

ARTS ACCESS VICTORIA

Ignite Your Creativity



IMAGINE UNIVERSAL ACCESS

Diversity and inclusion is a powerful way to tell unique stories, future proof your organisation, and connect people with ideas and each other.

Imagine Universal Access will embolden you to imagine and plan access to your organisation, service or community. Using the arts we explore universal access as essential to remaining vital and relevant into the future, in a way that opens up:

- Understanding of disability
- Invention and creativity
- Planning frameworks to involve everybody

If you are a change maker for whom 'disability inclusion' means more than lip service and you crave invention, this program will instil ideas and confidence for you to lead planning for diversity and inclusion, including practical resources and advice.



Sharpen Your Senses

Position access on the front line

Customer service staff and volunteers are the front line of every conference, festival or event, and are essential to providing a memorable visitor experience.

Provide a gateway to information about access by having confident staff with the right attitude at your event, because great customer service will trump access every time.

Sharpen Your Senses will build the confidence of your staff to interact with people with disability, getting beyond the fear factor of "what's the right thing to say and do?", and communicate with ease.

If making your event accessible for people with and without disability is important to you, gain a leading edge by knowing what matters most about great access.



Enquire Here


Customer service trumps access every time

Wonderful customer service is the best access you can provide and the difference that confident and informed staff can make to visitors' experiences can't be overstated.

Ensure your front of house, ticketing and information staff, ushers, retail staff, and venue guides are your best access asset!

Enquire Here lifts the lid on a wide range of front of house issues in a provocative way designed to increase your ability to 'open your doors' to everybody by providing accessible, welcoming customer service.

Acquire skills you can use immediately and leave confident about the change you can make. If providing superb customer service is important to you, we invite you to discover how to make everyone's experience memorable.



Open Your Eyes

Are you a change maker interested in providing great access and opening doors to new and diverse audiences? Do you crave artistic invention?

Open your eyes to new ways of experiencing, planning and working with people with disability. Drawing on the arts we creatively explore disability awareness and inclusion in a way that compellingly connects.

- ▶ Defining disability and understanding its social context
- ▶ Know your legal obligations and understand what this means
- ▶ Presenting the case for inclusion, beyond compliance
- ▶ Attitudes and interacting with confidence
- ▶ Universal access and opening doors for all

Open Your Eyes challenges you to 'Walk Your Talk' about access, providing an unrivalled learning experience where practical tips are shared and the lived experiences of disability inclusion experts and innovators inform the session.

Acquire skills you can use immediately and leave confident about the change you can make.



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Are you a change maker interested in connecting with diverse audiences? Do you crave artistic invention?

AAV presents training and professional development programs to organisations and people for whom access and disability inclusion is an artistic, business and creative investment.

- ▶ Open Your Eyes
- ▶ Enquire Here
- ▶ Expand Your Awareness
- ▶ Sharpen Your Senses
- ▶ Imagine Universal Access
- ▶ Tailor Made – Customised Programs

Expert facilitators' lived experience of disability underwrites an enormous richness to our discussions.

Join your peers in a growing movement for universal inclusion.

Enquiries: If access and disability inclusion is your aspiration and you want to invest in making this a reality contact AAV: access@artsaccess.com.au or (03) 9699 8299 www.artsaccess.com.au



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