

DELWP Access and Inclusion Plan 2018-2020

December 2018

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Accessibility

This document is also available on the internet at www.delwp.vic.gov.au.

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Message from the Secretary

At DELWP we want our people to bring their whole selves to work and so we are building an accessible and inclusive environment for all our employees and for the community we serve. This Access and Inclusion Plan (AIP) takes us another step closer to becoming an organisation where people with disability form strong relationships within DELWP, as employees or as community members. Enhancing inclusion and access provides huge benefits to our agency. It builds our organisational capability and enables innovation, fresh thinking and appreciation of differences.

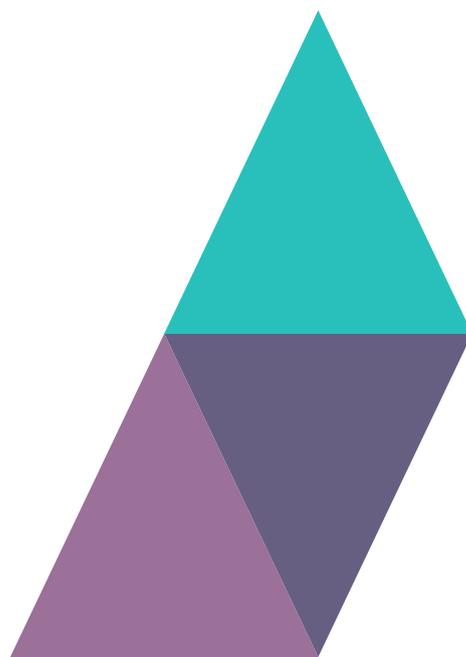
We are all accountable within DELWP to embrace diversity and to enact this plan.

When it comes to employment, we have set ourselves the challenge of being more reflective of our community. Our aim is that by 2020, 6 per cent of our workforce will identify as having disability - an interim measure towards achieving the Victorian Public Service target of 12 per cent by 2025. This means ensuring that our people who currently work for us feel confident and comfortable in disclosing their disability, and that by doing so, there are only positive consequences. We also want to be an employer that openly supports more people with disability to join us, and that we have removed any barriers to them doing so.

We will improve our internal operations within DELWP to provide a positive employee experience for all people with disability, for instance by eliminating barriers within our recruitment and selection processes and actively ensuring all necessary adjustments are made to accommodate the differing needs of our people. We are building an inclusive organisation that eliminates all forms of disability discrimination. From this strong base we will support all DELWP staff to work towards an inclusive Victoria that supports people with a disability to live satisfying everyday lives.

Together we can make a difference for people with disability and for us as an organisation. I look forward to sharing the results of this plan.

At DELWP we want our people to bring their whole selves to work and so we are building an accessible and inclusive environment for all our employees and for the community we serve.



Embracing disability and inclusion at DELWP

Building a culture of inclusion is at the heart of what we do at DELWP to ensure we deliver on putting the community at the centre of our work.

This Access and Inclusion Plan (AIP) translates DELWP's values into actions and will enable us to become:

- a disability and diversity aware organisation
- sensitive to the needs of those with differing abilities
- accepting of, and compassionate for, the differences within all people.

Disability in our community

One in five Australians has a disability.¹ That's 4 million people in total, and 15 per cent of the working population. It's important that our services and our locations in DELWP are accessible to everyone.

This Access and Inclusion Plan (AIP) actively supports our people and communities with disability to realise their potential.

As part of our *Diversity and Inclusion Strategy 2016–2020*, we seek to develop and support “a workplace culture that embraces individual difference in all forms and fosters innovation and inclusion”.

The AIP seeks to:

- improve service delivery and decision making through strong, inclusive leadership, and training and development opportunities;
- foster attitudes and practices that better support diversity and inclusion; and
- create opportunities to recruit from diverse groups in the community and retain those recruited within DELWP.

The four key focus areas of the AIP reflect the principles of *Absolutely everyone: State disability plan 2017–2020* and the associated *Every opportunity: Victorian economic participation plan for people with disability 2018–2020*:

- Workplace culture and capability
- Accessibility
- Governance
- Putting the community at the centre to support people with a disability

Getting to work: Victorian public sector disability employment action plan 2018–2025 sets a target of increasing representation of those with disability from 6 per cent of the VPS workforce by 2020 to 12 per cent by 2025.

What do we mean by disability?

DELWP adopts the definition of the United Nations Convention on the Rights of Persons with Disabilities which has been signed by 161 countries:

“Persons with disabilities include those who have long term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others”.

At DELWP, we also note that emotional impairment equally applies in this context.

Disability can be permanent or temporary, visible or invisible. Some conditions and impairments are present from birth. Other people acquire or develop disability during their lifetime from an accident, condition, illness or injury. For some people, support requirements can increase over time. Others can experience fluctuating or episodic disability. There may also be people with multiple disabilities, giving rise to different support requirements.

Importantly, we will implement this AIP with input from those with lived experience of disability. Our newly formed staff network, DELWP All Abilities Network, will be a critical support in guiding the implementation of the plan.

“Persons with disabilities include those who have long term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others”.

¹ Australian Bureau of Statistics (2015)

What is disability discrimination?

Disability Discrimination Act 1992 (Cth) states that discrimination on the basis of disability occurs when a person with disability is:

- treated less favourably than a person without disability (direct discrimination), or
- made to comply with a general requirement or condition which the person is unable to comply with because of their disability, and which leads to the person being disadvantaged (indirect discrimination).

DELWP aims to eliminate all forms of disability discrimination.

What our workplace looks like

Approximately 4 per cent of DELWP's workforce identify as a person with disability, which is about the same as the entire Victorian Public Sector workforce.

The 2017-18 People Matter Survey included two questions related to disability. The first explored whether participants perceived or experienced a positive culture towards disability; the second asked whether disability was a barrier to success within DELWP.

The responses showed that 61 per cent of DELWP employees perceived 'there is a positive culture within DELWP in relation to employees with a disability'. However, a lower number of employees with a disability agreed - 57 per cent. When asked if they agreed that 'disability is not a barrier to success' we had similar results with only 49 per cent of respondents with disability in agreement. This indicates that the experience of people with disability is less positive than perceived by those without disability. While there are some positive signs in other responses, we also have work to do to improve the experience for people with disability at DELWP and to ensure staff without disability have an increased understanding and awareness of the experiences of people with disability.

The responses showed that 61 per cent of DELWP employees perceived 'there is a positive culture within DELWP in relation to employees with a disability'.

How we developed this plan

To ensure this AIP truly reflected the views and needs of DELWP's people, we conducted broad consultation in a variety of ways including engaging with our staff, the VPS Enablers Network, relevant peak bodies and the disability community for their input.

There were two stages of consultation during the first half of 2018. Workshops with staff were held to examine current practices and policies to identify what we do well and where there are opportunities to make improvements. Stage two involved a second round of consultations with staff involved in the stage one process as well as other people from across government and external disability agencies.

DELWP's Diversity and Inclusion Council oversaw the consultation and development process.

We focused consultation on the entire employment 'life cycle' at DELWP:

- **entry** – including recruitment and induction processes and support
- **retention** – including workplace accessibility and safety, workplace culture, opportunities for development and job flexibility
- **transition** – including restructures and exiting the workforce.

Six main themes emerged from consultation workshops with staff:

1. Creating attitudinal change and an understanding of cultural change needed to support people with disability in DELWP.
2. Developing employment actions to attract people with disability and assist them in application and induction processes.
3. Developing an improved ongoing employee experience for those with disability.
4. Providing an improved physical environment to support increased accessibility.
5. Showing leadership within DELWP and giving staff a voice on workplace change.
6. Putting community at the centre when working with people with disability by making our services and workplaces accessible and inclusive.

We conducted broad consultation in a variety of ways including engaging with our staff, the VPS Enablers Network, relevant peak bodies and the disability community for their input.

Strengthening access and inclusion within DELWP

This three-year AIP will guide DELWP to address challenges experienced by people with disability in the work environment, build greater awareness amongst our workforce of those challenges and create a workforce that better reflects the diversity of the Victorian community we serve.

By 2020, DELWP aims to:

- increase the representation of people with disability across the entire organisation to 6 per cent by 2020 by identifying and addressing key issues and barriers in mainstream employment situations
- provide a more positive employee experience for people with disability
- ensure and enhance inclusive practices throughout the employment life cycle
- work towards the elimination of all forms of disability discrimination
- build a workplace culture that provides safety, voice, visibility and inclusion for people with disability across all levels of the organisation
- support all DELWP staff to work towards an inclusive Victoria which supports people with a disability to live satisfying everyday lives.

Progress will be reported quarterly to the Diversity and Inclusion Council and then given to the Senior Executive Team.

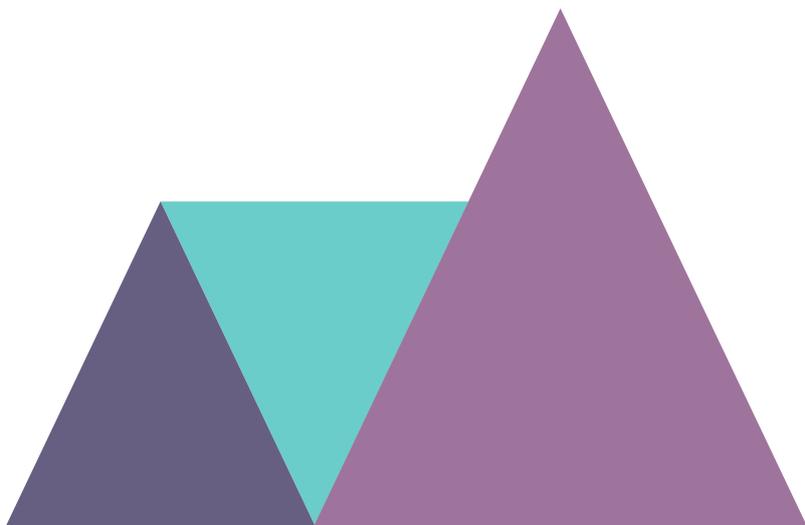
Achieving our aims

An AIP working group will progress actions and our People and Culture division will work in partnership with business areas and groups to implement initiatives relevant to their respective work function and operation. All groups will be encouraged to identify and implement initiatives to include in their business plans.

Progress will be reported quarterly to the Diversity and Inclusion Council and then given to the Senior Executive Team. The Council will review the annual Disability Performance Report and make recommendations to the Senior Executive Team in order to address trends emerging from the data.

DELWP has a strong basis to build on with a number of strategies already underway including:

- establishment of a staff network within DELWP - the All Abilities Network
- appointment of executive champions for disability
- creating a relationship with and actively supporting the VPS Enablers Network
- joining the Australian Network on Disability
- committing to and implementing the actions from the VPS Mental Health and Wellbeing Charter
- targeting recruitment of people with disability through graduate employment programs
- engaging our Employee Assistance Program to provide specialist disability support
- a range of strategies to improve and enhance physical accessibility of our built environment
- a range of strategies to support social procurement which in turn will help build the economic security of people with disability working in social firms.



Our plan

For DELWP to increase the representation of people with disability across the entire organisation to 6 per cent by 2020 we have identified key actions required to meet these targets. These key actions are supported by a whole suite of approaches that will help DELWP to not only attract and recruit more people with disability, but to create an environment where our people are comfortable identifying with their disability and want to stay working with DELWP.

	2018	2019	2020
Key actions to increase recruitment of people with disability	Currently 4%* of DELWP workforce (**156 people) identify as having disability.	By December 2019, 5% of DELWP workforce (**195 people) identify as having disability.	By December 2020, 6% of DELWP workforce (**234 people) identify as having disability.
Establish workforce plans in each Group based on 2019 census data.		Census conducted Recruitment and selection audit completed Group plans and targets are established and implementation of plans commenced	Ongoing implementation of Group plans
Recruit people with disability via multiple channels	Commence relationship with local disability employment (DES) providers Participate in Victorian Government programs including: <ul style="list-style-type: none"> • Victoria Youth Cadetship Scheme • Youth Employment Scheme • Graduate programs 	Ongoing participation in employment programs	Ongoing participation in employment programs
Develop a recruitment framework that addresses the needs of people from a range of diversity groups.		Implement People Central recruitment module Framework developed Framework implemented	

* Current data is extracted from the People Matter Survey. A census will be undertaken within DELWP to provide us with more detailed information at a Group level. This baseline information will allow us to establish Group specific targets.

** Based on 2018 workforce data

1. Workplace culture and capability

Our ambition

Disability initiatives are championed by senior leaders and staff are engaged to build a disability-confident workplace.

1.1.1 Our goal

Ensure DELWP leaders champion diversity initiatives.

- We currently have executive champions for disability, Clare Kiely and Graeme Emonson, and we will continue to ensure that they are visible and active through the work of the DELWP All Abilities Network and across the organisation
- Kathryn Anderson, Deputy Secretary Corporate Services, has responsibility for the delivery of our organisational commitments and whole-of-government actions from *Getting to Work*
- DELWP representatives attend Disability Champion meetings hosted by the Australian Network on Disability (twice per year in Melbourne)

What we will do:

Embed diversity and inclusion in all leadership and management training, with a focus on disability and a reference to the VPS disability capability framework (when available).

Outcomes

Increased disability confidence and awareness of disability issues.

Responsible

People and Culture

When

By December 2019

We will know we have succeeded by:

People Matter Survey results show that more people with disability believe their immediate supervisor actively supports diversity in the workplace.

Our ambition

Workforce plans for groups and divisions include actions to remove any barriers to disability employment and set yearly employment targets.

1.2.1 Our goal

Ensure DELWP leaders and people managers are accountable for progressing disability employment.

What we will do:

Establish Group workforce plans with performance indicators to increase representation of people with disability. DELWP's overall representation target is 6 per cent of people at DELWP with disability by 2020. Group targets will be established based upon data from the 2019 employee census and follow recommendations from recruitment and selection audits.

Outcomes

Leaders are actively committed to achieving the representation target of 6 per cent.

Responsible

DELWP leaders supported by People and Culture

When

By December 2019

We will know we have succeeded by:

Achieving the representation target of 6 per cent people with disability at DELWP by 2020.



Our ambition

DELWP creates a disability inclusive and equitable workplace, which values fairness and respect and is recognised by DELWP staff and the community as welcoming people with disability.

1.3.1 Our goal

DELWP builds connections with disability networks and the community.

- We will continue to be an active participant in VPS and community initiatives relevant to people with disability.
- We will be active participants in the VPS Disability Employment Community of Practice

What we will do

Provide information to DELWP staff on how they can use their volunteer days to contribute to supporting disability organisations, via Ada and Deputy Secretary newsletters.

Outcomes

More DELWP staff use volunteer days to support disability organisations in the community.

Who

People and Culture

When

By February 2019

We will know we have succeeded by:

More DELWP staff are volunteering at disability organisations and participate in initiatives associated with disability, as identified in annual census. Volunteer leave taken will be reported through workforce reports.

1.3.2 Our goal

All staff members are equipped with the right knowledge to commit to, and create a respectful and inclusive work environment, within DELWP and when dealing with our stakeholders and customers.

- We have a strong All Abilities Network and we will continue to support its development to its full potential.

What we will do

Run a communications campaign, including newsroom article, posters and information on health and safety noticeboards, to raise awareness of the workplace adjustments that are available for people with disability as outlined in our Reasonable Adjustment policy and procedure, including providing a contact for support.

Outcome

Increased confidence for staff with disability to ask for workplace adjustments.

Who

- People and Culture
- Digital and Customer Communications

When

Campaign from January 2019 to December 2019
Review in December 2019

What we will do

Design, procure and deliver training and resources to frontline service staff to build their disability awareness and skills.

Outcome

Frontline staff are capable and confident in responding effectively to people with disability.

Who

- Digital and Customer Communications
- People and Culture
- Frontline service staff

When

By July 2019

What we will do

Design, procure and deliver a program for all staff that will build knowledge and confidence in their ability to create a supportive environment for people with disability.

Outcome

Increased knowledge and confidence relating to disability for all DELWP staff.

Who

People and Culture

When

By July 2020

We will know we have succeeded by:

People Matter Survey results show that people with disability believe their work colleagues actively support diversity in the workplace.

1.3.3 Our goal

DELWP is known as an inclusive organisation for people with disability.

- We will continue to recognise significant disability awareness raising days (i.e. International Day of People with Disability on 3 December) each year and share positive stories about disability on the DELWP intranet and other communication channels.
- We will share our stories and case studies with the Victorian Public Sector Commission for the Careers Vic website and for broader communication and engagement.
- We will continue to actively support DELWP's All Abilities Network and the VPS Enablers Network to deliver on their plans.

What we will do

Review marketing and communication material to ensure images and language is inclusive.

Outcome

People with disability are included in marketing and communication materials (internally and externally).

Who

Digital and Customer Communications

When

From December 2018

What we will do

Partner with the VPSC and the VPS Enablers Network to conduct staff forums and events to showcase best practice in inclusion, access and employment of people with disability.

Outcome

Increased recognition and understanding of people with disability.

Who

People and Culture team with DELWP All Abilities Network supported by Digital and Customer Communications, VPSC and VPS Enablers Network

When

By December 2019

We will know we have succeeded by:

People Matter Survey results show that staff believe there is a positive culture for staff with disability at DELWP.

1.3.4 Our goal

A positive work environment that increases awareness of mental health and wellbeing.

- Our implementation of the Victorian Public Sector Mental Health and Wellbeing Charter will provide a strong base for building a work environment where people with mental health issues are supported.

What we will do

Update and develop policies, processes, practices and resources to support mental health and wellbeing at work.

Outcome

Mental health policies and resources are developed, reviewed and updated.

Who

People and Culture

When

By July 2020

We will know we have succeeded by:

People Matter Survey results show that people experiencing mental health and wellbeing issues feel supported within the workplace.

1.4 Our ambition

DELWP has inclusive employment policies and practices to strengthen career opportunities for people with disability with representation of people with disability at DELWP to reach 6 per cent by 2020.

1.4.1 Our goal

DELWP people with disability are supported in their career development.

What we will do

Seek ongoing feedback on promotion, career progression and retention practices for people with disability (e.g. focus group with DELWP All Abilities Network) to understand if our actions are having a positive impact.

Outcomes

Plan developed to address any issues

Who

People and Culture

When

From July 2019

What we will do

Audit accessibility of learning and development resources and training materials.

Outcomes

People with disability have equal opportunity to participate in experiences critical for advancement.

Who

People and Culture

When

By December 2019

What we will do

Monitor application and completion rates of professional development programs, including mentoring programs, for people with and without disability, utilising data from our new People Central Learning Management System.

Outcomes

Gaps in access to development for people with disability are identified and addressed.

Who

People and Culture

When

From April 2019

We will know we have succeeded by:

People Matter Survey results show that 'career progression meeting expectations' for people with disability improves, that 'opportunity to progress career goals' for people with disability improves, and that access to learning and development opportunities for people with disability increases.

1.4.2 Our goal

All people with a disability at DELWP have access to flexible work.

What we will do

Promote flexible working to support full participation for people with disability.

Outcomes

Information about flexible work is easily accessed and there is increased comfort in discussing flexibility needs.

Who

- DELWP leaders
- People and Culture

When

Ongoing

We will know we have succeeded by:

People Matter Survey results show increasing staff confidence in requesting flexible working arrangements.

1.4.3 Our goal

DELWP policies and procedures are inclusive of people with disability.

What we will do

People and Culture review job descriptions and recruitment policies to meet accessibility standards. Engage Australian Network on Disability to conduct an audit of DELWP's selection and recruitment systems and processes following the implementation of the new People Central recruitment module in early 2019. The audit will identify any unintended barriers for people with disability and People and Culture will develop an implementation plan from the findings.

Outcomes

Implementation plan developed.
DELWP actively attracts talent from a wider pool.

Who

People and Culture

When

From December 2018

What we will do

Recruitment team completes disability recruitment training (e.g. Australian Network on Disability's Disability Confident Recruiter program).

Outcomes

Disability Confident Recruiter program is completed.

Who

People and Culture

When

By May 2019

We will know we have succeeded by:

People Matter Survey results show increased overall job satisfaction for people with disability.

1.4.4 Our goal

Increased representation of people with disability across the entire organisation and at all employment levels through recruitment strategies and activities.

What we will do

Deliver a census to DELWP staff to establish baseline data for people with disability working in DELWP, targets and plans will be reviewed annually in line with census data.

Outcomes

Meaningful annual targets are established and plans implemented to achieve 6 per cent representation of people with disability at DELWP.

Who

People and Culture

When

By March 2019

What we will do

Implement the recommendations of the VPS Disability Employment Plan 'Getting to Work' in DELWP released October 2018, with a focus on building awareness through access to information, attracting and recruiting people with disability and supporting employees with disability.

Outcomes

The representation of people with disability at DELWP increases to 6 per cent.

Who

People managers supported by People and Culture

When

By December 2020

What we will do

Support the active engagement and recruitment of people with disability by building strong partnerships with local disability employment (DES) providers and consider various employment options such as traineeships and cadetships.

Outcomes

Relationships with DES providers are chosen based on input from people with disability, best fit with DELWP and adherence to accessibility selection criteria.

Who

People and Culture

When

From February 2018

We will know we have succeeded by:

The representation of people with disability at DELWP increases to 6 per cent by 2020.

1.4.5 Our goal

Recruitment practices enable the equitable participation of people with disability in the process.

What we will do

Develop an inclusive recruitment framework that addresses the needs of people from a range of diversity groups. The framework will be informed by a review of current and alternative methods of candidate assessment and supported by the implementation of the People Central recruitment module.

Outcomes

The recruitment process is accessible and inclusive for people with disability.

Who

People and Culture

When

By April 2019

What we will do

Monitor data for people with disability on applications received, short-listed candidates, and offers accepted, by classification level using our new People Central Recruitment module.

Outcomes

The recruitment process is accessible and inclusive for people with disability.

Who

People and Culture

When

From May 2019

We will know we have succeeded by:

People with disability move through the recruitment process at equal rates to people without disability.

1.4.6 Our goal

Jobs advertised by DELWP are welcoming for people with disability and we demonstrate a strong commitment to disability employment.

What we will do

Improve how we attract candidates by designing accessible job advertisements (including videos where appropriate) that showcase our commitment to disability and welcome and encourage people with disability to work at DELWP, new approaches should support the recruitment and selection audit recommendations.

Outcomes

Advertising for jobs is accessible and inclusive.

Who

People and Culture

When

By June 2019

What we will do

Include reference to the AIP on DELWP's website and lodge the AIP with the Victorian Government.

Outcomes

AIP is lodged with Victorian Government.

Who

People and Culture

When

By January 2019

We will know we have succeeded by:

Job ads and job descriptions at DELWP encourage people with a disability to apply for jobs.

1.4.7 Our goal

Targeted recruitment programs create equitable employment outcomes.

What we will do

Increase participation in work for people with disability within DELWP by employing people through a range of Victorian Government programs including the *Victoria Youth Cadetship Scheme* and the *Youth Employment Scheme*, as well as the Australian Network on Disability's *Stepping Into Internship* program, as appropriate.

Outcomes

Explicit strategy and targets for increased participation of people with a disability from Victoria Youth Cadetship Scheme and the Youth Employment Scheme

Active participation by people with disability in employment programs.

A talent pipeline that includes people with disability.

Who

People and Culture

When

Phase 1 from Dec 2018 to Dec 2019

Review in Dec 2019

What we will do

Target people with disability for recruitment via the science graduate and Victorian Government graduate programs.

Outcomes

Graduate programs engage a minimum of two people with disability per intake.

Who

People and Culture

When

By December 2019

We will know we have succeeded by:

People Matter Surveys indicate that increased numbers of DELWP staff with disability believe their disability is not a barrier to their success.

2. Accessibility

2.1 Our ambition

The DELWP physical environment provides an inclusive employee experience and makes DELWP offices more accessible to the community.

2.1.1 Our goal

Improve and enhance physical accessibility of DELWP's environment.

What we will do

Undertake regular review of the accessibility of DELWP offices, and develop a plan to prioritise, invest in and improve access in existing infrastructure.

Outcomes

People with disability can access all areas of our office environments.

Who

Infrastructure Services

When

By July 2019

What we will do

Focus on priority areas to improve the accessibility for staff and community to fully contribute in meetings, training programs or events, both face to face and via video and telephone conferencing, including the development of an accessibility checklist to ensure invitations enable invitees to indicate any accessibility requirements.

Outcomes

Staff with disability fully participate in their day-to-day work.

All staff organising community and stakeholder events, workshops, meetings use the checklist to ensure the requirements of people with a disability are met.

Who

People and Culture

When

By July 2019

What we will do

Communicate to all staff the current Personal Emergency Evacuation Plan (PEEP) process and support available to develop a PEEP. The communications should assist all DELWP staff who identify with disability and require a PEEP to have one.

Conduct a review of the Personal Emergency Evacuation Plan (PEEP) process post the review of the 8 Nicholson Street incident to ensure any required changes to practice are implemented.

Outcomes

All DELWP staff who identify with disability and require a PEEP have one.

Who

People managers supported by People and Culture and Fire Wardens

When

From December 2018

We will know we have succeeded by:

DELWP staff and customers with disability have access to all DELWP offices.

DELWP staff with disability can actively participate in all aspects of day-to-day work such as meetings, consultations and training because our facilities and practices are accessible.

2.1.2 Our goal

Improve and enhance the accessibility of DELWP communications, particularly online channels, to enable all people to easily access the information they need.

What we will do

Provide training to ISD and Digital and Customer Communications on accessible communication standards.

Outcomes

Staff are trained and implementing accessible standards.

Who

ISD, Digital and Customer Communications and Australian Network on Disability

When

By July 2019

What we will do

Conduct an accessibility audit of DELWP's websites and intranet to ensure that we meet WCAG 2.0 AA compliancy and Digital standards for Victoria.

Outcomes

All websites are accessible.

Who

Digital and Customer Communications

When

By December 2019

What we will do

Develop a user testing framework to help ensure products are accessible when designing and developing new technology services.

Outcomes

The user framework provides direction for creating new accessible technology.

Who

Digital and Customer Communications

When

By December 2020

What we will do

Provide all online documents in accessible formats for the use of people who are blind or have a vision impairment.

Outcomes

DELWP online documents are accessible to everyone.

Who

Digital and Customer Communications

When

By December 2020

We will know we have succeeded by:

People with disability can access all print and web-based DELWP communications.



3. Governance

3.1 Our ambition

The AIP has strong governance, and progress towards its outcomes is regularly reported to governance groups to contribute to accelerating change.

3.1.1 Our goal

An accurate workforce profile is established of people with disability at DELWP.

What we will do

Establish and review workplace profile (benchmark data) of people with disability at DELWP using People Matter Survey results (annually) and DELWP's census.

Outcomes

Benchmark data for people with disability at DELWP established.

Who

People and Culture

When

By March 2019

What we will do

Establish comprehensive workforce/cultural data on representation, appointment, promotion, exit, leave, flexibility, take up of workplace adjustments and other key employment issues, using People Central payroll data, as well as DELWP's census.

Outcomes

Annual snapshot data and accurate longitudinal data base is established for people with disability.

Who

People and Culture

When

From February 2019

We will know we have succeeded by:

People Matter Survey results and employment metrics provide us with a clear picture of the experiences of people with disability at DELWP.

3.1.2 Our goal

Identify any ongoing employment, accessibility and cultural issues creating barriers for success for people with disability.

What we will do

Submit annual evaluation for the Australian Network on Disability Access and Inclusion Index to monitor year-on-year progress.

Outcomes

The data is submitted and the People Matter surveys shows the number of staff with an intention to stay increases.

Who

People and Culture

When

Ongoing

We will know we have succeeded by:

Our data shows that barriers to recruitment, employment and advancement for people with disability have reduced and DELWP is a more inclusive employer.

4. Supporting people with disability in the Victorian community

4.1 Our ambition

DELWP puts the community at the centre and supports people with disability; ensuring our service delivery engages effectively with the community, increasing access and inclusion for people with disability, and using our purchasing power to influence social procurement.

4.1.1 Our goal

DELWP delivers its obligations to the community as identified in *Absolutely everyone: State disability plan 2017-2020*.

What we will do

Deliver initiatives identified by DELWP in *Absolutely everyone*.

These include:

- Change our building requirements to provide well-designed housing that creates and maintains socially inclusive communities and gives people with a disability more choices for where to live.
- Develop good design for communities by ensuring metropolitan partnerships consider issues related to access for people with a disability when identifying regional priorities for community infrastructure.
- Five Year Jobs, Services and Infrastructure Plans for Melbourne's regions reflect any major government investment to support people with a disability to access infrastructure and services they need.
- Expand the Summer by the Sea program, improve access to state forests and provide facilities and programs for accessing parks, including opportunities for volunteering and employment.
- Explore options to actively recruit people with disability for governance and management boards.

Outcomes

DELWP and agencies deliver outcomes as identified in the SDP.

Who

- Planning
- Suburban Development
- Energy, Environment, and Climate Change
- Forests, Fire and Regions

When

By December 2020

We will know we have succeeded by:

Reporting shows that DELWP and agencies have upgraded or re-designed public buildings and assets and amended planning requirements for social housing to be more inclusive for Victorians with disability.

4.1.2 Our goal

DELWP partners and suppliers are committed to achieving equitable outcomes for people with disability.

What we will do

Expand existing procurement framework, which identifies and prioritises current key supplier contracts against relevant standards and risk, to include social procurement options.

Outcomes

Our partners and suppliers can demonstrate a commitment to diversity, inclusion and equity.

Who

Finance with support from People and Culture

When

By December 2019

We will know we have succeeded by:

DELWP's partners and suppliers are more inclusive in the way they employ and operate their businesses and demonstrate inclusion and equity for people with disability.



Appendix 1 – Existing DELWP policies and procedures to support people with a disability in the workplace

DELWP has made significant progress by building on previous disability action plans and implementing policies and procedures including:

- DRAFT Reasonable Adjustment Policy: promotes adjustment of the work environment for employees with a disability to enable them to perform their role.
- An Introduction to Engagement: recommends that the engagement process should cover disabilities including mobility, sight and hearing, and suggests:
 - Asking people what their needs are and organising to better meet these.
 - Utilising organisations or community groups supporting people with a disability.
 - Putting the person first, not their disability.
 - Engaging with the person with a disability, not their carer but being mindful of carers needs.
 - Selecting a venue that is accessible (public transport, doors, toilets and ramps, braille and other tactile signage, hearing systems).
- The Engagement Toolkit: suggests tailoring the venue for inclusiveness emphasising disability access.
- *Procurement – Socially Responsible Policy*: suggests purchasing from Australian Disability Enterprises from the ADE Register to support employment of people with disability.
- Flexible Work Procedure: recognises that people with a disability have a legal right to a response within 21 days of requesting a change in their working arrangements.
- Recruitment and Selection Procedure: states that when an applicant identifies as a person with a disability, P&C should be consulted to ensure the selection panel is skilled to manage the recruitment process ensuring merit-based selection, free from bias or discrimination.
- Building and Fire Management: recommends staff with mobility impairment should contact their flood wardens to ensure a Personal Emergency Evacuation Plan (PEEP) is in place.
- Appropriate Workplace Behaviour Policy: sets out expectations regarding what constitutes discrimination, harassment, including knowledge of the governing Acts.
- Public Land Events Management Guideline: stipulates cases where a traffic management plan is to include any provision for persons with disabilities.
- Victorian Public Service Enterprise Agreement 2016: includes policies and procedures within the agreement.
- DELWP Wild Dog Controllers Agreement 2016: includes policies and procedures within the agreement.
- Fit2Work Check: includes section for staff that are required to work with persons with a disability.
- Communicating on disability and celebrating important days: events are held marking International Day of People with a Disability, and communications about the work undertaken to develop the AIP.

Appendix 2 – Relevant legislation

Commonwealth legislation

Australian Human Rights Commission Act 1986 provides for the rights of people with physical or mental disabilities and addresses complaints discrimination in employment.

Disability Discrimination Act 1992 makes it unlawful for an employer to discriminate against a person on the grounds of disability (including disease).

Victorian Charter of Human Rights and Responsibilities Act 2006 sets out our freedoms, rights and responsibilities. This formal recognition of our human rights protects people from injustice and allows everyone to participate in and contribute to society.

Disability Act 2006 requires that all public sector bodies must have a disability action plan.

Equal Opportunity Act 2010 makes it unlawful to discriminate in employment on the basis of a number of personal characteristics.

International conventions

United Nations Convention on the Rights of Persons with Disabilities

Web Content Accessibility Guidelines 2.0

Web Content Accessibility Guidelines (WCAG) are a set of internationally recognised guidelines produced by W3C (World Wide Web Consortium) and used by web developers and other interested audiences. They define how to make web content more accessible to people with disabilities. This can include information on a web page or web application ranging from text, images, forms, sounds and more.

The current version of WCAG is 2.0. It's comprised of 12 guidelines that can be categorised into 4 key principles: perceivable, operable, understanding and robust. Each guideline can be tested against success criteria, resulting in a conformance rating of either A, AA, or AAA compliance where A is the minimal level of conformance.

If you have feedback or suggestions about this plan you can email us at diversity.inclusion@delwp.vic.gov.au.



