

# **Disability Access and Inclusion Plans (DAIPs): Agents and contractors guide**



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## Introduction

Disability Access and Inclusion Plans (DAIPs) ensure that people with disability can access services, facilities, buildings and information provided by public authorities in Western Australia in a way that facilitates increased independence, opportunities and inclusion within the community.

The Disability Services Act 1993 (the Act) makes DAIPs mandatory and prescribes their development, implementation and reporting. It requires that DAIPs are implemented by public authority staff and also applies to agents and contractors providing a service to the public.

Section 29B of the Act states “a public authority that has a disability access and inclusion plan must take all practicable measures to ensure that the plan is implemented by the public authority and its officers, employees, agents or contractors”.

The Disability Services Commission (The Commission) has developed a range of resources to assist public authorities with developing and implementing DAIPs, and facilitating sound reporting.

## Definitions

### Agent and contractor

In relation to DAIPs:

- an agent is a person or business authorised to act on another's behalf
- a contractor is an entity who performs a service or delivers a product under an agreement (or contract) with a public authority
- there is an exchange of money for services (this includes grants).

### DAIP

DAIPs assist public authorities to plan and implement improvements to access and inclusion across seven outcome areas, in regards to services and events, buildings and facilities, information, quality of service, complaints and consultation processes.

### Responsibilities of agents and contractors

- Where agents and contractors are used as a go-between in the provision of a service to the community for a public authority, the agent and contractor must take the needs of people with disability into account.
- Agents and contractors do NOT have to develop their own DAIP.
- Agents and contractors must conduct their business in a manner consistent with the contracting public authority's DAIP.
- Agents and contractors are required to implement strategies which directly relate to the task they are undertaking.

- Contracted services in which the public authority itself is the recipient of the services are not relevant to the DAIP.

## **People with disability**

The Australian Bureau of Statistics' Survey of Disability, Ageing and Carers

2012 estimated that 389,800 people in Western Australia (WA) report having a disability. This equates to over one in six or 16.2 per cent of West Australians. By 2026, it is expected this will increase to one in four West Australians. More than 45 per cent of people aged over 60 years are reported to have a disability and around 2.7 per cent or 57,000 of people under 65 years of age are reported to have severe or profound disability. There are approximately 236,200 people who identify themselves as carers of a person with disability in WA.

Improving access and inclusion for people with disability is a legislative requirement under the Disability Services Act 1993 (amended 2004). For people with disability to have the same opportunities as others to participate in community life, it is important that services and facilities are accessible. This also benefits others, including parents with prams, seniors and people from culturally and linguistically diverse (CaLD) backgrounds.

For more information refer to the [Disability Services Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au).

## **Disability Access and Inclusion Plans (DAIPs)**

DAIPs provide a formalised approach for public authorities to meet the service needs of people with disability and to identify and address access barriers. All people benefit when they are able to access services and participate in the community.

DAIPs aim to achieve seven outcomes:

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.
3. People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

4. People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.
5. People with disability have the same opportunities as other people to make complaints to a public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by a public authority.
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

West Australian public authorities (state and local government authorities) are required to develop and implement a Disability Access and Inclusion Plan (DAIP) under the Disability Services Act 1993 (amended 2004)(the Act).

### **Relevance to agents and contractors**

Agents or contractors are not required to develop their own DAIP. When agents or contractors are used to carry out work for a public authority, it is expected that the agent or contractor takes the needs of people with disability into account and that their work will align with the authority's DAIP.

For example, contractors may be called in to fix a footpath. Fixing the footpath should be undertaken in a way that meets Outcome 2: ensuring people with disability can access the building services of a public authority.

There is no minimum contract value for contractor reporting so any agent or contractor could need to report. All contracts should be judged on an individual basis as to whether or not the agent and contractor should be informed about the public authorities DAIP.

In relation to DAIPs:

- an agent is a person or business authorised to act on another's behalf, usually a public authority
- a contractor is an entity who performs a service or delivers a product under an agreement (or contract) with a public authority
- there is an exchange of money for services (this includes grants).

### **Reporting requirements**

A progress report must be provided each year to the Minister for Disability Services (about DAIP implementation across Western Australia). This report is produced from information submitted to the Commission by public authorities in their annual DAIP Progress Report, including progress by their agents and contractors.

Public authorities must provide a progress report to the Commission by 4 July each year.

Key points to note about the reporting process include:

- agents and contractors should have access to the public authority's DAIP
- prior to the due date of the progress report, contractors are reminded of their reporting obligations and given an "Agent and Contractor Reporting Template" (Attachment 6)
- reports from agents and contractors are sent to contract or procurement managers or the relevant DAIP area (processes will vary)
- if the report is sent to Contract or Procurement Manager they will need to advise the DAIP officer how the reporting information has been received. For example, did the contractor complete and return a contractor progress reporting template or was the information gathered through progress report meetings or by email?
- the DAIP officer uses this information to complete the DAIP progress report which is then sent to the Commission no later than 4 July. The reporting template is available from the DAIP Section of the Disability Services Commission's [website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au)
- contractors will not be identified in the progress report that agencies provide to the Commission
- the information provided by public authorities is collated by the Disability Services Commission to form the basis of the overall state-wide report for the Minister for Disability Services. The Minister is required to table this report in Parliament.

## **Role of agents and contractors in the DAIP framework**

A Special Condition of Contract was developed by the State Solicitors Office for use in contracts under the Department of Treasury and the Department of Finance framework. As a result, all state government public authorities are expected to have internal mechanisms and processes in place to facilitate reporting by agents and contractors. These processes may vary depending on the structure of each public authority. Following consultation with the Western Australian Local Government Association (WALGA), the special condition has also been provided to local government public authorities as a suggested approach to making sure contracted services are accessible for people with disability.

The Department of Finance has best practice guidelines outlining recommended steps to make contracted services accessible for people with disability. These are available through the [Department of Finance website](http://www.finance.wa.gov.au) (www.finance.wa.gov.au > Government Procurement > Templates and Guides > Goods and Services Templates, Guides and Conditions of Contract).

Tenderers must state their intended compliance with all conditions and any special conditions of a tender. If the tenderer becomes the preferred provider, the agency can then enter into negotiations about the special condition.

(It is highly recommended that the DAIP, or a hyperlink to the document, be provided in tender documentation).

The Special Condition of Contract clause is:

## **Special Condition of Contract**

[Note: This clause should only be used if the Customer is required to have a Disability Access and Inclusion Plan under the Disability Services Act 1993.]

### **i. Disability Access and Inclusion Plan**

If the Contract involves the supply of Services to the public, then the successful Respondent will:

- (i) to the extent practicable, implement the Customer's "Disability Access and Inclusion Plan" prepared under the Disability Services Act 1993; and
- (ii) provide a report to the Customer by [insert date] in each year of the Contract Term reporting on the extent to which the successful Respondent has implemented the Customer's Disability Access And Inclusion Plan.

For the purpose of this clause the Customer refers to the public authority. The clause is broad, but is consistent with the general intent of the Disability Services Act.

The clause will:

- apply only to new contracts or contract variations
- apply to services provided to the public
- not apply to services provided directly to the public authority itself, such as cleaners and rewiring of telephones.

In agreeing to the special condition the tenderer agrees to:

- undertake the contract in a manner consistent with their principal's DAIP
- provide an annual report to the public authority about DAIP outcome areas supported.

Local government public authorities can choose whether to use the special condition or develop their own clause. However, even if this special condition is not used by a local government, contracted services to the public still need to comply with the requirements of the Act. For this reason the use of the

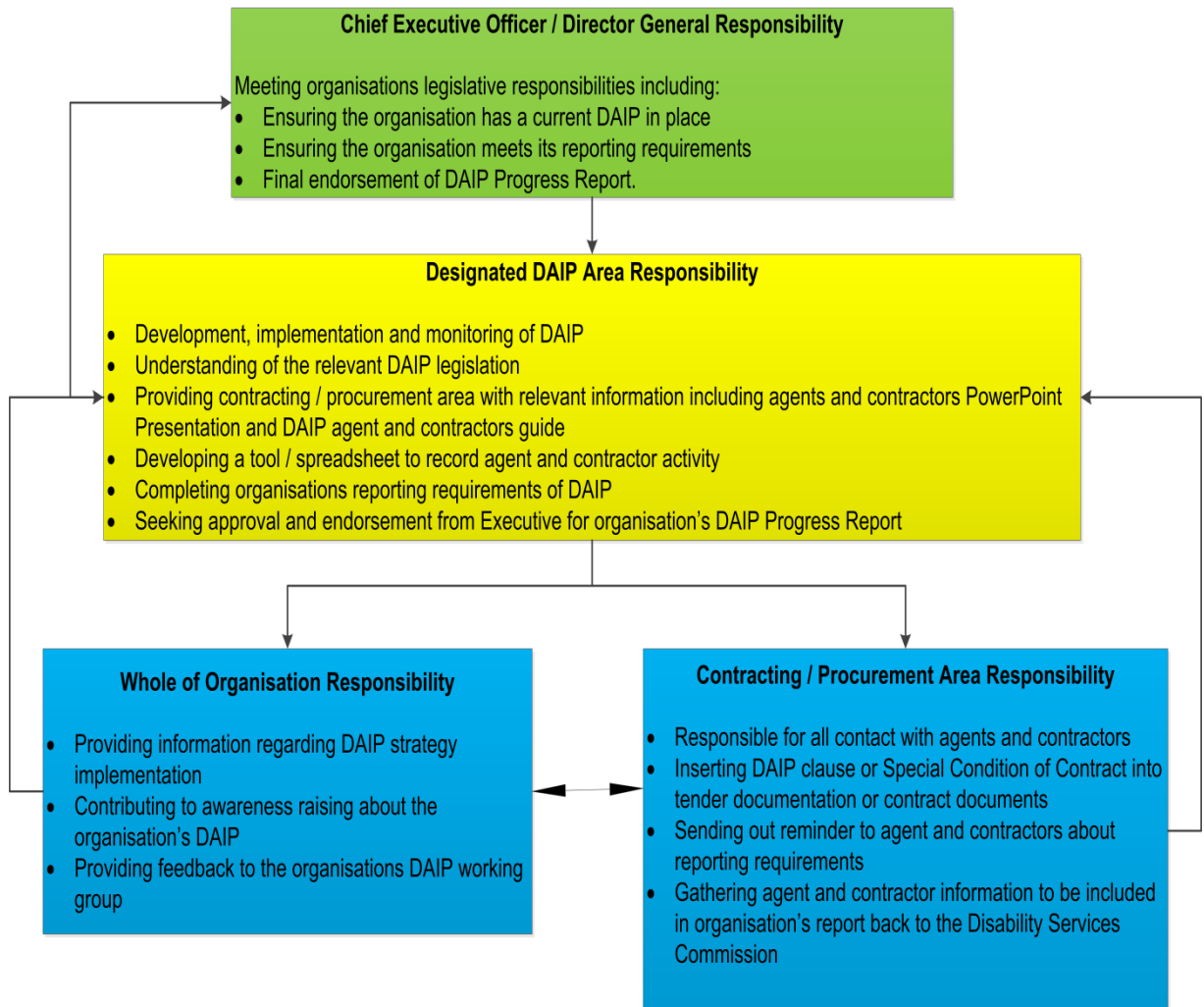
special condition by local governments is strongly encouraged. It also acts as a reminder of:

- legal obligations under the DAIP
- ways in which agents and contractors can meet the access requirements of each outcome and specific to the area of their contract
- ways in which contractors met the actions listed for a specific outcome.

A suggested process and common DAIP framework is outlined on the following page.



## Role of Agent and Contractors in the DAIP Framework



Each public authority usually has a contact person or area responsible for its DAIP. A PowerPoint presentation is available for Contract and Procurement staff to use if they choose. It explains how to ensure all DAIP requirements are met by agents and contractors. The presentation, if used, should if possible, be presented and explained by the officer or area that administers the DAIP as they would have a good understanding of DAIP reporting requirements and be in a position to answer questions if they arise.

A next step in the reporting process **could** be to prepare a spreadsheet or tool to record agent and contractor activity. Two examples of spreadsheets have been provided and both contain the names of separate sections within a public authority listed on individual tabs (Attachments 1 and 2).

The spreadsheet or tool would be sent to each work area to populate with agent and contractor information (that is any section that uses an agent or contractor to fulfil specific contracts related to strategies in the DAIP outcomes completes the spreadsheet relevant to them).

Once completed, the spreadsheet or tool is returned to the designated DAIP officer or area.

The spreadsheet will provide a record for staff who administers the DAIP of agents and contractors working on DAIP strategies and assist with meeting two of the DAIP reporting obligations, which are:

- how agents and contractors are informed of DAIP requirements
- progress made towards meeting DAIP outcomes.

**The suggestion made here is not prescriptive. How each public authority goes about setting up a reporting process is a matter of choice.**

Agents and contractors should be reminded of their reporting obligations prior to 4 July each year when the public authority is requested to submit a progress report to the Commission. An example of a reminder is attached along with a contractor reporting template that can be adapted to suit strategies for each outcome (Attachments 5 and 6).

**Where contracted organisations are delivering community services on behalf of a public authority, a report on the extent to which the contracted organisation has implemented the DAIP is required. Information is available at the [Department of Finance website](http://www.finance.wa.gov.au) ([www.finance.wa.gov.au](http://www.finance.wa.gov.au) > Government Procurement > Policies > Delivering Community Services in Partnership).**

## **Ways to provide access for people with disability**

Making contracted services accessible need not be expensive or complex. Agents and contractors should undertake activities that are generally consistent with the seven DAIP outcome areas.

It does not necessarily mean that contractors will replicate every access strategy that the contracting agency is undertaking in its DAIP.

Examples of accessible services related to each outcome area provided by agents and contractors can include:

1. People with disability have the same opportunities as other people to **access services and events**:
  - provide services in a flexible manner so that people with disability get the same outcome from that service as other members of the community

- produce clear and easy-to-read invitations and flyers for events that include contact details, preferably in bold print
  - hold events in an accessible venue
  - design invitations to events which ask invitees if they have any specific access requirements (eg Auslan interpreters).
2. People with disability have the same opportunities as other people to **access buildings and other facilities**:
- provide clear access ways free of boxes, displays and other obstructions
  - use buildings that are accessible– if there is no lift, make sure all service points are located on the ground floor
  - ensure a continuously accessible path of travel
  - provide adequate space into doorways and within rooms to allow for wheelchair access
  - place colour contrast strip on the outer edge of steps
  - ensure ground and floor surface are slip resistant and free of hazards to minimise risk of injury
  - provide signage with clear lettering and strong colour contrast
  - provide an appropriate number of accessible parking bays.
3. People with disability receive information in a format that will enable them to **access information** as readily as other people:
- provide clear and easy-to-read information by using a sans serif font such as Arial or Helvetica in a minimum size of 12 points
  - ensure there is significant colour contrast between the text and the background
  - display important information in bold font, avoid using upper case text only, and avoid using italics
  - design websites to meet accessibility guidelines developed by the World Wide Web Consortium (W3C). Information is available at [www.w3.org](http://www.w3.org).
  - provide Auslan interpreters when requested by people who are deaf or have a hearing impairment
  - incorporate captioning in DVDs and TV advertisements
  - provide business cards with significant colour contrast and easy-to-read font size
  - be prepared to provide information in alternative formats, if requested.
4. People with disability receive the **same level and quality of service from staff** as other people:
- make the DAIP information available to all staff
  - provide staff with information about the needs of people with disability and where to locate extra resources and support as required
  - provide disability awareness training for staff.

5. People with disability have the same opportunities as other people to **make complaints**:
  - accept complaints in a variety of formats such as by telephone, email, written or in person
  - allow others, such as family members, to make complaints on behalf of a person with a disability.
  
6. People with disability have the same opportunities as other people to **participate in any public consultation**:
  - provide media releases and advertisements about public consultation in both print and electronic media and on your website
  - consult people with disability using a range of different consultation methods, eg focus groups, interviews, surveys
  - request information about access requirements from participants prior to attending consultations
  - hold consultations in accessible buildings.
  
7. People with disability have the same opportunities as other people to obtain and maintain **employment** within a public authority:
  - use inclusive recruitment practices.
  - improve methods of attracting, recruiting and retaining people with disability
  - work with key disability employment support providers to employ a person with a disability.

## **Agent and contractor questions and answers:**

### **Are all agents and contractors required to provide a report to the Public Authority?**

The Act requires DAIPs to be implemented by agents and contractors as well as the staff of a public authority. This furthers the expectation that services or facilities provided through public money are accessible for all members of the community. Contracted services in which the public authority itself is the recipient of the services are not relevant to the DAIP.

Many public authorities have a range of agents and contractors. For some of these, their services may have little or no impact on their DAIP strategies, and/or have no contact with the public. A decision to exclude particular agents and contractors from reporting should follow a considered process. A decision-making resource to support public authorities is available. (Attachment 3).

### **If disability access requirements are already built into design plans for a building, is the contractor required to comply with the DAIP requirement?**

Yes. Standards on access don't necessarily cover a range of finer details in the construction of facilities such as appropriate fittings and effective signage for people with disability. Referencing the DAIP can also be viewed as a community education exercise so agents and contractors are made aware of the range of access needs of people with disability.

**What about situations where a business comes in and pays to use the facilities of the public authority (for example, a business paying to use premises for an event)?**

If an outside organisation pays a public authority to use their facilities, they would **not** be considered to be an agent or contractor. However, it would be useful (in order to avoid any complaints under the Disability Discrimination Act 1992 or Equal Opportunity Act 1984 ) that the needs of people with disability are considered, particularly if it was a community event. The hire of the facilities can be an opportunity to promote good practice by providing information about the public authority's DAIP as well as access resource information such as the accessible events checklist, which is available on the [Disability Services Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au).

**What are some examples of the type of contracts that are covered by DAIP requirements?**

Please see Attachment 4 which will provide you with some examples of contractors under the specific areas of:

- Building and works
- Direct service delivery
- Information and communication.

Who do contractors report to with contracts that are awarded under Department of Finance "Building Management and Works (BMW)"?

- Public authorities that have contracts for works or maintenance being carried out by another public authority will not be required to collect DAIP progress reports from these agents or contractors.
- Agents and contractors are required to provide a safe and accessible working environment legislated under the Disability Access and Inclusion Plan of the public authority. An example of this would be where state government authorities that have contracts managed on their behalf by Building Works and Management. These agents and contractors are appraised on criteria such as Occupational Health, which includes providing a safe and accessible working environment. Subsequently, these agents and contractors would not be required to submit a report.

## Disability Services Commission resources

The following access resources can be found on the [Commission's website](http://www.disability.wa.gov.au) (www.disability.wa.gov.au) or by contacting the Commission's Access and Inclusion branch on 9426 9353 or 6104 9551.

**[The Access and Inclusion Resource Kit](#)**: contains checklists to assess levels of access to a public authority's buildings, facilities, information and services. This can be found at [www.disability.wa.gov.au](http://www.disability.wa.gov.au) > Business and Government > Quick Links > Access and Inclusion Resource Kit.

**[Accessible Information Training Package](#)**: contains information on how to make information accessible to people with disability. It also contains information on accessible websites, customer service to people with disability and an accessible events checklist. This can be found at [www.disability.wa.gov.au](http://www.disability.wa.gov.au) > Business and Government > Disability Access and Inclusion Plans > Implementing your DAIP > Outcome 3.

**[Disability Access and Inclusion Plan Training Package for State and Local Governments](#)**: can be used by public authorities and others for disability awareness training including DAIP requirements and customer service to people with disability. This can be found at [www.disability.wa.gov.au](http://www.disability.wa.gov.au) > Business and Government > Disability Access and Inclusions Plans > Outcome 4.

**You Can Make a Difference to Customer Relations for People with Disability in Local Government and State Government Agencies**: a DVD to assist state government agencies and local governments improve customer service to people with disability. Please contact the Access and Inclusion Branch on 9426 9353 or 6104 9551 if you would like a copy.

**You Can Make a Difference to Customer Relations for People with Disability in the Hospitality, Tourism, Retail and Entertainment Industries**: a DVD to assist organisations in the hospitality, tourism, retail and entertainment industries to improve customer service to people with disability. Please contact the Access and Inclusion Branch on 9426 9353 or 6104 9551 if you would like a copy.

## Other resources

**[Access to Premises Standards](#)**: the new standards were introduced on 1 May 2011 and are available for downloading at the Australian Attorney General's Department website at [www.ag.gov.au](http://www.ag.gov.au) > Rights and protections > Human rights and anti-discrimination > Disability standards > Disability standards for access to premises.

**[Guideline on the Application of the Premises Standards](#)**: the Australian Human Rights Commission has produced guidelines to assist in implementing the new standards and the document is available at [www.humanrights.gov.au/publications/access-premises](http://www.humanrights.gov.au/publications/access-premises).

**[Australian Standards on Access](#)**: details of current Australian Standards covering access are available from Standards Australia at [www.standards.org.au](http://www.standards.org.au) > Standards Development > Sectors.

**[Improving access to Heritage Buildings](#)**: This is available at [www.environment.gov.au](http://www.environment.gov.au) > Topics > Heritage > Heritage organisations > Australian Heritage Council > AHC publications > Improving Access to Heritage Buildings. Please contact the State Heritage Council for advice at [info@stateheritage.wa.gov.au](mailto:info@stateheritage.wa.gov.au).

**[The Accessible Parking Program in Western Australia](#)** – provides information on accessible parking in Western Australia. This resource is available on [www.nds.org.au](http://www.nds.org.au) > Projects > ACROD WA parking program.

**[W3C Web Content Accessibility Guidelines \(WCAG\)](#)**: assists web designers to create websites that are accessible to a wide audience, including people with disability. Available at [www.w3.org](http://www.w3.org).

## Further information

Additional information about creating access for people with disability is available on the Commission's website at [www.disability.wa.gov.au](http://www.disability.wa.gov.au).

## Other contact details

Direct contact with an officer of the Access and Inclusion Branch at the Commission.

**Address:** 146-160 Colin Street West Perth WA 6005

**Telephone:** 9426 9353 or 61049551

**Facsimile:** 9226 2306

**TTY:** 9426 9315

**Country:** 1800 998 214

**Postal:** PO Box 441 West Perth WA 6872

**Email:** [access@dsc.wa.gov.au](mailto:access@dsc.wa.gov.au)

**Website:** [www.disability.wa.gov.au](http://www.disability.wa.gov.au)

This document is available in alternative formats on request.

Publication update: February 2015



<b>Attachment 1 - Collecting information tool example 1</b>															
<b>DAIP - Agents and Contractor Reporting</b>															
<b>2014/15</b>															
<b>CONTRACTS &lt; \$100,000</b>															
All Staff responsible for tenders or contracts have an obligation to ensure that agents or contractors providing a service to the public on behalf of (name of public authority) are consistent with the seven outcomes of the DAIP as outlined in the Disability Services Act 1993 (amended 2004). The DAIP outlines how public authorities will make their services, buildings and information accessible for people with disability.															
<b>Outcome 1</b> People with disability have the same opportunities as other people to access services and events.															
<b>Outcome 2</b> People with disability have the same opportunities as other people to access buildings and facilities.															
<b>Outcome 3</b> People with disability receive information in an accessible format															
<b>Outcome 4</b> People with disability receive the same level and quality of service from the staff of as other people.															
<b>Outcome 5</b> People with disability have the same opportunities as other people to make complaints.															
<b>Outcome 6</b> People with disability have the same opportunities as other people to participate in any public consultation.															
<b>Outcome 7</b> People with disability have the same opportunities as other people to obtain and maintain employment.															
<b>INSTRUCTIONS: Please enter details into the spreadsheet and tick the relevant Outcome / s box</b>															
<b>CONTRACTS DATA BASE SPREADSHEET 2014/15</b>							<b>Outcomes</b>								
Date of Contract	Quotation No./Tender No.	Unit	Project Officer	Name of Contractor	Contract or Contact Person	Contract or Address details / email	1	2	3	4	5	6	7	Trim Reference Number	Comments

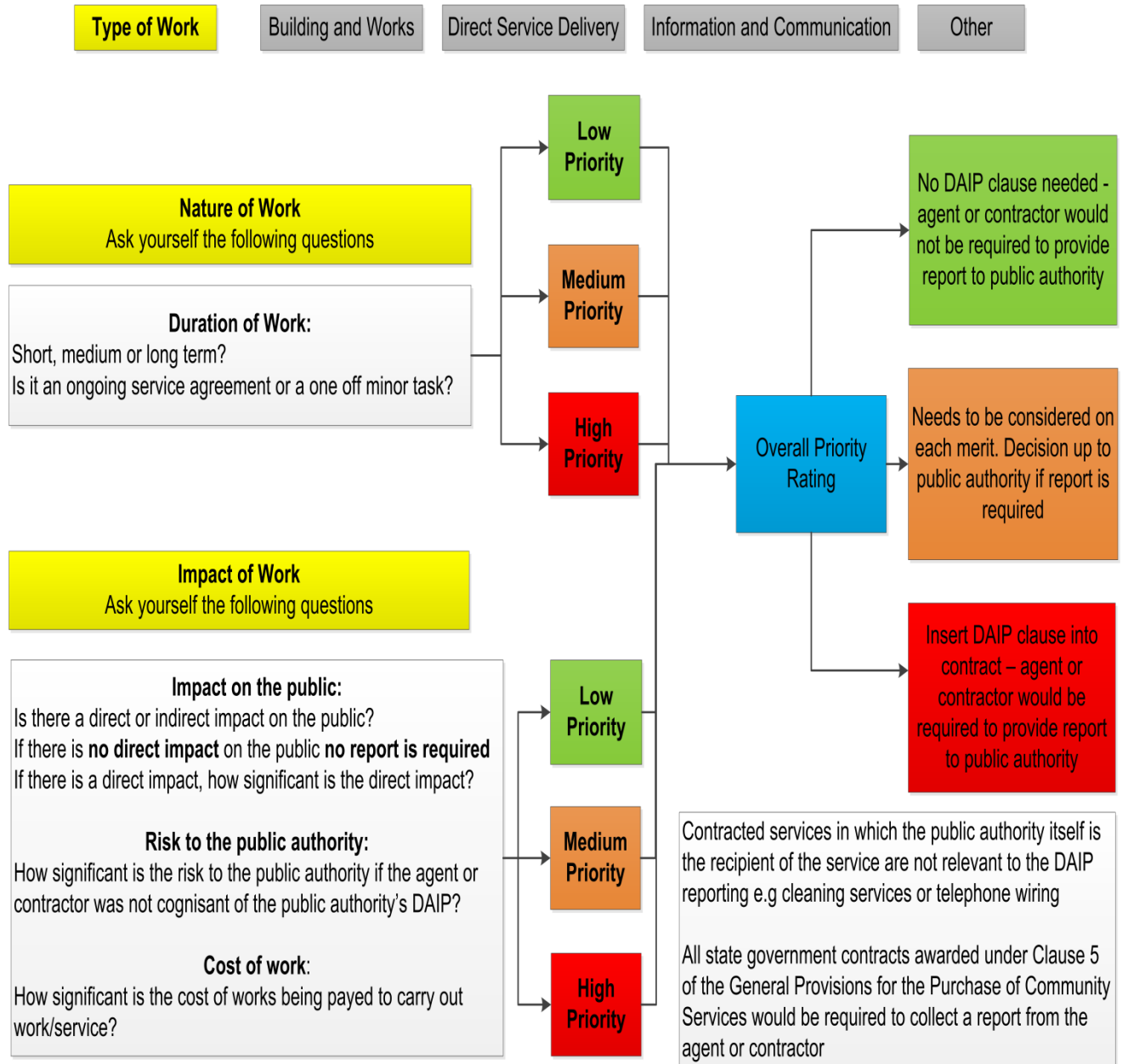
## Attachment 2

Collecting information tool example 2 from a communications department who use contractors

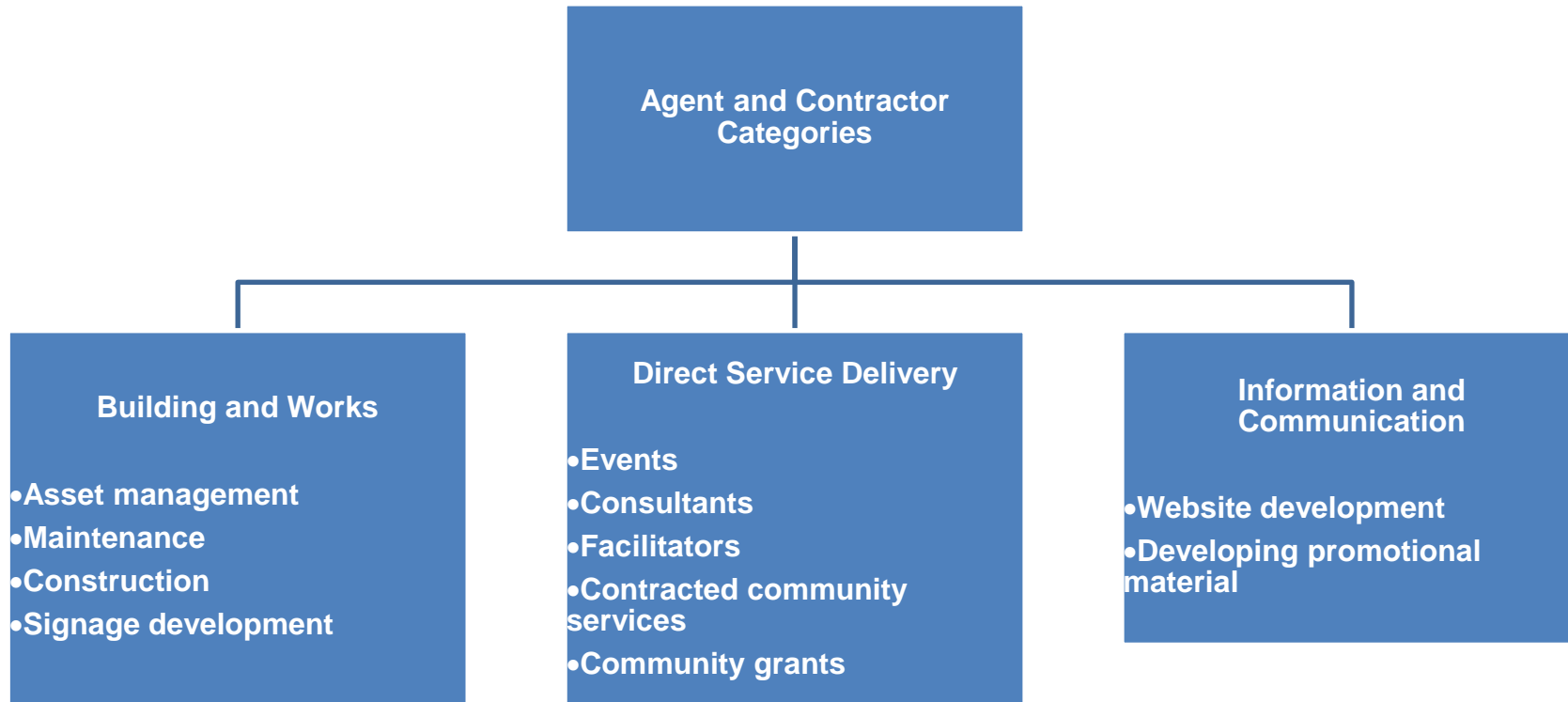
<b>Contractor</b>	<b>Service provided</b>	<b>Contact Name</b>	<b>Mailing address</b>	<b>Suburb</b>	<b>State</b>	<b>Postcode</b>	<b>Phone</b>	<b>Email</b>
Display company	Community fair – wheelers/ joiners for display	John Brown	PO Box 40	Joondalup DC	WA	6919	0430 678 900	jbrown@dc.com.au
WA Deaf society	Interpreting for Anzac Day	Jo Smith	PO Box 5	Leederville	WA	6007	0419 777 234	jo@wadeafsociety.com.au
Cater for people	Catering for events	Sandy Long	150 James Street	Northbridge	WA	6219	0418 987 654	sandy@cfp.com.au

# Attachment 3 – Agent and contractor reporting decision tree

## Agent and Contractor Reporting Decision Tree



## Attachment 4 – Examples of contractors



## Attachment 5

### Sample text sent to agent and contractors

The Disability Services Act (1993) requires all public authorities to have a Disability Access and Inclusion Plan (DAIP). The DAIP is to be implemented not only by the public authority, but also by its agents and contractors who provide services to the public on behalf of the contracting public authority.

The (name of public authority) Disability Access and Inclusion Plan is available to download from the web site at: (address of website) or by phoning (list telephone number).

To ensure that the plan is being implemented, contractors are required once a year, to provide a brief list of activities undertaken to support the (name of public authority) DAIP.

To avoid delays in processing the information would you please complete the attached form and return it to (name) as soon as possible, **but no later than Friday 20<sup>th</sup> June 2015.**

Preferably, forms should be submitted via email to (name of contact) or alternatively in person at the (address)

## Attachment 6

### DAIP agent and contractor progress reporting template

The Disability Services Act 1993 (amended 2004), requires a DAIP Progress Report from each public authority to show how DAIP strategies meet the desired outcomes specified in the Act. The Disability Service Regulations 2004 requires public authorities to report progress of the outcomes made by the public authority and any agents and contractors that have been used. The Regulations also require the methods used to inform its agents and contractors of its DAIP.

Agents, contractors, funded and sponsored agencies can include non-government and not-for-profit organisations and businesses that undertake work on behalf of a public authority involving interaction with the community. Contracted employees should not be considered as contractors for this report.

**This template is to assist public authorities with monitoring and reporting on agent and contractor progress. The template is for your use and may be adapted to suit your requirements. Alternatively, you may choose to continue to use the previous template provide by the Commission or your own reporting template.**

A [copy of the template](#) is available at [www.disability.wa.gov.au](http://www.disability.wa.gov.au) > Business and Government > Disability Access and Inclusion Plans > Progress reporting for DAIPs.

Please contact the Access and Inclusion Branch on 9426 9353 or 6104 9551 if you have any questions regarding reporting requirements.

# Agent and Contractor Report

## DAIP Agent and Contractor Progress Report 2014–2015

Name of contracted service: \_\_\_\_\_

Name of contact person: \_\_\_\_\_

Phone number: \_\_\_\_\_

Email: \_\_\_\_\_

### Purpose

This reporting sheet assists contractors to identify which outcome areas they are working in. It also serves as a reference for all contractors and their staff about how to provide a more accessible service.

It is noted that not all outcomes will be applicable to the services you provide on behalf of your Public Authority.

On completion please forward contractor reporting template back to the public authority that you are contracted to by requested return date.

### Actions by contractors consistent with DAIP outcome areas:

DAIP Outcome	Example of actions (Please mark if appropriate)	
1. People with disability have the same opportunities as other people to <b>access services</b>	Ensured contracting and procurement staff were aware of DAIP responsibilities	<input type="checkbox"/>
	Ensured events organised and or promoted were accessible for people with disability	<input type="checkbox"/>

DAIP Outcome	Example of actions (Please mark if appropriate)	
<b>and events.</b>	Other actions implemented (please describe):	
	Not applicable	<input type="checkbox"/>
2. People with disability have the same opportunities as other people to <b>access buildings and other facilities</b>	When carrying out work on public buildings or facilities we ensure access is not obstructed	<input type="checkbox"/>
	Ensured entry and exit ways remain obstruction free	<input type="checkbox"/>
	Ensured the correct signage was displayed when work was being undertaken	<input type="checkbox"/>
	Other actions (please describe):	
	Not applicable	<input type="checkbox"/>
3. People with disability receive information in a format that will enable them to <b>access information</b> as readily as other people are able to access it	Pursue the State Government Guidelines to Information, Services and Facilities to ensure information is delivered in an accessible format.	<input type="checkbox"/>
	Ensured information was made available in alternative formats upon request.	<input type="checkbox"/>
	Reviewed our website to ensure it was accessible	<input type="checkbox"/>
	Other actions implemented (please describe):	
	Not applicable	<input type="checkbox"/>
4. People with disability receive the <b>same level and</b>	Improved staff awareness of disability and access issues and improve skills to provide a good service to people with disability.	<input type="checkbox"/>



DAIP Outcome	Example of actions (Please mark if appropriate)	
<b>quality of service</b> from staff as other people receive.	Staff were provided with training to assist with customer service.	<input type="checkbox"/>
	Accessibility information is regularly reviewed and readily available to staff.	<input type="checkbox"/>
	Other actions implemented (please describe):	
	Not applicable	<input type="checkbox"/>
5. People with disability have the same opportunities as other people to <b>make complaints.</b>	Accept complaints in a variety of formats such as by telephone, email, written or in person.	<input type="checkbox"/>
	Have grievance mechanism processes available to meet the needs of people with disability.	<input type="checkbox"/>
	Ensured that complaints policy and procedure are accessible for people with disability.	
	Other actions implemented (please describe):	<input type="checkbox"/>
	Not applicable	<input type="checkbox"/>
6. People with disability have the same opportunities as other people to <b>participate in any public consultation.</b>	Making sure the consultation process is held in an accessible venue	<input type="checkbox"/>
	Ensure information is available in alternative formats (if required) including AUSLAN interpreters.	<input type="checkbox"/>
	Other actions implemented (please describe):	
	Not applicable	<input type="checkbox"/>
7. People with disability have the	Providing job related information in alternative formats upon request.	<input type="checkbox"/>

DAIP Outcome	Example of actions (Please mark if appropriate)	
same opportunities as other people to <b>obtain and maintain employment</b> with a public authority.	Holding the interview in an accessible venue.	<input type="checkbox"/>
	Other actions implemented (please describe):	
	Not applicable.	<input type="checkbox"/>

**Assistance**

For details of the DAIP and related access strategies for your contracting agency contact:

Contract or Procurement Manager:

Ph:

Email: