

DRAFT Feb/March 2024 - Backstage Disability Inclusion Action Plan - Revised based on Feedback from Liz Martin - Head of Accessible Arts - March 2024

About Backstage: BackStage Music is an artist-run concert platform that nurtures the grassroots of creative art music in Australia.

VISION: BackStage’s overarching vision is to provide a living space to encourage and enable the collaboration of musicians of diverse backgrounds, career stages and interests, in a sonic melting pot of the new. The DIAP below aims to be one stepping stone towards fulfilling this artistic vision.

Organisation

Goal	Previous Actions (2022-2023)	Action 2024	Action 2025	Responsibility
Include people with disability in leadership roles.	Paid curator roles for Georgia Scott and Morwenna Collett in SHIFT.	Ensure a paid curator role for Ria Andriani in TRACE and a paid access facilitator role for Georgia Scott in TRACE.	Ensure leadership roles for people with disability - Invite Ria Andriani to continue leadership and Georgia Scott to continue Access Facilitator Role in 2025 concert series.	Artistic Director
Gather access and inclusion feedback from artists/audience /organisations and be transparent and open to feedback. (Own up to mistakes and limitations and deliver exactly what you say you will.)	SHIFT's last-minute venue change to an older venue meant limited access. Access limitations were clearly outlined on the website in advance and at the beginning of the concert.	Implement a specific feedback process regarding access and inclusion - Regular check-ins with Artists in TRACE - see what changes need to be made. Provide a QR code to accessible feedback form as part of TRACE for immediate audience feedback. Create a list of outcome measures from DIAP and tailor questions on the feedback form to address these.	Meet with BackStage team and go over feedback and whether outcome measures have been adequately met. Revise outcomes for subsequent concerts and create a process to ensure feedback is implemented in subsequent BackStage 2025 Season accessible/relaxed concerts.	Artistic Director and Access Facilitator Concert Curators
Work in partnership with disability organisations and industry experts.	Consultation with industry experts Janelle Ryan and Morwenna Collett throughout SHIFT programming.	Ensure ongoing consultation with Accessible Arts for the creation of DIAP for TRACE.	Ongoing consultation with Accessible Arts and industry experts. Reach out to more disability organisations and industry experts.	Access Facilitator
Include access within both project and core budgets.	N/A	Ensure budget for access and ongoing paid access role as part of TRACE.	Ensure ongoing access budget and paid Access Facilitator Role for subsequent BackStage 2025 Season accessible/relaxed concerts.	Artistic Director
Use language that artists are most comfortable with – e.g., people first.	Consulted with artists in SHIFT to ensure each person had agency over how they identified and were described in media and marketing. Group discussion and consensus on which language to use collectively.	Ensure ongoing consultation with artists in TRACE regarding preferred language and description of identity in media and marketing.	Ongoing for BackStage’s 2025 season concerts.	Access Facilitator Marketing Manager Concert Curators
Provide access training to different members of the BackStage team.	Access Facilitator (Georgia Scott) provided with access training. Notes from training shared with other staff.	Provide access training to the marketing manager/front of house.	Provide access training to other BackStage team members.	Artistic Director Marketing Manager Front of House Concert Curators
Establish Disability Advisory Group consisting of a range of artists practitioners and audiences with disability.	N/A	Establish foundations of Disability Advisory Group made up Ria Andriani and Georgia Scott.	Incorporate more members into Disability Advisory Group from previous TRACE and SHIFT concerts.	Access Facilitator
Build returning audiences. Actively seek and implement audience feedback and thus build audience trust.	N/A	Make connections with people in the disability community through artists involved in the concerts and strive to build audiences through this. Actively seek feedback from Audience members to begin to build trust (see goal 2).	Reach out to disability organisations and media to improve reach to new audiences.	Artistic Director Marketing Manager Access Facilitator Concert Curators

Audit DIAP Annually	<u>N/A</u>	Set up an annual meeting with organisation members and Disability Advisory Group to audit DIAP.	Ongoing	Artistic Director Access Facilitator
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Style Guide - Documentation and Website

Goal	Previous Actions (2022-2023)	Action 2024	Action 2025	Responsibility
Ensure fonts are accessible on the BackStage website and in all documentation.	Accessible documentation and website created for SHIFT.	<p>Ensure accessible documentation and website for TRACE.</p> <p>i.e.- Sans-serif</p> <ul style="list-style-type: none"> - At least 12-point printed - No caps or italics. - All documentation provided written in accessible formats (word or directly on the website). <p>Ensure website and documentation fonts meet requirements by implementing checks by a user with low vision and a screen reader user.</p>	Ongoing revision for subsequent BackStage concerts and website updates.	Artistic Director Marketing Manager
High-colour text to background contrast on the BackStage website and all documentation.	Website contrast updated for SHIFT.	<p>Re-update website for TRACE.</p> <ul style="list-style-type: none"> - Website with appropriate contrast. - Documentation uses black text on white background. 	Ongoing for subsequent BackStage concerts and website updates.	Artistic Director Marketing Manager
Ensure fonts are not printed over images on website and social media.	<u>N/A</u>	Ensure that fonts are not printed over images on the BackStage website for subsequent 2024 concerts.	Ongoing for subsequent accessible/relaxed BackStage concerts and website updates.	Artistic Director Marketing Manager
Avoid jargon/abbreviations - Use Plain/Easy English (short/simple) on access sections of websites and in documentation.	Shift access page contained easy English short simple instructions that were easy to follow.	Ensure that TRACE access page on BackStage website contains short simple instructions that are easy to follow and avoid jargon.	Ongoing for subsequent accessible/relaxed BackStage concerts and website updates.	Artistic Director Marketing Manager Concert Curators Access Facilitator
Provide materials e.g. program notes in advance.	Accessible program notes (able to be read by a screenreader) were provided well in advance on website for the SHIFT concert. Checked by Ria Andriani using screenreader.	Ensure all program notes for TRACE are provided in advance in an accessible format on the website.	Ongoing for subsequent accessible/relaxed BackStage concerts and website updates.	Artistic Director Marketing Manager Concert Curators Composers
Ensure Word Access guidelines are followed.	Follow the Word 'check accessibility' guide on all word documents.	Ensure the Word 'check accessibility' guide is followed on all Word documents.	Ongoing for word documentation for subsequent accessible/relaxed BackStage concerts.	Artistic Director Marketing Manager Concert Curators Access Facilitator

Marketing - Website/social media

Goal	Previous Actions (2022-2023)	Action 2024	2025	Responsibility
Ensure Website and Social Media posts meet Web Content Accessibility Guidelines (WCAG)	<p>WCAG guidelines implemented. Accessibility Checker used to ensure the website followed the WCAG guide.</p> <p>Ensured the website was easy to navigate using a screenreader by implementing checks by a Ria Andriani, a screenreader user.</p>	<p>Ensure BackStage website and social media posts continue to meet WCAG Guidelines i.e. ensure</p> <ul style="list-style-type: none"> - Contrast is appropriate (see above) - Alt text is provided for all images - all videos contain captioning - the layout is correct for screen readers 	Ongoing revision for subsequent social media posts and website updates.	Artistic Director Marketing Manager

		Use accessibility checker https://www.accessibilitychecker.org/ to check if website follows WCAG guide. Ensure the BackStage website continues to be easy to navigate using a screenreader by implementing checks by screenreader user.		
Ensure all hashtags are written in CamelCase on social media.	<u>N/A</u>	Ensure all hashtags are written in CamelCase (the beginning of each new word is capitalised in a hashtag) on social media for all 2024 BackStage concerts.	Ongoing revision for subsequent BackStage concerts and social media posts.	Marketing Manager
Ensure representation of audience members and artists with disability in photos on the BackStage website.	<u>N/A</u>	Provide photographs of artists and audiences from the SHIFT concert on the BackStage website (with appropriate consent).	Continue to update the BackStage website with photographs of artists and audiences from SHIFT, TRACE and subsequent concerts showcasing the work of artists with disability (with appropriate consent).	Artistic Director Marketing Manager
Avoid the use of strings of emojis on social media posts.	<u>N/A</u>	Ensure social media posts promoting the 2024 BackStage concert series do not include strings of emojis.	Continue to ensure all social media posts promoting the 2025 BackStage concert series do not include strings of emojis.	Marketing Manager
Include relevant universal access symbols on the BackStage website when describing available access for performance.	<u>N/A</u>	Ensure the BackStage website access page incorporates relevant access symbols. https://www.artsaccess.com.au/resource/universal-access-symbols/	Ongoing for BackStage's 2025 season accessible/relaxed concerts and website updates.	Artistic Director Marketing Manager
Ensure all Social Media posts contain image descriptions/alt text.	Image Descriptions or alt text provided for social media posts regarding SHIFT and other 2022-2023 BackStage concerts.	Ensure image descriptions and alt text are provided for social media posts regarding TRACE and other 2024 BackStage concerts.	Ensure image descriptions and alt text are provided for social media posts regarding all 2025 BackStage concerts.	Marketing Manager

Website Access Page

Goal	Previous Actions (2022-2023)	Action 2024	Action 2025	Responsibility
Place the link to the access page on the home page of the BackStage website.	<u>N/A</u>	Ensure that the link to the access page for TRACE is provided on the homepage of the BackStage website.	Ongoing for BackStage's 2025 season accessible/relaxed concerts and website updates.	Artistic Director Marketing Manager
Ensure the access page includes everything about how an event is accessible.	Ensured the access page for SHIFT included all information about how SHIFT was (and wasn't) accessible.	Ensure the access page for TRACE includes the following <ul style="list-style-type: none"> • Maps showing how to access the venue through the accessible entrance. • Contact details for access contact for audience members. • Detailed physical description of performers (with photos) for those with low vision. • Sonic Story about pieces (a chronological breakdown of each piece detailing unexpected sounds, sudden changes in volume, instrumentation etc.) • Images to support key information • Program notes and artist description which can be read by screen reader • Visual Story – a step-by-step written guide with still images showing – <ul style="list-style-type: none"> • How to book 	Ongoing for BackStage's 2025 season accessible/relaxed concerts and website updates.	Artistic Director Access Facilitator Marketing Manager

		<ul style="list-style-type: none"> • Venue tour, photos from seat Information on program/show (synopsis with pictures) • Transport to the venue, getting around, building, facilities • What happens on arrival, who will be there and any performance timings. 		
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Ticketing

Goal	Previous Actions (2022-2023)	Action 2024	Action 2025	Responsibility
Ensure the audience can contact the access contact with any access requests.	Audience members were able to contact info@backstagemusic.com.au or provided access phone number with any access requirements for SHIFT.	Ensure audience members can contact info@backstagemusic.com.au or the provided access phone number with any access requirements for the 2024 concert series.	Ongoing for subsequent accessible/relaxed BackStage Concerts.	Artistic Director
Ensure an accessible booking process and that there are multiple ways to book.	N/A	Ensure bookings are able to be made on the website as well as by email and phone for the 2024 concert series. Make sure Humanitix asks for access requirements when booking online.	Ongoing for subsequent BackStage accessible/relaxed concerts.	Artistic Director
Ensure free companion card ticketing and companion seating.	Free tickets and seating for the support workers of those holding a companion card when attending the event with the person they support for SHIFT. https://www.nsw.gov.au/community-services/companion-card	Free tickets and seating for the support workers of those holding a companion card when attending TRACE and other 2024 concerts with the person they support. https://www.nsw.gov.au/community-services/companion-card	Ongoing for subsequent accessible/relaxed BackStage Concerts.	Artistic Director

Artist Specific

Goal	Previous Actions (2022-2023)	Action 2024	Action 2025	Responsibility
Ensure artists can communicate in the most accessible formats for them.	Discussion with artists about preferred formats for discussion (e.g., word is more accessible for screenreaders and PDF is not accessible). Subsequent provision of documentation in Word rather than PDF format. Discussions were held in a variety of formats e.g., on Zoom, in person, by phone, by text and by email.	Ensure artists involved in TRACE and the BackStage 2024 concert series can communicate in the most accessible formats for them. Ask artists which formats they prefer.	Ongoing check-ins with artists in subsequent BackStage accessible/relaxed concerts regarding the most accessible formats for them.	Artistic Director Concert Curators Access Facilitator
Include access requirements in all BackStage contracts.	Access section of the BackStage contract created in 2023.	Ensure a contract with an included access section is provided to all artists involved in TRACE and the 2024 concert series.	Ongoing provision of a contract with an included access section for subsequent BackStage concerts.	Artistic Director
Provide clear communication about dates and deadlines - access needs factored into the timeline.	N/A	Concert dates and deadlines for new works are to be discussed with artists involved in TRACE. Ensure considerations are made for busy work periods and juggling multiple commitments. Ensure to check in with artists regularly.	Ongoing clear communication regarding dates and deadlines for subsequent BackStage concerts.	Artistic Director Concert Curators
Provide access rider to all artists alongside their contract.	Access rider template created in 2023.	Access Rider has been provided to all artists involved in TRACE and the 2024 concert series. This is a template in which all artists can outline their access requirements to ensure their access needs are met when working with BackStage.	Provision of access rider to all artists involved with subsequent BackStage Concerts alongside their contract.	Artistic Director Concert Curators

Ensure venues have accessible stage/backstage area.	Stage and Backstage for SHIFT accessible for artists involved.	Ensure Venue for TRACE is accessible to all artists involved - 107 projects Redfern provides an accessible performance area that meets the requirements of the artists involved.	Ensure venues for BackStage's 2025 season accessible/relaxed concerts are accessible to all artists involved.	Artistic Director Concert Curators
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Audience

Goal	Previous Actions (2022-2023)	Action 2024	Action 2025	Responsibility
Ensure online accessible video for all performances.	An accessible online video of SHIFT was provided through the Opera House streaming service. The video included captioning, AUSLAN interpretation and allowed access from home.	Ensure that online on-demand video is available for TRACE – e.g. a YouTube video of the performance. Ensure bespoke captions are provided for TRACE and at least auto-generated captions on all YouTube videos of other BackStage performances.	Ensure online accessible videos for all concerts in 2025 season.	Artistic Director Concert Curators Videographer Marketing Manager
Provide a flexible refund policy for access tickets if people are unwell on the day of performance.	N/A	Allow people with access tickets to 2024 series to be fully refunded – all tickets to be given access to online recording.	Ongoing for BackStage's 2025 season accessible/relaxed concerts.	Artistic Director Concert Curators Marketing Manager

Venue

Goal	Previous Action (2022-2023)	Action 2024	Action 2025	Responsibility
Create a checklist of venue barriers and solutions.	N/A	Attended 107 projects in person, looked over venue access website and discussed access barriers and solutions as part of TRACE using Accessible ARTS guideline as checklist.	Ongoing for BackStage's 2025 season accessible/relaxed concerts. Go through venue with industry expert if possible.	Artistic Director Concert Curators Access Facilitator
Consider the journey to the venue for people with access requirements.	Walked to the venue from nearby parking/public transport being mindful of physical access (e.g., step-free access), obstructions/roadwork (for physical access and those who are blind/have low vision), sensory experience (to include in the visual story) for SHIFT.	Walked to the venue from nearby parking/public transport being mindful of physical access (e.g., step-free access), obstructions/roadwork (for physical access and those who are blind/have low vision), sensory experience (to include in the visual story) for TRACE. Provide a video of the journey on the TRACE access page.	Ongoing for BackStage's 2025 season accessible/relaxed concerts.	Artistic Director Concert Curators Access Facilitator
Ensure there is adequate signage (or more can be made) to suit access requirements.	Note down the amount of signage and work out easy way to make more if needed as part of SHIFT.	Ensure adequate signage for TRACE (at appropriate heights and with appropriate contrast/visuals/easy English) or that more can be made to suit audience/artist requirements.	Ongoing for BackStage's 2025 season accessible/relaxed concerts.	Concert Curators Access Facilitator

Physical Access

Goal	Previous Action (2022-2023)	Action 2024	Action 2025	Responsibility
Ensure only wheelchair accessible venues are chosen.	Shift venue (The Church) was wheelchair accessible with no steps.	Ensure the venue for TRACE is wheelchair accessible. 107 Projects in Redfern is wheelchair accessible.	Ensure venues for BackStage's 2025 season accessible/relaxed concerts are wheelchair accessible.	Artistic Director Concert Curators
Ensure accessible/flexible seating is provided for all concerts.	Shift venue provided flexible seating to fit wheelchairs - seating was re-configurable to suit access needs.	Ensure venue for TRACE is offers flexible seating. 107 Projects in Redfern offers flexible seating.	Ensure venues for BackStage's 2025 season accessible/relaxed concerts offer flexible seating.	Artistic Director Concert Curators

Ensure accessible parking/public transport is available for Backstage concerts.	Shift venue was able to be accessed easily by public transport.	Ensure venue for TRACE is close to accessible parking/accessible public transport. 107 projects is close to Redfern station, an accessible bus stop and has (limited) accessible parking at the main entrance.	Ensure venues for BackStage's 2025 season accessible/relaxed concerts are close to accessible parking and accessible public transport for both artists and audience.	Artistic Director Concert Curators
Ensure venues chosen provide independent access and navigation for artists/audience.	Artists and audience were able to independently access venue for SHIFT.	Ensure artists can access the TRACE venue (107 projects) and facilities independently. Check in with artists to ensure this.	Ensure that artists can access BackStage's 2025 season's accessible/relaxed concert venues and facilities independently.	Artistic Director Concert Curators
Provide physically accessible quiet spaces.	Artists were able to access quiet space (kitchen) in the venue for SHIFT.	Ensure the TRACE concert venue contains an appropriate quiet space for audience members/artists. 107 projects will provide an accessible room as a quiet space.	Ensure BackStage's 2025 season concert venues for accessible/relaxed concerts contain an appropriate quiet space for audience members and artists.	Artistic Director Concert Curators
Ensure accessible evacuation for audience members/artists.	Artists were able to exit the venue from the accessible entrance for SHIFT	Ensure the TRACE concert venue can be easily evacuated by all audience members and artists in the case of an emergency. 107 Projects in Redfern can be evacuated easily.	Ensure BackStage's 2025 season concert venues for accessible/relaxed concerts can be easily evacuated by all audience members and artists in the case of an emergency.	Artistic Director Concert Curators
Ensure accessible bathrooms are provided at all venues.	Accessible bathrooms were not available for SHIFT.	Ensure the TRACE venue has accessible bathrooms for artists and audience members. 107 projects has accessible bathrooms (both left and right transfer).	Ensure artists and audience are able to access bathrooms that meet their access requirements at venues used for BackStage's 2025 season accessible/relaxed concerts.	Artistic Director Concert Curators

Access for D/deaf and hard of hearing Audience/Artists

Goal	Previous Action (2022-2023)	Action 2024	Action 2025	Responsibility
Provide good lighting at all venues to ensure optimum lighting for lip-reading.	Good lighting for lip-reading for SHIFT.	Ensure the TRACE concert venue has good lighting to ensure lip reading for artists and audience members.	Ensure BackStage's 2025 season accessible/relaxed concert venues have good lighting to ensure lip reading for artists and audience members.	Artistic Director Concert Curators
Provide captioning for BackStage concerts.	Live captioning was provided for the panel at SHIFT concert. Pre-recorded surtitle-style captions were provided on PowerPoint for pieces with lyrics.	Ensure captioning is provided for panels and for pieces with lyrics for the TRACE concert (either live or on the online recording). Ensure all lyrics are provided in advance on BackStage website.	Ensure captioning is provided for panels and for pieces with lyrics for BackStage's 2025 season accessible/relaxed concerts (either live or on the online recording). Ensure all lyrics are provided in advance on BackStage website.	Artistic Director Concert Curators

Access for Audience who are Blind/have Low Vision

Goal	Previous Action (2022-2023)	Action 2024	Action 2025	Responsibility
Ensure Audio Description in all concerts.	In SHIFT a QR code was provided linked to program notes/artist descriptions/the access page which a screen reader could read. All program notes were also provided in advance on the BackStage website.	Audio description aesthetically embedded in work 'The Sleepers' as part of TRACE.	Ensure audio description or QR code linked to program notes/artist descriptions/access page is provided for BackStage's 2025 season accessible/relaxed concerts. Try and incorporate aesthetic access into new works in subsequent accessible/relaxed concerts.	Artistic Director Concert Curators Access Facilitator Composers
Ensure Signage + Materials are accessible.	In SHIFT BackStage provided signage for facilities that was <ul style="list-style-type: none"> • Easy to find • Followed Style Guide (see above) • Supplemented with visuals/ • Visible at different heights 	Provide signage for facilities at the TRACE concert that is <ul style="list-style-type: none"> • Easy to find • Follows Style Guide (see above) • Supplemented with visuals/ • Visible at different heights Ensure distance is also included on signage.	Provide accessible signage for facilities for BackStage's 2025 season accessible/relaxed concerts following the provided guidelines.	Concert Curators Access Facilitator

Ensure an assistance animal relief space is provided for all accessible/relaxed concerts.	<u>N/A</u>	Ensure relief/water/shaded/leash-free space is provided for assistance animals for audience and/or artists as part of the TRACE concert.	Ensure relief/water/shaded/leash-free space is provided for assistance animals for audience and/or artists as part of BackStage's 2025 season accessible/relaxed concerts.	Concert Curators Access Facilitator
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Access for Sensory Needs/Neurodivergent Audience

Goal	Previous Action (2022-2023)	Action 2024	Action 2025	Responsibility
Ensure appropriate lighting to avoid sensory overload for neurodivergent artists/audience members.	Windows were left open as part of SHIFT to allow for sunlight to enter space.	Ensure the TRACE venue uses appropriate lighting to avoid sensory overload for neurodivergent artists/audience - be mindful of fluorescent lighting.	Ensure BackStage's 2025 season accessible/relaxed concert venues use appropriate lighting to avoid sensory overload for neurodivergent artists/audience - be mindful of fluorescent lighting.	Artistic Director Concert Curators
Provide sensory spaces for neurodivergent artists/audiences.	Kitchen was used as a quiet space for the SHIFT concert.	Ensure sensory 'quiet' space is provided for neurodivergent artists/audience members as part of TRACE. 107 projects contains an appropriate room for a quiet space.	Ensure sensory 'quiet' spaces are provided for neurodivergent artists/audience members in BackStage 2025 season accessible/relaxed concerts.	Artistic Director Concert Curators
Ensure that audience members can move freely in and out of the venue.	Doors were left open and people were allowed to move in and out of the space if needed in the SHIFT concert.	Ensure that doors are left open at venue for TRACE to allow for movement into the street if needed.	Allow for freedom of movement in BackStage's 2025 season accessible/relaxed concerts.	Artistic Director Concert Curators
Provide trigger warnings for unexpected sounds or confronting topics.	<u>N/A</u>	Provide trigger warnings for loud noises, unusual sounds and high-stress topics in pieces in the TRACE concert.	Provide trigger warnings for loud noises, unusual sounds and high-stress topics in pieces in BackStage's 2025 season accessible/relaxed concerts.	Composers Artists
Ensure audience education regarding access prior to the beginning of the concert.	The audience was educated on access before SHIFT e.g., placement of accessible bathrooms, that doors would be left open and that movement was permissible.	Provide audience education on access at the beginning of the TRACE concert.	Provide audience education on access at the beginning of BackStage's 2025 season accessible/relaxed concerts.	Concert Curators Access Facilitator
Ensure seating is spread out or alternative seating options are provided.	Seating close to doors was provided for those with sensory needs as part of SHIFT.	Provide spread-out seating and alternative seating options (e.g., beanbags, mats etc) as part of the TRACE concert.	Provide spread-out seating as part of BackStage's 2025 season accessible/relaxed concerts.	Artistic Director Concert Curators Venue
Ensure artists talk to the audience about their pieces.	Q and A panel was provided about the creation of new works and the artists' lived experience in SHIFT.	Q and A panel about composing accessible works and ensuring accessible organisations will be provided in the TRACE concert.	Ensure artists discuss pieces with the audience in BackStage's 2025 season accessible/relaxed concerts.	Concert Curators Access Facilitator Composers/Artists
Ensure reduced fragrance in venues.	<u>N/A</u>	<u>N/A</u>	Air fresheners to be turned off in bathrooms in BackStage 2025 season accessible/relaxed concerts.	Artistic Director Venue
Provide relaxed performances for BackStage concerts.	Chill out/quiet space provided, freedom of movement, doors left open in SHIFT.	Allow freedom of movement, sensory/quiet space, alternative seating in the TRACE concert.	Allow freedom of movement, sensory/quiet space, alternative seating in BackStage 2025 season accessible/relaxed concerts.	Artistic Director Concert Curators