

CARRIAGEWORKS

ACCESS STRATEGY

Carriageworks has a strong commitment to ensuring that Carriageworks is accessible and engaged with its audiences and communities. Carriageworks takes a continuous improvement approach to access and stridently ensures that Carriageworks is a place that is easy to come to and engage with for every individual within the community. All Carriageworks staff have a high commitment to impeccable person-centred customer service so that nothing interferes with the rich experience of being at Carriageworks. Carriageworks Access Strategy will be delivered across the following key areas:

AUDIENCE EXPERIENCE

- Partner with the City of Sydney and Transport to implement a new signage strategy that visibly links Carriageworks with public transport networks
- Implement a program of customer service training for staff to ensure consistency of experience
- Expand provision food and beverage
- Implement a new lighting and sound system within the Carriageworks Public Space
- Increase the provision of seating across the Precinct
- In partnership with UrbanGrowth NSW increase parking across the Central to Eveleigh

DISABILITY ACCESS

- Develop and implement a Disability Action Plan
- Establish an Access Committee to oversee implementation
- Establish an Access Coordinator position
- Provide ongoing Disability Awareness Training to staff
- Maintain and promote the NSW Companion Card Program
- Partner with Arts Access Australia to ensure best practice requirements are met
- Increase Captioned and Auslan interpreted performances

COMMUNICATIONS

- Establish an Access page on Carriageworks website
- Develop a digital strategy that enhances online experiences for audiences
- Increase promotion of public transport access
- Maintain free high speed Wi-Fi for audiences across the Precinct
- Maintain a responsive complaints handling system
- Ensure that the telephone is always answered by a person and within three rings
- Delivery on targeted timeframes to provide responses to information requests

ARTISTIC PROGRAM

- Promote Carriageworks national leadership role in arts and disability
- Deliver the New Normal National Arts and Disability Strategy
- Set the price of all Carriageworks tickets at \$35
- Participate in City of Sydney's, Theatre Passport Scheme
- Implement a new ticketing system
- Develop multi-year partnerships with local community organisations to support long term engagement

DIVERSITY

- Ensure the Carriageworks Artistic Program reflects the cultural and social demographic of NSW
- Expand Carriageworks National leadership role in presenting culturally diverse programs
- Expand multi-lingual presentations of work
- Deliver multi-year arts development strategies with specific communities
- Integrate cross generational engagement across Artists Program Strategy
- Ensure the establishment of new Program initiative that engage with emerging NSW communities

NEW AUDIENCES

- Develop transport programs for culturally specific communities to overcome barriers to access.
- Develop new partnerships to co-invest in audience development
- Present multi-year events that provide consistency for audiences
- Establish a program of community festivals to introduce new audiences to the Precinct
- Expand partnerships across Western Sydney
- Expand partnerships with the NSW Department of Education