

# Accessibility Policy

Date Accepted:

Approved by:

Review Date:

This accessibility policy outlines how the New Zealand Police Museum will make their building, exhibitions, collections, services, and public programmes more accessible to the disabled community.

It aligns with and supports the Police Museum's mission, purpose, and goals.

## Background

The New Zealand Police Museum is a small museum located on the campus of the Royal New Zealand Police College in Porirua. We aim to help visitors understand who the New Zealand Police are and why they choose to serve their communities, telling real-life stories about policing in New Zealand.

* Our displays vary greatly and are updated regularly.
* Interactive and hands-on methods are utilised, enabling visitors to interact with New Zealand Police’s past, present, and future.

## Policy Statement

The Police Museum operates under the New Zealand Police’s Code of Conduct and complies with all relevant policing legislation.

Once complete, this policy and all supporting documents must be ratified by New Zealand Police.

Rowan Carroll, the Director of the Police Museum, is responsible for the implementation of the disability policy and standard operating procedures.

The disability policy and standard operating procedures will be reviewed and updated every three years from the date of approval.

## Goals and objectives

The New Zealand Police Museum has two strategic goals.

1. To make the Police Museum’s building and all exhibitions, collections, services, and public programmes accessible to the disabled community.
   1. We want to update the museum so that it aligns with accessibility recommendations, allowing any member of New Zealand’s diverse population to visit or work at the Police Museum.
   2. Fostering a relationship between the New Zealand Police and the New Zealand public is a key component of the Police Museum’s mission. We cannot, in good faith, say that we are fostering this relationship if we limit what the disabled community can experience.
2. Improve the accessibility of the Police Museum’s website and social media.
   1. The Police Museum’s website is one of the ways the public can learn more about the museum, therefore it needs to be accessible to anyone who may visit us.
   2. Not only does the Police Museum communicate with people on the gallery floor, but it also has a strong social media presence. So that we may continue developing relationships with the public, our social media needs to become more accessible.

## Accessibility issues you want to address and why

In 2021, an accessibility audit of the Police Museum was conducted by Victoria University of Wellington intern Amy Boswell-Hore. Her findings were recorded in Accessibility Report (June 2021). To summarise, she found that:

* There is a lack of specialised technology or aids that improve accessibility.
* General accessibility is limited in some areas of the public and staff areas of the museum.
* The only access to the second floor is via a staircase.
* Many of the museum’s signage is outside of accessibility requirements, which assesses text size, font type, and wall placement.
* There are sensory concerns related to lighting, sound, and content, which may affect people with neurodiversities.
* The lack of other accessible amenities, such as recharge stations for motorised wheelchairs and service dogs.
* Some furniture in the public and staff areas of the museum is inaccessible.
* The lack of an accessibility section on the Police Museum’s website, as well as the lack of alt text or image descriptions.

Unfortunately, there are some inaccessible elements to the Police Museum will find difficult or impossible to fix. In these cases, it will have to do the best that it can.

## Accessibility policy

From the attached analysis and our goals, we have determined our accessibility policy to be:

1. The Police Museum will provide disability awareness training for their staff members. This is sometimes known as disability responsiveness training.
2. We will investigate specialised technologies and aids, select ones that fulfil the needs of the museum’s visitors, and implement them.
3. We will ensure that all exhibitions follow our Standard Operating Procedures.
   1. General Accessibility
   2. Panels and Labels
   3. Sensory Stimuli
4. We will ensure that all staff only areas follow general accessibility guidelines in our Standard Operating Procedures.
5. We will introduce missing accessibility amenities, as listed in the Accessibility Report, to the Police Museum.
6. Inaccessible furniture will be swapped out for more accessible versions according to our Standard Operating Procedures.
7. We will update the Police Museum’s website so that it is more accessible and follows our Standard Operating Procedures.
8. All social media posts will follow the guidelines set in our Standard Operating Procedures.

## The action plan to implement our accessibility policy is:

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| **Policy Activity** | **Year 1** | **Year 2** | **Year 3** |
| 1. Awareness training | All staff will receive disability awareness training. Refresher courses should be held every 2 years. | | |
| 2. Specialised technologies and aids | * Investigate specialised technologies and aids, factoring in practicality and cost. * Implement suitable technologies and aids. * Train staff to use the technologies and aids. | Progress as funds and planning allow. | Progress as funds and planning allow. |
| **Policy Activity** | **Year 1** | **Year 2** | **Year 3** |
| 3a. General Accessibility in the Gallery | * Decide what general accessibility issues can be fixed. * Prioritise the general accessibility issues and apply for funding, if necessary. * Issues that can be fixed, should be done so as soon as possible. | Progress as funds and planning allow. | Progress as funds and planning allow. |
| 3b. Panels and Labels | As exhibitions are updated, all new signage will follow our Standard Operating Procedures. | | |
| * Provide large print versions of all panels and labels. * Provide large print versions of all information signage, such as health and safety information. |  |  |
| 3c. Sensory Stimuli | As exhibitions are updated, all new exhibitions will follow our Standard Operating Procedures. | | |
| * Write social stories to forewarn people about sensory stimuli. This should be edited with each new exhibition. |  |  |
| 4. General Accessibility in Staff Areas | * Decide what general accessibility issues can be fixed. * Prioritise the general accessibility issues and apply for funding, if necessary. * Issues that can be fixed, should be done so as soon as possible. | Progress as funds and planning allow. | Progress as funds and planning allow. |
| 5. Accessible amenities | * Add information about public transport and local taxi companies to the foyer. * Create an area where motorised wheelchairs can be recharged. * Train staff to recognise the needs of a service dog and how to provide them. |  |  |
| **Policy Activity** | **Year 1** | **Year 2** | **Year 3** |
| 6. Furniture | * Assess which furniture goes against our Standard Operating Procedures. * Replace or alter the inaccessible furniture in the galleries. | Replace or alter the inaccessible furniture in the staff areas. | Progress as funds allow. |
| 7. Website | * Add an accessibility section to the Police Museum’s website. * Add alt text to all images on the Police Museum’s website. Image descriptions should be removed or fixed and routinely checked. * Check that all areas of the website follow our Standard Operating Procedures. |  |  |
| 8. Social media | Begin adding image descriptions to all new social media posts. | Add image descriptions to previous social media posts. |  |
| Evidence, progress, and review | We will continue to gather:   1. Anonymised data on the demographics of our visitors. 2. Feedback from visitors about our building, exhibitions, collections, services, and public programmes.   We will consult our stakeholders to ensure that all changes to our building, exhibitions, collections, services, and public programmes are accessible for them.  We will provide the [oversight group] with quarterly updates on the progress of this action plan. As part of these quarterly updates, we will include details of funding and expenditure on each policy activity.  If a policy activity is not going ahead as planned, we will review it and report any changes to the [oversight group]. | | |