

**Disability Access and Inclusion Plan
2020 – 2025**



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1. Background

Today, The Perth Mint is Australia's largest fully integrated precious metals enterprise, adding value to gold and its companion of metals at every stage of the production - from mine to market.

The Perth Mint was established in June 1899 as a colonial branch of Britain's Royal Mint in response to one of the greatest gold rushes in history. Its primary role was to refine the gold from Western Australia's newly discovered eastern goldfields and transform it into bars and coinage for use throughout the Empire.

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

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, it was licenced to manufacture and market Australian legal tender gold, silver and platinum coins.

With its growing reputation for minting excellence and quality, the Mint expanded its offerings to produce coin blanks for other prestigious world mints and create custom coin programs for private clients issued on behalf of overseas authorities.

Underpinned by the growth of the Australian gold mining industry, the operations and offerings of The Perth Mint continue to grow.

While its refining and minting operations remain at the core of its business, it is uniquely positioned at the fore of the global precious metals industry.

Today, with the capacity to process 800 tonnes of gold and 900 tonnes of silver each year, The Perth Mint operates the largest refinery of newly mined gold in the world, processing more than 90% of Australia's primary gold production or 10% of global output, as well as doré, secondary and recycled gold from surrounding countries.

Its dedicated refining facility is accredited by the major commodity exchanges in London, New York, Shanghai, Tokyo and Dubai, making Perth Mint bars tradable internationally.

Through its extensive network of distributors across North America, Europe, the Middle East, and the nations of the CIS and Asia Pacific, the Mint exports more than AUD18 billion worth of bars and coins to investors and collectors in 130 countries annually.

Through its traditional and digital investment platforms and exchange traded funds, it also manages and stores AUD4 billion of assets for sovereign wealth funds, central banks, and individual clients in its expansive vaulting facilities.

Dedicated to telling the remarkable story of Western Australian gold and its own rich history to the global community, The Perth Mint also hosts a multi-award-winning exhibition, welcoming more than 75,000 visitors each year to its heritage site in East Perth.

Mission, Vision and Values

Our Mission To transform and take Australian precious metals to the world.

Our Vision To be a global leader in the precious metals industry.

Our Values

GROW - We seek to innovate, embrace change and continually learn.

PERFORM - We challenge ourselves and others to achieve our best and deliver outstanding quality.

SERVE - Our customers, our people and our community are at the heart of everything that we do.

2. Introduction

Disability affects the lives of more than half a million Western Australians

Into the future, the number of people with disability in Western Australia is expected to increase mainly due to our ageing population.

While the degree and type of disability varies with individual circumstances, people with disability 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 special needs, The Perth Mint provides the following:

- A 'Welcome to The Perth Mint' brochure is handed to all visitors upon their arrival to guide them through the Gold Exhibition area. For the benefit of non-English speaking visitors, the booklet is offered in several languages.
- Perth Mint Shop staff speak a combined total of 6 languages – Cantonese, English, French, 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 are available out the front of the Mint on Hay Street.
- The 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 heritage building for people to rest.
- Seating is provided in the Melting House for visitors to watch the gold pouring performance, with areas allocated for wheelchair access.
- Separate tours can be arranged to accommodate the special needs of visitors.
- 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.

- a) People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.
- b) People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.
- c) 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.
- d) 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.
- e) People with disability have the same opportunities as other people to make complaints to a public authority.

- f) People with disability have the same opportunities as other people to participate in any public consultation by a public authority.
- g) People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Please note: Being 120 years old, The Perth Mint building is Heritage Listed, and as such, there are access limitations in certain areas.

The Perth Mint Coining Department (CD) and Refinery premises and machinery have inherent hazards but are compliant with Occupational Safety and Health standards. The CD and Refinery are restricted to employees only.

The Perth Mint is certified to the ISO standard of - AS/NZS ISO 9001 2008 Quality Management Systems and AS4801:2001 OSH Management Systems.

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

4. Development of the Plan

As a result of the 2014-19 DAIP the following outcomes were achieved in the public areas of the Perth Mint Building:

- Limestone benches installed in the front garden enable visitors to sit while listening to the Heritage Talk.
- An electronic screen erected at the Gatehouse provides information about The Perth Mint's experiences, benefiting visitors with hearing disability.
- Design plans for the proposed renovation of The Perth Mint foyer in the 2019-20 financial year include a new reception desk with low counters on either side to provide better access to people with disability, and additional seating in the foyer.
- Renovation plans for the jewellery retail spaces, also due to take place in 2019-20, include seated areas for clients to view jewellery. Proposed new display cabinets will also allow jewellery to be viewed from lower heights.
- A disability ramp was built in the café.
- Support rails were built around the 'worth your weight in gold display' in the Gold Exhibition.
- A new display counter was installed in the Gold Exhibition to improve visibility of the personalised medallion designs available for purchase.
- During the year, The Perth Mint launched a luxury jewellery microsite within the main website which includes a link to the 'accessibility' section.
- Access to Visitor Survey Forms was increased by distributing them throughout the Mint's retail spaces and on all café tables to encourage feedback on the visitor experience, including disability access.

The development of the 2019 – 2024 plan will incorporate the following:

Seek staff consultation and input by holding meetings and recording minutes.

The community consultation process will be as follows:

- Newspaper advertisements – The West Australian.
- Form a DAIP Committee.
- Comments will be reviewed and assessed by the DAIP committee.
- Assess recommendations.

5. Improve Access and Inclusion

DAIP 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 Mint.			
Strategy	Task	Responsibility	Timeline
Ensure DAIP requirements are given due consideration in respect of redevelopment plans.	The Scope of Work for renovations to take place in the foyer and jewellery showrooms in F/Y 2019-20 provides for wheelchair access and improved display cabinet visibility.	Group Manager, Shop and Exhibition	December 2019
Promote the Perth Mint as an inclusive and accessible tourism choice for carers.	Carers of people with disability are admitted free-of-charge into the Gold Exhibition. This offering is communicated onsite and advertised on the Mint's website.	Group Manager, Shop and Exhibition	Ongoing
Maximise access and inclusion in relation to functions and events held at The Perth Mint.	Best practice is followed when holding events to enhance access and inclusion.	Group Manager, Shop and Exhibition	Ongoing
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 CD and Refinery).			
Strategy	Task	Responsibility	Timeline
Ensure all new developments are accessible to people with disability.	When building new facilities or refurbishing existing facilities, access is ensured and enhancement of existing access options is explored.	Project Manager	Ongoing
Ensure all existing buildings and venues are accessible to people with disability.	DAIP requirements are communicated to appointed contractors.	Group Manager, Shop and Exhibition	Ongoing
Outcome 3 – People with disability receive information from The Perth Mint in a format that enable them to access information as readily as other people.			
Strategy	Task	Responsibility	Timeline
Perth Mint website.	Accessibility of The Perth Mint's website is monitored and enhanced.	Group Manager, Shop and Exhibition	Ongoing
Social media.	When providing information across owned social media platform, best practice ensures that information is as accessible as possible.	Group Manager, Marketing and Communications	Ongoing
Intranet.	Accessibility of The Perth Mint Intranet is monitored and enhanced.	Group Manager, Marketing and Communications	December 2020

Outcome 4 – People with disability receive the same level and quality of service from the staff of The Perth Mint as other people receive from the staff of the Perth Mint			
Strategy	Task	Responsibility	Timeline
Implement feedback and communication channels.	Feedback is continually sought with the aim of improving customer service to people with disability.	Group Manager, Shop and Exhibition	Ongoing
Educate employees on how to identify people with special needs and assist wherever possible.	Training is provided and guidance given on how to enhance customer service for people with disability.	General Manager, People and Culture	December 2019
Communicate the DAIP to our business and community.	The DAIP is communicated and made available to the Mint's internal and external stakeholders.	Group Manager, Shop and Exhibition	January 2020

Please note: The Mint's Coining Department and Refinery present 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.

Outcome 5 – People with disability have the same opportunities as other people to make complaints to The Perth Mint.			
Strategy	Task	Responsibility	Timeline
Continue to review and maintain accessibility complaint procedures to ensure that The Perth Mint meets the needs of people with disability and that all feedback is heard.	Any complaints relating to accessibility or the DAIP will be referred to the DAIP Committee for assessment and review.	Group Manager, Shop and Exhibition	July 2020
Outcome 6 – People with disability have the same opportunities as other people to participate in any public consultation process by The Perth Mint.			
Strategy	Task	Responsibility	Timeline
Public consultation is assessed for future reviews of the DAIP, and accessibility and inclusion matters.	Best practice is followed when holding internal and external consultations to enhance accessibility and inclusion.	Group Manager, Shop and Exhibition	Ongoing
Outcome 7 – People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.			
Strategy	Task	Responsibility	Timeline
Use inclusive recruitment practices (where possible).	Policies, practices and procedures will be reviewed to develop resources and implement best practice approaches to recruitment.	General Manager, People and Culture	December 2019
	The Mint has partnered with Job Access to ensure recruitment processes are inclusive and accessible.	General Manager, People and Culture	September 2019
Improve methods of attracting, recruiting and retaining people	Data will be collected and analysed to identify trends on disability in the workforce and appropriate strategies will be developed.	General Manager, People and Culture	June 2020

with disability (where possible).	Adaptive technology will be investigated/offered for employees.	General Manager, People and Culture	Ongoing
	Employment strategies will be promoted, updated and reviewed to ensure they improve the attraction and retention of employees with disability.	General Manager, People and Culture	December 2019
	Training will be provided to increase the knowledge and skills of employees on accessibility and inclusion, and workplace adjustments will be made.	General Manager, People and Culture	December 2019
	Events of significance such as International Day of People with Disability, R U OK? Day and World Mental Health Day will be celebrated.	General Manager, People and Culture	Ongoing
	Accessible learning solutions will be provided in multiple formats.	General Manager, People and Culture	Ongoing
	A network of Contact Officers and Mental Health First Aid Officers will be established and supported throughout the business.	General Manager, People and Culture	December 2019
	Policies around flexible working arrangements will be designed and implemented.	General Manager, People and Culture	June 2020
Work with key disability employment support provider(s).	Through the partnership with Job Access, vacancies will be shared with Disability Employment Service Providers and the Mint will be promoted as an inclusive employer.	General Manager, People and Culture	November 2019
	Specialist advice and assistance will be sought from Job Access in relation to workplace modifications.	General Manager, People and Culture	Ongoing

6. Implementation, Responsibility and Communication

Implementation

- Implementation of the DAIP is the responsibility of staff within The Perth Mint (primarily the Group Manager, Shop and Exhibition).
- The Perth Mint will take all practicable measures to ensure the plan is implemented by its officers, employees, agents or contractors including reference to the DAIP on the Intranet, Diversity and Inclusion Strategy and induction packages.

Responsibility

- Staff from the following departments will be responsible for input and implementation of the plan.
 - a) Group Manager, Shop and Exhibition
 - b) Manager, Shop and Exhibition
 - c) General Manager, People and Culture (Human Resources)
 - d) Project Co-ordinator (Maintenance)
 - e) Helpdesk - IT Department
 - f) OSH Co-ordinator
 - g) Visitor Services Supervisor
 - h) Receptionist
 - i) Customer Service Manager

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.
- Staff and relevant groups will be advised of any updates or changes to the plan.

Information will be communicated to the Shop and Exhibition 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 about the availability of the DAIP will be placed in the West Australian and on The Perth Mint's website www.perthmint.com.
- 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 scheduled meeting twice per annum and additional meetings will be held if required.
- The Perth Mint will review the progress of the plan's implementation 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.