

Disability Access and Inclusion Plan (DAIP) Contractor Progress Reports

The Disability Services Act 1993 (the Act) requires each public authority to submit a yearly DAIP Progress Report showing progress toward the desired outcomes specified in the Act. This includes the progress made by any external agents and contractors who interact with the public on behalf of a public authority.

Public authorities must also specify the methods used to inform their agents and contractors of their DAIP.

This template is to assist public authorities with monitoring and reporting on agent and contractor progress. The template 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 the Access and Inclusion Team on access@dsc.wa.gov.au if you have any questions regarding DAIP reporting requirements.

Disability Access and Inclusion Plan (DAIP) Contractor Progress Report 2016–2017

Name of contracted service: _____

Name of contact person: _____

Phone number: _____

Email: _____

Purpose

This reporting sheet assists contractors to show how they have contributed to a public authority's DAIP. It is noted that the services you provide may not be applicable to all seven DAIP outcomes.

On completion please forward this progress report 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 access services and events.	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"/>
	Other actions implemented (please describe):	
	Not applicable	<input type="checkbox"/>
2. People with disability have the same opportunities as other people to access buildings and other facilities	When carrying out work on public buildings or facilities we ensure public 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	Comply with the State Government Access Guidelines for 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"/>

access information as readily as other people are able to access it	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 same level and quality of service from staff as other people receive.	Improved staff awareness of disability and access issues and improve skills to provide a good service to people with disability.	<input type="checkbox"/>
	Staff was 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 make complaints.	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 participate in any public consultation.	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 same opportunities as other people to obtain and maintain employment with a public authority.	Providing job related information in alternative formats upon request.	<input type="checkbox"/>
	Holding the interview in an accessible venue.	<input type="checkbox"/>
	Continue to improve the attraction, recruitment and retention of employees with disability.	<input type="checkbox"/>
	Other actions implemented (please describe):	
	Not applicable.	<input type="checkbox"/>