Friends of the National Library.

All consultation methods were accessible with a range of different formats and options offered for people to provide feedback.

Governance, monitoring and review

The Disability Champion is the Project Sponsor and business owner with responsibility to implement the Plan.

Ongoing monitoring and reporting on the Plan will be conducted by the Disability Network in conjunction with the Disability Champion.

An update on Plan progress will be provided regularly to the Executive. The National Library will use a range of measures and measurement tools to track progress against targets including a maturity model.

Action Plan

GOAL 1: ATTITUDES AND BEHAVIOURS

The National Library's mission is to collect, connect and collaborate - with integrity and in the service of all Australians. The National Library empowers communities to tell their own stories with their own voices. The organisational culture, access to the building and services should reflect this and build connections by developing positive attitudes and increasing awareness of people with disability.

Objective	Action	Action Owner	Branch	Timeframe	Audience
1.1 Inclusive organisational culture **Develop a confident, accountable and informed culture around accessibility and disability.**	**1.1.1** Implement a Disability Inclusion capability uplift program including learning opportunities and tailored learning for specific areas where required (e.g. digital and social, marketing and communications and recruitment). Include learning as part of the Plan on a Page and Personal Development Action Plans.	Human Resources Disability Network	Corporate	ongoing	Workforce
	1.1.2 Scope mechanisms to ensure that third party providers who are front facing (e.g. security contractors, cafe contractors) receive appropriate inclusion training.	Facilities and Security	Property and Sustainability	2025	Workforce Onsite Users
	1.1.3 Organise regular talks, informal drop-in sessions, 'story-telling' and other opportunities for the Disability Network to promote the stories of people living with disability.	Disability Network Human Resources	Corporate	2024	Workforce

GOAL 1: ATTITUDES AND BEHAVIOURS (continued)

The National Library's mission is to collect, connect and collaborate - with integrity and in the service of all Australians. The National Library empowers communities to tell their own stories with their own voices. The organisational culture, access to the building and services should reflect this and build connections by developing positive attitudes and increasing awareness of people with disability.

Objective	Action	Action Owner	Branch	Timeframe	Audience
1.2 Safe workplaces and building a culture of trust and openness **Foster internal culture and workforce attitudes to ensure that the workplace is a safe environment for people with disability. Develop and nurture a culture where people with disability feel safe and able to share their access needs and to seek support.**	**1.2.1** Establish a Disability Network. This group is responsible for driving the implementation of the actions from the Plan, monitoring progress and collecting ongoing feedback. It will also promote disability events and activities.	COO Human Resources	Corporate	2024	Workforce
	1.2.2 Promote accessibility and other supports widely across the organisation: • Clear guidelines on workplace adjustments • Clear accessibility feedback mechanisms • Ensure the National Library's Workforce is aware of support available such as EAP sessions, Australian Disability Network and Diversity Council of Australia membership • Create a new ongoing Disability and Diversity Contact Officer position.	Human Resources	Corporate	2024	Workforce
1.3 Building awareness, accountability and workforce engagement **Ensure that the National Library workforce is invested in the success of the Plan, through its development, reporting and continuous improvement. This supports disability awareness and builds a culture of continuous improvement in access and inclusion.**	**1.3.1** Develop and implement an internal communications plan to build awareness of the Plan.	COO Human Resources	Corporate	2024	Workforce
	1.3.2 Establish an ongoing reporting plan and maturity model to implement the Plan including regular updates to the Executive and the workforce via the Consultative Committee.	COO Human Resources Disability Network	Corporate	2024	Workforce

GOAL 2: ACCESSIBILITY

We are committed to providing access across our physical and digital spaces and to ensure that our exhibitions, events and tours are accessible. That the collection strategies provide access to and represent the disability community. We will embed access considerations and requirements in the development of the Building and Collection Storage Master Plan (BCSMP).

Objective	Action	Action Owner	Branch	Timeframe	Audience
2.1 Building and technology accessibility **Improve the current level of onsite accessibility of National Library facilities and all technologies.**	**2.1.1** Address the key issues identified in the Equal Access Report (Dec 2020) in the Strategic Asset Management Plan, BCSMP and associated projects.	Building Futures Facilities and Security	Property and Sustainability	2025	Workforce Onsite Users
	2.1.2 Review accessibility of all sites and storage facilities.	Facilities and Security	Property and Sustainability	2026	Workforce Onsite Users
	2.1.3 Undertake a review of software and systems accessibility, identify areas for improvement and upgrade to more accessible software and systems where possible, ensuring that all users are aware of available accessible software.	Digital	Digital	2024	Workforce Onsite Users External Users
	2.1.4 Review seating options and rest areas throughout the Library, particularly in the Exhibition spaces, and increase the amount of adjustable seating.options for people with different access requirements.	Reader Services Exhibitions Facilities and Security	Engagement	2024-2025	Onsite Users
	2.1.5 Explore options to improve accessible parking and drop off points and communications around this.	Facilities & Security	Property and Sustainability	2026	Onsite Users
	2.1.6 Scope options to improve accessibility of the Theatre for presenters and onsite users through BSCMP projects.	Facilities and Security Community Engagement Building Futures	Property and Sustainability Engagement	2026	Onsite Users

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GOAL 2: ACCESSIBILITY (continued)

We are committed to providing access across our physical and digital spaces and to ensure that our exhibitions, events and tours are accessible. That the collection strategies provide access to and represent the disability community. We will embed access considerations and requirements in the development of the Building and Collection Storage Master Plan (BCSMP).

Objective	Action	Action Owner	Branch	Timeframe	Audience
2.2 Hearing augmentation **Provide hearing augmentation for those who are Hard of Hearing.**	**2.2.1** Review and extend hearing augmentation systems (hearing loops) throughout the Library including the Ferguson Room, the Theatre and the Conference Room.	Facilities and Security	Property and Sustainability	2026	Workforce Onsite Users
	2.2.2 Conduct an annual review and audit of access services, including hearing loops, to ensure they are working as intended and reaching audiences	Facilities and Security	Property and Sustainability	annually	Workforce Onsite Users
2.3 Wayfinding and signage **Consider the whole of journey experience including advice on the website regarding transport and parking as well as onsite and online navigation.**	**2.3.1** Improve signage and wayfinding, and opportunities for independent visitor navigation, including: • introducing high contrast signage, digital signage and QR codes • reviewing the height of signage • improving signage at the entrance and at lifts describing various floors and location of toilets (incl. accessible toilets) • provide 'wayfinding' and 'whole of journey' information on Library website • develop a 'virtual Tour' of the Library to assist external users plan their visit • improve all accessibility information on the website NB: wayfinding, travel pathways and space signage part of scope for BCSMP projects.	Communications & Marketing Community Engagement Building Futures Facilities and Security	Engagement Property & Sustainability	2024-2026	Workforce Onsite Users

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GOAL 2: ACCESSIBILITY (continued)

We are committed to providing access across our physical and digital spaces and to ensure that our exhibitions, events and tours are accessible. That the collection strategies provide access to and represent the disability community. We will embed access considerations and requirements in the development of the Building and Collection Storage Master Plan (BCSMP).

Objective	Action	Action Owner	Branch	Timeframe	Audience
2.4 Public facilities and services **Ensure facilities are suitable for onsite users with disability.**	**2.4.1** Review and improve the wheelchair borrowing service procedures and access to wheelchairs for users throughout the building.	Community Engagement	Engagement	2025	Onsite Users
	2.4.2 Review and update the policies, procedures and communication around bag restrictions including the policy regarding bags in the reading rooms and the application of the policy.	Facilities and Security Reader Services	Property and Sustainability Engagement	2024	Onsite Users
	2.4.3 Explore the potential to provide specific provisions for service animals (e.g. a water bottle refill station and dog bowl) and signage.	Facilities and Security	Property and Sustainability	2026	Onsite Users
	2.4.4 Deliver an adult change facility through BCSMP projects.	Building Futures	Property and Sustainability	2026	Onsite Users
	2.4.5 Create quiet and sensory spaces for visitors and workforce through BCSMP projects.	Building Futures Human Resources	Property and Sustainability Corporate	2026	Onsite Users Workforce

GOAL 2: ACCESSIBILITY (continued)

We are committed to providing access across our physical and digital spaces and to ensure that our exhibitions, events and tours are accessible. That the collection strategies provide access to and represent the disability community. We will embed access considerations and requirements in the development of the Building and Collection Storage Master Plan (BCSMP).

Objective	Action	Action Owner	Branch	Timeframe	Audience
2.5 Exhibitions, events & programs **Ensure exhibitions, events, programs and tours are accessible.**	**2.5.1** Establish specific programs and services for/by/with people with disability which could include: • quiet and/or relaxed opening hours (for exhibitions) • programs for particular groups (e.g. People with Dementia).	Exhibitions Community Engagement Reader Services	Engagement	2025	Onsite Users
	2.5.2 Review accessibility across all general exhibitions, programs and events including travelling exhibitions and external events. Establish new Accessible Events and Accessible Exhibitions Guidelines for use across the Library.	Exhibitions Community Engagement	Engagement	2026	Onsite Users External Users
	2.5.3 Review and improve accessibility of application process for Library Fellowship programs and provision of the program.	Fellowships	Engagement	2024	Onsite Users
	2.5.4 Review and improve accessibility of tours including scoping the provision of accessible tours (e.g Auslan tours of the building, tours for people with dementia, tactile tours).	Exhibitions	Engagement	2024-2026	Onsite Users
2.6 Website accessibility **Increase and enhance user experience of the website for people with disability.**	**2.6.1** Maintain the accessibility of all the Library's online offerings including the website and online catalogues, maintaining at least WCAG AA compliance.	Communications & Marketing All branches	Engagement	ongoing	Onsite Users External Users
	2.6.2 Review and update the Style Guide to ensure it meets accessiblity requirements including alt text description for images and CamelCase.	Communications & Marketing	Engagement	2026	Onsite Users External Users

GOAL 3: EMPLOYMENT

We are committed to increasing the diversity, inclusivity and accessibility of our workplace, to ensure people with disability have equal opportunity to gain and retain employment within an inclusive workplace culture. We maintain an ongoing commitment to learning and development around inclusivity and social awareness of disability.

Objective	Action	Action Owner	Branch	Timeframe	Audience
3.1 Recruitment and selection **Review recruitment and selection processes with an access and inclusion lens.**	**3.1.1** Review and update information and language in job advertisements, advertising strategies and recruitment and selection guidelines.	Human Resources	Corporate	ongoing	Workforce External Users
	3.1.2 Review and implement recommendations from the Australian Public Service Disability Employment Strategy 2020–25 including scoping the potential to set targets for recruiting and retaining people with disability.	Human Resources	Corporate	2026	Workforce
	3.1.3 Improve career pathways for people with disability within the National Library. Identify programs such as mentorship, secondments, APS programs, training etc which could be considered. This is linked to Employee Value Proposition (EVP) and recruitment attraction activities.	Human Resources	Corporate	2025	Workforce
3.2 Procurement of services and third parties **Ensure accessibility standards are adhered to when undertaking procurement activities.**	**3.2.1** Procurement policies, guidelines and contract agreements to be in accessible format and make reference to accessibility as required. All procurement planning, training and advice must consider accessibility where appropriate.	Procurement	Corporate	2024	Workforce
3.3 Workplace adjustments **Support access requirements for people with disability and ensure accessibility is considered as part of flexible working arrangements in line with National Library policy and legislative requirements.**	**3.3.1** Review and update workplace adjustment and other polices, processes and communications in line with the National Library's Enterprise Agreement.	Human Resources	Corporate	2025	Workforce
	3.3.2 Maintain membership to the Australian Disability Network and the Diversity Council of Australia and utilise all appropriate opportunities on offer.	Human Resources	Corporate	ongoing	Workforce

GOAL 4: SYSTEMS & PROCESSES

We embed access and inclusion into our systems, processes and technology through a framework of regular feedback, review and assessment.

Objective	Action	Action Owner	Branch	Timeframe	Audience
4.1 Continuous improvement **Use consultation, feedback and complaint mechanisms to continue to make access improvements.**	**4.1.1** Embed ongoing feedback mechanisms for onsite and external users that are easy to locate and complete, across a range of accessible formats online and onsite. Conduct a regular survey of external users. Ensure feedback reports are regularly reviewed and integrated as part of Plan monitoring and implementation.	Reader Services Community Engagement Human Resource Disability Network	Engagement Corporate	2024	Workforce Onsite Users External Users
	4.1.2 Continue to engage with people with disability on a regular basis via the Disability Network. Utilise the expertise of our workforce, access consultants, partners and other stakeholders with lived experience as required.	Human Resources	Corporate	ongoing	Workforce
4.2 Trove **Increase accessibility of the collection through digitisation and, where possible, explore machine learning technologies.**	**4.2.1** Conduct an accessibility assessment of Trove and consider accessibility features and formats in future upgrades where possible.	Trove Data Systems	Collaboration	2026	External Users
4.3 Protocols and risk assessments **Ensure policies and procedures relating to risk and evacuation appropriately consider disability access.**	**4.3.1** Review and update emergency evacuation procedures and policies with accessibility in mind. Develop Personal Emergency Evacuation Plans (PEEPs) with people with disability and mobility issues. Develop and implement a Disability Passport.	Facilities and Security Business Continuity Committee Human Resources Disability Network	Property and Sustainability Corporate	2025	Workforce Onsite Users
4.4 Embedding access **Use systems to embed access and inclusion across the organisation.**	**4.4.1** Project management guidelines and templates (budget and project planning) to be in accessible format and make reference to accessibility as required. All project management planning, training and advice must consider accessibility where appropriate.	Project Management Office	Corporate	2024	Workforce

Appendix A - References

The National Library's Plan aligns with international, national and Australian Public Service policies and legislation including:

External

- United Nations Convention on the Rights of Persons with Disabilities (2008)

- Disability Discrimination Act (1992)

- Disability Services and Inclusion Act 2023

- National Arts and Disability Strategy (2009)

- Australia's National Cultural Policy – Revive: a place for every story, a story for every place, 2023

- Australia's Disability Strategy (2021-2031)

- Disability Services Act 1991 (Australian Capital Territory)

- Disability (Access To Premises – Buildings) (2010)

- Various Australian Standards

- Work Health and Safety Act 2011

APS specific

- APS Disability Employment Strategy 2020-2025

- Diversity and Inclusion Report 2022