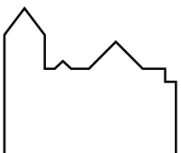


CARCLEW



Disability Action and Inclusion Plan 2026 – 2029





Carclew recognises and respects that we are living and creating on unceded Aboriginal Lands.

Carclew pays respect to the Kaurna people of the Adelaide Plains. To Elders past, present and leaders emerging today.

Carclew or 'Tutu Karralikanungku - Looking out from above' extends this respect to all First Nations peoples we collaborate with.



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MESSAGE FROM THE CEO

The experiences, ideas and voices of young people and staff at Carclew, have been the anchor and priority in shaping our Disability Access and Inclusion Plan 2026–2029. Their insights on what inclusion should look, feel, and sound like at Carclew have guided the priorities, actions and approaches we will take as an organisation.

With the commitment of our staff, leadership and Board, we are dedicated to putting this plan into action, embedding inclusion across every part of Carclew so that everyone who engages with us feels welcomed, supported and valued.

At Carclew, our core purpose is to have the greatest impact for the greatest number. We cannot achieve that without ensuring that all children, young people, staff, and visitors experience inclusion, accessibility, and equity in every interaction with us. This plan is our roadmap to making that happen and a promise that we will continue to listen and ensure that everyone's experience at Carclew is one where they feel truly seen, heard, and included.

Robyn Jones

Acting Chief Executive Officer

ABOUT US

Carclew is Australia's largest multi-art form cultural institution dedicated to children and young people. The heart of Carclew is our historic house in North Adelaide, gifted by the Government of South Australia in 1971 as a promise that all children and young people have access to art, culture, and creativity.

We believe in the power of children and young people as creators, innovators, and world shapers. Through participation in the arts, we inspire and nurture creativity, agency, and confidence, encouraging boldness and curiosity as children and young people grow. Carclew exists to elevate the youth arts sector, amplify children's voices, and provide opportunities for safe creative expression, audience engagement, and career development pathways.

Strategic Plan 2024–2028

Vision

To be the home of youth arts and creativity.

Mission

To connect all children and young people to the world of creative possibilities as artists, learners, and audiences.

Core Purpose

To have the greatest impact for the greatest number.

Aligned with Carclew's Strategic Plan 2024–2028, the Disability Access and Inclusion Plan 2026–2029 (DAIP) ensures that access and inclusion are central to how we deliver on our core purpose of having the greatest impact for the greatest number.





INTRODUCTION & CONTEXT

This DAIP sets out how Carclew will create an environment that is inclusive, accessible, and welcoming for all participants, staff, visitors, and audiences. The plan is designed to enhance participation for people living with disability and to provide a clear framework for embedding inclusive practice into the way we work every day.

This plan builds on the strong foundations established through Carclew's DAIP 2022–2025, which laid important groundwork for accessibility and inclusion at Carclew. It has been developed in alignment with the State Disability Inclusion Plan 2025–2029, which defines disability as “diverse and experienced by people of all ages, backgrounds and cultures. It can include physical, sensory, cognitive, intellectual, psychosocial and invisible disabilities”.

The state's plan focuses on participation, equity, and systemic change to remove barriers; while Carclew's DAIP is aligned to this focus, it is strongly grounded in the voices and experiences of Carclew's young participants and staff, ensuring that our actions reflect the realities of those engaging with us.

YOUTH & STAFF ENGAGEMENT

To ensure the plan reflects lived experience, workshops were held with young program participants and staff in February 2026. These explored what inclusive environments look, feel, and sound like, and what Carclew needs to keep doing, start doing, or stop doing to support participation and belonging. The key themes that emerged from the workshop discussions are summarised below. These insights have shaped the pillars and actions outlined in this plan.

Key Themes

·Welcoming and Safe Environments

Participants highlighted the importance of feeling seen, respected, and supported. Warm, approachable staff and spaces that provide emotional, social, and physical safety are essential for inclusion.

·Accessible and Inclusive Physical Spaces

Accessible, adaptable, and uncluttered spaces, including quiet areas, ramps, amenities, and clear signage, help people feel calm, focused, and able to participate comfortably and fully.

·Belonging and Being Seen

Everyone needs to feel their differences are acknowledged and normalised. Experiences of value and equity come from visual cues, thoughtful interactions, and opportunities to engage at one's own pace.

·Information and Communication

Clear, accessible, and multi-format information is critical to participation. Staff support and approachable communication channels enhance confidence and ensure everyone can understand and engage.

·Participation, Equity, and Empowerment

Meaningful participation comes from programs that offer choice, flexibility, and leadership opportunities. Representation of people with lived experience of disability and opportunities to shape programs reinforce equity and empowerment.



OUR PLAN

This section outlines Carclew's approach to embedding access and inclusion across all programs, spaces, and interactions. The plan is structured around five strategic pillars, providing a framework for focused, practical actions. Each pillar includes a brief description, a core question, and the actions designed to bring it to life.

The five pillars are:

- Inclusive Environment **Design**
- Safe and **Supported**
- Belonging and **Being Seen**
- Clear and Accessible **Communication**
- Voice and **Choice**

Inclusive Environment Design

Spaces and experiences are designed to be inclusive, welcoming, adaptable, and usable by all participants, staff and visitors.

- Review the recent inclusion audit of Carclew buildings, including signage and accessibility features, and prioritise improvements within heritage constraints.
- Address physical access requirements where practicable within the constraints of a heritage building, including ramps, waiting areas, chill-out zones and room set up.
- Ensure program and workspaces are adaptable for different sensory needs and energy levels.
- Embed inclusive environment design into program and event planning, considering all participants.

Does everyone feel welcomed, comfortable, and able to access our spaces?

Safe and Supported

People feel safe, respected, and supported in all interactions, with clear policies, procedures and practices in place to ensure wellbeing and protection.

- Review and maintain all policies and procedures, prioritising access, equity, and inclusion.
- Develop mechanisms to seek and respond to feedback on accessibility and inclusion.
- Provide disability awareness and inclusion training for staff, volunteers, early career artists and those contracted across our programs.
- Provide mental health first aid training for staff.
- Review and update staff and participant complaints process.
- Equip all staff with knowledge of relevant policies and procedures.
- Support flexible working arrangements including remote and flexible hours and adapt in-house workspaces to accommodate varying needs.
- Provide staff with clear, confidential and accessible mechanisms to request workplace adjustments and access supports.

Are people safe, respected, and supported in our spaces and programs?

Belonging and Being Seen

Everyone feels welcomed, acknowledged, and valued for who they are, with differences recognised and normalised.

- Use visual cues and inclusive symbols in building entry points and event/programming spaces to signal inclusion (such as, international symbol of access, sunflowers, rainbows and pronoun badges).
- Normalise quiet spaces and flexible participation for different needs.
- Ensure staff and volunteer approachability, warmth, and awareness of participants' differences.
- Increase representation of people with lived experience of disability at leadership levels.
- Embed inclusive practices in all program design and delivery.
- Elevate and spotlight artists with disability, celebrating their achievements and ensuring representation in marketing collateral.
- Ensure Companion Card access is embedded across Carclew programs and required of funded grant recipients, supporting inclusive participation and reducing barriers to engagement.

Do people feel included, recognised and part of the Carclew community?

Clear and Accessible Information

Information is clear, accessible and easy for everyone to find and use across all programs, spaces and communications.

- Share accessibility information in multiple formats, including online, print, signage and visual cues within our spaces.
- Ensure accessibility is embedded across all marketing and program communications, including clear, user friendly materials and website, and providing participants with guidance on access and inclusion arrangements.
- Ensure trained staff are in front-facing positions to support visitor, audience and participant access needs.
- Provide staff with specialised training in accessible marketing and communications.
- Enhance accessibility in Carclew's grant program by providing materials and application options in multiple formats, supported templates or guides with a clear point of contact to assist applicants with access needs.

Is information clear, easy to find understand, and accessible to everyone, in multiple formats and across all touchpoints?

Voice and Choice

People have meaningful opportunities to contribute to and make choices that shape their engagement with Carclew.

- Ensure equitable and flexible participation in programs for participants with disability, ensuring they can take part fully and make choices about how they engage.
- Co-design and consult with young participants in key planning processes.
- Explore and apply alternative accessible learning approaches across all programs, providing multiple ways for participants to engage and learn.
- Provide avenues for staff to contribute ideas and influence inclusive practices.
- Ensure feedback is considered, acted on when appropriate and visible.

Are people empowered and able to have influence over their participation and experience at Carclew?

IMPLEMENTATION & MONITORING

The DAIP is designed as a practical framework and guide for action, supported by a live, internal implementation document tracking responsibilities, timeframes, and priorities.

Key implementation strategies include:

- Embedding the plan into our systems of work and culture.
- Commitment to a standing, active agenda item at monthly all-staff meetings to celebrate success, share challenges, and reflect on learning.
- Periodic updates to the Board to ensure oversight and accountability.
- Leadership commitment to working with staff to monitor, review and adapt actions as needed.
- Ensure the plan is supported by a flexible, dynamic implementation document that is regularly reviewed and updated to reflect changes in programs, needs and the operating environment, and informed by feedback from staff, participants, visitors and audiences.

CARCLEW



Government
of South Australia