

THE PERTH MINT

# Disability Access and Inclusion Plan 2025-2027



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## Acknowledgements

### **Acknowledgement of Country**

The Perth Mint acknowledges the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to land, waters and community. We pay our respect to their cultures and to their Elders, past, present and future.

### **Other acknowledgements**

The Perth Mint would like to thank all those people who contributed to the development of The Perth Mint Disability Access and Inclusion Plan 2025–2027.



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# Introduction to our Disability Access and Inclusion Plan



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

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The Disability Access and Inclusion Plan (DAIP) aims to improve access and inclusion for people with disability working for or visiting The Perth Mint.

Improving access means making the environments, services and information we provide easy for everyone to understand and use. Improving inclusion is about making sure everyone feels valued and respected and has equal access to opportunities and resources.

It is a requirement of the WA Disability Services Act (1993) that all public authorities develop and implement a Disability Access and Inclusion Plan that outlines the ways in which the authority will ensure that people with disability have equal access to its facilities and services. The DAIP must be lodged with the Department of Communities, reported on annually and reviewed at least every five years.

The Perth Mint 2020–2025 DAIP has been reviewed, and a 2025–2027 DAIP has been created with input from staff, customers and community members including people with disability and their families or carers. The timeframe for our new DAIP has been reduced from five years to two years to align with our Diversity, Equity and Inclusion Strategy 2025–2027.



# Alignment with other strategies

The DAIP supports legislative and good practice initiatives that strive for human rights, equity and accessible and inclusive communities including:

- United Nations Convention on the Rights of Persons with Disabilities 2006
- Commonwealth Disability Discrimination Act 1992
- Western Australian Disability Services Act 1993
- State Disability Strategy 2020–2030

Internally the DAIP also supports our Diversity, Equity and Inclusion Strategy 2025–2027 and Sustainability Strategy.



# Progress to date

The Perth Mint has implemented several initiatives to improve disability access and inclusion. Examples in the past five years include:

## Improving access to services and events

- Provided tour guides with wireless microphones to help project their voice and made available accent coaching for any tour guides with strong accents in response to feedback from a hearing impaired visitor.
- Continue to offer Companion Card tickets.
- Flexible tour options for people with diverse needs including private tours or support, shorter presentations, exclusive use of the exhibition space, and printed information about the tour activities in advance.

## Improving access to buildings and facilities

- Accessibility audit completed in 2023.
- DAIP requirements are communicated to appointed contractors.
- Refurbishment work in foyer and retail jewellery showrooms to improve accessibility.

## Improving access to information

- The new Perth Mint website includes improvements with accessibility and commitment to meet the Web Content Accessibility Guidelines 2.1 (WACG) to an AA level.
- A webpage on accessibility and two FAQs on the website regarding physical accessibility.

## Improving staff skills

- Employed a Diversity and Inclusion Officer who assists with sourcing external providers to deliver disability awareness training.
- Staff from the Shop and Exhibition department attended a Communication Disability training day.
- An Inclusive Language Guide was issued to educate staff on respectful language to use when referring to people with disability.

## Improving access to complaints and consultation mechanisms

- Complaints relating to accessibility or the DAIP were referred to the DAIP Committee for assessment and review.
- Provided a variety of ways for customers and staff to provide feedback or make complaints.
- Established a Disability, Mental Health and Neurodiversity Employee Resource Group. Its strategic focus is to increase representation of employees with a disability, mental health condition or a neurodiverse condition, and to support their employment and sense of belonging at the Mint.

## Improving access to employment

- The Diversity, Equity and Inclusion Strategy 2023–2025 included several strategies around disability, mental health and neurodiversity.
- Partnered with the Australian Network on Disability and participated in the Access and Inclusion Index.
- Continue to receive support from Job Access as an Alumni Partner from the National Disability Support Coordination program.
- Set diversity representation targets for employees with a disability, mental health or neurodiverse condition, aiming for 10% representation by 2025. To achieve these targets several attraction and retention initiatives have been implemented including more frequent disclosure opportunities, extensive mental health support, an accessibility audit of our facilities, ongoing partnerships with Autism WA, Down Syndrome WA and MSWA and continuation of our inclusion focused training programs on disability and mental health awareness.
- Events of significance such as International Day of People with Disability, R U OK? Day and World Mental Health Day were celebrated.
- Intranet includes a dedicated and comprehensive Disability, Mental Health and Neurodiversity landing page where staff can find information about our plans and deliverables, as well as links to resources, articles, wellness tips and other specialist organisations.
- Partnered with a new Employee Assistance Program and Managers Assistance Program to provide enhanced support to our teams. This includes the services of qualified registered/clinical psychologists, 24/7 emergency counselling, and an online booking system. The Perth Mint has 35 trained Mental Health First Aid officers across the business and continues to offer opportunities for training in this area.
- Completed a 12-month partnership with Job Access and the National Disability Support Coordinator to review and enhance the recruitment and retention of people with disability. The partnership resulted in a full accessibility recruitment review, inclusive policy review, establishment of partnerships with local disability employment service providers and the delivery of disability awareness training across the business.
- Established relationships with Autism WA and Down Syndrome WA to create career pathways for people with disability. These partnerships have resulted in several successful employment placements.









# Review and consultation for our new DAIP

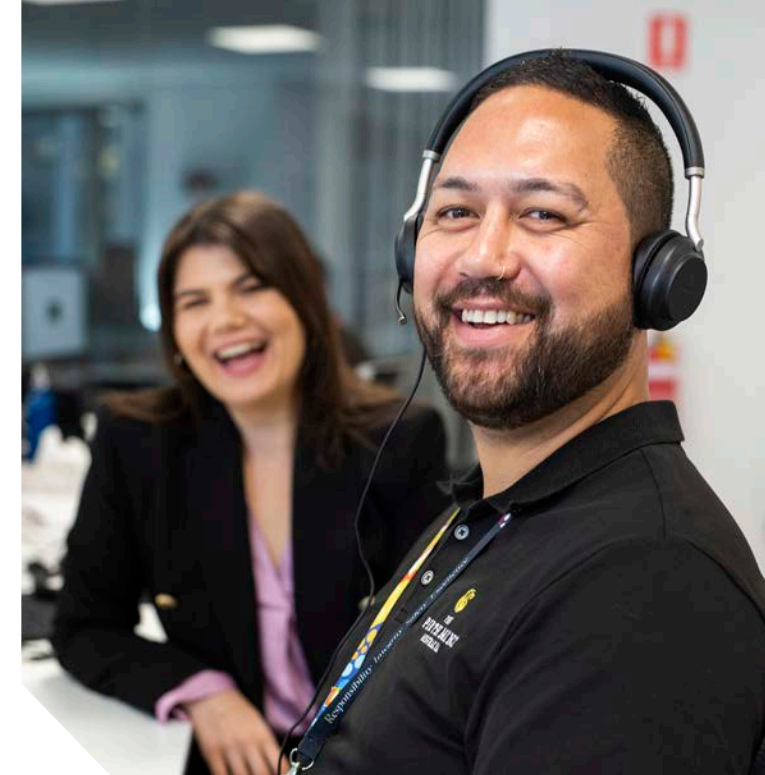
As part of review and development of the new DAIP, consultation was carried out with employees, customers and community members to identify barriers to access and inclusion as well as potential strategies to be incorporated into the new DAIP.

## Stakeholders could have their say by:

- Completing an online survey
- Completing a hard copy survey at The Perth Mint
- Providing feedback by phone, text or email

## The consultation was promoted through:

- Advertising in The West Australian on 7 April 2025
- Email to customers or customer groups:
  - WA Visitor Centre
  - City Tours Pty Ltd
  - City of Perth Information Kiosk
  - Sun and Sea Pty Ltd
  - Easy Going Travel Services Pty Ltd
  - Aus Highway Travel Services Pty Ltd
  - BUI Journey
  - UWA Study Tours
  - Intelife (disability groups)
  - Cahoots
  - City of Joondalup Outreach Program
  - Team HP School Program
- Internally to all staff including the Employee Resource Group
- Social media posts on LinkedIn and Facebook



In addition to the broad stakeholder consultation, nine advisors with disability provided feedback on The Perth Mint's tour.

The findings of the review and consultation were discussed at a workshop with staff for further input and suggestions on strategies and actions for the new DAIP.

A total of 99 submissions were received during the consultation through surveys, meetings and emails.

# DAIP 2025–2027 outcomes, strategies and actions

These outcomes reflect The Perth Mint's commitment to disability access and inclusion and address the seven outcomes mandated in the WA Disability Services Act (1993).

| <b>Outcome 1</b><br>People with disability have the same opportunities as other people to access The Perth Mint events and services. | Strategy                                                                                                    | Actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Responsible Officer                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                      | 1. Map the customer journey to identify existing access considerations and opportunities to improve access. | 1. Consider a dedicated webpage within Visitor section on the website with information on existing access considerations.<br>2. Develop visual description of tour.<br>3. Offer audio devices including options in various languages.<br>4. Provide annual training for customer facing staff on strategies and processes that promote the inclusion of people with disability.<br>5. Clearly identify start and finish locations for tours and ensure easy access is provided to finding this information.<br>6. Enlarge display of admission prices at points of sale.<br>7. Explore ways to support people with hidden disabilities.<br>8. Review offerings from other tourism destinations for further opportunities to improve accessibility. | Manager Visitor Experience<br>Manager Digital Communications<br>General Manager Enterprise Strategy and Transformation<br>Manager Learning and Talent Development |
|                                                                                                                                      | 2. Explore options to recognise and celebrate The Perth Mint's commitment to people with disability.        | 1. Include images of people with disability in marketing and communications.<br>2. Include accessible event requirements into all events on site and off site.<br>3. Undertake an audit to obtain accreditation – Quality Tourism Framework.<br>4. Include a commitment from leadership on the website.                                                                                                                                                                                                                                                                                                                                                                                                                                            | General Manager Marketing<br>Manager Culture and Engagement<br>Manager Visitor Experience                                                                         |
|                                                                                                                                      | 3. Review the evacuation procedure in the event of an emergency.                                            | 1. Develop personal emergency evacuation plans where needed for staff and ensure they are communicated to relevant stakeholders and team members.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | General Manager Safety and Security<br>Manager Building Facilities                                                                                                |
|                                                                                                                                      | 4. Explore opportunities to work with social enterprises and people with lived experience of disability.    | 1. Consider Paralympic themed icons, featuring Paralympic athletes.<br>2. Work with an artist with disability on a numismatic project.<br>3. Offer products from social enterprises that support employment for people with disabilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | General Manager Retail<br>General Manager Minted Products                                                                                                         |



| <b>Outcome 2</b><br>People with disability have the same opportunities as other people to access the buildings and other facilities of The Perth Mint. | Strategy                                                                                                                              | Potential actions (note this is a working document that will be regularly reviewed and updated)                                                                                                                                 | Responsible Officer                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|                                                                                                                                                        | 1. Explore options to improve the accessibility of parking at The Perth Mint.                                                         | 1. Engage with the City of Perth to request more ACROD parking near The Perth Mint.                                                                                                                                             | General Manager Enterprise Strategy and Transformation<br>Manager Visitor Experience  |
|                                                                                                                                                        | 2. Improve access in, around and between the four principal areas of The Perth Mint and at the Refinery.                              | 1. Include priority projects in the capital works program.<br>2. Audit available seating and upgrade to provide sufficient shaded rest points and benches with arm rests within the visitor and employee spaces (ref AS1428.2). | General Manager Enterprise Strategy and Transformation<br>Manager Visitor Experience  |
|                                                                                                                                                        | 3. Improve wayfinding information to allow easy access to key parts of The Perth Mint including toilets, tour commencement and exits. | 1. Improve signage using International Symbols of Access and drawing from wayfinding principles (e.g. Design for Dignity - Wayfinding principles and guidance) and standards (e.g. AS1428.4.2).                                 | Manager Major Projects<br>Manager Visitor Experience<br>Manager Marketing             |
|                                                                                                                                                        | 4. Ensure adequate public toilet facilities are available and fully accessible.                                                       | 1. Review existing toilets and ensure cleaning products are stored appropriately and not limiting turning space.                                                                                                                | Manager Building Facilities<br>General Manager Enterprise Strategy and Transformation |
|                                                                                                                                                        | 5. Consider improvements to exhibition displays as refurbishments/replacements occur.                                                 | 1. Implement priority recommendations from the 2023 Audit Report.<br>2. Develop audit report for all sites by accredited access and inclusion consultant.                                                                       | Manager Visitor Experience<br>Manager Major Projects<br>Manager Building Facilities   |
|                                                                                                                                                        | 6. Include an access review as part of all capital works.                                                                             | 1. Include accessibility review as part of all capital expenditure project plans.                                                                                                                                               | General Manager Enterprise Strategy and Transformation<br>Manager Building Facilities |

| <b>Outcome 3</b><br>People with disability receive information from The Perth Mint in a format that enables them to access the information as readily as other people. | Strategy                                                                                                                   | Potential actions (note this is a working document that will be regularly reviewed and updated)                                                                                                                                                                                                                                                                                      | Responsible Officer                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                        | 1. Continue to improve the accessibility of The Perth Mint website, print and digital media (i.e. intranet, social media). | 1. Explore options for a communications audit (e.g. through the Centre for Accessibility Australia or Visability).                                                                                                                                                                                                                                                                   | General Manager Marketing<br>General Manager Corporate Affairs                                         |
|                                                                                                                                                                        | 2. Raise employee awareness about how to provide accessible information.                                                   | 1. Include awareness of barriers to access and alternative formats such as large print, audio, easy read and languages other than English.<br>2. Provide employees with information about tools to check the accessibility of documents.<br>3. Update the Style Guide to include accessibility guidelines.<br>4. Provide training on accessible communications for content creators. | Manager Culture and Engagement<br>Manager Learning and Talent Development<br>General Manager Marketing |

| <b>Outcome 4</b><br>People with disability receive the same level and quality of service as other people from staff of The Perth Mint. | Strategy                                                                                                                    | Potential actions (note this is a working document that will be regularly reviewed and updated)                                                                                                                                                                                        | Responsible Officer                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                        | <b>1. Improve understanding and use of Auslan by customer service staff.</b>                                                | 1. Explore basic Auslan training for tour guides.<br>2. Explore Auslan descriptions and/or closed caption on all videos.                                                                                                                                                               | Manager Visitor Experience<br>General Manager Marketing                                                               |
|                                                                                                                                        | <b>2. Develop staff awareness about how to include customers and colleagues with disability in The Perth Mint business.</b> | 1. Include disability awareness in inductions for new starters.<br>2. Explore training options available from speakers with lived experience.<br>3. Include disability awareness in workplace inspections and toolbox meetings.<br>4. Promote The Perth Mint Inclusive Language Guide. | Manager Learning and Talent Development                                                                               |
|                                                                                                                                        | <b>3. Seek regular feedback from visitors about their experience.</b>                                                       | 1. Explore possibility of including access and inclusion question/s in all existing customer feedback surveys.<br>2. Annually review additional opportunity for customers and employees to provide feedback on accessibility.                                                          | General Manager Enterprise Strategy and Transformation<br>Manager Culture and Engagement<br>General Manager Marketing |

| <b>Outcome 5</b><br>People with disability have the same opportunities as others to provide feedback to The Perth Mint. | Strategy                                                           | Potential actions (note this is a working document that will be regularly reviewed and updated)                                                                                                                                                                                                                                                                     | Responsible Officer                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                         | <b>1. Provide easy access to opportunities to make complaints.</b> | 1. Review complaints procedure for customers and employees for accessibility: <ul style="list-style-type: none"> <li>a. Make the complaints options easy to find.</li> <li>b. Provide a variety of ways to make complaints.</li> <li>c. Provide information about support available for anyone with a complaint e.g. advocacy or other support services.</li> </ul> | General Manager Enterprise Strategy and Transformation<br>Manager Culture and Engagement<br>Manager Visitor Experience |

| <b>Outcome 6</b><br>People with disability have the same opportunities as other people to participate in any public consultation by The Perth Mint. | Strategy                                                    | Potential actions (note this is a working document that will be regularly reviewed and updated)                                                                                                                                                                                                   | Responsible Officer               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
|                                                                                                                                                     | <b>1. Develop policies and procedures for consultation.</b> | 1. In the policy/procedure: <ul style="list-style-type: none"> <li>a. Include guidelines on current industry practice in stakeholder engagement.</li> <li>b. Identify when consultation is mandatory and the scope.</li> <li>c. Include considerations regarding access and inclusion.</li> </ul> | General Manager Corporate Affairs |
|                                                                                                                                                     | <b>2. Promote role of the Employee Reference Group.</b>     | 2. Promote role of the Employee Resource Group                                                                                                                                                                                                                                                    | Manager Culture and Engagement    |



| <b>Outcome 7</b><br>People with disability have the same opportunities as other people to obtain and maintain employment with The Perth Mint. | Strategy                                                                               | Potential actions (note this is a working document that will be regularly reviewed and updated)                                                                                                                                                                                                                                                                                                                       | Responsible Officer                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
|                                                                                                                                               | <b>1. Review the recruitment process to ensure accessible and inclusive practices.</b> | 1. Review the recruitment process to focus on access.<br>2. Standardise leader conversations (new and existing employees) to understand what employee needs to succeed.<br>3. Review/develop welcome pack with information on inclusion and support services.<br>4. Consider Disability Confident Recruiter accreditation.<br>5. Partner with employment agencies that support recruitment of people with disability. | Manager People Operations<br>Manager Culture and Engagement |
|                                                                                                                                               | <b>2. Develop the capacity of all staff to include employees with disability.</b>      | 1. Provide annual updates for the leadership team on the changing accessibility needs of the workforce and flexibility needed.<br>2. Provide information and support for supervisors/managers so they are more confident employing people with disability.<br>3. Provide information to employees on how to support people with disability.                                                                           | Manager Culture and Engagement                              |
|                                                                                                                                               | <b>3. Review flexible work arrangements.</b>                                           | 1. Review role profiles and job adverts to ensure inclusion and flexibility.<br>2. Review flexible working policies and guidelines.<br>3. Ensure all sites and roles have the possibility of flexible work arrangements.                                                                                                                                                                                              | Manager People Operations                                   |
|                                                                                                                                               | <b>4. Embed lived experience into our Disability Access and Inclusion Plan (DAIP).</b> | 1. Employ a person with disability to lead and guide DAIP development and implementation.                                                                                                                                                                                                                                                                                                                             | Manager Culture and Engagement                              |

# Governance



Implementing the DAIP is the responsibility of all employees. The DAIP is a living document that is continually edited and updated as progress is made, or new information is received.

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The Manager Culture and Engagement is responsible for monitoring, reviewing, amending and reporting on the DAIP.

The Employee Resource Group provides lived experience feedback on access and inclusion issues and the progress of the DAIP.

Progress on implementing the DAIP will be reported biannually to leadership through the Maximising Community and Social Value Steering Committee and Executive Committee, annually to the Department of Communities and is included in The Perth Mint annual report.

The availability of the new DAIP will be promoted on The Perth Mint website.

Agents and contractors will be informed about their obligations by referencing the DAIP in Request for Quote documents and security inductions.

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# References

Key legislation and supporting initiatives:

- United Nations Convention on the Rights of Persons with Disabilities 2006
- Commonwealth Disability Discrimination Act 1992
- Western Australian Disability Services Act 1993
- State Disability Strategy 2020–2030



### **More information**

For more information on details of this document contact People and Culture  
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