



Zoological Parks Authority

Disability Access and Inclusion Plan (DAIP) 2017-2022

This plan is available upon request in alternative formats such as large print, electronic format (USB, disk or emailed), audio or Braille.

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In particular, thanks are given to many Docents members of the Perth Zoo Docent Association for their feedback and advocacy for people with disability.

Background

Zoological Parks Authority

Perth Zoo is one of Australia's most visited zoos on a per capita basis. A leading visitor destination in Western Australia, the Zoo has opened every day since it began operating on 17 October 1898. The Zoo's work includes conservation activities, education programs, public awareness campaigns, research and threatened species breeding programs. The revenue from our commercial activities contribute to delivering the Zoo's services. Perth Zoo is the largest non-formal education provider in Western Australia, delivering numerous conservation education programs that have a strong emphasis on sustainability. We are home to more than 1,300 animals representing 168 different species. These animals include local and other Australian species and exotic species identified regionally and globally as priority species from Asian, African and South American regions. Perth Zoo is recognised internationally for its conservation and breeding programs, having a successful track record in partnership with other organisations, breeding animals for release into the wild.

Functions, facilities and services.

Community Engagement and Awareness in Conservation.

Perth Zoo promotes conservation messages to the community. This is achieved by providing educational programs, experiences, publications, interpretation and other activities that encourage positive changes and community participation in conservation.

As detailed in our Customer Service Charter, we are committed to:

- Ensuring our visitors have an enjoyable visit and will want to return.
- Providing an experience that inspires our visitors to support us as an attraction and participate in Zoo and community conservation activities.
- Carefully managing our services to meet our customers' needs and providing quality visitor services and facilities.
- Ensuring that everyone who delivers a service on our behalf maintains the same standards that we do.
- Providing on-line digital services to meet our customers' needs and enrich their association with Perth Zoo.
- Providing excellent educational experiences for all visitors and clear and useful information at our exhibits.
- Ensuring our facilities, equipment and infrastructure optimise the ability of visitors to get the most from their visit.

- Providing channels to feedback customer comments, suggestions or complaints to Perth Zoo on-site (in person or on a Customer Comment Card), by telephone, in writing and through or website.
- Dealing with customer comments, suggestions or complaints promptly, fairly, completely and courteously and providing information on how we propose to take action or resolve issues.

Wildlife Management, Medicine and Research

The conservation of wildlife will be optimised by effective species management, application of science, high standards of animal welfare and animal husbandry, breeding programs including breeding for release into natural habitats and the provision of research opportunities.

Providing and promoting recreational services and facilities

Just minutes from the heart of the city, Perth Zoo provides a beautiful natural haven. As an 'oasis' within the city, the Zoo attracts numerous species of wild birds. Our animal collection is diverse, living in exhibits that are as naturalistic as possible, which allows the animals to interact with visitors and each other on their own terms and promotes the animals' physical, psychological and social well-being.

The gardens are also an integral part of the Perth Zoo experience with many significant plantings including trees over 100 years old. The grounds include an impressive collection of local flora, as well as a Rainforest Retreat containing more than 5,000 plants and one of the finest collections of palms in southern Australia.

The key services and facilities that Perth Zoo provide to the community include:

Animal exhibits that emphasise and encourage natural animal behaviours.

Recreational services and facilities, lawns and gardens, café/food outlets, children's playground, picnic and BBQ areas.

Conservation information, interpretation, signage and publications.

Training and education facilities – including venue hire, classrooms and interactive facilities.

Visitor amenities, including toilets/parents facilities, first aid room, drinking fountains.

Events including evening functions and family entertainment days.

Venue Hire, for corporate and social events

Volunteer provided services, such as Zebra car tours, guided walking tours and touch tables.

Shop and retail services.

Community education programs, including formal and informal conservation education programs both on site and in the community.

Planning for better access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2015), 18.3% per cent of Australians or almost one in 5 people (18.3% or 4.3 million people), identify themselves as having some form of disability.

It is a requirement of the Disability Services Act 1993 that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992 (DDA).

Progress since 1995

Perth Zoo established a Disability Services Group in 1995 and created their first Disability Services Plan (DSP, now changed to Disability Access and Inclusion Plan – DAIP) in 1996. This plan addressed barriers for people with disability wanting to access the Zoo's services and facilities. The DAIP addressed the Zoo's statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1992). Perth Zoo's DAIP has been reviewed three times since 1996, this being the fourth review.

Since the adoption of the initial DSP, Perth Zoo has implemented many initiatives and made significant progress towards better access. Some of these are highlighted in Appendix 1 under the relevant key outcome headings.

Access and inclusion policy statement for people with disability, their families and carers

The Perth Zoo is committed to:

- Ensuring that people with disability, their families and carers are able to access the range of Perth Zoo's services and facilities
- Consulting with people with disability, their families and carers and (where required) disability organisations to help ensure that barriers to access and inclusion are identified and appropriately addressed
- Ensuring that its staff, agents and contractors work towards the desired access and inclusion outcomes in the DAIP
- Working in partnership with community groups and other public authorities to facilitate the inclusion of people with disability through improved access to its information, services and facilities.

Perth Zoo interprets an accessible and inclusive organisation as one in which all its functions, facilities and services (both in-house and contracted) are open, available and accessible to people with disability – providing them with the same rights, responsibilities and opportunities enjoyed by all other people in the community.

Furthermore, Perth Zoo is committed to achieving the seven desired outcomes of their DAIP. These are:

- 1) People with disability have the same opportunities as other people to access the services of, and any events organised by, the relevant public authority.
- 2) People with disability have the same opportunities as other people to access the buildings and other facilities of the relevant public authority.
- 3) People with disability receive information from the relevant public authority in a format that will enable them to access the information as readily as other people are able to access it.
- 4) People with disability receive the same level and quality of service from the staff of the relevant public authority.
- 5) People with disability have the same opportunities as other people to make complaints to the relevant public authority.
- 6) People with disability have the same opportunities as other people to participate in any public consultation by the relevant public authority.
- 7) People with disability have the same opportunities as other people to obtain and maintain employment with a public sector.

Development of the DAIP

Responsibility for the planning process

A Disability Services Group, established by Perth Zoo in 1995, now called the DAIP Committee, is responsible for the development, implementation, review and evaluation of the DAIP. This committee currently comprises representatives from the Zoo's Visitor Services, Facilities and Environment, Discovery and Learning, Interpretation and Advocacy and Human Resources departments, as well as, two Zoo volunteers with significant professional experience within the Disability Services Sector.

Community consultation process

In 2016, the Perth Zoo commenced reviewing their DAIP, consulting with key stakeholders to draft a new DAIP to guide further improvements to access and inclusion.

The process included:

- examination of the current DAIP and subsequent review reports to assess what has been achieved and what still needs work
- examination of internal policies and strategies
- consultation with key staff
- consultation with the community.

The Zoological Parks Authority has a well-established practice of community consultation in all of its programs. The following strategies were used in the consultation:

- In October 2016 Perth Zoo advertised in the West Australian Newspaper for four consecutive weeks, inviting the community to participate in a survey. The survey was placed in a prominent place on Perth Zoo's website. A link to this survey was also emailed to all Perth Zoo staff and to relevant stakeholders such as disability organisations, schools and to all members of the Perth Zoo Docent Association.
- Disability Employment providers were also invited to participate on a short survey in regards to employment opportunities at Perth Zoo.
- All feedback related to accessibility received by Perth Zoo from June 2015 to October 2016 via comment cards, complaints and appreciation was also collated and analysed.

Findings of the consultation

The review and consultation found that some of the objectives in the previous DAIP had been achieved and that a new plan was required, to ensure currency and relevance. Some items from the previous DAIP have been carried over, either because they were not achieved or they are of an ongoing nature.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Implementation Plan.

Access barriers

While the review and consultation noted a great deal of achievement in improving access, it also identified a range of barriers that require redress. These access barriers include:

- Availability of close encounter products that are suitable to those with mobility issues.
- Posts and fences that block the view of animal enclosures at wheelchair/mobility scooter level.
- Gates and doors difficult to use by people with mobility issues or in a wheelchair or mobility scooter.
- Level of accessibility on some footpaths for wheelchairs.
- Location of ACROD bays not included on website.
- Inclines within the site that make it difficult for people with mobility issues to move around.
- Lack of accessible toilet facilities in certain areas of the Zoo.
- Too much wording on interpretive signage.

Responsibility for implementing the DAIP

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of Perth Zoo. The Implementation Plan sets out who is responsible for each action. The DAIP Committee will guide the overall implementation of the plan.

Communicating the plan to staff and people with disability

In January 2017, Perth Zoo sent copies of the draft DAIP to senior managers and to all members of the DAIP Committee for feedback. In February 2017, the plan was finalised and formally endorsed by the Corporate Executive.

Perth Zoo has advised, through the West Australian newspaper that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on Perth Zoo's website.

The new DAIP has also been placed in prominent places on the Perth Zoo Docent Association's website and Perth Zoo's intranet. There are specific strategies in place to inform agents and contractors under Outcomes 1 and 2.

Monitoring, evaluation and review

- The Disability Access and Inclusion Planning Committee will meet every quarter in the first year of the plan, and as required thereafter, to review progress on the implementation of the strategies identified in the DAIP.
- The committee will prepare a report each year on the implementation of the DAIP. A status report will be provided to Corporate Executive. These reports will be formally endorsed by Corporate Executive.

Evaluation

- The DAIP Committee will prepare a report to submit to Corporate Executive every year for endorsement.
- Once a year, Perth Zoo will provide information to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies that have been implemented.
- A notice about the consultation process will be posted on Perth Zoo's website, intranet and circulated to key disability service providers.
- Through their review process, feedback from visitors, staff and volunteers and other consultation, the DAIP committee will seek to identify additional barriers that were not identified in the initial

consultation.

- Perth Zoo's Implementation Plans will be amended based on the feedback received. Copies of the amended Implementation Plan, once endorsed by Corporate Executive, will be available to the community in alternative formats.

Reporting on the DAIP

Perth Zoo will report on the implementation of its DAIP through its Annual Report and the prescribed progress report template to the Disability Services Commission by 31 July each year, outlining:

- progress towards the desired outcomes of its DAIP
- progress of its agents and contractors towards meeting the seven desired outcomes
- strategies used to inform its agents and contractors of its DAIP which are:
 - DAIP checklist will be included in tender documentation.
 - A link to the DAIP will be included in the induction documents for all new contractors.
 - Links to the new DAIP will be updated on third party websites, including the Perth Zoo Docent Association's website.
 - Perth Zoo will notify existing agents and contractors by email.

Strategies to improve access and inclusion

As a result of the consultation process the following overarching strategies will guide the tasks, reflected in the Implementation Plan, that Perth Zoo will undertake from 2017–2022 to improve access to its services, buildings and information. The seven desired outcomes provide a framework for improving access and inclusion for people with disability.

Outcome 1

People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Strategy	Timeline	Key dates from Implementation Plan
Review the physical site challenges around the Zoo for people with disability.	2017 - 2022	Oct 2017 Feb 2018

Engage people with disability and their carers to capture access and experiential issues with Zoo products and services. Modify existing or develop alternative programs that facilitate inclusivity.	2017 - 2022	Mar 2019
Continue to develop and investigate partnership opportunities for collaborative project and funding sources.	2017- 2022	Dec 2017 Apr 2018
Ensure that the delivery of services by Zoo staff and contractors take into account the full range of disability types (including cognitive, intellectual, sensory and psychological) in addition to mobility and DAIP requirements.	2017-2022	Nov 2017

Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Strategy	Timeline	Key dates from Implementation Plan
Ensure that design specifications for new and upgraded exhibits, facilities and premises meet physical access requirements and improve the experience for people with disability, where practicable.	2017 - 2022	Dec 2017
Ensure that Capital works and procurement practices are aligned with DAIP principles, where practicable, including contractors	2017 - 2022	Implemented and ongoing
Ensure that the Zoo continues to actively support federal and state initiatives to improve access (i.e. ACROD program and Companion Card).	2017 - 2022	Implemented and ongoing

Outcome 3

People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Timeline	Key dates from Implementation Plan
Maintain and review a variety of formats in which information is available as a standard practice.	2017 - 2022	Mar 2017 June 2017
Progressively apply and promote a range of interpretive services, experiences and strategies to engage people with disability (i.e. sensory gardens, interactive signage, downloadable technology, performances, face to face encounters), where practicable.	2017 - 2022	Commenced and ongoing

Outcome 4

People with disability 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.

Strategy	Timeline	Key dates from Implementation Plan
Services provided to those with disability are the same as those provided to others and are provided sensitively.	2017 - 2022	Commenced and ongoing
Improve consultation and engagement of staff around the implementation of the DAIP.	2017 - 2022	June 2017
Managers shall ensure that DAIP requirements are incorporated into Operational Plans.	2017 - 2022	Commenced and ongoing

Outcome 5

People with disability have the same opportunities as other people to make complaints to a public authority.

Strategy	Timeline	Key dates from Implementation Plan
Provide training to staff and volunteers so they can facilitate the receipt of complaints from people with disabilities.	2017 - 2022	Commenced and ongoing
Maintain a variety of formats in which complaints and grievances can be made to the Zoo.	December 2019	Dec 2018 Dec 2019

Outcome 6

People with disability have the same opportunities as other people to participate in public consultation by a public authority.

Strategy	Timeline	Key dates from Implementation Plan
Ensure that annual market research processes target those with a disability.	2017 - 2022	Commenced and ongoing
Seek a range of views on disability and access issues from the community through community groups, visitors with disabilities and the wider community.	2017 - 2022	Commenced and ongoing
Track progress against the DAIP during the life of the plan.	2017 - 2022	Ongoing

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Strategy	Timeline	Key dates from Implementation Plan
Develop and implement innovative strategies to improve the attraction, recruitment and retention of employees with disability.	2017 - 2022	Commenced and ongoing
Ensure all recruitment policies, procedures, templates, language and formats are inclusive of people with disability as required.	2017 - 2022	Dec 2017 Feb 2018
Ensure all documents relating to recruitment are promptly made available in alternative formats upon request.	2017 - 2022	Dec 2017
Review office accommodation for accessibility and resolve issues where possible.	2017 - 2022	Commenced and ongoing

Appendix 1: Progress made during 2012–2016

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

- Information relating to Zoo events, including details on how to purchase tickets by phone or internet, was made available on the Zoo's website.
- Continued to provide free of charge carer/companion admission.
- Launched and hosted Perth Zoo first Dreamnight event. Dreamnight is an international event that sees zoos open their gates for children with various disabilities and healthcare needs. It is a private twilight event for these children and their families only, a magical evening without concern for social stigma, accessibility or cost. All zoo staff and contributors volunteered their time and efforts free of charge to ensure the event was a success.
- Happy Zoo Year, Movie events and all large performance events held through the year included designated viewing areas to ensure ease of access and unobstructed viewing for patrons in wheelchairs.
- Provided tailored volunteer led group tours to various community groups and individuals with differing needs.
- Tailored and conducted Eye to Eye animal experiences and Zebra Car tours to meet different needs as requested. In the 2015-2016 year, two new Close Encounters that are suitable for people with disabilities– Scaly Mates and Bush Buddies were added to the program.
- Continued to provide programs through Discovery and Learning team that meet differing needs of participants. Experiences are designed in consultation with teachers and aides.
- All Discovery and Learning experiences are designed to be successfully accessed by people with disabilities.
- Discovery and Learning liaises directly with schools, community groups and/or individuals to modify experiences to meet the needs and enhance the outcomes for participants. Of note, Zoo Camp continues to be accessed by Education Support Schools for overnight experiences for students. Wild Vets a school holiday program for 14-18 year olds was successfully accessed by participants using electric wheel chairs and Zoo Crew (a school holiday program for 8-13 year olds) has been accessed by children with autism.
- A new Zoo performance program for school and holiday groups was successfully launched this year with participants from Primary Education Support Centres providing positive feedback regarding this type of experience for their children.
- Perth Zoo partners with Variety to hold a Christmas function "Variety Day Out" at the Zoo. The last event held attracted 1200 guests.
- Perth Zoo regularly work with community groups including Starlight Foundation, Camp Quality, PMH, Baptistcare and Fairholme to customise visits and experiences for individuals and groups visiting Perth Zoo.

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

- No longer classified as a quarantine location Perth Zoo reviewed and amended the Guide Dogs Accessibility Policy and broadened the Policy to allow assistance animals and privately-owned animals onto Zoo grounds. Whilst certain animal areas remain restricted due to animal welfare issues the change in this policy has heightened the visitor experience of guests with a disability.
- Perth Zoo was awarded Affiliate of the Year by Companion Card for outstanding services to people with disability, their families and carers.
- Upgraded the accessible toilet facilities at Rothschild's Function space.
- The Cassowary Boardwalk, Zoo suspension bridge in the rainforest and a small access walkway in the rainforest have all been treated with a non-slip coating.
- The Zebra Car fleet was increased with the purchase of an additional two vehicles. These are equipped to carry wheelchairs.
- Completed construction of Universal Accessibility Toilet with adult change table on main lawn.
- Upgraded ACROD car and minibus bays in Labouchere Road carpark to meet standards.
- Continued to actively support federal and state initiatives to improve access by supporting the companion card program.
- Zoo HQ completed and launched with variety of learning methods including tactile, sensory, audio experience. Zoo HQ is facilitated by Docents and the experience can be tailored to meet specific needs on request.
- Walkthrough Bird aviary upgraded to include tactile, sensory and audio experience.
- Maintained fleet of manual wheelchairs.
- Completion of the Integrated Water Management Project included smoothing of terrain and road surfaces across the zoo grounds.
- Tender documentation for Zoo projects includes the requirement to demonstrate an awareness of and commitment to compliance with the principles of the Disability Act.
- Consideration of access/inclusion issues including non-mobility disability is a formal part of Perth Zoo's project management framework and must be included in capital works projects. The DAIP checklist was applied to the following projects: UAT, IWMP, Walkthrough Aviary Upgrade and Zoo HQ.
- Continued to provide free accessibility map catering for a range of disabilities. The map identifies audio-visual, tactile/interactive, olfactory/sensory facilities, as well as tranquil rest areas, keeper talks, automated doors, steep hills and ACROD parking.
- Maintained Assistance Animal access areas and associated map.
- Affordable Zebra Car tours for the elderly, frail visitors or parents with small children continue to be provided.

Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

- Access to information about Perth Zoo services is available by various mechanisms (in person, telephone, publications, internet/website and email).
- A prominent link is included on the Zoo's website homepage leading to comprehensive accessibility information for website users on both the technical aspects of using the site and also general information about accessible aspects of a visit to Perth Zoo.
- Plain English is used in public documentation published by Perth Zoo.
- Services offered online and on the Zoo's 24-hour recorded telephone information line were maintained.
- The Zoo's website features increased audio, video and interactive components as well as being compliant for use by people who use text-readers or other technologies. It meets WCAG 2.0 Level A website accessibility requirements.

Outcome 4: People with disability 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.

- The requirement to demonstrate an 'awareness of and commitment to compliance to the principles of the Disability Act' is included in all tender documentation for Zoo projects.
- The Zoo provides a free accessibility map catering for a range of disabilities. The map identifies audio-visual, tactile/interactive, olfactory/sensory facilities, as well as tranquil rest areas, keeper talks, automated doors, toilet facilities, steep hills and ACROD parking.
- On-the-ground Docents and trained staff provide special tours and mobility assistance to people with special needs.
- Along with a number of individuals the groups that visited in 2015-16 included the WA Deaf Society, Starlight Foundation, Camp Quality, Centrecare and Fairholme.
- DAIP requirements are incorporated into operational plans.

Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

- Perth Zoo offers a range of mechanisms for making a complaint. These mechanisms, including in-person, by telephone, email, internet, social media and comment cards, are available to all members of the community.
- Docents training includes Visitor Awareness and dealing with complaints.
- Staff from Customer Services, Visitor Services, Reception, Retail and Events received training in dealing with complaints.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

- Market research was conducted with awareness of DAIP outcomes. Random collection protocols statistically ensured inclusion of those with a disability but in a way that was unbiased.
- People with disability had equal opportunity to participate in the onsite Biodiversity Survey facilitated by Docents in 2015.
- A range of views on access issues from the community through community groups, Zoo visitors with disabilities and the wider community are collected by staff in service areas and Perth Zoo Docents.
- Feedback regarding accessibility at events is welcomed and received.

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public sector.

- Perth Zoo includes a statement in all advertised positions that it is an equal opportunity employer. This statement encourages people from diverse backgrounds, including those with a disability to apply for positions.
- Work experience opportunities may be considered at Perth Zoo to provide opportunities to work in either administration or operational areas.
- Flexible working hours are available to staff. This includes working part time, or enabling flexible start and finish times to accommodate people with specific requirements.
- Perth Zoo job description forms detail the duties and skills required for a job, enabling applicants to make an informed assessment of their potential suitability for the role before applying for advertised positions.
- Regular personal development planning is undertaken with all staff. This process encourages staff to undertake development courses and enables the Zoo to address (where practicable) individual needs.
- Perth Zoo's Equal Employment Opportunity Management is fully integrated into our workforce and diversity plan. Perth Zoo commits to continue to build a flexible workplace environment and culture that incorporates fair and equitable processes, free from all forms of discrimination, harassment and victimisation. Perth Zoo has exceeded the Public Sector average target of 2.2% for employment of people with disability, at the end of 2015-2016 at 5.0%.

Appendix 2: Implementation Plan 2017–2022

The Implementation Plan itemises the actions that Perth Zoo will be undertaking in 2017–2022 to improve access to its services, information and facilities for people with disability.

The Implementation Plan is presented using a table to outline:

- the broad strategy that the individual tasks are supporting
- individual tasks being undertaken
- a timeline for completion of the individual tasks
- the relevant areas with responsibility for completing each task.

As outlined in the Perth Zoo's DAIP, most of the broad strategies have commenced and will be ongoing; however individual tasks to support the achievement of those strategies may well be undertaken in part or whole through the Implementation Plan.

Outcome 1

People with disability have the same opportunities as other people to access the services of, and any events organised, by the Perth Zoo.

Strategy	Task and timeline	Responsibility
Review the physical site challenges around the Zoo for people with disabilities.	<ul style="list-style-type: none">• Develop an ongoing review process of all public areas, to be carried out twice a year by members of the DAIP Committee– October 2017• Develop a flowchart to ensure that any necessary actions resulting from the reviews are referred to the relevant section and completion is promptly communicated to the Committee – February 2018• Report the progress of the review every six months to the Corporate Executive – July and January every year.• Investigate the possibility of using automatic gates at the Australian Bushwalk to allow easier access to people with mobility issues – October 2017• Continue to provide guided	<ul style="list-style-type: none">• DAIP Committee• Facilities and Environment• All managers• Life Sciences – Australian section.• PZDA

Strategy	Task and timeline	Responsibility
	Zebra car tours for people with mobility issues. – 2017 - 2022	
Engage people with disability and their carers to capture access and experiential issues with Zoo products and services. Modify existing or develop alternative programs that facilitate inclusivity.	<ul style="list-style-type: none"> • Currently the offering of Close Encounters is limited for those with mobility issues. The cancellation of the Lion Eye to Eye, leaves three products suitable for those in a scooter or a wheelchair. Explore, identify and implement initiatives to deliver visitor experiences within the Eye to Eye range that are inclusive, responsive and flexible to the needs of people with disabilities – March 2019 • Continue to organise an annual Dreamnight event. Dreamnight is an international event that sees zoos open their gates for children with various disabilities and healthcare needs. It is a private twilight event for these children and their families, a magical evening without concern for social stigma, accessibility or cost – February each year. • Ensure that the school holiday 	<ul style="list-style-type: none"> • Events • Life Sciences • Marketing • Media and Communications • Discovery and Learning

Strategy	Task and timeline	Responsibility
	<p>public activity space has a range of activities that are designed for a variety of different abilities. – Each school holiday period from 2017 - 2022.</p>	
<p>Continue to develop and investigate partnership opportunities for collaborative project and funding sources.</p>	<ul style="list-style-type: none"> • Engage with disability sector organisations to explore partnership opportunities to provide additional services and experiences for people with disabilities. – July 2021. • Inform all agents and contractors of the new DAIP. – December 2017 	<ul style="list-style-type: none"> • Partnerships Manager • Visitor Engagement and Marketing Manager • Visitor Services Manager
<p>Ensure that the delivery of services by Zoo staff and contractors take into account the full range of disability types (including cognitive, intellectual, sensory and psychological) in addition to mobility and DAIP requirements.</p>	<ul style="list-style-type: none"> • Training for Perth Zoo staff is provided bi-annually – November 2017 and every two years after that. • Training is added to yearly Docent Training for new docents and bi-annually at Quad Squad – Commencing April 2018. • Add the DAIP checklist to the induction document to ensure that all contractors working at Perth Zoo receive this 	<ul style="list-style-type: none"> • People Services • PZDA Training Team • Coordinator Assets and Contracts

Strategy	Task and timeline	Responsibility
	document. – November 2017	

Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities of Perth Zoo.

Strategy	Task and timeline	Responsibility
Ensure that design specifications for new and upgraded exhibits, facilities and premises meet physical access requirements and improve the experience for people with disability, where practicable.	<ul style="list-style-type: none"> • Ensure that the DAIP checklist is completed prior to approving designs. - 2017 to 2022. • Corporate Executive to ensure that DAIP requirements have been considered prior to approving upgrades or designs. – 2017 to 2022. • Inform all agents and contractors of new DAIP – December 2017. 	<ul style="list-style-type: none"> • Manager Facilities and Environment • Corporate Executive
Ensure that Capital works and procurement practices are aligned with DAIP principles, where practicable, including contractors.	<ul style="list-style-type: none"> • Ensure that the DAIP checklist is completed prior to approving designs.- 2017 to 2022 • Corporate Executive to ensure that DAIP requirements have been considered prior to approving upgrades or designs. – 2017 to 2022 	<ul style="list-style-type: none"> • Manager Facilities and Environment • Corporate Executive

Strategy	Task and timeline	Responsibility
Ensure that the Zoo continues to actively support federal and state initiatives to improve access (i.e. ACROD program and Companion Card).	<ul style="list-style-type: none"> • Review and update internal policies and information as necessary. – Annually in June • Update information on third party websites annually.- Annually in June • Include all relevant actions on Perth Zoo’s annual report and on annual report to DSC.- Annually in May 	<ul style="list-style-type: none"> • Visitor Services Manager

Outcome 3

People with disability receive information from Perth Zoo in a format that will enable them to access the information as readily as other people.

Strategy	Task and timeline	Responsibility
Maintain and review a variety of formats in which information is available as a standard practice.	<ul style="list-style-type: none"> • Ensure that the Perth Zoo website and marketing collateral is compliant with accessibility standards. – Quarterly starting March 2017 • Ensure that all information, including the location of ACROD bays is clearly visible on Perth Zoo’s website – June 2017 	<ul style="list-style-type: none"> • Marketing • Manager Visitor Engagement and Marketing

Strategy	Task and timeline	Responsibility
Progressively apply and promote a range of interpretive services, experiences and strategies to engage people with disabilities (i.e. sensory gardens, interactive signage, downloadable technology, performances, face to face encounters), where practicable..	<ul style="list-style-type: none"> • Review and update current devices and strategies every year – Annually in May • Actively seek opportunities to implement new strategies and devices by conducting yearly reviews. – Annually in November 	<ul style="list-style-type: none"> • Facilities and Environment • Interpretation and Advocacy Coordinator. • Discovery and Learning

Outcome 4

People with disability receive the same level and quality of service from the staff of Perth Zoo as other people.

Strategy	Task and timeline	Responsibility
Services provided to those with disability are the same as those provided to others and are provided sensitively.	<ul style="list-style-type: none"> • Deliver training to Docents to enhance the level of understanding and service experienced by people with disabilities and their families.- Annually in May. • Training for new staff members that enhances the level of understanding and service for people with disabilities and their families to be included in the new start induction package and check list– As required 2017 - 	<ul style="list-style-type: none"> • PZDA Training Team • People Services

Strategy	Task and timeline	Responsibility
	2022.	
Improve consultation and engagement with staff around the implementation of the DAIP.	<ul style="list-style-type: none"> Review DAIP Committee Terms of Reference annually. – March every year. Invite senior managers and directors to be part of the DAIP Committee – June 2017. Increase awareness of staff in regard to their responsibilities on DAIP issues by having a presentation at Full Staff Day once a year. – November annually 	<ul style="list-style-type: none"> DAIP Committee
Managers shall ensure that DAIP requirements are incorporated into Operational Plans.	<ul style="list-style-type: none"> Visitor Services Manager to discuss DAIP prior to the development of annual Operational Plans – Annually April/May. 	<ul style="list-style-type: none"> Visitor Service Manager All Managers

Outcome 5

People with disability have the same opportunities as other people to make complaints to Perth Zoo.

Strategy	Task and timeline	Responsibility
Provide training to staff and volunteers so they can facilitate the receipt of	<ul style="list-style-type: none"> Provide bi-annual training to staff customer service staff. – 	<ul style="list-style-type: none"> Visitor Services Manager PZDA training team

Strategy	Task and timeline	Responsibility
complaints from people with disability.	Annually August	
Maintain a variety of formats in which complaints and grievances can be made to the Zoo.	<ul style="list-style-type: none"> • Ensure that DAIP requirements are included in the review of Customer Complaint Process – December 2018 • Ensure that DAIP requirements are included in the review of the Customer Service Charter – December 2019 	<ul style="list-style-type: none"> • Visitor Services Manager

Outcome 6

People with disability have the same opportunities as other people to participate in any public consultation by Perth Zoo.

Strategy	Task and timeline	Responsibility
Ensure that annual market research processes target those with disability.	<ul style="list-style-type: none"> • Update survey brief to external market research provider to include accessibility issues. – Annually March. 	<ul style="list-style-type: none"> • Visitor Engagement & Marketing Manager
Seek a range of views on disability and access issues from the community through community groups, visitors with disabilities and the wider	<ul style="list-style-type: none"> • Conduct an annual survey targeting staff, volunteers and the wider community, including disability groups – November 	<ul style="list-style-type: none"> • Visitor Services Manager • DAIP Committee

Strategy	Task and timeline	Responsibility
community.	<p>every year.</p> <ul style="list-style-type: none"> Review survey results and feedback to determine possible actions, if necessary – January every year. Improve record keeping practices of feedback received by all channels, – Quarterly review starting December 2017. 	<ul style="list-style-type: none"> Records Coordinator
Track progress against the DAIP during the life of the plan.	<ul style="list-style-type: none"> Provide a midyear DAIP progress report to Corporate Executive,. – November annually 	<ul style="list-style-type: none"> DAIP Committee

Outcome 7

People with disability have the same opportunities as other people to obtain and maintain employment with Perth Zoo.

Strategy	Task and timeline	Responsibility
Develop innovative strategies to improve the attraction, recruitment and retention of employees with disability.	<ul style="list-style-type: none"> Work with Disability Employment Providers to promote vacancies (as appropriate) – As vacancies arise. 	<ul style="list-style-type: none"> HR Business Partner

Strategy	Task and timeline	Responsibility
Ensure recruitment policies, procedures, templates, language, format are inclusive of people with disability as required.	<ul style="list-style-type: none"> • Review existing recruitment policies and procedures – December 2017 • Develop new inclusive templates, if required- June 2018 	<ul style="list-style-type: none"> • HR Business Partner
Ensure all documents relating to recruitment are promptly made available in alternative formats upon request.	<ul style="list-style-type: none"> • Develop a list of suppliers who can produce information in alternative formats – December 2017 	<ul style="list-style-type: none"> • HR Business Partner
Review office accommodation for accessibility and resolve issues where possible.	<ul style="list-style-type: none"> • Work with managers and supervisors to review office accommodation – Implemented and ongoing • Provide training to managers and supervisors on maintaining accessible work areas. – As required 	<ul style="list-style-type: none"> • Managers and supervisors • Corporate Executive • HR Business Partner