



Agent and Contractor Progress Report (Insert year e.g. 2013-2014)

Name of contracted service: _____

Name of contact person: _____

Phone number: _____

Email: _____

Purpose

This reporting sheet is to assist you to identify which Curtin University Disability Access and Inclusion Plan (DAIP) Outcome area/s you're working in; and to serve as a reference for you and your staff regarding how to provide a more accessible service.

It is noted that not all outcomes will be applicable to the services you provide on behalf of Curtin University.

On completion, please forward this report back to Curtin University by the requested return date.

Your activities 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 access information as	Pursued the State Government Guidelines to 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"/>
	Reviewed our website to ensure it was accessible.	<input type="checkbox"/>
	Other actions implemented (please describe):	

readily as other people are able to access it		
	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"/>
	Provided staff 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"/>
	Ensured grievance mechanism processes are available to meet the needs of people with disability.	<input type="checkbox"/>
	Ensured that complaints policy and procedures 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.	Made sure the consultation process is held in an accessible venue	<input type="checkbox"/>
	Ensured 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.	Provided job related information in alternative formats upon request.	<input type="checkbox"/>
	Held the interview in an accessible venue.	<input type="checkbox"/>
	Continued to improve the attraction, recruitment and retention of employees with disability.	<input type="checkbox"/>
	Other actions implemented (please describe):	
	Not applicable.	<input type="checkbox"/>

Next Step

Please submit this report by email or fax by **31 May** each year to your Curtin Contract Manager or to the DAIP Implementation Manager:

T: +61 8 9266 7850

F: +61 8 9266 3052

disabilityservices@curtin.edu.au

www.disability.curtin.edu.au

Thank you