

## DAIP Progress Report 2015-16

### 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 consistent with DAIP outcome areas:

DAIP Outcome	Example of actions	
1. People with disability have the same opportunities as other people to <b>access services and events.</b>	Ensured contracting and procurement staff were aware of DAIP responsibilities	<input checked="" type="checkbox"/>
	Ensured events organised and or promoted were accessible for people with disability	<input checked="" type="checkbox"/>
	Other actions implemented (please describe): 1. In October 2015 we once again had a family day at the Perth Zoo as part of our Annual General Meeting. 2. In April 2016 we held the fifth Sunflower Sunday, a free event, with various activities for all abilities. This day is held in cooperation with partner agencies and attracted 1,500 attendees on the day. 3. The 14 <sup>th</sup> art competition was held in 2015 for the annual book project, which was launched in August 2015. This includes involvement from nearly 4,000 children from over 70 schools from all over the State. 4. In January 2016 we procured and outfitted an outreach van for our Pebbles team to take to remote areas and provide specialised services.	<input checked="" 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 public access is not obstructed	<input checked="" type="checkbox"/>
	Ensured entry and exit ways remain obstruction free	<input checked="" type="checkbox"/>
	Ensured the correct signage was displayed when work was being undertaken	<input checked="" type="checkbox"/>

	<p>Other actions:</p> <p>During 2015 we have opened new offices in Ellenbrook and Armadale which will enable people with disabilities living in these areas to access our services much more efficiently.</p>	<input checked="" type="checkbox"/>
<p>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.</p>	<p>Pursuant to the State Government Guidelines on Information, Services and Facilities we ensure information is delivered in an accessible format.</p>	<input checked="" type="checkbox"/>
	<p>Ensured information was made available in alternative formats upon request.</p>	<input checked="" type="checkbox"/>
	<p>Relaunched our website with a priority on ensuring it was accessible to WCAG 2.0 Level AA as recommended by the W3C.</p>	<input checked="" type="checkbox"/>
<p>4. People with disability receive the <b>same level and quality of service</b> from staff as other people receive.</p>	<p>Improved staff awareness of disability and access issues and improve skills to provide a good service to people with disability.</p>	<input checked="" type="checkbox"/>
	<p>Staff members were provided with training to assist with customer service.</p>	<input checked="" type="checkbox"/>
	<p>Accessibility information is regularly reviewed and readily available to staff</p>	<input checked="" type="checkbox"/>
	<p>Other actions implemented (please describe):</p> <ol style="list-style-type: none"> <li>1. Client Service Charter is available to all clients and a hard copy is provided to all new clients.</li> <li>2. Customer Rights In Decision Making and Choice Policy are available to staff and clients on request.</li> <li>3. Feedback is actively encouraged via biennial; survey and monthly NPS research</li> <li>4. Complaints are monitored via the HADSCO joint service initiative</li> </ol>	<input checked="" type="checkbox"/>
<p>5. People with disability have the same opportunities as other people to <b>make complaints.</b></p>	<p>Accept complaints in a variety of formats such as by telephone, email, written or in person.</p>	<input checked="" type="checkbox"/>
	<p>Have grievance mechanism processes available to meet the needs of people with disability.</p>	<input checked="" type="checkbox"/>
	<p>Ensured that complaints policy and procedure are accessible for people with disability.</p>	<input checked="" type="checkbox"/>
	<p>Other actions implemented (please describe):</p> <p>Our website shows our Privacy statement as well as several Privacy resources.</p>	<input checked="" 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 checked="" type="checkbox"/>
	Ensure information is available in alternative formats (if required) including AUSLAN interpreters.	<input checked="" type="checkbox"/>
	<p>Other actions implemented (please describe):</p> <p>The Parent Reference Group has been in existence now for three years and some of their major achievements are:</p> <ul style="list-style-type: none"> <li>• Election of a member to the Board</li> <li>• Client Service Charter</li> <li>• Refining the Waitlist Management Strategy</li> <li>• Working on increased awareness of the NDIS</li> <li>• Providing to management a parent’s diverse perspective to get the best services for children</li> <li>• Introduction of a People’s Choice Award to recognise staff, who have gone above and beyond in service to their child.</li> <li>• Increased community participation, by organising events, such as City to Surf for Parents.</li> </ul> <p>With translation services no longer free, we make allowance in the budget for Auslan and language interpreters.</p>	<input checked="" type="checkbox"/>
7. People with disability have the same opportunities as other people to <b>obtain and maintain employment</b> with a public authority.	Providing job related information in alternative formats upon request.	<input checked="" type="checkbox"/>
	Holding the interview in an accessible venue.	<input checked="" type="checkbox"/>
	Continue to improve the attraction, recruitment and retention of employees with disability.	<input checked="" type="checkbox"/>
	<p>Other actions implemented (please describe):</p> <ul style="list-style-type: none"> <li>• Training to staff to enable them to understand the disability and how to work together.</li> <li>• We have staff at the office with different abilities and provide them with the tools required to do their job.</li> </ul>	<input checked="" type="checkbox"/>