

*ACCESSIBLE ISLAND: TASMANIA'S DISABILITY
FRAMEWORK FOR ACTION 2018-2021*

ACCESSIBILITY ACTION PLAN 2018-2021

DEPARTMENT OF PREMIER AND CABINET

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Foreword

I am proud to endorse the Department of Premier and Cabinet's (DPAC) new *Accessibility Action Plan 2018-2021* (the Plan), which supports Tasmania's third Disability Framework for Action, [Accessible Island 2018-21](#).

In our role leading the State Service, and as an employer, we continue to drive accessibility improvements for the broader Tasmanian community and employees alike. Some of DPAC's key achievements to date include:

- leading the cross-agency implementation of the NDIS in Tasmania
- completing the review into Tasmania's Structural Recovery Arrangements and drafting a revised State Recovery Plan, which considers accessibility issues and associated arrangements;
- redeveloping the Glenorchy Service Centre, incorporating a new style of 'sit down' to assist accessibility;
- converting the emergency evacuation procedure documentation of many key property holdings into an accessible PDF format;
- coordinating a state-wide forum in conjunction with the Department of Justice, the Local Government Association of Tasmania and councils, promoting universal access, raising awareness of the accessibility barriers in the built environment for Tasmanians, and encouraging builders and designers to go beyond the minimum access requirements;
- implementing a 'HTML First' strategy to simplify the production of compliant documents for staff and consultants;
- implementing the *Tasmanian State Service Diversity and Inclusion Policy* and the *Diversity and Inclusion Framework*; and
- conducting a mental health awareness campaign within DPAC to reduce stigma and increase support around mental health in the workplace.

Our 2018-21 Plan builds on the progress we have made implementing our two previous plans, and supports the underpinning principles of *Accessible Island*: access and inclusion; collaboration; and, employment. We are committed to building on past successes, and we recognise there is scope for improvement. We will sharpen our focus on consulting with people with disability in the design and implementation of Tasmanian Government services, policy and legislation.

We will also continue to improve accessibility of services and information, and collaborate with local government, business and the not-for-profit sector to share our experience and identify new opportunities to reduce barriers and improve accessibility.

In our capacity as an employer, we will continually strive to build a workforce that represents the broader Tasmanian community, and work to reduce barriers to employment, both across the State Service and within DPAC, so people with disability can access employment and career development opportunities. Across the

State Service we will do this by continuing to support agencies to implement the Diversity and Inclusion Framework.

Our commitment to consultation and collaboration with people with disability extends to our workforce. After agency-wide consultation in 2017, we launched our *Workforce Diversity and Inclusion Action Plan 2017-18*, which includes a commitment to reviewing our recruitment processes, reducing the impact of unconscious bias in decision making, and ensuring our physical environment is inclusive for people with disability.

I believe this Plan provides DPAC with a sound foundation to deliver initiatives that will improve accessibility to information, services and programs, and ultimately achieve better outcomes for people with disability.

Jenny Gale
Secretary
Department of Premier and Cabinet

Background and Objective of the DPAC Accessibility Action Plan

Accessible Island is Tasmania's third Disability Framework for Action (DFA) and has a four year coverage from 2018 to 2021. The DFA is a whole-of-government approach to policy and planning, service delivery and evaluation that seeks to remove barriers and enable people with disability to enjoy the same rights and opportunities as other Tasmanians.

Each Government agency is required, as part of its strategic and business planning, to prepare a Disability Action Plan (DAP) 2018-2021 that documents the way in which the commitments specified in *Accessible Island* will be met. In the Department of Premier and Cabinet (DPAC), the Plan is named the Accessibility Action Plan (AAP).

All actions in the Plan align with the outcomes in *Accessible Island*, which in turn aligns with the *National Disability Strategy 2010-2020* (NDS).

Organisational Context

As a central agency, (DPAC) provides a broad range of services to Cabinet, other members of Parliament, Government agencies and the community.

DPAC works closely with the public sector, the community, local government, the Australian Government and other state and territory governments to progress the priorities of the Government of the day.

Our Values

DPAC employees work in a way that supports our values; excellence, professionalism, working together and customer focus. Through our delivery of the Plan we will:

- demonstrate **excellence** by developing high quality, accessible online products and services;
- act with integrity and **professionalism** by holding ourselves accountable for the actions in the AAP;
- collaborate by **working together** within DPAC, and with other agencies, to drive whole-of-government improvements in online accessibility, procurement practices and inclusive employment practices for people with disability; and
- engage people with disability to ensure a strong **customer focus** in the design and implementation of services, policies and programs.

Our Employees – Diversity Census 2017

In late 2017 DPAC conducted a Diversity Census (the Census) of all DPAC employees. This was a flagship action from our *Workforce Diversity and Inclusion Action Plan 2017-18*. The Census achieved a 74 per cent response rate and provided a benchmark of diversity demographics in DPAC, including information about employees with a disability. Of all employees responding to the Census, ten per cent reporting having a disability, and of these employees:

- 14 per cent identified as LGBTIQ;
- 45 per cent were aged 50+;
- 41 per cent accessed formal flexible work arrangements;
- 31 per cent worked home informally;
- 19 per cent cared for a person(s) with a long term health condition/problem related to old age;
- 57 per cent did voluntary work; and
- 39 per cent required workplace adjustments.

Information from the Census will be used to inform actions to ensure DPAC is an inclusive workplace that supports current and future employees with disability to realise their full potential. These actions will include implementing more inclusive recruitment practices, and monitoring and evaluating the implementation of DPAC's new Workplace Adjustment policy and procedures.

Key Outcome Areas

The Plan outlines the actions DPAC will undertake as we lead and support the State Service to deliver the Government's priorities. It also articulates what we will do to support our goal of having a workforce that reflects the diversity of the Tasmanian community, and an inclusive workplace that supports all employees to work to the best of their ability and reach their potential.

The AAP covers the following NDS outcome areas:

- Inclusive and accessible communities
- Rights protection, justice and legislation
- Economic security
- Personal and community support
- Health and wellbeing

Consultation

The Plan takes account of feedback provided by the Premier's Disability Advisory Council regarding action being undertaken by the Department, and consultation with DPAC employees, through the Accessibility Action Plan Working Group.

Consultation undertaken by the Communities, Sport and Recreation (CSR) Division during the creation of Accessible Island has also been incorporated into the Plan.

Following the introduction of the State Service Diversity and Inclusion framework in May 2017, DPAC undertook an agency wide consultation process to develop an agency specific plan. All employees had the opportunity to participate in the process and feedback was used to inform the new DPAC Workforce Diversity and Inclusion Action Plan, which included conducting a Diversity Census of all DPAC employees in late 2017, unconscious bias training for managers, a commitment to enhancing and promoting workplace flexibility, commitment to review recruitment processes, and the development of an accessible properties strategy. In 2018, DPAC is again consulting agency wide with all employees to develop diversity and inclusion strategies.

Monitoring and Reporting

This Plan identifies which divisions will lead the implementation of each action. From 1 July 2018, CSR will become part of the newly created Department of Communities Tasmania (DCT). During the transition to the new agency, DPAC will work with DCT to monitor and report against CSR activities.

The division responsible for implementing an action will monitor and report on progress of the actions through:

- the newly formed DPAC Culture and Inclusion Consultation Group (CICG)
- the DPAC Annual Report;
- Divisional Business Plans; and
- DPAC's annual progress report to the Premier's Disability Advisory Council.

Every six months, the Chair of the CICG will provide the Secretary with a progress report, prepared by the Human Resources Branch on behalf of the group.

Accountability for delivering the actions will occur through DPAC's Performance Management and Development (PMD) program.

Evaluation

The CICG will evaluate the Plan on an ongoing basis to ensure that it remains current and to ensure progress against objectives.

The CICG will also provide regular reports to the Secretary, DPAC, and will provide an annual report on the AAP to the Premier's Disability Council (PDAC).

In 2021, when the AAP 2018-2021 concludes, DPAC will review the outcomes of the Plan against *Accessible Island*.

Action Area 1: Accessibility for the Tasmanian Community

DPAC leads and supports the State Service to deliver the Government's priorities and services to the Tasmanian community. In this capacity, DPAC will:

No.	What We Will Do	Related DFA Action(s)	Who Will Lead	Key Dates
1.1	Consult with people with disability on the design and implementation of Tasmanian Government services, policy and legislation, and provide a feedback mechanism.	1.23 & 1.24	Policy Division, State Service Management Office (SSMO), Communities, Sport and Recreation Division (CSR) Service Tasmania	Ongoing
1.2	Implement the Tasmanian State Service Diversity and Inclusion Policy and Framework 2017-2020 and develop specific plans in each Agency.	3.1	SSMO	Ongoing
1.3	Establish an annual stakeholder survey for community and agency stakeholders to provide feedback on progress of the Diversity and Inclusion Framework and propose new initiatives.	3.6	SSMO	by December 2018
1.4	Promote age-diverse and inclusive employment and workplace planning practice (in line with the TSS Active Ageing Project and the findings of the Council on the Ageing Tasmania Recruiting for Life project).	3.1	SSMO	Ongoing
1.5	On request, provide agencies with: - support to interpret, implement and report on Tasmania's obligations, including under the UN Committee on the Rights of Persons with a Disability (CRPD), and - advice regarding any action required by the UN CRPD.	2.15	Policy Division	As required

No.	What We Will Do	Related DFA Action(s)	Who Will Lead	Key Dates
1.6	Work in collaboration across government during the transition to the NDIS: current cross-agency work priorities are the review of transport arrangements and development of nationally consistent NDIS worker screening.	4.4	Policy Division	July 2019
1.7	Support the implementation of the Healthy Tasmania Five Year Strategic Plan. Healthy Tasmania has four priority areas: smoking; healthy eating and physical exercise; chronic condition screening and management; and community connections.	6.2	Policy Division	Ongoing
1.8	Support all Tasmanians to live healthier lives through coordinated care for people suffering chronic disease under the Healthy Tasmania Five Year Strategic Plan.	6.3	Policy Division	As required
1.9	Ensure events where the Head of the State Service is invited to speak use the <i>Accessible Events Guidelines and Checklist</i> .	1.6 & 1.7	Secretary	As required
1.10	Take account of access requirements in the internal layout of Service Tasmania service centres through relocation to new sites in Devonport and Launceston and an upgrade of the Hobart premises.	1.2	Service Tasmania	Devonport August 2018 Launceston February 2019 Hobart to be confirmed
1.11	Continue to use and monitor the Emergency Management Framework for Vulnerable People to assist in the development and maintenance of emergency management arrangements that: <ul style="list-style-type: none"> • consider and prioritise the essential needs of vulnerable people before, during and after an emergency; and • enable service providers to readily identify, locate and communicate with vulnerable people in an emergency. 	1.37	Office of Security and Emergency Management (OSEM)	Ongoing

No.	What We Will Do	Related DFA Action(s)	Who Will Lead	Key Dates
1.12	Ensure all Tasmanians have access to emergency preparedness resources by: <ul style="list-style-type: none"> • continuing the translation of the TasALERT website into AUSLAN and other languages; and • expanding the number of languages available and ensure TasALERT provides the best information in the most appropriate format. 	1.38	OSEM	Ongoing
1.13	Assist with the development of a Whole of Government procurement framework that includes comprehensive accessibility criteria for ICT procurement.	1.25	Office of eGovernment (OeG) and TMD	July 2020
1.14	Develop a Tasmanian Government strategy for digital innovation and ICT that will take into account the need to ensure government digital and ICT services are accessible by customers and staff.	1.31	OeG and Corporate and Culture Division (CCD)	Draft for Ministerial consideration by August 2018
1.15	Endorse the Australian Government gov.au content guide.	1.31	OeG	December 2018
1.16	Establish and lead a cross-agency web working group.	1.32	OeG	Ongoing
1.17	Consider whole-of-government standards/forms/guidelines for web publishing.	1.32	OeG	December 2018
1.18	Undertake a pilot, at DPAC, of an online WCAG 2AAA compliant HTML service that allows for the streamlined production of accessible content on screen readers and consistent reading template for mobile devices.	1.34	CCD	November 2018
1.19	Ensure new Tasmanian Government templates are as accessible as possible and include 'top tips' on accessibility and best practice document formatting.	1.32	CCD	December 2018

No.	What We Will Do	Related DFA Action(s)	Who Will Lead	Key Dates
1.20	Engage with Treasury to assist with the update of whole-of-government procurement templates to include accessibility criteria for external suppliers.	1.25	CCD	In line with Treasury's review schedule
1.21	Seek opportunities to collaborate with local government, business and the not-for-profit sector to share our experience and identify new opportunities.	3.7	All	Ongoing

From 1 July 2018, the Communities, Sport and Recreation Division will become part of the newly created Department of Communities Tasmania (DCT). During the transition to the new agency, DPAC will work with DCT to monitor and report against CSR activities. All CSR actions are included in the table below.

No.	What We Will Do	Related DFA Action(s)	Who Will Lead	Key Dates
1.22	Work with sport and active recreation providers and disability service organisations to develop, support and promote opportunities for Tasmanians with disability to participate in sport, recreation and physical activity.	6.1	Communities Sport and Recreation (CSR)	Ongoing
1.23	Make the application process for a Companion Card easier by offering on-site assessments for disability support services, special schools and aged care service providers that support large numbers of people with a life-long disability.	4.9	CSR - Programs and Services	Ongoing
1.24	Work with culturally and linguistically diverse communities to ensure people with disability can access culturally responsive government services.	4.6	CSR - Policy	Ongoing
1.25	Implement the Tasmanian Carers Policy 2016 and Action Plan 2017-2020.	4.8	CSR - Policy	Ongoing
1.26	Work with the Tasmanian Aboriginal community and disability services to better understand service issues, improve data collection and service delivery for Tasmanian Aboriginals with disability.	4.5	CSR - Office of Aboriginal Affairs	Ongoing
1.27	Support regional authorities to develop transport solutions based on cross-industry, community and government consultation, to meet the needs of local communities with a focus on rural areas.	1.18	CSR - Policy	Ongoing
1.28	Procure an online e-learning package for all State Service employees to improve their awareness of the ways to support people with disability in the workplace and when conducting government business.	3.5	CSR - Policy	December 2018
1.29	Work with Tasmanian Government statutory authorities, state owned companies and government business enterprises to achieve the outcomes of Accessible Island.	1.29	CSR - in conjunction with PDAC	Ongoing

Action Area 2: Supporting DPAC's Current and Future Workforce

DPAC aims to have a workforce that reflects the diversity of the Tasmanian community. To build an inclusive working environment that supports employees with disability to fulfil their goals, DPAC will:

No.	What We Will Do	Related DFA Action(s)	Who Will Lead	Key Dates
2.1	Implement an annual DPAC Diversity and Inclusion Plan, incorporating actions to support accessibility work environments and inclusive work practices. This Plan supports the implementation of the State Service Diversity and Inclusion Framework.	3.1	CCD	Annually in August
2.2	Provide reasonable workplace modifications for employees with disability as identified through individual occupational assessments.	1.5 & 3.4	CCD	Ongoing
2.3	All DPAC arranged events (on and offsite) utilise the <i>Accessible Events Guidelines and Checklist</i> ; the guide and checklist will be promoted internally and made available to all staff.	1.7	Executive	Ongoing (events), Promotion, by August 2018
2.4	Develop and release eLearning materials to educate DPAC staff on the importance of providing accessible information, tools and resources for people with disability.	1.36	CCD	September 2018
2.5	Implement the disability awareness online e-learning package in DPAC to improve their awareness of the ways to support people with disability in the workplace and when conducting government business.	3.5	CCD	March 2019
2.6	Update DPAC Induction process to include online training about how to create accessible information for DPAC staff and clients (e.g. plain English, web publishing guidelines, cultural awareness) and the online disability awareness e-learning package.	1.36	CCD	April 2019

No.	What We Will Do	Related DFA Action(s)	Who Will Lead	Key Dates
2.7	Promote and participate in AccessAbility Day.	3.2	CCD	Annually in November/December
2.8	As part of the recruitment review project, consider: attraction strategies for people with disability including increasing understanding of the barriers to employment; and work with teams and managers to communicate the benefits of employing people with disability.	3.2	CCD	November 2018
2.9	Facilitate stronger relationships and identify placements within DPAC in collaboration with Disability Employment Service providers.	3.2	CCD	Ongoing
2.10	Continue to support the National Disability Services JobsABILITY and BuyAbility initiatives.	3.9	All	Ongoing
2.11	Set targets for employing people with disability in DPAC.	3.2	Executive	November 2019
2.12	Each graduate intake to include at least one placement for a graduate with a disability.	3.2	Executive	From next graduate placement
2.13	Release new Flexible Work Policy and associated procedures.	3.1	CCD	August 2018
2.14	Ensure WHS activities, where possible, support and/or complement accessibility initiatives (e.g. mental health training and promotion, upgrades to physical environment and equipment).	6.4	CCD	Ongoing

More Information

For further information about the DPAC *Accessibility Action Plan 2018-2021* please email: HR@dpac.tas.gov.au

Accountabilities

Implementation	Divisional Directors
Compliance	Executive
Monitoring and Evaluation	Division lead for individual actions Corporate and Culture Division, Human Resources
Development and/or Review	Corporate and Culture Division, Human Resources with the Corporate and Inclusion Consultation Group

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