



Accessibility Report

New Zealand
Police Museum
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Context of the Report

The Brief

This report has been written as part of my placement for the Master of Museum and Heritage Practice program at Victoria University of Wellington. At the beginning of my placement, I was given the following brief:

The New Zealand Police Museum does not have a formal policy to ensure those with disabilities have access to our building, exhibitions, collections, services, and public programmes. This practicum would be attractive to a student who has an interest in this area and would benefit from designing an audit, researching museum policy in this area, collecting data, writing policy, and practice documents for consideration and ratification by NZ Police.

To fulfil the objectives outlined in this brief, I have divided my placement into three stages: audit, report, and develop. During the first stage, audit, I conducted a thorough audit of the museum's two galleries. I have now entered the second stage, report, where I will analyse the data and circulate the resulting information in this report. In the final stage, develop, I will use the information in the report to write an appropriate disability policy and set of standard operating procedures.

Understanding the New Zealand Police Museum

To develop a proper understanding of the New Zealand Police Museum's principles, I will be including the museum's background, purpose, vision, and primary goals in the report for reference.

The New Zealand Police Museum's Vision

To tell truthful, insightful, and nuanced stories of Ngā Pirihiimana o Aotearoa, with honesty and integrity.

The New Zealand Police Museum's Purpose

To capture New Zealand Police history as it is made. To deliver excellence in collection care, research, exhibitions, and education.

The New Zealand Police Museum's Background and Purpose

The New Zealand Police Museum is a small museum located on the campus of the Royal New Zealand Police College in Porirua.

Established in 1908, the collection was originally modelled on Scotland Yard's Black Museum and was only accessible to people affiliated with the Police. It was intended to be a place where objects from important crimes could be collected, used as examples, and to aid training in the latest scientific advancements. In 1981, the Police Museum moved to the Police College in Porirua, and in 1996 it opened to the public.

Today, the museum aims to tell real-life stories about policing in New Zealand. Displays vary frequently and are updated regularly. Interactive and hands-on methods are utilised, enabling visitors to interact with New Zealand Police's past, present, and future. The museum has an education focus that aims to help visitors understand who the New Zealand Police are and why they choose to serve their communities.

The Primary Goals of the New Zealand Police Museum:

- To preserve, interpret, and display a collection of items that relate to the unique history of the New Zealand Police for the benefit of the Police and society.
- To provide educational opportunities for the appreciation and understanding of the history and present-day operations of the New Zealand Police.
- To foster a spirit of communication and cooperation between the New Zealand Police and the New Zealand public through the promotion of Police goals: Safe Homes, Safe Roads, Safe Communities.
- To provide an accessible forum for positive engagement and collaboration between the Museum, our stakeholders, in particular, the New Zealand Police and the New Zealand public.

The Language of Disability

Within disability studies, there are two models used to discuss disabilities: the medical model and the social model.

The medical model focuses on a person's medical condition, rather than the person themselves. This model claims that disabled people defined by their disability and implies that they need to be fixed, cannot make their own decisions, and are incapable of being part of society. In terms of accessibility, the medical model believes that society does not need to change for disabled people, disabled people need to change for society.

The social model, on the other hand, asserts that people are not restricted by their disabilities, rather by the barriers society has put in place. This model was developed by disabled people in the 1970s as a form of positive empowerment and in opposition to the medical model. In terms of accessibility, the social model believes that people with disabilities do not need to change for society, society needs to change how it thinks about disabilities.

Throughout this report, I will be using the social model as I believe that it is the more inclusive of the two models.

It is important to remember that everyone has different preferences for language and terminology. There may be disabled people who prefer that you use different terminology when referring to them. Your language, therefore, should change if requested.

Audit

Description of Museum

The New Zealand Police Museum is a two-storeyed building, built into the side of a hill. The first floor contains the foyer, two galleries, and a public disabled bathroom. Meanwhile, the second floor contains the staff only area and another disabled bathroom. The two floors are connected by an internal staircase.

There are twenty separate exhibition spaces, each dedicated to a different element of New Zealand Police's history or practice. Within these sections, there are eight interactive activities, four interactive cases, and nine video screens (including one projector screen).

Description of Audit

To assess the accessibility of the Police Museum in its current state, I have conducted a two-stage audit of the foyer, two galleries, bathrooms, a staff-only area, and the car park.

During the first stage of the audit, I completed a general overview audit based on the Arts Access Aotearoa accessibility checklist.¹ The purpose of this stage was to look at general accessibility issues and to highlight the areas of focus for the second stage. After completing the initial audit, I created a set of personalised audit sheets for a more thorough inspection of the museum. With these sheets, I looked at each of the exhibition spaces and other parts of the museum individually.

There are several aspects of the museum's design that are to be commended, particularly the accessible car park and website. There are, however, other aspects of the museum that need to be improved. In this report, I will be looking at the foyer and galleries, staff-only areas, bathrooms, and website. But, instead of going through each part of the museum section by section, I will be addressing accessibility themes and making references to the parts of the Police Museum which show the issues most clearly. Copies of my audits can be found at the end of this report as appendices.

Foyer and Galleries

Lack of specialised technology or aids that improve accessibility

At present, there is a significant gap in the museum's accessibility as there are no specialised technologies or aides for disabled people. There are four methods I recommend for the Police Museums to consider including in the future: audio descriptions, large print documents, a hearing augmentation system, and social stories.

¹ "Guidelines and Information Sheets," Arts Access Aotearoa, accessed June 2, 2021, <https://artsaccess.org.nz/Guidelines-and-information-sheets>

Audio descriptions and large print documents are methods of improving the museum experience for people who are blind or have low vision. In an audio description, a member of staff or a pre-recorded person describes different objects that are on display around the museum. This method gives members of the blind and low vision community the same information as a sighted person, allowing them to develop an understanding of the exhibition. On the other hand, large print documents are copies of the text from around the exhibition spaces printed in 18pt type or above. These documents give a person with low vision the opportunity to read the exhibition text and are particularly useful when a document cannot be printed at an accessible font size.

A hearing augmentation system, such as a hearing loop or an infra-red system, is a form of technology that amplifies sound for a person who has a telecoil built into their hearing aids or cochlear implants. Once installed in the gallery, the tour guide or educator speaks into a microphone and their voice is then sent to the person's hearing aids by the hearing augmentation system, where it is converted into an appropriate tone for the hearing aid user. This is an effective method of allowing deaf people to hear the guides without making the deaf person put in any extra effort.

Social stories are a method used to lead people with Autism through their trip to the museum and may help people with other neurodiversities, such as sensory processing disorder. They were first developed by Carol Gray, an academic and activist, in the early 1990s. A social story describes the stimuli that a person might expect during their visit, including sounds, lighting effects, and objects. By preparing the person for various stimuli, they are less likely to become overwhelmed by them.

To set up these methods of improving accessibility there will be an initial investment of time and money; however, once they are set up, they are low-cost and will benefit many members of the public.

General Accessibility around the Gallery Spaces

There are elements of the exhibition design that are not accessible for wheelchair users or people with ambulatory disabilities, people with no or limited vision, and people with companions.

The first accessibility issue relates to the width of walkways. It is recommended that doorways are a minimum of 760mm, but 810mm is more ideal, while walkways should be a minimum of 1200mm. These measurements allow for a wheelchair user or a person with a companion to easily navigate the space. In the Police Museum, there are several examples where the minimum measurements have not been met. In particular, the spaces between cases and surrounding walls in the Operation Overdue and Forensic Files exhibition spaces are narrow. Between the right protruding wall of Operation Overdue and the forensic kit case of Forensic Files, there is a gap of 870mm. While a wheelchair would be able to fit through this space, a person with a companion would be

required to take a longer journey around the case to see the timeline of Operation Overdue.



Image 1: Gap between the right protruding wall of and the forensic kit case

Not far from this narrow gap, is one that is even more so. Between the bottle case of Forensic Files and the wall behind it is a mere 650mm. There is no need for a person to go through the space, yet, there is a panel on the wall behind the case. It is nearly impossible for people in wheelchairs to be able to read this panel easily.



Image 2: Gap between the bottle case and the wall behind it

In Appendix A, further measurements that do not meet the minimum requirements are highlighted in yellow.

Similarly, the height of most exhibition labels or wall panels is also outside the recommended limits. Ideally, all labels or wall panels should be placed on the wall at a height between 1200mm to 1675mm. This height means that wheelchair users do not have to crane their necks to look up or down to read the text. It is also difficult for children and little people to read anything over 1675mm. In the two galleries, the height of labels and panels range from ground level (0mm) to over 2220mm.

Labels or wall panels that are outside the requirements have been highlighted in green in Appendix A.



Image 3: Megaphone placed at around 2220mm on the wall.

Interactive elements of exhibits should be between 900mm and 1200mm unless they are placed horizontally where they should be between around 900mm. These measurements make the interactive at an ideal height for wheelchair users, little people, and children, as well as non-disabled people. The interactive screens, police recruitment activity, and elements of both the fingerprint scanner and dress up uniforms are too tall for wheelchair users, little people, and children to use without assistance.



Image 4: Police recruitment activity, measuring between 1300mm and 1555mm.

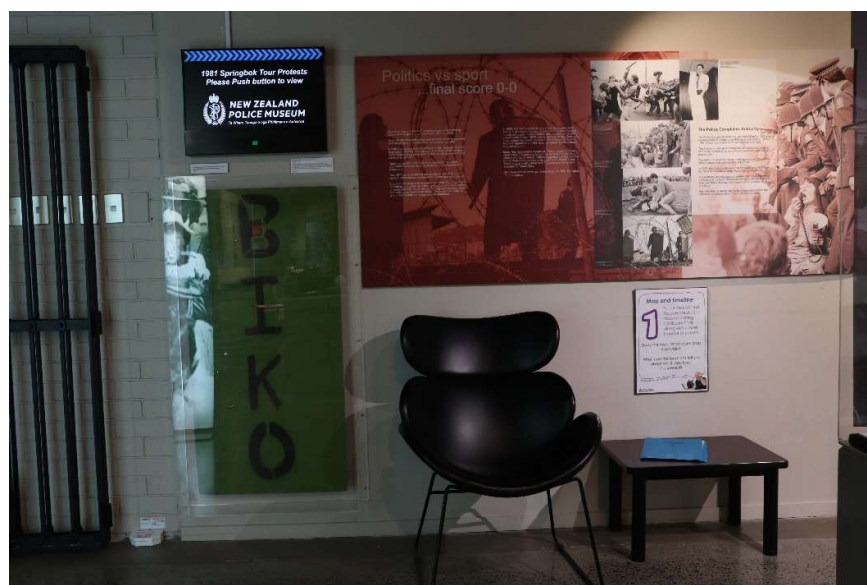


Image 5: Interactive screen in the Police vs Sport exhibition space, measuring between 1535mm and 1930mm. The button is 1570mm high.

Desks or counters should be 900mm tall, allowing wheelchairs to fit beneath the surface.

The accessible section of the front desk does not fit accessible guidelines. Not only does it measure 750mm tall instead of the recommended 900mm, but there is also a plane of glass 20mm from the edge of the counter. This plane of glass is part of the building's security system, protecting the employee sitting behind it; however, the glass makes the counter unusable as a surface. Moreover, when the employee hands materials through the gap in the glass, their gesture is awkward and the wheelchair user must reach up.

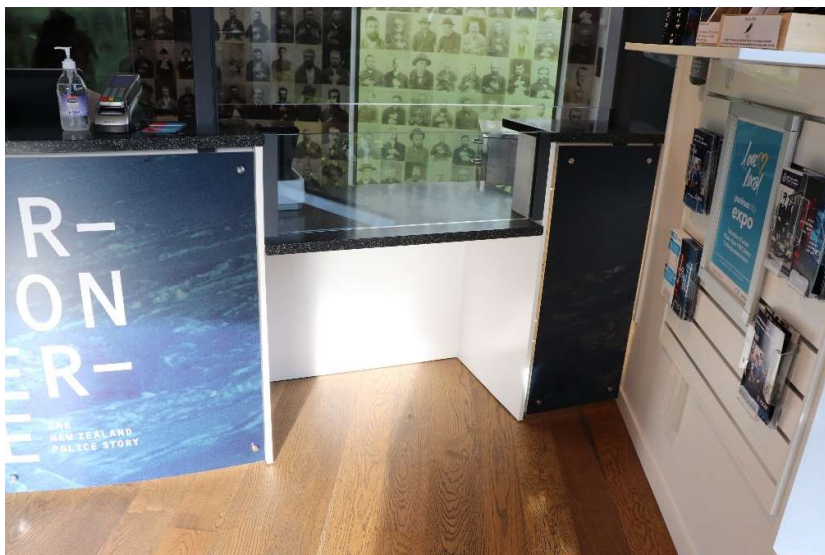


Image 5: The accessible section of the front desk

The tables for the Memorial for Constable Matthew Hunt, Armed Offenders Squad, and Witness statement desk are also too short, all measuring beneath 800mm.

Interactives and surfaces that are outside the requirements have been highlighted in light blue in Appendix A.

The ramp that leads up to the foyer has a good slope and is wide enough at 1290mm; however, the handrails have flat ends, rather than the recommended domed endings. Domed endings are an ideal tactile indicator that a handrail is about to end as they do so gradually, instead of suddenly dropping off.

Hazardous Exhibition Design

There are elements of the exhibition design that have the potential to injure or cause harm to people visiting the museum, especially those with disabilities.

In the Front Gallery, there are two types of flooring: wood panelling and polished concrete. There is a strip of metal covering the lip between the two types of flooring; however, the metal's silver colour blends into the concrete, making it difficult to see. This strip is a trip hazard, especially when going from the concrete to the wood, as it is slightly raised. Placing reflective tape along the strip will be a simple, but effective remedy.



Image 6: Metal strip between wooden and concrete flooring.

The outer wall of the Women in New Zealand Police exhibition space has been extended and built on an angle, with the base sitting further out than the top. While this allows the space to have an extra two wall classes, the colour of the wall means that the slope is invisible to anyone who is blind or has low vision. Visitors can walk into this wall easily and, therefore, it is another trip hazard. Future wall cases should be built straight up and down.



Image 7: Angle of the outer wall of the Women in New Zealand Police exhibition space.

Finally, all the interactive drawers and cupboards close quickly, which results in squished fingers. I would not have realised this myself, except I witnessed a man with down syndrome accidentally shut his fingers in one of the drawers in Forensic File's evidence cabinet. Installing soft-close mechanisms would lessen the likelihood of injuries.

Signage and Text

In a museum, the exhibition text is one of the most important forms of interpretation as it details what people are looking at. Yet, many of the labels and panels around the Police Museum are difficult to read. Not only are they outside ideal placement on the wall, as mentioned above, but they are also printed in less than ideal conditions.

The size of the text and the fonts that are used are of particular interest when it comes to accessibility. While it is recommended that large print documents are 18pt, labels and panels should be the larger 22pt. Most of the text in the gallery meets this recommendation, but there are a few notable exceptions. Fonts, on the other hand, should be from the sans serif family. Serif fonts, those with a smaller stroke attached to the end of a larger stroke, are distracting for people with certain learning disabilities. In the galleries, there are only two exhibition spaces where this recommendation has been ignored: the MS Mikhail Sinking and Forced to Strike. The labels in these two spaces use a font like Times New Roman, a prominent serif font.

The quick brown fox jumps over the lazy dog

The quick brown fox jumps over the lazy dog

Image 8: Examples of a san serif (Arial, above) and serif (Times New Roman, below) font in 22pt.

Along with typography, the colours and backgrounds used in pieces of text are important to the readability of labels and panels. There are several cases where designers have chosen their colours and backgrounds poorly, especially in older panels.

Using contrasting colours is critical to effective label and panel design. By putting text on a background in an opposing colour, designers create text that is universally easier to read. The lack of colour contrast particularly disadvantages people who have low vision or learning disabilities as they must work harder to read the text in front of them.

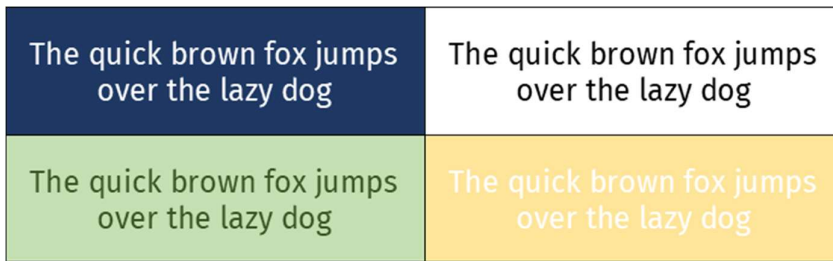


Image 9: Examples of good contrasting colours (above) and examples of bad contrasting colours (below).

Labels and panels with busy backgrounds, especially those that use images as text backgrounds, are another type of text that is difficult to read for the same reasons. In the Police Museum, there are many examples of text printed over images, including Officer Highlights, Women in New Zealand Police, and Forensic Files.

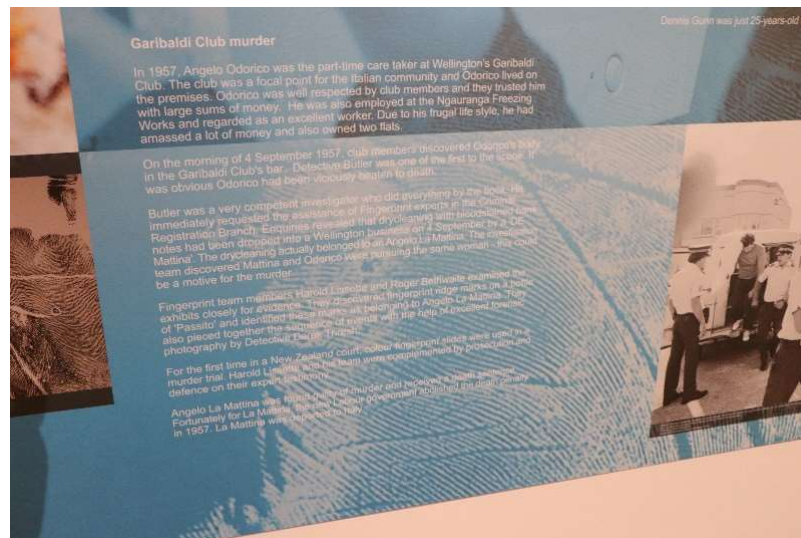


Image 10: Panel from Forensic Files, showing white text printed over a blue and white toned image.

Finally, the amount of text on a label or panel is important. Generally, it is recommended that labels should be a maximum of 50 words, while wall panels can be longer at around 200 words. This recommendation is not just for people with disabilities, but people who have limited attention spans. People who do not have the ability or patience to read a long sign will move on without reading it. In the Police Museum, most labels fulfil their requirements, but the wall panels do not because of the nature of the stories the museum tells. It may be difficult for the wall panels to be shorted to fit recommended limits, but this should be taken into consideration.



Image 11: White section of the Forensic Files wall panel with approximately 550-700 words, excluding the text in the diagrams.

Sensory Concerns

Some neurodiversities result in sensory disorders, where a person cannot correctly process stimuli from their senses – sight, sound, smell, taste, and touch – or become overwhelmed by them. While museums can include stimuli from each of these senses, it is the Police Museum’s use of sight and sound that may overwhelm a person.

One of the most common sight-related stimuli is light, whether this is flashing lights or the brightness of the light. At the back of the Back Gallery is a police motorbike interactive. Next to the bike, there is an unlabelled white button which will cause the bike’s lights to flash and the mechanism inside to click. If a person with a sensory disorder is not aware of what is going to happen when they push the button, they could easily become overstimulated. A light stimulus that can cause someone to become overstimulated over time, rather than instantly, is a continuous bright light. Several exhibition spaces are overlit, especially in cases where the walls are white and have direct light on them. The Women in New Zealand Police exhibition space has white walls and is closed in, meaning that the space consistently reflects light and is exceedingly bright.



Image 12: The Women in New Zealand Police exhibition space.

The Operation Overdue exhibition space has been designed to mimic the snow conditions faced by the Erebus disaster victims, again with white walls and bright lights.



Image 13: The Operation Overdue exhibition space.

There are exhibition spaces that are underlit as well, making the text difficult to read. For instance, the Police Specialist Team does not have its own lighting, leaving it in the dark.

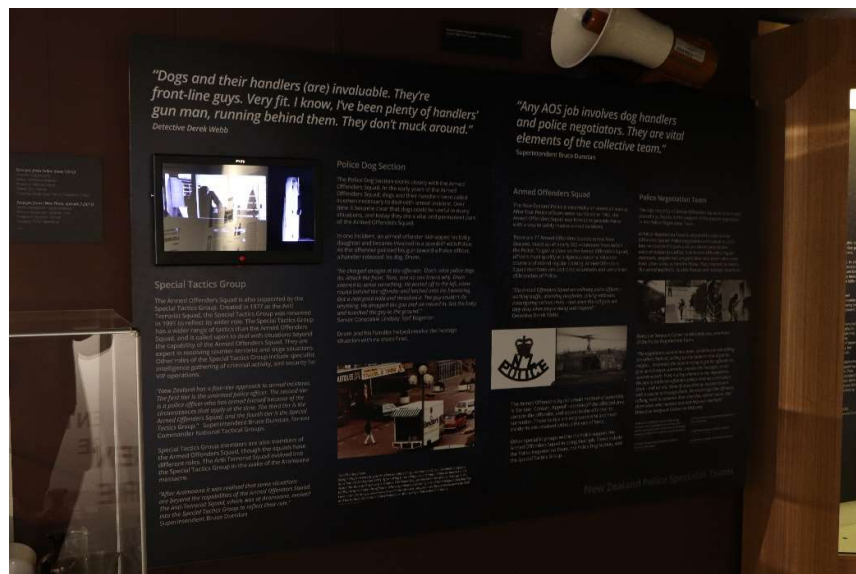


Image 14: The Police Specialist Team exhibition space.

A variety of sounds can be found in the museum, depending on the number of people in the gallery. During the periods with fewer people, the only continuous sounds come from the large projector screen in the Front Gallery and the TV screens in the Women in New Zealand Police and Women of Influence exhibition spaces. The floors also emit a sound when walked upon with non-rubber soled shoes. Alone, it is unlikely that any of these noises will cause overstimulation; however, each of these sounds interferes with the others and causes an incomprehensible noise.

Meanwhile, if there are multiple people in the two galleries, the combined sound of their movement and voices is loud. This noise is amplified when a school group comes through and has to use the Front Gallery as an education space. If possible, another location for the education space would be ideal as it would dampen the amount of noise.

Social stories would be an ideal method to assist with all of the sensory issues, as they let people know what lighting conditions or sounds to expect and let them prepare for it.

Disturbing Content

Given the topics covered by the Police Museum, it is not surprising that there is content in the galleries that can be perceived as disturbing by the public.

Currently, there is a sign in the foyer that explains that there is disturbing content in the museum, much like a film content classification label. Yet, for people with certain neurodiversities, such as autism and down syndrome, this label is not enough.

Like with light- and sound-based stimuli, a person with neurodiversities may find certain types of content overwhelming, especially if they do not understand what is happening. For instance, the projector screen in the Front Gallery shows

various videos of cadet training, including videos of people using guns and tasers. Some people may believe that they are at risk of being injured by the people using these weapons. Similarly, in the Back Gallery, there is one case that contains a taxidermied dog, Rhys, and several cases displaying weapons. Some people may believe that the dog is alive and will chase or hurt them, or that the weapons will hurt them when they are in their vicinity.



Image 15: Weapons on display in the Armed Forces exhibition space.

I recommend the use of social stories to help with this issue. Social stories are an ideal method as they will explain what is happening in each location, letting people know what to expect and let them prepare for it.

Seating

There are six different kinds of seating at the Police Museum: a couch, two styles of chair with arms, two styles of bench, and a stool. Few of these are accessible as there are two aspects to an ideal chair for disabled people; they must be placed regularly throughout the galleries and they must be easy to get up from.

Firstly, by placing chairs regularly throughout the galleries, disabled people can easily find a seat wherever they are in the gallery. The Police Museum fulfils this requirement with ease. There are few places in the galleries where you cannot see a chair or find one nearby.

It is the second requirement where the Police Museum fails. Most of the chairs are not easy to get up from as they are either too low or do not have armrests. It is recommended that a chair's seat is between 450mm and 520mm high, or 350mm high for little people or children. Out of the six types of seating, only three follow the height recommendations for adults.

Armrests are important as they help a person stand up. While the couch and chairs have defined arms, the benches and stool do not. The bench by the costume interactive has miniature armrests, but they are too low to be helpful.

Yet, even though the stool measures at 480mm, it is the least accessible chair as it does not have armrests and sits under a table that is on wheels. If a person tried to use the table to help them stand up, the table would move in the opposite direction and could cause a fall.



Image 16: The stool found beneath the table on wheels.

Transport

While the Police Museum is not in the centre of Porirua, it is fairly easy to get to by public or private transport and the museum provides many of the necessary transport-related amenities a disabled person requires. For instance, out of the seven parking spaces, two of them are designated as accessible.

The amenity that is missing, however, is the lack of information about public transport and local taxi companies. It is best practice to have this information openly available to people so that they do not need to ask for it. The information can be disseminated through pamphlets on the front desk or posters on the wall of the foyer.

Other Amenities

Members of the disabled community may have extra requirements that need to be fulfilled when visiting the museum, especially in the case of wheelchair users and service dog owners. The Police Museum provides some amenities to cover these requirements, such as a wheelchair and a lawn to toilet service dogs. But it lacks some of the other amenities.

Motorised wheelchairs run on battery power and need to be recharged. At present, there are spaces where a wheelchair can be recharged, but not a designated space that fulfils health and safety requirements.

Service dogs may require water and places to rest, especially on days where they have been working for long periods. These amenities do not have to be in place

at all times, but staff should be trained to offer them when a service dog is present.

Staff Only Areas

Description of the Staff Only Areas

The second floor of the museum is a dedicated staff only area. It contains the main office, consultant's office, two workrooms, two artefact stores, a kitchen, two storage rooms, and a hallway.

A majority of the accessibility issues on this floor are connected to useability for wheelchair users or those who have ambulatory disabilities.

Entrances to the Staff Only Areas

There are two entrances to the staff only area. The first is the internal access, which is a set of stairs from the galleries. The other entrance is a ramped external access. Neither access is accessible for a wheelchair user or those who have ambulatory disabilities.

The main result of the stairs between the first and second floors is that the second floor is not internally accessible. Anyone who cannot climb stairs has to leave the building to enter the second floor via the external entrance, which requires disabled staff members or volunteers to put in a lot more effort than non-disabled.

Despite the lack of ambulatory accessibility to the second floor, the stairs themselves have been made quite accessible. There are four factors to an accessible set of stairs; (1) standard step sizes, (2) tactile indicators at the edge of each step, (3) slip resistance, and (4) proper handrails. The stairs pass three of the four requirements and will pass the fourth with a simple adjustment.

1. The stairs are a standard height of 150mm, which is under the 180mm maximum.
2. The edges of the stairs are rounded and have stair nosing strips installed, which are tactile indicators for the end of a step. Additionally, each nosing strip is silver, which contrasts to the navy carpet, and has a piece of reflective tape along them.
3. The stairs are covered in carpet, which makes it more difficult for people to slip on them. Nosing strips also stop people from slipping.
4. The stairs do have continuous handrails going down either side of the stairs; however, these have squared endings, rather than domed. Domed endings are an ideal tactile indicator that a handrail is about to end as they do so gradually, instead of suddenly dropping off like the current ones.

The external access has not been given the same attention in regards to accessibility. While ramps are generally considered accessible, the one down to

the external entrance is not. Both the ramp and the paths that connect to it are too steep for a wheelchair user to use without risking injury. As the museum is on a hill, there are limitations to what the Police Museum can do to resolve this issue. A handrail, however, would allow people who use the entrance to slow down their movement as they go down the slope. A handrail would also give people something to lean on to help their balance. As stated above, this handrail should have a domed ending.

General Accessibility around the Staff Only Areas

The general accessibility around the second floor resembles that of a typical museum, especially those of smaller size. Like many museums, there is limited space available for staff and storage alike, which can make it difficult for people with ambulatory disabilities to get around.

While the Te Tari Mahi (main office) and Kāuta (kitchen) pass all ambulatory tests, the rest of the spaces do not.

The Consultant's Office at the back of the Te Tari Mahi is too narrow to accommodate a wheelchair user. The space between the computer desk and sliding door, in which one can move along, is 560mm. For a wheelchair to move in this space, it needs to be at least 760mm wide and 1200mm for them to be able to turn into the space at the desk.

The two Pataka Taonga (artefact stores) have several accessibility issues. Firstly, two areas within them are completely inaccessible to wheelchair users. In Pataka Taonga Tahī, the armoury's door has a lip as part of its security system. Meanwhile, the photograph store in Pataka Taonga Rua has a step into it. Both the lip and the step make it impossible for wheelchair users to enter the respective rooms but are unavoidable. Secondly, while most walkways are wide enough for a wheelchair user or a person with a companion, there are a few that are not. The gap between the roller shelves and curved desks in Artefact Storage Two, for instance, is 680mm wide instead of the recommended 760mm to 1200mm. Similarly, the gap between the roller shelves themselves is between 1000mm and 1160mm, depending on the shelf. A wheelchair user could go down them but would have to reverse to get out. Finally, the shelving for artefacts and other items is not accessible as they are above 1200mm tall. Given the limited space the museum has, however, it would be near impossible for them to replace the shelving at an accessible height.

The two workrooms, Ruma Whakamahi and Ruma Mahi Whakatika, are crowded with desks, shelves, and supplies.

The two pataka (storage rooms) are too small to accommodate a wheelchair user. Pataka one is limited by its narrow door, which cannot be opened to full capacity because of the items behind it. Pataka two was built around an old set of stairs into the building, making it impossible for a wheelchair user to use.

The main hallway has the potential to be an area of concern. At present, each side of the hallway is lined with filing cabinets and other items, but there is a gap of 1200mm between the cabinets, making it accessible. As long as the walkway continues to be this size, it will remain accessible.

Unfortunately, due to the shape of the building and the museum requirements, the necessary changes to make the second floor accessible will not be possible.

One change I can recommend, however, is that the furniture in the staff only areas gets reviewed, especially in artefact store one. A majority of the chairs and tables in artefact store one are on wheels, which are ideal for the work environment. Unfortunately, none of the wheels can lock, making them difficult for people with ambulatory disabilities to stand up from. These wheels should be replaced with lockable versions.

Sound

The sound of technology humming is a constant background sound throughout the second floor of the Police Museum. This hum is louder in the Ruma Whakamahi workroom, which houses the server and chiller, and the two stores, which are temperature- and humidity-controlled.

Given the amount of technology on the floor, it is not surprising that there is a constant hum.

Bathrooms

The Police Museum has two bathrooms on-site, a public and staff bathroom. The public bathroom is found downstairs, off the corridor between the two galleries. The staff bathroom is upstairs in the staff only area.

Both bathrooms are functionally accessible. All the amenities are installed at an accessible-height and both rooms are fitted with L-shaped grabrails. However, neither bathroom is navigationally accessible. Both bathrooms have an s-shaped corridor leading into them, requiring a wheelchair user to make two tight turns to enter the room. Similarly, the public bathroom is 1650mm by 1650mm, which is too small for a wheelchair user to easily turn around. The minimum recommendation is 1900mm by 1600mm.² Meanwhile, the staff bathroom has an inwards opening door, which limits the amount of space for a person to turn in the s-shaped corridor.

Ultimately, removing the wall between the s-shaped corridor and the bathroom would improve the accessibility of each bathroom immensely.

² Arts Access Aotearoa, 5.

Website and Online Content

I have audited the online presence of the Police Museum, looking at their website, Facebook page, and Instagram page.

Overall, the Police Museum's website and social media pages are accessible. They are easy to navigate, useable on multiple modes of technology (including screen readers), and have appropriate contrasting colours. Also, the videos published on the Facebook page are already subtitled.

Fortunately, the design of the New Zealand Police's website, where the Museum's website is found, is straightforward. There are no flashy graphics and their website is built to be functional, not overly aesthetic, making it a style that is fundamentally accessible.

The most significant gap in their accessibility is the lack of alternative (alt) text or image descriptions. There are some examples of image descriptions beneath the images in the Exhibitions section of the website, but many of these are incorrectly formatted, resulting in long columns of unreadable text.

An accessibility section to their website is also missing. This page allows staff to publish all accessibility information in one place for easy access. It is best practice to publish the link to this page on the website's front page, in this case, the main museum page.

Next Steps

Several key components need to be explored before the museum becomes fully accessible:

Disability Policy

A Disability Policy is an official document that outlines what a company or group will do to accommodate the disabled community in all areas of their workplace.

The New Zealand Police Museum will need a Disability Policy that covers the galleries, the staff-only areas, bathrooms, and their online presence. It will address the issues above.

This document, once written, should be reviewed by members of the disabled community and revised accordingly.

Standard Operating Procedures

Standard Operating Procedures instruct staff on how to put the Disability Policy into practice and the bare minimum requirements that the Police Museum must follow.

Introduction of technology and aides that improve accessibility

As stated at the beginning of this report, specialised technology and aides would be greatly beneficial to the Police Museum's desire to become more accessible.

I recommend that the museum looks into audio descriptions, large print documents, a hearing augmentation system, and social stories. There are, however, more options available to you.

Staff Training

Staff should be given a form of disability awareness training, which will teach them how to recognise and handle different disabilities.

It would also be beneficial for them to receive some specialised training, such as writing social stories or audio descriptions.

Appendix

Appendix A: Secondary Audit

Section	1 – Introductory Section, including Sir George Stoddart Whitmore and Commissioner Mike Bush cases, and Silent Scene cases
Description	4 cases, 1 floor (Mike Bush) and 3 walls (George Stoddart Whitmore and 2 Silent Scene cases), plus 2 wall panels and labels.
Location	Right of the museum entrance in the Front Gallery
Environment	
Hazards or concerns	<ul style="list-style-type: none"> Limited space between the Whitmore and Bush cases. Lighting on the welcome panel is focused at the top, causing glare and making it difficult to read. Some panels are placed outside ideal limits Some font sizes are below the ideal minimum
Wheelchair Access	Between Whitmore and Bush cases: 1140mm
Lighting Conditions	Well-lit on the most part, but the welcome panel is overlit by two focused beams, one yellow toned and the other white toned.
Sound Level	Minimal, emits no sound.
Nearest Seating	Across the central space. Armchair and sofa.
Display	
Placement on Wall	<ul style="list-style-type: none"> Welcome Panel: 1270-1870mm Turning the Tide: 1000-2000mm Silent Scene: 1285-1530mm Whitmore Case: 710-855mm (label on top) Bush Case: Label: 1240-1475mm – Case Feature: 720-2200mm
Colours	<ul style="list-style-type: none"> Most are black or navy on white. Whitmore case has black on opaque white with a black background underneath, resulting in a dark grey background for text.
Typeface and Font Size	<ul style="list-style-type: none"> Wall panels: 36pt and above, sans serif Silent scene label: 16pt, sans serif Whitmore case (main body): 14, sans serif Bush case (main body): 14, sans serif
Notes:	

Section	2 – Officer Highlights and Memorial for Constable Matthew Hunt
Description	4 wall panels featuring and a wreath on the wall, with a table and book in front. The Detective activity is in front of the staff panels.
Location	Right wall of the Front Gallery, beside the introductory section.
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • The strip between wood and concrete floors blends into the concrete, which hides the slight difference. Trip hazard. • Text written over images is difficult to read.
Wheelchair Access	<ul style="list-style-type: none"> • Between activity table and wall: 1600mm
Lighting Conditions	Well lit
Sound Level	Emits no sound
Nearest Seating	Armchair directly across from panels.
Display	
Placement on Wall	Panels: 1160-1860mm Memorial wreath: 780-1810mm Memorial label: 1285-1530mm Table with a book on top: 795mm, the book can be moved.
Colours	Opaque white on light blue photo White on blue photo Navy or black on white
Typeface and Font Size	Panels: 36pt or over, sans serif Memorial label: 16pt, sans serif Memorial book: Cover 18 – Internal 28, sans serif
Notes:	

Section	3 – MS Mikhail Sinking
Description	Old fashioned wooden case, with label and newspaper article on the wall above
Location	Corner across from the entrance
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • The case is too tall for children, little people, and wheelchair users to see into. • Serif fonts can be difficult for people with certain learning or perception disorders.
Wheelchair Access	
Lighting Conditions	Well lit, minimal glare on the glass Some shadows from the viewer
Sound Level	Emits no sound
Nearest Seating	Armchair and bench nearby
Display	
Placement on Wall	Case: 910mm (at front) Newspaper label: 1240-1790mm Labels at the rear of the case are tilted up for easier viewing.
Colours	Black on white or cream (aged newspaper)
Typeface and Font Size	Newspaper style label: 28pt, serif. Newspaper: 9pt, serif. Case labels: 14, serif.
Notes:	

Section	4 – Costume Interactive Area
Description	3 interactive activities; costumes, fingerprint scanner, 2 sets of display drawers
Location	Between MS Mikhail Sinking case and women in the police section
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Drawers and cupboards close quickly, resulting in squished fingers • Some walkways are too small for wheelchairs • While interactives are lit, the area between them is not. • Hats, drawers, and the computer of the fingerprint scanner are out of reach for children, little people, and wheelchair users.
Wheelchair Access	<ul style="list-style-type: none"> • Between bench and lockers: 1010mm • Between bench and fingerprint activity: 1400mm • Between bench and right set of drawers: 1160mm
Lighting Conditions	Interactives are well lit, but the area between them is dim.
Sound Level	Emits no sound.
Nearest Seating	Armchair beside fingerprint scanner and bench in front of costume lockers.
Display	
Placement on Wall	Locker: Jackets: 1480mm – Hats: 1480-1800mm+ Locker Cupboards: 550-1750mm (550-950, 950-1350, 1350-1750) Fingerprint scanner: 850mm Fingerprint keyboard and screen: 1170-1550mm Interactive Drawers (bottom to top): 520mm, 660mm, 790mm, 920mm, 1050mm Case above Drawers: 1270-1860mm
Colours	Black in white, grey White on blue, navy, and orange White on greyscale images.
Typeface and Font Size	Locker Cupboards: 18pt, sans serif Fingerprint Scanner: 18pt, sans serif Drawers: Main: 20pt – Item info: 14pt – Photo credit: 9pt, all sans serif.
Notes:	

Section	5 – Past, Present, Future: Women in New Zealand Police
Description	4 cases and one large wrap-around panel, including quotes, photos, news articles. The video screen on the stand-alone wall.
Location	Corner opposite entrance, next to costume interactive.
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • The outer wall is on an angle, with the base further out than the top. There is a risk that people with low or no vision will walk into this. • The area is closed in and white, resulting in an over-bright space. • The video plays with sound, interference with the projector in the main area. • Some panels are placed outside ideal limits • Some font sizes are below the ideal minimum
Wheelchair Access	<ul style="list-style-type: none"> • Between standalone wall and chair: 1290mm • Between standalone wall and wall, exit to space: 1400mm
Lighting Conditions	<ul style="list-style-type: none"> • There are several focused beams of lights on the standalone wall, causing glare on the TV screen. • The other wall is better.
Sound Level	Video playing on loop, interference with the central screen.
Nearest Seating	Chair at costume interactive end, central seating on the other side of the stand-alone wall.
Display	
Placement on Wall	Wrap around panel: approx. 0-2160mm – Main text: 740-1920mm. Torch case: Label: 1430-1550 – Case feature: 1020-1720mm Hat case: Label: 1110-1180mm – Case: 1190-1740mm Show case: Label: 1110-1180mm – Case: 1190-1780mm Uniform case: Label: 840-955mm – Case: 1050-1890mm
Colours	Black or orange on white White on orange Most text on block colour, but some on opaque orange.
Typeface and Font Size	Main body: Between, 18-36pt, but mainly 18pt. All sans serif. “Past, Present, Future” title raised.
Notes:	

Section	6 – Central Interactives
Description	Central area, which includes a screen for a projector and police recruitment activity. This space is often used for teaching.
Location	Between the two doors of the Front Gallery, one main entrance and one to the Back Gallery.
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Police Recruitment Activity is too tall for children, little people, and wheelchair users. • The video playing on the central screen is noisy, but there is also content that can be distressing, especially guns and tasers.
Wheelchair Access	Open space, no impediments
Lighting Conditions	Well lit, except the setting area, which is dim
Sound Level	Video playing on loop, some interference between this and Women in Police video.
Nearest Seating	Includes seating area as part of the video watching space. Sofa and armchair
Display	
Placement on Wall	Screen: Most of the wall; text between 500-700mm, this is unavoidable. Police Recruitment Activity (tablet): 1300-1555mm. The camera is at the top.
Colours	Orange, white, or black on shades of blue. The projector screen is slightly desaturated.
Typeface and Font Size	Projector screen subtitles: Above 36pt, sans serif. Videos are in Maori and English but the subtitles are only in English. Police Recruitment Activity: 16pt or 28pt, sans serif.
Notes:	<ul style="list-style-type: none"> • Videos cover topics like police training and include several possible triggers. <ul style="list-style-type: none"> ○ Guns, tasers, and demonstrations. ○ Siren sounds ○ Defence training (perceived fighting)

Section	7 – Forced to Strike
Description	6 panels, 4 on one wall and 2 taller ones on another
Location	Corner to the left of the entrance.
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Text-heavy. • Some panels are placed outside ideal limits • Some font sizes are below the ideal minimum • Serif fonts can be difficult for people with certain learning or perception disorders.
Wheelchair Access	Open space, no impediments
Lighting Conditions	Well lit
Sound Level	Emits no sound
Nearest Seating	Central seating nearby.
Display	
Placement on Wall	Left wall panels: 600-2300mm Right wall panels: 600-2700mm (+ 700mm with image)
Colours	Red or black on light gold White, black, or light gold on red Light gold on black.
Typeface and Font Size	Main text: 36pt, serif Image credit: 18pt, sans serif.
Notes:	

Section	8 – Whakanoa Bowl
Description	Bowl place on triangular stand
Location	To the right of the Back Gallery entrance
Environment	
Hazards or concerns	No explanation for leaves.
Wheelchair Access	Front Gallery Entrance: 1490mm Back Gallery Entrance: 1380mm
Lighting Conditions	Well lit.
Sound Level	Emits no sound.
Nearest Seating	Central seating or chair left of Back Gallery door.
Display	
Placement on Wall	Bowl height: 890mm Label: 1160-1450mm
Colours	White on dark green
Typeface and Font Size	36pt, sans serif
Notes:	Toilet and fire hose reel comes off this space.

Section	9 – Police vs Sport
Description	Curved corner panel, 2 cases, and TV screen.
Location	To the left of the Back Gallery entry
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Video shows a physical altercation between protectors and police. • Some panels are placed outside ideal limits • Some font sizes are below the ideal minimum • The button for the TV is too high for children, little people, and wheelchair users.
Wheelchair Access	<ul style="list-style-type: none"> • Between chair and plaque case: 1050mm • Between plaque case and Operation Overdue left wall: 1600mm
Lighting Conditions	Fair lighting, but some shadows at top of the wall.
Sound Level	TV plays a video of protest with sound when button pressed
Nearest Seating	Armchair
Display	
Placement on Wall	<ul style="list-style-type: none"> • Small panel: 1280-1550mm • Curved panel: 1130-2050mm • Shield case: Label: 1460-1520mm – Case: 160-1450mm, a majority of the object is within limits. • Plaque case: 730-1370mm • TV Screen: 1535-1930mm • TV Button: 1570mm
Colours	<ul style="list-style-type: none"> • White on orange image or greyscale image • Black on white or orange/white image
Typeface and Font Size	Panel: Main: 36pt, sans serif – Image credit: 10pt, sans serif. Case label: 12pt, sans serif.
Notes:	

Section	10 – Operation Overdue (Erebus Exhibit)
Description	Wrap around panel and backs of protruding walls. Case in the left wall. Table and bench.
Location	The left side of the gallery, beside Politics vs Sport.
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Small space between Forensic Files case and right protruding wall, must go further around to get to timeline. • Has a white theme, which is meant to act like snow conditions, but can be overwhelming. • Some panels are placed outside ideal limits. • Some font sizes are below the ideal minimum
Wheelchair Access	<p>Between the table and left wall: 1400mm</p> <p>Between the table and right wall: 1470mm</p> <p>Between Rainbow Warrior case and left wall: 1480mm</p> <p>Forensic Files case and right wall: 870mm</p>
Lighting Conditions	Well lit, but the back wall is lit by several focus beams, but result in blinking white light.
Sound Level	Video has no sound.
Nearest Seating	Bench at the table, also armchair at Politics vs. Sport
Display	
Placement on Wall	<p>Memorial: 920-1950mm</p> <p>Panels: 770-2050mm</p> <p>Table: 730-810mm</p> <p>Timeline: 790-810mm</p> <p>Video: 1300-1590mm</p> <p>Left Wall case: 1300-1590mm</p>
Colours	<p>White on light grey</p> <p>Dark grey, black, or light grey on white</p> <p>Grey table and bench blends with concrete floor</p> <p>Video: White over coloured image.</p>
Typeface and Font Size	<p>Memorial, panels, and timeline: 36pt and above, sans serif</p> <p>Table labels: 18pt, sans serif.</p> <p>Table Volumes: 22pt/36pt and above, sans serif; 12pt, typewritten.</p> <p>Video: Above 36pt, sans serif, blurry text</p> <p>Left wall case: 16pt, sans serif.</p>
Notes:	Crack in the floor left of the bench and under the table.

Section	11 – Rainbow Warrior
Description	Illuminated image of boat, wall panel, wall case, and floor case
Location	Back Gallery, across from Politics vs Sports and Operation Overdue
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Narrow walkways • Some panels are placed outside ideal limits. • Some font sizes are below the ideal minimum
Wheelchair Access	Between floor case and light-up the wall (floor brace protrudes from light-up the wall): 1090mm Between floor case and wall case: 1140mm
Lighting Conditions	Well lit. The light-up wall is not too bright.
Sound Level	Emits no sound
Nearest Seating	Bench at Operation Overdue and armchair at Politics vs. Sport.
Display	
Placement on Wall	Panel: 870-1850mm Wall Case: 300-1360mm – Label: 1440-1500 Floor case: 820mm
Colours	Black on white White on red photo
Typeface and Font Size	Panel: 36pt, sans serif Case labels: 18pt, sans serif
Notes:	

Section	12 – Serious Crash Unit
Description	A crash site, including car and equipment – in space enclosed by walls. Road bollard used as divider and label/TV screen stand.
Location	In the centre of Back Gallery, between Rainbow Warrior and Forensic Files.
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Disturbing Content • Label difficult to read.
Wheelchair Access	
Lighting Conditions	<ul style="list-style-type: none"> • Well lit, but dimmer than the rest of the room (night scene) • Backlights are good as they defuse light well, but the spotlight at the front focuses too much on one spot, causing glare. • The label is dimly lit.
Sound Level	<ul style="list-style-type: none"> • Both screens are silent.
Nearest Seating	Bench across at Operation Overdue.
Display	
Placement on Wall	Label: 1000mm Screen: 1030mm
Colours	<ul style="list-style-type: none"> • The label has minimal contrast, with pink on red and images as the background. • Black on pink to white gradient. • White on a pink image.
Typeface and Font Size	All 28pt and above, sans serif.
Notes:	

Section	13 – Forensic Files
Description	Collection of cases and wall labels, photographs, and drawings. An interactive screen on the wall. 4 regular cases, one interactive.
Location	Rear left of Back Gallery
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Drawers and cupboard doors on the evidence cabinet close quickly, which results in squished fingers. • Wall labels are difficult to read. • Some panels are placed outside ideal limits • Some font sizes are below the ideal minimum
Wheelchair Access	<ul style="list-style-type: none"> • Between bag case and evidence case: 1540mm • Between bag case and bottle case: 1670mm • Between bottle case and wall: 650mm • Between typewriter case and wall: 1630mm • Between wall and witness statement interactive: 1130mm
Lighting Conditions	<ul style="list-style-type: none"> • Wall signs dim, especially behind the bottle case. • Minimal glare on shiny evidence case, does not interfere.
Sound Level	Witness statement interactive plays video with sound.
Nearest Seating	Bench in Erebus or chairs around the corner.
Display	
Placement on Wall	<ul style="list-style-type: none"> • Cases at tallest: 870-1470mm • Evidence case: Drawers: 820mm – Cupboard: 190-600mm • Contact trace wall label: 1060-2040mm • Wall panels: 760-1950mm • Screen: 950-1320mm • Forgeries: 1140-1790mm • Photo wall: 820-1940mm • Portrait: 350-1920mm
Colours	<ul style="list-style-type: none"> • Newer signs are black on white or light grey, or white on blue. • 2009 signs are white on blue/white images
Typeface and Font Size	Contact trace: 22-36pt, sans serif; Image credit: 16pt, sans serif 2009 signs: 36pt, sans serif Labels: 20pt, sans serif.
Notes:	

Section	14 – Operation Earthquake
Description	2 wall panels and 2 cases (model of Lyttelton Police Station and Bible)
Location	Rear left of Back Gallery, next to the fire exit.
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Poor wall light • Some panels are placed outside ideal limits • Some font sizes are below the ideal minimum
Wheelchair Access	<ul style="list-style-type: none"> • Between cases: 660mm • Between model case and OO wall: 930mm • Model case and panel wall: 1200mm • Fire Exit width: 750mm
Lighting Conditions	Wall panels are dimly lit, but cases are okay.
Sound Level	Emits no sound.
Nearest Seating	Bench in OO
Display	
Placement on Wall	Case height: 820mm Wall panel: 900-1880mm
Colours	Black on white
Typeface and Font Size	Panel: 36pt, sans serif – Image credit: 18, sans serif Label: 16pt, sans serif
Notes:	

Section	15 – It's a Dog's Life
Description	Wall case with a taxidermied dog, wall panels, and screen.
Location	Rear right of Back Gallery
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Button for the screen too high for children, little people, and wheelchair users • Warn people that the dog will not move in social stories. • Some panels are placed outside ideal limits • Some font sizes are below the ideal minimum
Wheelchair Access	Between case and wall: 1850mm
Lighting Conditions	Glare on wall signs
Sound Level	Emits no sound. Screen silent.
Nearest Seating	Seat in corner and witness statement desk.
Display	
Placement on Wall	<ul style="list-style-type: none"> • Wall panels: 820-2030mm • Wall panel above case: 1510-1960mm • Screen: 1480-1880mm • Screen button: 1510mm
Colours	<ul style="list-style-type: none"> • White on opaque navy or mid-blue, over an image. • Black on white.
Typeface and Font Size	<ul style="list-style-type: none"> • Wall Panel: Above 28pt, sans serif • Labels: 16pt, sans serif
Notes:	<ul style="list-style-type: none"> • The case does not have a top, conservation issue.

Section	16 – Drive to Safer Roads
Description	Motorbike, Uniform stand, 2 cases, and wrap-around the wall panel
Location	Rear right of Back Gallery
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • The motorbike light button needs to be noted and put in social stories due to light and clicking. • Stand in front of labels. • Some font sizes are below the ideal minimum
Wheelchair Access	<ul style="list-style-type: none"> • Between motorbike and wall: 1740mm • Between equipment case and wall: 1350mm
Lighting Conditions	Well lit
Sound Level	The lighting mechanism clicks when the button is pressed.
Nearest Seating	Across the way at Dog's Life
Display	
Placement on Wall	Wall panels: 720-1740mm Labels: 830mm
Colours	White on blue and dark teal Light blue on blue Key dates have a lighting effect to separate them from the background, which is not effective.
Typeface and Font Size	Main text: 28pt, sans serif. Image Credit: 18pt, sans serif. Labels: 18pt, sans serif.
Notes:	

Section	17 – A Matter of Life and Death
Description	4 cases and a wall panel
Location	The right side of the Back Gallery
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • The green background of the panel is difficult to read • Some panels are placed outside ideal limits • Some font sizes are below the ideal minimum
Wheelchair Access	
Lighting Conditions	The panel is overlit, making the white text on green particularly difficult to read.
Sound Level	Emits no noise
Nearest Seating	Chair at Women in Influence across the way.
Display	
Placement on Wall	Height of case (at tallest): 730-1370mm Wall panel: 1330-2090mm
Colours	White or black on green Black on white
Typeface and Font Size	Wall panel: 28pt, sans serif Label: 16pt, sans serif
Notes:	

Section	18 – Women of Influence
Description	Wrap around wall panel, video with sound. 3 attachments on the wall for extra information and pamphlets.
Location	The right side of Back Gallery
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Contains sensitive material around sexual assault and rape. • Some panels are placed outside ideal limits
Wheelchair Access	<ul style="list-style-type: none"> • Between wall and final matter of life and death case: 1500mm
Lighting Conditions	Light is focused on particular areas, otherwise good.
Sound Level	The screen plays video with sound.
Nearest Seating	Chair on the left side of the space.
Display	
Placement on Wall	Wall panel: 1230-2010mm Screen: 1260-1745mm
Colours	Black or purple on white Black on opaque white on a coloured image.
Typeface and Font Size	22pt or 36pt, sans serif.
Notes:	

Section	19 – Police Specialist Teams
Description	Single wall panel with screen and megaphone
Location	The right side of the Back Gallery
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Extremely dim, no lighting. • Some panels are placed outside ideal limits
Wheelchair Access	Between wall and panels: 1980mm
Lighting Conditions	No light of its own.
Sound Level	Video plays with sound once the button is pressed. Interferes with the screen in Women of Influence.
Nearest Seating	Across at Women of Influence.
Display	
Placement on Wall	<ul style="list-style-type: none"> • Main body: 850-1900mm • Megaphone: 1910-2220mm • Screen: 1470-1710mm • Screen button: 1480mm
Colours	White on navy
Typeface and Font Size	Main body: Above 36pt, sans serif. Image credit: 28pt, sans serif.
Notes:	

Section	20 – Armed Offenders Squad
Description	An area surrounded by 10 wall cabinets. A table in the centre with 5 binders of images.
Location	The front right of Back Gallery
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Binders are difficult to pick up and break when dropped. • Check about text on wood panelling. • Contains weapons, including guns and knives. • White text on glass difficult to read. • The table is on wheels, meaning that it moves and cannot be used to assist someone in getting off the armless chair. • Some panels are placed outside ideal limits • Some font sizes are below the ideal minimum
Wheelchair Access	<ul style="list-style-type: none"> • Between the table and gun wall: 1560mm • Between the table and car door wall: 1110mm • Between wall and curved case: 1220mm
Lighting Conditions	Well lit, some reflection
Sound Level	Emits no noise
Nearest Seating	Stool with no arms in the centre of the room, beneath the table. The table is on wheels, so cannot be used to assist standing.
Display	
Placement on Wall	<ul style="list-style-type: none"> • Wall panels: approx. 800-1740mm • Slanted panels: approx. 750-770mm • Quotes on glass: 1700-1950mm • Table height: 720-760mm • Quotes near roof – Above 2050mm
Colours	<ul style="list-style-type: none"> • White on navy blue • Black on wooden panelling • White on glass
Typeface and Font Size	<ul style="list-style-type: none"> • Wall panels: 36pt and above, san serif – Image credit: 22pt-24pt • Slanted panels: 22pt-24pt, sans serif • Quotes: Above 36pt, sans serif
Notes:	Cases that contain guns state that the guns are inoperable, this should be reinforced in a social story.

Section	21 – Junior and Senior Detective Activity
Description	2 activity sheets aimed at younger and older kids. Senior activity gets kids to complete challenges around the galleries. The junior activity asks kids to find images around the galleries and gives other mini activities, such as word finds.
Location	Around both galleries
Environment	
Hazards or concerns	<ul style="list-style-type: none"> • Junior images are placed outside ideal limits but are ideal for children • Some panels are placed outside ideal limits • Some font sizes are below the ideal minimum
Wheelchair Access	
Lighting Conditions	
Sound Level	Witness statement video plays with sound.
Nearest Seating	
Display	
Placement on Wall	<ul style="list-style-type: none"> • Activity table height: 365mm, this is an ideal height for children. • Witness statement table: 730mm • Images for Junior activity: approx. 700-750mm, this is an ideal height for children.
Colours	<ul style="list-style-type: none"> • Black, purple, green, orange, blue, and yellow on white. • White on green, blue, and black.
Typeface and Font Size	<ul style="list-style-type: none"> • Sheet: 12pt-20pt, sans serif. • Activity markers: Above 36pt, sans serif.
Notes:	

Section	General
	Environment
Sound Level	Non-rubber soled shoes create sounds when walking on floors (both wood and polished concrete) When multiple people are in the galleries, it can get very loud – solved by an education space. Can hear people outside if loud.
	Display
Typeface and Font Size	Italics are common.

Appendix B: Audit of Staff Only Areas

Area	Hallway
	Environment
Hazards or concerns	<ul style="list-style-type: none"> Cluttered hallway, but the central walkway is always clear
Wheelchair Access	Distance between the filing cabinets lining the hallway: 1220mm
Lighting Conditions	Well lit
Sound Level	Emits no sound
Nearest Seating	Two armchairs across from the main office, measuring 400mm and 460mm.
Notes:	The Hallway acts as an extra storage space. While cluttered, the central walkway is always clear.

Area	Te Tari Mahi – Main Office
	Environment
Hazards or concerns	<ul style="list-style-type: none"> Occasionally cluttered floor.
Wheelchair Access	<ul style="list-style-type: none"> Between bookcases and desks: 1850mm Space between desks: Between 1000mm and 1400mm Door: 860mm
Lighting Conditions	Well lit
Sound Level	Minor technology hum. The printer can be loud when printing.
Nearest Seating	<ul style="list-style-type: none"> 3 chairs in front of the bookcases, mostly used for meetings Chairs are at each desk.
Notes:	The floor is occasionally used as extra storage space, especially when organising files. All desks are height adjustable, with 4 pre-sets.

Area	Consultant's Office
	Environment
Hazards or concerns	<ul style="list-style-type: none"> • The office is too narrow for a wheelchair user. • The tall desk is too tall to use, but there are other height adjustable desks to use.
Wheelchair Access	<ul style="list-style-type: none"> • Narrow office • Between desk and doorhandle: 560mm • Between wall and tall desk: 790mm
Lighting Conditions	Well lit
Sound Level	Minor technology hum.
Nearest Seating	1 desk chair near the door (height adjustable) 3 bar stools beneath tall desk (760mm)
Notes:	All desks are height adjustable, with 4 pre-sets. The tall desk is 1040mm tall.

Area	Pataka – Storage Room 1 (near main office)
	Environment
Hazards or concerns	<ul style="list-style-type: none"> • Limited space. • Some shelves are not at an accessible height.
Wheelchair Access	Door (at widest): 690mm Space between shelves: 800mm x 975mm Shelf heights: 575mm, 1190mm, 1310mm, 1710mm
Lighting Conditions	Well lit
Sound Level	Emits no sound
Nearest Seating	Stool stored inside (450mm)
Notes:	Something is behind the door blocking it from opening fully.

Area	Ruma Mahi Whakatika – Work Room
	Environment
Hazards or concerns	<ul style="list-style-type: none"> Limited space.
Wheelchair Access	<ul style="list-style-type: none"> Between desk and table: 970mm Between table and storage: 830mm
Lighting Conditions	Well lit
Sound Level	Minor technology hum
Nearest Seating	Desk chair at the desk.
Notes:	

Area	Ruma Whakamahi – Work Room
	Environment
Hazards or concerns	<ul style="list-style-type: none"> Limited space between desks. Cluttered work environment. Louder environment.
Wheelchair Access	<ul style="list-style-type: none"> Door: 1400mm (double), 700mm (single) Between desks and wall: 1280mm Between desks: 720mm
Lighting Conditions	Well lit
Sound Level	Home of the server and chiller unit, louder technology hum.
Nearest Seating	1 desk chair in the centre of the room, between the two tables.
Notes:	Crowded with materials, tools, and artefacts. Cleaning supplies found in here.

Area	Kāuta – Kitchen
	Environment
Hazards or concerns	<ul style="list-style-type: none"> Limited space makes navigation difficult.
Wheelchair Access	<ul style="list-style-type: none"> Door: 760mm Between wall and cabinets: 1030mm Cabinet height: 900mm
Lighting Conditions	Well lit
Sound Level	Technology hum from appliances.
Nearest Seating	Three chairs at the table.
Notes:	Limitations in space require one chair to be put in a small gap between the wall and table.

Area	Pataka Taonga Tahī – Artifact Store 1
	Environment
Hazards or concerns	<ul style="list-style-type: none"> The armoury is not accessible to wheelchair users as one must step over a lip to get into the room. Some shelves are not at an accessible height. Wheeled chairs and tables are not accessible. Locking mechanisms required.
Wheelchair Access	<ul style="list-style-type: none"> Door: 1600mm (double), 800mm (single) Between middle unit and wall: 1200mm Wooden shelf heights: 110mm, 710mm, 1270mm, 1830mm Metal shelf heights: 120mm, 1350mm
Lighting Conditions	Dimmer than other areas of the floor, but still acceptable.
Sound Level	Sound of the chiller.
Nearest Seating	Two stools. One on wheels and height-adjustable, one 450mm.
Notes:	<p>Wheelchair users cannot go inside the armoury due to a lip at the door (security requirement).</p> <p>Tables are on wheels and cannot be locked.</p> <p>The light switch is hidden behind the door.</p>

Area	Pataka Taonga Rua – Artifact Store 2
	Environment
Hazards or concerns	<ul style="list-style-type: none"> • The photo store is not accessible to wheelchair users as there is a step to get into the room. • Some shelves are not at an accessible height. • The gap between the roller shelves and curved desks is inaccessible.
Wheelchair Access	<ul style="list-style-type: none"> • Door: 1600mm (double), 800mm (single) • Between roller shelves: 1-6: 1000mm – 7-14: 1160mm • Between roller shelves and desk: 680mm
Lighting Conditions	Dimmer than other areas of the floor, but still acceptable.
Sound Level	Sound of the chiller.
Nearest Seating	Adjustable stool on wheels beneath the desk.
Notes:	<ul style="list-style-type: none"> • Step into photo store, making it inaccessible to wheelchair users • Fire exit on the far wall. • Various shelves, most the same as in Artefact Store 2

Area	Pataka Storage – Room 1 (Near stores)
	Environment
Hazards or concerns	<ul style="list-style-type: none"> • This room is not accessible as it has been built around an old staircase and there is no room for a wheelchair user to move around.
Wheelchair Access	<ul style="list-style-type: none"> • Most of the room is built around a staircase. • Door: 760mm
Lighting Conditions	Dim
Sound Level	Emits no sound.
Nearest Seating	None.
Notes:	It is likely that the room was once an exit from the building.

Area	Staff Entrance
	Environment
Hazards or concerns	<ul style="list-style-type: none"> • The ramp is too steep for a wheelchair user to use alone. • There is no handrail.
Wheelchair Access	<ul style="list-style-type: none"> • The entrance is via a steep ramp, which is accessed by a steep path. • Door: 1680mm (double), 840mm (single) • Ramp (at narrowest point): 1250mm
Lighting Conditions	Single light above the door. Naturally lit during the day.
Sound Level	Emits no sound.
Nearest Seating	None
Notes:	<ul style="list-style-type: none"> • No handrail • The door can be opened with one hand.

Area	Entrance from Museum
	Environment
Hazards or concerns	<ul style="list-style-type: none"> • The second floor of the museum is not internally accessible as it can only be accessed by stairs.
Wheelchair Access	None. Access is granted via stairs.
Lighting Conditions	Well lit.
Sound Level	Emits no sound.
Nearest Seating	None.
Notes:	<ul style="list-style-type: none"> • Stair height: 150mm (recommended maximum height: 180mm) • Handrails, but not domed. • The door can be opened with one hand.

Appendix C: Audit of Bathrooms

Bathroom	Public (downstairs)
	Environment
Hazards or concerns	<ul style="list-style-type: none"> • Room too small to easily turn a wheelchair • S-shaped corridor entrance is difficult to navigate.
Wheelchair Access	All amenities are at an accessible height. Room size: 1650mm x 1650mm, which is below the recommended 1900mm x 1650mm
Lighting/ Sound	Well lit. Normal bathroom sounds as expected.
Doors	The door opens outwards and has a D-shaped handle, instead of the recommended lever-action ones.
Grabrails	Yes, an L-shaped grabrail is installed next to the toilet.
Notes:	The entrance to the toilet is through an s-shaped corridor.

Bathroom	Staff (upstairs)
	Environment
Hazards or concerns	<ul style="list-style-type: none"> • Inwards opening door limits space to navigate. • S-shaped corridor entrance is difficult to navigate.
Wheelchair Access	All amenities are at an accessible height. Room size: 1640mm x 2140mm
Lighting/ Sound	Well lit. Normal bathroom sounds as expected.
Doors	The door opens inwards, rather than outwards, and has a lever-action handle.
Grabrails	Yes, an L-shaped grabrail is installed next to the toilet.
Notes:	The entrance to the toilet is through an s-shaped corridor.

Appendix D: Audit of Police Museum Website

Website	Police Museum Website (https://www.police.govt.nz/about-us/history-museum/museum)
General Accessibility	
Navigation	The website is easy to navigate with a mouse or a keyboard.
Modes of technology it works on	Works on desktop and mobile devices
Section structuring	Simple structuring, mostly header and text.
Colour contrast	All colours contrast. Mostly black or navy on white, but also white on red and navy on light blue.
Screen reader	Yes, can be read by Jaws, the recommended screen reader of Blind Low Vision NZ.
Media	
Audio	No.
Video	No.
Images	No examples of alternative (alt) text. Some of the exhibition images have image descriptions beneath, but some appear incorrectly formatted.
Notes:	Any documents published on the website, such as management policy, should be published as both PDFs and Word Documents. There is no accessibility section at present, this will need to be added.

Website	Police Museum Facebook page (https://www.facebook.com/NewZealandPoliceMuseum/)
General Accessibility	
Navigation	The website is easy to navigate with a mouse. Keyboard navigation is mostly accurate but can miss links in the header bar.
Modes of technology it works on	Works on desktop and mobile devices
Section structuring	No unique structuring required
Colour contrast	Depends on the mode of Facebook, either black on white or white on dark grey. Both are contrasting.
Screen reader	Yes, can be read by Jaws, the recommended screen reader of Blind Low Vision NZ.
Media	
Audio	No.
Video	Yes. All videos that have dialogue have subtitling on the videos themselves. Subtitles are white with a navy border, making them easy to read on any background.
Images	Cannot use alt text on Facebook. No image descriptions.
Notes:	Instagram posts are sent from the Facebook page, so the same information applies.