

A guide to Disability Access and Inclusion Plans (DAIPs) for State Government contractors



Access and inclusion for people with disabilities

Disability affects one third of all Western Australians

It is estimated that 405,500 Western Australians have a disability (20.6 per cent of the total population). An estimated 246,800 Western Australians are carers for people with disabilities (12.6 per cent of the total population). Between 2006 and 2026 the number of people with disabilities in Western Australia is expected to increase by more than 210,000 due mainly to our ageing population.

While the degree and type of disability varies with individual circumstances, people with disabilities frequently face barriers with everyday activities such as climbing stairs, hearing or understanding what is said, reading small print, or understanding signs.

Access and inclusion is about ensuring that all public services, facilities and information are available to all community members, including those who have a disability, so that they have the opportunity and choice to participate in all aspects of community life.

Background to Disability Access and Inclusion Plans

People with disabilities and their families and carers have the same rights as other people to access services within the community. These rights are built into State and Commonwealth legislation. It is unlawful to discriminate against a person with a disability.

The Disability Services Act (1993) was amended in 2004 and requires State Government agencies and Local Governments to develop and implement Disability Access and Inclusion Plans (DAIPs).

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 Act requires DAIPs to be implemented by agents and contractors as well as the staff of a public authority. Where agents and contractors provide services to the public on behalf of the contracting public authority, these services are to be conducted consistent with the DAIP of the contracting public authority.

DAIPs provide a focus on access to services provided by public authorities, and their relevant agents and contractors to increase independence, opportunities and inclusion for people with disabilities within the community.

The six outcomes of a Disability Access and Inclusion Plan

Schedule 3 of the Disability Services Regulations 2004 lists six desired outcomes of DAIPs.

1. People with disabilities have the same opportunities as other people to access **services of** and **events** organised by a public authority.
2. People with disabilities have the same opportunities as other people to **access buildings and other facilities** of a public authority.
3. People with disabilities receive information in a format that will enable them to **access the information** as readily as other people are able to access it.
4. People with disabilities 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 disabilities have the same opportunities as other people to **make complaints** to a public authority.
6. People with disabilities have the same opportunities as other people to **participate in any public consultation** by a public authority.

What this means for agents and contractors

The Act requires DAIPs to be implemented by staff as well as agents and contractors. Services to the public provided by agents and contractors are to be conducted consistent with the six desired outcomes in the DAIP of the contracting authority.

Agents and contractors will be expected to report to the contracting agency annually on their progress in achieving the desired outcomes. The reporting framework to be used by contractors is attached.

Ways to provide access for people with disabilities

Making contracted services accessible need not be expensive or complex. Agents and contractors should undertake activities that are broadly consistent with the six desired DAIP outcomes. 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 include:

1. People with disabilities have the same opportunities as other people to **access services and events.**

- Provide services in a flexible manner so that people with disabilities get the same outcome from that service as other members of the community – eg the SMS Assist program allows people with hearing or speech impairments to send text messages to WA Police to request assistance or provide information, allowing them the same service outcome as other members of the community.
- Produce clear and easy-to-read invitations and flyers for events that include contact details.
- Hold events in an accessible venue.
- Invitations to events ask invitees if they have any specific access requirements.

2. People with disabilities 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 direct service points are located on the ground floor.
- Avoid abrupt vertical changes of level (kerbs, steps, ruts, gutters) to ensure a continuous accessible path of travel.
- Provide adequate space into doorways and within rooms to allow for wheelchair dimensions and turning circles.
- Place colour contrast strip on steps.
- Provide surface finishes that are slip-resistant, evenly laid and free of hazards to minimise risk of injury.
- Provide signage with clear lettering and good colour contrast.
- Provide an appropriate number of ACROD accessible parking bays.

3. People with disabilities receive information in a format that will enable them to **access information** as readily as other people are able to access it.
 - Provide clear and easy to read information by using a sans serif font such as Arial or Helvetica in a minimum size of 12 point.
 - Use text of a dark colour to significantly contrast with the background.
 - Display important information in bold font, avoid using upper case text only, use a minimum of italics.
 - Design websites to meet accessibility guidelines developed by W3C.
 - Provide Auslan interpreters when requested by people who are Deaf or have a hearing impairment.
 - Incorporate captioning in DVD and TV advertisements.
 - Provide business cards with good colour contrast and easy-to-read font size.
 - Be prepared, if requested, to provide information in alternative formats, like a larger sized font for brochures.

4. People with disabilities receive the same level and **quality of service from staff** as other people receive.
 - Make the Disability Access and Inclusion Plan information available to all staff.
 - Provide staff with information about the needs of people with disabilities and where to locate extra resources.
 - Provide disability awareness training for staff who deal with the public.
 - Improve staff awareness of accessible information needs and how to obtain information in other formats such as large print, Braille or audio tape.

5. People with disabilities 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 proxies to make complaints on behalf of the person with a disability.

6. People with disabilities 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, including Information Radio and the website.
 - Consult people with disabilities in a range of different consultation mediums, eg focus group, interviews, surveys.
 - Request information about access requirements from participants prior to attending consultations.
 - Hold consultations in accessible buildings.

Further resources

Each State Government authority has been provided with a resource guide to assist with the formulation of DAIPs. Additional copies are available from the Disability Services Commission (see below) or online at www.dsc.wa.gov.au

A wide range of information regarding access is also available on the Disability Services Commission's websites:

- ✓ www.dsc.wa.gov.au; and
- ✓ www.countusin.com.au

Other contact details

Direct access with an officer of the Community Access and Information Branch at the Commission.

Address: 146-160 Colin Street
West Perth WA 6005

Telephone: 9426 9384

Facsimile: 9226 2306

TTY: 9426 9315

Country : 1800 998 214

Postal: PO Box 441
West Perth WA 6872

Email: access@dsc.wa.gov.au

Website: www.dsc.wa.gov.au

This document is available in alternative formats on request.



Contractor Report

Reporting sheet of accessible activities provided by contractors to contracting State Government agency

Purpose

This reporting sheet assists contractors to record access activities in the desired outcome areas of their contracting State Government agency's Disability Access and Inclusion Plan. If services are provided for a range of State Government agencies, this same reporting sheet can be provided to them all.

Once a year you should forward this reporting sheet to the contracting State Government agency indicating which outcomes have been progressed with a brief summary of activities undertaken. This sheet also serves as a quick reference for all contractor's staff about how to provide a more accessible service.

Name of Contracted Service: _____

Activities by contractors broadly consistent with DAIP outcome areas include:

DAIP Outcome	Activities
1. People with disabilities have the same opportunities as other people to access services and events.	
2. People with disabilities have the same opportunities as other people to access buildings and other facilities.	
3. People with disabilities receive information in a format that will enable them to access information as readily as other people are able to access it.	
4. People with disabilities receive the same level and quality of service from staff as other people receive.	
5. People with disabilities have the same opportunities as other people to make complaints.	
6. People with disabilities have the same opportunities as other people to participate in any public consultation.	

Assistance

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

State Government agency contract officer: _____

www. _____

Ph: _____

State Government agency DAIP contact: _____

Ph: _____

Resources

Additional information about creating access for people with disabilities is available on the Disability Services Commission website in Access and Universal Design at: **www.dsc.wa.gov.au**

Of particular interest may be:

Access Resource Kit (ARK) – contains information and checklists about the practical issues involved with the provision of access for people with disabilities. Each checklist may be used to identify access barriers and possible ways to overcome these barriers.

Buildings – A Guide to Access Requirements 2001 – provides information on planning, designing, developing and managing buildings and facilities to ensure that they are accessible. It includes information about access codes, standards and relevant legislation.

Creating Accessible Events – assists event organisers and function coordinators design, plan and conduct events which are accessible for people with disabilities.

State Government Access Guidelines for Information, Services and Facilities

You Can Make a Difference to Customer Relations for People with Disabilities in Local Government and State Government Agencies, 2000 – a CD based training package about customer service for people with disabilities. This can be ordered from the Commission's Community Access and Information Branch on 9426 9384.