



Zoological Parks Authority

Disability Access and Inclusion Plan

Implementation Plan 2007 - 2008

Implementation Plan 2007/08

The Annual Implementation Plan lists projects that the Zoological Parks Authority will be undertaking or commencing within the financial year to improve access to its services, information and facilities for people with disabilities. These projects will help achieve the disability access and inclusion outcomes as detailed in the Zoo's DAIP.

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; and
- the Zoological Parks Authority officer or section responsible for completing the individual tasks.

Outcome 1:
People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Zoological Parks Authority.

Strategy	Task	Task Timeline	Responsibility
Continue quarterly meetings of the Disability Services Group and task them with overseeing the implementation of the DAIP 2006-2010	<ul style="list-style-type: none"> ▪ Disability Services Group to monitor progress of DAIP 	June 2008 (ongoing)	Visitor Services Coordinator
Through communication strategies, ensure that people with disabilities are provided with an opportunity to comment on issues related to access to services.	<ul style="list-style-type: none"> ▪ Disability Services Group to run disability focus groups throughout life of the DAIP and subsequent DAIPS ▪ Ensure a variety of existing feedback mediums remains available 	Dec 2007 & ongoing	Visitor Services Coordinator
Incorporate the DAIP and its implementation into the Zoo's strategic planning, budgeting processes and other relevant plans and strategies.	<ul style="list-style-type: none"> ▪ Provide Senior Management with a summary document outlining the key objectives of the DAIP to be factored into their planning. ▪ Allocate annual budget to redress simple access/inclusion issues ▪ Formalise the mechanism by which applications for funds can be made by the Disability Services Group to Executive for priority projects. 	July 2007 July 2007 October 2007	Visitor Services Coordinator Dir, Community Eng. Visitor Services Coordinator
Ensure that events are organised so that they remain accessible to people with disabilities.	<ul style="list-style-type: none"> ▪ Events/Marketing department to seek feedback from Disability Services Group on planned events ▪ Review accessibility of venue/products for holiday activities and summer events season ▪ Incorporate a range of activity styles into school holiday activities to suit different needs 	July 2007 & ongoing Sept 2008 Sept 2007 & ongoing	Event Coordinators Event Coords & Disability Services Group Event Coords & Education Officer(s)
	Cont/over		

<p>Ensure that staff, agents and contractors are aware of the relevant requirements of the Disability Services Act.</p>	<ul style="list-style-type: none"> ▪ Provide staff and volunteers training in disability requirements annually ▪ Create a DAIP 'checklist' for managers' use when creating new product or exhibitory ▪ Include awareness of and commitment to compliance to the principles of the Disability Act in all future contract tender processes. 	<p>June 2008</p> <p>May 2008</p> <p>July 2007 & ongoing</p>	<p>Manager, HR Docent Training Team</p> <p>Visitor Services Coordinator</p> <p>Manager, FES</p>
<p>Continue to actively support federal and state initiatives to improve access (eg: ACROD program, Companion Card)</p>	<ul style="list-style-type: none"> ▪ Maintain present number of convenient ACROD parking lots (13). ▪ Park Management Officers to police illegal use of ACROD parking bays ▪ Continue to provide FOC admission to those caring for people with disabilities (with and without companion card ID) 	<p>June 2008</p> <p>June 2008</p> <p>June 2008</p>	<p>Visitor Services Coordinator</p> <p>Security Coordinator</p> <p>Visitor Services Coordinator</p>

**Outcome 2:
People with disabilities have the same opportunities as other people to access the buildings
and other facilities of the Zoological Parks Authority**

Strategy	Task	Task Timeline	Responsibility
Ensure that all new exhibits, facilities and premises are physically accessible to people with disabilities	<ul style="list-style-type: none"> ▪ Ensure that awareness and consideration of access/inclusion issues (including non-mobility disabilities) is a requirement in the scopes for tendered design/construction products. 	June 2008	Manager, Facilities & Env. Services
	<ul style="list-style-type: none"> ▪ Disability Services Group to continue quarterly physical audits of site 	June 2008	Visitor Services Coordinator
	<ul style="list-style-type: none"> ▪ Ensure that a range of disability types are considered when looking at accessibility issues (not just mobility) 	June 2008 and ongoing	Visitor Services Coordinator
	<ul style="list-style-type: none"> ▪ Conduct wheelchair visibility audit of key exhibits & modify where necessary. 	Dec 2007	Visitor Services Coordinator
	<ul style="list-style-type: none"> ▪ Create map resources suitable for people with a range of disabilities 	June 2008	Visitor Services Coordinator
Prioritise accessibility and inclusion issues in the design of new facilities, the selection of new premises or the purchase of new equipment.	<ul style="list-style-type: none"> ▪ Ensure Disability Services Group has formal input into <u>all</u> new exhibit/facility design 	June 2008 & ongoing	CEO & Project Leaders
	<ul style="list-style-type: none"> ▪ Ensure Senior management staff are aware/trained in the six DAIP outcomes 	June 2008	Human Resources
Ensure that issues of access/inclusion external to the Zoo (but which impact on visitor access) are addressed alongside internal issues.	<ul style="list-style-type: none"> ▪ Develop relationship with City of South Perth to identify and address access issues on the property immediately bordering Perth Zoo Disability Services Group to include Zoo exterior in its audit schedule 	June 2008	Visitor Services Coordinator / Marketing Manager
		June 2008	Disability Services Group

Outcome 3: People with disabilities receive information from the Zoological Parks Authority in a format that will enable them to access the information as readily as other people.			
Strategy	Task	Task Timeline	Responsibility
Ensure the variety of formats in which information is kept/published as a standard and ensure it uses clear and concise language.	<ul style="list-style-type: none"> ▪ Disability Services Group to create a mini-taskgroup to work on the replication of key Zoo information in alternative formats. 	Dec 2007	Visitor Services Coordinator
	<ul style="list-style-type: none"> ▪ Alternative format materials to be produced and kept in a centralised location for the use of all/any staff on request. 	June 2008	Disability Services mini-taskgroup
	<ul style="list-style-type: none"> ▪ Key developers of written information to be encouraged to use plain English wherever possible. 	June 2008	Dir, Com Eng.
Develop communication strategies that improve community awareness that Zoo information is available in alternative formats .	<ul style="list-style-type: none"> ▪ Investigate avenues for promotion of alternative format materials. 	June 2008	Disability Services mini-taskgroup
	<ul style="list-style-type: none"> ▪ Develop methods for distributing material in alternative formats. 	June 2008	Disability Services mini-taskgroup
Develop a manual of resources available to facilitate access to people with disabilities if an appropriate format for them is not available	<ul style="list-style-type: none"> ▪ Review existing resources, identify current services and compile them in an easy to use reference. 	June 2008	Disability Services Group
	<ul style="list-style-type: none"> ▪ Investigate what technologies might be appropriate to have on-site to assist those with a disability 	June 2008	Disability Services Group
Maintain the Zoo's website so that it continues to meet contemporary good practice in accessibility	<ul style="list-style-type: none"> ▪ Ensure compliance to W3C standards in new website 	September 2007	Manager, Educ.
	<ul style="list-style-type: none"> ▪ Website to be written in plain English 	June 2008	Manager, Educ. & authorised Directors
	<ul style="list-style-type: none"> ▪ Documents or files to be assessed for access/inclusion issues prior to uploading. 	June 2008 & ongoing	

Outcome 4:
People with disabilities receive the same level and quality of service from the staff of the Zoological Parks Authority as other people.

Strategy	Task	Task Timeline	Responsibility
Provide training and awareness-raising for staff to successfully manage disability and access issues	<ul style="list-style-type: none"> ▪ Deliver training to general staff & Docents (annually) with a focus on access/inclusion issues 	June 2008 & ongoing	Human Resources
Ensure that frontline staff have adequate access to resources/materials which will aid them in providing good service levels to those with disabilities.	<ul style="list-style-type: none"> ▪ Provide disability resource kit to frontline staff ▪ Provide higher-level training to frontline staff 	June 2008 June 2008	Disability Services Group Visitor Services Coordinator & Human Resources
Ensure that services provided to those with disabilities are the same as those provided to others and are provided sensitively	<ul style="list-style-type: none"> ▪ Managers to develop products, services & facilities which are 'inclusive' of people with and without disability rather than creating products to 'specially' suit disabilities ▪ Access/inclusion issues identified to be assessed in a non-reactive fashion by the Disability Services Group with the Zoo context in mind to assess true need and to ensure accessibility issues are sustainably viewed. 	June 2008 & ongoing Ongoing	Senior Managers Disability Services Group

**Outcome 5:
People with disabilities have the same opportunities as other people to make complaints
to the Zoological Parks Authority.**

Strategy	Task	Task Timeline	Responsibility
Provide training and support to staff/volunteers so they can facilitate the receipt of complaints from people with a disability.	<ul style="list-style-type: none"> ▪ All-of-Zoo complaints procedure to be reinforced or retrained ▪ Use of verbal complaint forms as a capturing mechanism to be reinforced. ▪ All complaints about access/inclusion issues to be copied to Disability Services Group 	February 2008 February 2008 June 2008 & ongoing	Human Resources Visitor Services Coordinator Visitor Services Coordinator
Maintain the variety of formats in which complaints can be made to the Zoo.	<ul style="list-style-type: none"> ▪ Ensure existing method of feedback are maintained and investigate new/alternative methods for capturing complaints from those with disabilities. 	June 2008	Disability Services mini-taskgroup Visitor Services Coordinator
Ensure that grievance processes and outcome satisfaction surveys are available in formats to meet the needs of people with disabilities.	<ul style="list-style-type: none"> ▪ Develop 'outcome satisfaction surveys' for all Zoo customers and ensure they are available in alternative formats. 	June 2008	Dir, Community Eng

Outcome 6:

People with disabilities have the same opportunities as other people to participate in any public consultation by the Zoological Parks Authority.

Strategy	Task	Task Timeline	Responsibility
Ensure access for people with disabilities to any consultative processes undertaken by the Zoo	<ul style="list-style-type: none">Run (targeted) focus groups regularly throughout the life of the DAIP to review accessibility issues across a range of disabilities and services	June 2008 and ongoing	Visitor Services Coordinator
Work with Zoo consultants to ensure that annual market research processes are inclusive of those with a disability	<ul style="list-style-type: none">Ensure Market Research service provider is aware of DAIP outcome #6 and their collection protocols are unbiased toward or against those with disabilities.	April 2008	Manager, Mktng
Seek a broad range of views on disability and access issues from the community through community groups, Zoo visitors with disabilities and the wider community.	<ul style="list-style-type: none">Publish DAIP (and subsequent updates) on website and invite comment.Continue to seek direct comment through periodical targeted consultation.	July 2007	Visitor Services Coordinator