

# Disability Access and Inclusion Plan 2014 - 2019



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## 1. Background

The Perth Mint is Australia's specialist precious metals mint, and one of the oldest mints in the world still operating from its original premises.

It was established in June 1899 as a branch of Britain's Royal Mint to refine the gold from Western Australia's newly discovered eastern goldfields and to turn it into sovereigns and half sovereigns for use throughout the Empire.

The Mint continued under British control until 1970, when ownership was transferred to the Government of Western Australia.

Between 1899 and 1931, The Perth Mint issued more than 106 million sovereigns and nearly 735,000 half sovereigns. It then turned its minting skills to the production of large volumes of Australia's pre-decimal and decimal legal tender coinage until 1984.

In the mid-1980s, following a major redevelopment initiated by the State Government, The Perth Mint became the home of the Australian Precious Metals Coin Program. By agreement with the Commonwealth Government, the Mint manufactures and markets an expansive range of Australian legal tender gold, silver and platinum coins to investors and collectors worldwide.

Since 1986, when the Mint became the home of the official Australian Precious Metals Coin Program, it has sold in excess of 40 million coins, representing some 2,533 tonnes of Australian precious metals. It has contributed valuable foreign earnings to the State of Western Australia through the export of 85% of its minted product range valued at an estimated \$8.5 billion.

Additionally, the Mint adds value to many tonnes of our nation's precious metals in the production of coin blanks and custom minted programs produced for private international clients and issued on behalf of overseas authorities.

The Perth Mint retains an active involvement in precious metals refining, with its parent company Gold Corporation owning one of the largest refining operations in the world. Today, the Group refines almost all of the gold mined in Australia, and with the addition of doré, scrap and recycled gold from surrounding countries production is in excess of 300 tonnes per annum.

In addition to producing the world's widest range of precious metal minted products, The Perth Mint is a multi-award winning attraction, hosting close to 80,000 visitors each year to its heritage site in East Perth.

## **Mission Statement**

Gold Corporation and its subsidiaries, trading as The Perth Mint, supply precious metal related products and services, including:

- Refining of gold and silver and producing London Good Delivery bars;
- Value-added cast bars, minted bars and Australian legal tender bullion coins which promote the ownership of precious metals;
- Precious metal depository products which enable investors to own precious metals without having to deal with the security, insurance and other issues associated with taking physical possession of precious metals;
- Proof, numismatic and commemorative coins which are legal tender of Australia and other countries;
- Storage and safekeeping for precious metals; and
- Coin blanks and other precious metal products.

It also operates a tourist attraction based on the themes of gold, coins and their history, and offers assaying and other services to the gold industry. Gold Corporation commits to:

- Supplying products, services and experiences which delight customers and users;
- Promoting the history and heritage of Australia locally and internationally through its coins;
- Preserving its heritage assets and history for the benefit of the community;
- Providing fulfilment, development, security and fair reward to its employees;
- Generating an acceptable financial return for its shareholder, the Government of Western Australia; and
- Paying a fair royalty to the Australian Treasury on Australian legal tender coins issued.

It is committed to high ethical standards, respect for people and the environment, and enlightened business practices.

## 2. Introduction

### **Disability affects one third of all Western Australians.**

It is estimated that 405,500 Western Australians have a disability (20.6 per cent of the total population).

An estimated 246,800 Western Australians are carers for people with disability (12.6 per cent of the total population).

Between 2006 and 2026 the number of people with disabilities in Western Australia is expected to increase by more than 210,000 due mainly to our ageing population.

While the degree and type of disability varies with individual circumstances, people with disabilities frequently face barriers with everyday activities such as climbing stairs, hearing or understanding what is said, reading small print, or understanding signs.

Access and inclusion is about ensuring that all public services, facilities and information are available to all community members, including those who have a disability, so that they have the opportunity and choice to participate in all aspects of community life.

To accommodate visitors with disability and specialist needs, The Perth Mint provides the following services:

- A 'Welcome to The Perth Mint' brochure is handed to all visitors on arrival, to guide them through the Gold Exhibition area. For the benefit of non-English speaking visitors, the booklet is offered in several different languages.
- Perth Mint Shop staff speak a combined total of 8 languages – Cantonese, Danish, English, French, German, Italian, Japanese and Mandarin
- Wide passageways and ramps enable wheelchairs and prams to navigate the Shop and Exhibition areas with ease.
- Toilets are accessible and are clearly signposted.
- Bus and coach parking bays are available adjacent to the Mint, with arrangements able to be made with the City of Perth to reserve parking for visitors with special needs.
- Accessible parking bays available out the front of the Mint on Hay Street.
- Majority of staff are trained in first aid and there is always a first aid officer on duty.

- Select staff are trained in fire safety and a fire officer is always on duty.
- Discounted entry to the Gold Exhibition is given to visitors on the presentation of concession cards.
- Carers of visitors who have disability are admitted to the Gold Exhibition free-of-charge.
- Chairs are strategically located throughout the building for people to rest.
- Seating is provided in the Melting House for visitors to watch the Gold Pouring Demonstration, with areas allocated for wheelchair access.
- Separate tours can be arranged to accommodate the special needs of visitor's.
- The Perth Mint holds Tourism Council Western Australia accreditation, which means that it has met the organisation's rigorous compliance standards.

### **3. Access and Inclusion Policy Statement**

The Perth Mint is committed to achieving the seven desired outcomes of the Disability Access and Inclusion Plan.

1. People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.
2. People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.
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.
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.
5. People with disability have the same opportunities as other people to make complaints to a public authority.
6. People with disability have the same opportunities as other people to participate in any public consultation by a public authority.
7. People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Please Note:

Being 115 years old, The Perth Mint building is Heritage Listed so there are limitations to access certain areas.

Our factory presents limitations for the safety of workers, with all premises and machinery compliant with Occupational Safety and Health standards. These areas are restricted to employees only.

The Perth Mint is certified to the ISO standard of - AS/NZS ISO 9001 2008 Quality Management Systems and AS 4801:2001 OSH Management Systems.

The majority of our administration buildings have wheelchair access and accessible toilets with the exception of the second and third floor of the original Mint building which does not have an elevator. The primary function of this building is for tourism, however, it is restricted to the ground floor which is covered under the DAIP plan.

## **4. Development of the Plan**

Staff consultation and input

- Achieved by holding meetings and recording minutes

Community consultation process

- Newspaper Advertisements – The West Australian 14 June 2014.
- Comments will be reviewed and assessed by the DAIP committee

Responsibility of the planning process

- Form a DAIP Committee
- Assess recommendations
- Advertised on the website for comment.

## **5. Improve Access and Inclusion**

### **Outcome 1**

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

- Strategies in place for the current Exhibition redevelopment (Tourism application with voice over, new brochures produced in different languages, wheelchair access, mainly glass display cabinets for improved visibility, offer of audio as well as visual displays).

- Space in the Melting House/gold pouring area to accommodate wheelchairs.
- The recently refurbished retail space includes lower counters in the Bullion Trading Room. Clients may trade at seating level with this area also offering wheelchair access.
- All display cabinets offer glass counters and front panels for improved visibility for people viewing products at varying heights.
- Carers of disabled people are admitted free-of-charge into the Gold Exhibition.
- Accessible toilet facilities and baby changing room.
- Ramps into the building and leaving the Exhibition area.
- Removable ramp from the café onto the outdoor verandah.

## **Outcome 2**

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

- Wheelchair access throughout our retail and exhibition facilities
- Accessible toilets built into the new visitor facilities close to the Mint's café area. Additional accessible toilets are available on the outside of the building.
- Accessible parking bays at the front of the Mint for easy access
- Spare wheelchairs on-site for clients who may need assistance.

## **Outcome 3**

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

- Website
- Large Print
- Electronic
- Audio

## **Outcome 4**

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

- On-going training to increase staff awareness to help identify people's needs.
- Staff training also includes assisting people with disabilities wherever possible.

## **Outcome 5**

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

- The Perth Mint has a formal complaints process. Complaints are entered onto our 'Continuous Improvement' system and investigated internally. We constantly monitor social media and clients have the opportunity to provide feedback in our customer comments book in the retail area of the Mint or via our website <http://www.perthmint.com.au/the-perth-mint-guestbook.aspx>

## **Outcome 6**

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

- Ensure customer evaluation processes are accessible to people with disabilities.
- Public consultation is assessed and is to be included in any reviews of the DAIP.

## **Outcome 7**

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

- Use inclusive recruitment practices which ensure advertisements contain an equal opportunity employer statement and that all advertisements are in an accessible format and placed in widely accessible media.
- Work with Disability Employment Service providers when vacancies arise and be flexible with job descriptions.

## 6. Implementation, Responsibility and Communication

### Implementation

- Implementation of the DAIP is the responsibility of staff within The Perth Mint (primarily the Manager, Visitor Experience will oversee the plan).
- The Perth Mint will take all practicable measures to ensure the plan is implemented by its officers, employees, agents or contractors.

### Responsibility

- Staff from the following departments will be responsible for input and implementation of the plan.
  - a) Manager, Visitor Experience
  - b) Manager, People and Culture (Human Resources)
  - c) Facilities Manager
  - d) Helpdesk - IS Department
  - e) Safety Co-ordinator
  - f) Exhibition Supervisor
  - g) Visitor Experience Receptionist
  - h) Customer Service Supervisor

### Communication

- The Perth Mint staff will be advised of the DAIP during inductions.
- Communication will be made via the Mint's intranet, whereby employees can find out news, policies and information regarding the Mint.
- A copy of the plan will be available on the Mint's corporate website [www.perthmint.com.au](http://www.perthmint.com.au).
- Staff and relevant groups will be advised of any updates or changes to the plan.
- Information will be communicated to the Visitor Experience staff during weekly meetings. Minutes are recorded and circulated to staff within the department.
- Contractors will be advised of the plan during security inductions.

- An advertisement of the availability of the DAIP will be placed in the West Australian and on The Perth Mint's website [www.perthmint.com.au](http://www.perthmint.com.au).
- Copies of the plan will be available in alternative formats.

## 7. Review and Evaluation

### Review

- The Disability Access and Inclusion Planning Committee will have a schedule meeting twice per annum and additional meetings will be held if required.
- The Perth Mint will review the progress of the plan's implementation plan and will include new initiatives as they arise to strive towards continuous improvement in all areas.

### Evaluation

- The Perth Mint will seek feedback from the community regarding the implementation and effectiveness of the plan.

## 8. Reporting

The Western Australian Disability Services Act 1993 (as amended in 2004) sets out the minimum reporting requirements for public authorities in relation to a DAIP.

The Perth Mint will report on the implementation and progress of the DAIP in its Annual Report each year. It will also outline the strategies implemented to achieve the seven desired outcomes of the DAIP.

DAIP Implementation Plan			
Strategy	Task	Responsibility	Timeline
<b>Outcome 1 – People with disability have the same opportunities as other people to access the services of , and any events organised by The Perth Mint</b>			
Strategies in place for the current Gold Exhibition redevelopment to improve services for people with disability	Tourism App – audio and visual New brochures translated into several languages Update Functions Brochure with accessibility information	Manager Visitor Experience	June 2015  July 2014  December 2014
Ensure that all agents and contractors (as appropriate) are aware of the Western Australian Disability Services Act 1993	Include information on induction forms for contractors	Safety Co-ordinator	August 2014
Carers of disabled people are admitted free-of-charge into the Gold Exhibition	Publish on our website <a href="http://www.perthmint.com.au">www.perthmint.com.au</a>	Manager Visitor Experience	August 2014

DAIP Implementation Plan			
Strategy	Task	Responsibility	Timeline
<b>Outcome 2 – People with disability have the same opportunities as other people to access the buildings and other facilities of The Perth Mint (OSH regulations mean there are limitations with regards to the factory)</b>			
Ensure all new developments are accessible to people with disabilities	Disability requirements are to be met with regards to new buildings and renovations	Project Manager in charge.	Ongoing

DAIP Implementation Plan			
Strategy	Task	Responsibility	Timeline
<b>Outcome 3 – People with disability receive information from The Perth Mint in a format that will enable them to access the information as readily as other people are able to access it.</b>			
Improve Perth Mint Website	Large print, audio and electronic versions	Manager, Visitor Experience	July 2015
Increase staff awareness	Train staff with regards to the plan and how they need to promote DAIP information on our website	Manager Visitor Experience	July 2015

DAIP Implementation Plan			
Strategy	Task	Responsibility	Timeline
<b>Outcome 4 – People with disability receive the same level and quality of service from the staff of The Perth Mint</b>			
Identify people with special needs and assist wherever possible	Staff training. DAIP Plan to be put on the intranet for staff	Manager Visitor Experience	August 2014
Perth Mint Website to be updated	Put the DAIP on our website	Manager Visitor Experience	July 2014

Please Note:

Our factory presents limitations for the safety of workers, with all premises and machinery compliant with Occupational Safety and Health standards. These areas are restricted to employees only.

DAIP Implementation Plan			
Strategy	Task	Responsibility	Timeline
<b>Outcome 5 – People with disability have the same opportunities as other people to make complaints to The Perth Mint</b>			
Improve DAIP by reviewing complaints regarding accessibility or any other matter related to the DIAP	Complaints received from people with disability will be treated the same way as any other complainant. If the complaint particularly relates to accessibility or any other matter that may be related to the DAIP we will use committee meetings to assess and review the relative material/suggestions presented by the complainant.	Manager Visitor Experience	Ongoing

DAIP Implementation Plan			
Strategy	Task	Responsibility	Timeline
<b>Outcome 6 – People with disability have the same opportunities as other people to participate in any public consultation process by The Perth Mint</b>			
Ensure customer evaluation processes are accessible to people with disabilities	Publish on The Perth Mint website	Manager, Visitor Experience	Ongoing
Public consultation is assessed for future reviews of the DAIP	Committee	Manager, Visitor Experience	Ongoing

DAIP Implementation Plan			
Strategy	Task	Responsibility	Timeline
<b>Outcome 7 – People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.</b>			
Use inclusive recruitment practices (where possible)	<p>Make job advertisements available in an accessible format</p> <p>Include equal opportunity statement in advertising</p> <p>Interview must be held in an accessible venue</p>	Manager Human Resources	Ongoing
Improve methods of attracting, recruiting and retaining people with disability (where possible)	<p>Examine current methods of recruitment</p> <p>Assess current percentage of employees with disability</p>	Manager, Human Resources	July 2015
Work with key disability employment support provider(s) to employ a person with a disability (where possible)	<p>Check Disability Employment Service providers within a 15k radius</p> <p>Seek assistance to develop a flexible job description</p> <p>Seek assistance with advertising, interview, and employment requirements including reasonable adjustment</p>	Manager, Human Resources	July 2015