

Disability Access and Inclusion: Reporting Template for Agents and Contractors

All State Government agencies and local governments have a Disability Access and Inclusion Plan (DAIP). External agents and contractors that interact with the public on their behalf must comply with the DAIP by ensuring equitable access for people with disability.

This template assists agents and contractors to report on what they have done to ensure equitable access for people with disability. It may be adapted to suit your requirements.

A copy of the template is available at www.disability.wa.gov.au > Business and Government > Disability Access and Inclusion Plans > Progress reporting for DAIPs.

Please contact your contract manager if you have any questions on how to complete this form. You can also contact the Disability Services Commission's Access and Inclusion Team via access@dsc.wa.gov.au for any questions regarding DAIPs or disability access.

Disability Access and Inclusion Plan (DAIP) Contractor Progress Report

Name of contracted service: _____

Name of contact person: _____

Phone number: _____

Email: _____

Purpose

It is essential that public services are accessible to everyone, including people with disability. This reporting sheet assists agents contractors who carry out work on behalf of a public authority to show how they have supported people with disability. Consider the seven outcome areas below and, if they are relevant to your work, provide information on how you have addressed them.

DAIP Outcome	Example of actions (Please mark if appropriate)	
1. People with disability have the same opportunities as other people to access services and events.	Ensured staff were aware of their disability access responsibilities.	<input type="checkbox"/>
	Ensured events and promotional material were accessible for people with disability.	<input type="checkbox"/>
	Other actions (please describe):	
	Not applicable	<input type="checkbox"/>
2. People with disability have the same opportunities as other people to access buildings and other facilities	Maintained disability access when carrying out work on public buildings.	<input type="checkbox"/>
	Ensured construction and renovations complied with the relevant disability access standards.	<input type="checkbox"/>
	Provided accessible parking spaces.	<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 access information as	Complied with the State Government Access Guidelines for Information, Services and Facilities to ensure information was delivered in an accessible format.	<input type="checkbox"/>
	Made information available in alternative formats upon request.	<input type="checkbox"/>
	Reviewed website to ensure it was accessible.	<input type="checkbox"/>

readily as other people are able to access it	Other actions (please describe):	
	Not applicable	<input type="checkbox"/>
4. People with disability receive the same level and quality of service from staff as other people receive.	Improved staff awareness of disability issues.	<input type="checkbox"/>
	Provided training to customer service staff on how to support people with disability.	<input type="checkbox"/>
	Provided services on a flexible basis to meet the needs of people with disability.	<input type="checkbox"/>
	Other actions (please describe):	
	Not applicable	<input type="checkbox"/>
5. People with disability have the same opportunities as other people to make complaints.	Accepted complaints in a variety of formats, such as by telephone, email, written or in person.	<input type="checkbox"/>
	Resolved complaints in a timely and constructive manner.	<input type="checkbox"/>
	Ensured that information on how to make a complaint was accessible for people with disability.	
	Other actions (please describe):	<input type="checkbox"/>
	Not applicable	<input type="checkbox"/>
6. People with disability have the same opportunities as other people to participate in any public consultation.	Used accessible venues for public meetings.	<input type="checkbox"/>
	Ensured consultation materials were accessible for people with disability.	<input type="checkbox"/>
	Other actions (please describe):	
	Not applicable	<input type="checkbox"/>
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.	Provided job related information in alternative formats upon request.	<input type="checkbox"/>
	Held interviews in an accessible venue.	<input type="checkbox"/>
	Made adjustments in the workplace to support employees with disability.	<input type="checkbox"/>
	Other actions (please describe):	
	Not applicable.	<input type="checkbox"/>