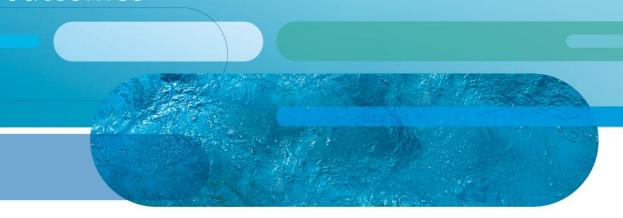
Access and Inclusion

Hints and Tips for Contractors to work towards our six desired outcomes





Access and inclusion

- Making contracted services accessible doesn't need to be expensive or complex.
- Contractors must be aware of our six desired Disability Access and Inclusion Plan (DAIP) outcomes and
- Undertake activities that are consistent with these outcomes, where appropriate.





Our six desired outcomes

- 1. Services and events are accessible to the whole community.
- 2. Access to buildings and facilities owned by the Water Corporation is improved, with the aim of providing universal access.
- 3. Information is accessible to all of our customers.
- 4. A high standard of service is provided to all of our customers.
- 5. Complaints from any person are fully investigated and the outcome is conveyed in an accessible format.
- 6. All people have the opportunity and are encouraged to participate in public consultations.



Outcome 1 - Our services and events

- People sometimes report difficulty in gaining access to a range of mainstream services and events provided by organisations due to physical barriers or lack of accessible information.
- This can apply to people:
 - with disability
 - living in regional areas
 - from other cultures
 - with English as a second language
- By evaluating and adapting services we can greatly enhance opportunities for all people to participate fully in the everyday life of their local community.



Examples

- Provide flexible services to give people with disability the same outcome from that service as other members of the community.
- The venue has a unisex accessible toilet.
- Provide clear and easy-to-read invitations and flyers for events which include contact details and provide alternative formats such as large print, audiotape, computer disc or Braille.
- Hold events in an accessible venue e.g. ACROD parking available and an access ramp to the venue.
- Invitations to events ask invitees if they have any specific requirements e.g. audio loop, Auslan (sign language) interpreter or non English interpreter.



Outcome 2 - Our buildings and facilities

- Improving access to our buildings and facilities can benefit:
 - Customers with disability (permanent and temporary).
 - Employees/contractors with special requirements.
 - Seniors.
 - Parents with young children in prams.
- The importance of providing access to buildings and facilities is reflected in a variety of legislation, standards and codes.
- We all have a role in improving access to our facilities. This, in turn, can help us achieve Zero Harm.



Examples

- Provide clear access free of boxes, displays and other obstructions.
- Avoid abrupt vertical changes of level (kerbs, steps, ruts, gutters) to ensure a continuous accessible path of travel.
- 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.
- Ensure there is adequate public parking to meet the needs of people with disabilities in terms of quantity and location.



Outcome 3 - Our information

- Receiving information is an important aspect of our daily lives. People with a disability, English as a second language, from other cultures or low literacy levels report frustration at the difficulties they experience.
- Providing easy to read understand information which people can comprehend quickly and effectively can:
 - Reduce unnecessary contacts.
 - Increase customer satisfaction.
 - Enhance our corporate reputation.
 - Ultimately save time and money.



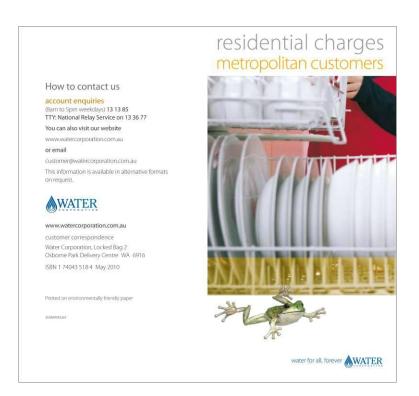
Examples

- Provide information in plain language and ensure accessible design and layout.
- Incorporate captioning in DVD and TV advertisements.
- Provide flyers with good colour contrast and easy-to-read font size.
- For people who have impaired hearing, providing audio loops at public meetings enables people who use hearing aids to participate.
- For people who are deaf, Auslan sign language interpreters can be arranged.



Examples continued

 For people who have impaired vision or are blind, it is important to make information available (on request) in alternative formats such as large print, audio, computer disk and Braille.





Outcome 4 - Our standard of service

- Our community is diverse. A 'one size fits all' approach to customer service will not help us achieve excellent customer service.
- Everyone has a right to receive the same level and quality of service as others members of the community.
- People may avoid interaction with others if the find communicating is difficult to avoid embarrassment.
- Sometimes a lack of understanding and awareness around disabilities can lead to talking to an adult person with a disability as if they were a child, or speaking to the carer of a person with a disability as if the person with a disability were not there.



Outcome 4 - Our standard of service continued

- A lack of understanding and awareness can also result in staff tending to shout at people who have a hearing impairment or who are deaf.
- To face the person and speak clearly and slowly in a normal voice or, if the person prefers, write instead would be more helpful.
- We recognise that our customers have varying needs and acknowledge that different needs require different solutions to ensure that we provide a high level of service to all members of the community.
- For more information visit the Access and Inclusion on WaterNet or the Communicating section.

Outcome 5 - Complaints

- It is vital that customers have the opportunity to raise concerns or make complaints about any aspect of our business they are unhappy with.
- This information helps us improve our services, to understand our customers needs and ensures that we deliver services that add value.
- Information about how to make a complaint may be in a format that is inaccessible or the process may create a barrier (requiring the complaint to be in writing).
- When a person makes a complaint, our response must be in a format that meets their needs.
- It is important that our complaints and feedback processes are accessible to all members of the community.

Examples of strategies

- Accept complaints in a variety of formats such as by telephone, email, written or in person.
- Respond to the complaint in a format appropriate to the individuals needs.
- Allow proxies to make complaints on behalf of another person if necessary.
- View complaints as opportunities for improvement.



Outcome 6 - Public consultations and community engagement

- We encourage people to provide input into the decisionmaking processes that affects them. The input should be actively sought and deliver beneficial outcomes.
- Some customers may not be able to participate in public consultation/community engagement due to a variety of factors:
 - People with disability may not be able to attend if the venue chosen is not accessible e.g. lack of ramp for a person who uses a wheelchair.
 - People with impaired vision or who are blind may be unaware of the meeting as they may have difficulty reading newspaper announcements and prefer to listen to information radio instead.
 - People who have impaired hearing may attend the meeting but without an 'audio loop' they might not hear what is being said.



Outcome 6 - Public consultations and community engagement

- There are many ways that we can ensure that our community engagement process is accessible and inclusive.
 We can:
 - Advertise using plain language and in a variety of formats.
 - Ensure that public meetings are in accessible venues and advertise this information.
 - Provide a range of ways in which people can provide input e.g.
 Auslan interpreter or translation interpreter.
 - Identify the target audience and any special requirements e.g. whether the announcement should be translated in to other languages.
 - Include RSVP details for people with specific needs.
 - Conduct a review of the consultation engagement process and request feedback.

