



Australian Government
Department of the Environment,
Water, Heritage and the Arts

DISABILITY ACTION PLAN

2009–2011



Introduction by the Secretary

DEWHA is committed to ensuring that people with disability are afforded the same access to information and opportunities to participate and contribute to our programs as the rest of the community. This is not only a legal requirement, but also an integral part of ensuring we are seen as a good place to work. The DEWHA Disability Action Plan 2009-2011 sets out the Department's commitment and approach in this area. The Plan responds to the requirements of the Disability Discrimination Act 1992, the Commonwealth Disability Strategy and addresses the recommendations of the Management Advisory Committee (MAC) Report – *Employment of People with Disability in the APS*.



The Disability Discrimination Act 1992 makes discrimination in relation to a disability unlawful. The legislation covers employees, prospective employees, contract workers and clients. It recognises that people with a disability have the same fundamental rights and should have the same opportunities as other people to participate in the workplace and in community life.

Underpinning the plan are five broad principles: equity, inclusion, participation, access and accountability. These principles are defined within the Action Plan.

The 2006 Management Advisory Committee (MAC) Report – [*Employment of People with Disability in the APS*](#) reinforces these principles and commits all agencies to eight objectives for promoting the employment of people with disability in the APS. Implementation of the better practice strategies recommended within the Report will be considered on a case by case basis. The MAC Report objectives are:

1. A culture that values diversity and actively promotes the employment of people with disability.
2. Flexible recruitment strategies that are accessible to applicants with disability.
3. Accessible training, cadetship and mentoring opportunities for people with disability.
4. Special employment measures to employ people with intellectual disability.
5. Accessible premises, workplaces and supportive work environments for people with disability.
6. Reduced complexity, cost and risk for managers employing people with disability.
7. Consistent conceptual framework for defining disability. and
8. Continuous improvement in recruiting and retaining people with disability.

Our Disability Action Plan should be considered in tandem with the current DEWHA Diversity Program. The DEWHA Diversity Program highlights the significant contributions people of different backgrounds, experiences, knowledge, skills and perspectives make to the achievement of improved organisational outcomes. Responsibility for the implementation of both this plan and the DEWHA Diversity Program rests with leaders, managers and all employees. I encourage all employees to identify the part they can play in realising the goals of this plan and then actively support and implement it.

Gerard Early
Acting Secretary

The Commonwealth Disability Strategy (CDS) was introduced in 1994 as a planning framework to assist Australian Government Agencies meet their obligations under the (Commonwealth) Disability Discrimination Act (1992). Under the CDS, all Commonwealth Government Agencies are obliged to remove barriers which prevent people with disability from having access to policies, programs and services. The CDS includes a reporting framework built around a number of key roles performed by Australian Government Agencies (policy advisor, purchaser, regulator, provider and employer). This framework requires all Australian Government organisations to provide data on their performance against the first four elements of the framework in their respective annual reports and report on their achievements against the employer role in the Australian Public Service Commission State of the Service Report. The CDS is currently being reviewed.

Therefore the department's Disability Action Plan is based on the CDS Reporting Framework and has been developed following consultation with employees, including employees with disability, throughout the department.

Background to the DEWHA Disability Action Plan

Changes to Current APS Employment Environment

The [MAC Report – Employment of People with Disability in the APS](#) draws attention to the changing APS employment environment. An important aspect is the tight labour market that increases the challenge of recruiting and retaining skilled and talented employees. This labour market includes a growing pool of qualified people with disability who should be targeted for recruitment to the APS. Therefore strategic and dynamic approaches to recruitment and retention must be adopted to increase the APS share of this section of the labour market. In this environment our workplace must be one that is encouraging, supportive, flexible and attractive to all applicants.

Disability Discrimination Act 1992

Enacted in 1992, the [Commonwealth Disability Discrimination Act](#) (DDA) provides a foundation for developing a range of disability support services designed to increase individual independence and integration of people with disability into the community. The DDA:

- Prohibits both direct and indirect discrimination on the grounds of disability, both to the person with a disability and their associates such as family members, carers, friends, etc
- Provides a broad definition of disability
- Covers many areas of life, including employment, education, access to premises, administration of commonwealth laws and programs and provision of goods, services and facilities
- Provides a complaints and conciliation mechanism for alleged disability discrimination

Commonwealth Disability Strategy

Introduced in 1994, the original Commonwealth Disability Strategy (CDS) provided a ten-year planning framework to assist Commonwealth organisations meet their obligations under the DDA. A mid-term evaluation of the CDS was conducted in 1999. The revised [Commonwealth Disability Strategy](#), launched in 2000, is based on the following broad principles:

- Equity—people with disability have the right to participate in all aspects of the community including the opportunity to contribute to its social, political, economic and cultural life.
- Inclusion—all mainstream Commonwealth programs, services and facilities should be available to people with disability and the requirements of people with disability should be taken into account at all stages in the development and delivery of these programs and services.
- Participation—people with disability have the right to participate on an equal basis in all decision-making processes that affect their lives.

- Access—people with disability should have access to information in appropriate formats about the programs and services available for them to access.
- Accountability—all areas of Commonwealth organisations should be clearly accountable for the provision of access to their programs, facilities and services for people with disability. This includes specifying the outcomes to be achieved, establishing performance indicators and linking reporting on outcomes of the Strategy to mainstream reporting mechanisms.

Disability Definitions

For the purposes of this policy, and based on the MAC Report, DEWHA will use two definitions for disability. The first definition is from section 4 of the Disability Discrimination Act 1992 and is to be used in developing DEWHA recruitment and retention strategies relating to the employment of people with disability.

The second definition is from the Australian Bureau of Statistics 2003 Disability, Ageing and Carers Survey. This definition is to be used for the collection of data and statistics from APS employees. Please see Appendix B for full details.

DEWHA Disability Data¹

Year	No. of employees identifying as being disabled	No. of employees identifying as not disabled	No. of employees choosing not to provide the information
2002-2003	80	768	423
2003-2004	73	760	443
2004-2005	63	849	627
2005-2006	50	1100	544
2006-2007	62	1285	518

This data shows that employee disability self-identification has been trending downwards whilst the number of employees who identify as not being disabled has been increasing.

This Disability Action Plan is implementing the MAC Report Disability definition (see Strategy 5k). The department anticipates that this new broader definition will result in the number of employees self-identifying as being disabled increasing, and the department's response to that self-identification will enable timely facilitation of any 'reasonable adjustment' requests/requirements.

DEWHA Disability Action Plan

The Commonwealth Disability Strategy (CDS) establishes a CDS reporting framework that uses the identification of key government functions as a means of improving organisational capacity. This focus on core business activities measures their performance and assesses their accountabilities.

These core roles of government are policy adviser, purchaser, regulator, provider and employer. Our Disability Action Plan uses each of these roles to specify the outcomes to be achieved for people with disability.

The Commonwealth Disability Strategy Performance Reporting Template lists a wide range of performance indicators for each of the specified roles. In developing the department's Disability Action Plan, the literature has been reviewed, the strategies and performance measures used by other agencies have been examined and adapted and other strategies have been developed in-house in response to employee feedback.

1. APS Statistical Bulletins

DEWHA DISABILITY ACTION PLAN

1. DEWHA AS A POLICY ADVISER²

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
1. a) Ensure that issues concerning people with disability are considered in the context of new policy proposals, budgetary processes and departmental business plans and initiatives, meeting the department's obligations under the Disability Discrimination Act 1992.	Ensure that the needs of people with disability are addressed in all new policy and budgetary processes that impact on those with disability. Policy developers and reviewers are required to use Appendix A to this plan - "Checklist for Developing Reports, Policies and Procedures and IT Systems in Consultation with People with Disability". CDS principles must be addressed before sign off on both internal and external policies and procedures.	Annual sampling of new or revised policy/program proposals developed. Appendix A to this plan "Checklist for Developing Reports Policies, Procedures and IT Systems in Consultation with People with Disability" to be completed and documentation retained as part of the policy/program development cycle.	Annual Report	All DEWHA employees. All Divisions. Compliance records maintained with other documentation by program/line areas and available for Annual Report preparation.
1. b) Development of new and revised policy proposals that impact on people with disability are undertaken in consultation with disabled employees and, where appropriate, with National Peak Disability Bodies.	Policy developers and reviewers are required to use Appendix A to this Plan "Checklist for Developing Reports, Policies and Procedures and IT Systems in Consultation with People with Disability". CDS principles must be addressed before sign-off on both internal and external policies and procedures.	"Checklist for Developing Reports Policies, Procedures and IT Systems in Consultation with People with Disability" to be completed and documentation retained as part of the policy/program development cycle.	Annual Report	All DEWHA employees. All Divisions. Compliance records maintained with other documentation by program/line areas and available for Annual Report preparation.

² To ensure that people with disability are identified and included as stakeholders during policy / program development or review. To ensure that public announcements about new or revised policies or programs are accessible to all members of the community. Commonwealth Disability Strategy – Examples.

³ Strategies included in this Plan have been taken from the Commonwealth Disability Strategy (CDS), Performance Reporting Template; CDS Examples; Other agencies Disability Action Plans and some developed in house based on employee feedback.

2. DEWHA AS A PURCHASER⁴

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
2. a) Procedures and processes for purchasing goods and services with a direct impact on the lives of people with disability are developed in consultation with people with disability.	<p>The department's procurement policies are consistent with the requirements of the <i>Disability Discrimination Act 1992</i>.</p> <p>Processes for purchasing goods or services directly impact on the lives of people with disability are developed in consultation with people with disability. Consultation could include disabled departmental employees and/or any of the National Peak Disability Bodies identified on the FACSIA website.</p> <p>Policy developers and reviewers are required to use Appendix A to this plan - "Checklist for Developing Reports, Policies and Procedures and IT Systems in Consultation with People with Disability". CDS principles must be addressed before sign off on both internal and external policies and procedures and any consequential procurement activities.</p>	Appendix A to this plan " Checklist for Developing Reports Policies, Procedures and IT Systems in Consultation with People with Disability " to be completed and documentation retained as part of the policy/program development cycle.	Annual Report	All DEWHA employees. All Divisions. Compliance records maintained with other documentation by program/line areas and available for Annual Report preparation.

⁴ To ensure that the Commonwealth purchases services which reflect the needs of people with disability.
Commonwealth Disability Strategy - Examples

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
<p>2. b) Processes for purchasing goods and services with a direct impact on the lives of people with disability are developed in consultation with people with disability.</p> <p>In relation to the purchase and deployment of information and communications technology, DEWHA will use the <i>Assistive Technology for Employees of Australian Government Better Practice Checklist</i>.⁵</p>	The department's procurement guidelines complement the Commonwealth Procurement Guidelines, December 2008 and are consistent with the requirements of the <i>Disability Discrimination Act 1992</i> .	<p>Annual sampling of tenders for the provision of goods and services required by the department.</p> <p>Annual sampling of contracts for the provision of goods and services required by the department.</p>	Annual Report	<p>Policy, Procurement and Reform Section, Financial Management Branch.</p> <p>All Divisions.</p> <p>Information Services Branch, Corporate Strategies Division.</p> <p>The AusTender website meets the standards for access.</p> <p>Maintenance of the AusTender site is the responsibility of the Department of Finance and Deregulation.</p> <p>Compliance records to be maintained by those responsible for procurement action and available for Annual Report preparation.</p>
2. c) Publicly available performance reporting against the purchase contract specifications requested in accessible formats for people with disability is provided.	The department's procurements valued at \$80,000 or more are advertised and are available for download on AusTender, which meets the Australian Government online standards that relate to access for people with disability.	As above	Annual Report	<p>All Divisions.</p> <p>The AusTender site meets the standards for access.</p> <p>Maintenance of the AusTender site is the responsibility of the Department of Finance and Deregulation.</p>

⁵ Australian Government Information Management Office, *Assistive Technology for Employees of Australian Government, Better Practice Checklist No. 22*.

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
<p>2. d) Under the principles of 'reasonable adjustment'⁶ DEWHA employees with disability will have access to technology and their needs considered when designing and/or upgrading information technology systems.</p> <p>Any procurement action undertaken to acquire workplace equipment or technology for disabled employees must also include the establishment of arrangements to provide both ongoing training and support (where appropriate this could include a Help Desk facility) to ensure effective use of the facilities and equipment acquired.</p>	The DEWHA Procurement Policies and Procedures have been amended to reflect this initiative.	All procurement actions involving resources for employees with disabilities stipulate the need for equipment that is user friendly for people with disability.	Annual Report	<p>Information Services Branch.</p> <p>People Management Branch.</p> <p>All Divisional Support Units.</p> <p>Policy, Procurement and Reform Section, Financial Management Branch.</p>

⁶ 'Reasonable adjustments' refer to any accommodations made in the workplace to enable a person with a disability to work effectively and enjoy equal opportunity. These may be administrative, environmental, or procedural changes and they may be temporary or long-term. Most adjustments fall into one of the following categories:

- the provision of appropriate adjustments to ensure there is no barrier in the selection process;
- job redesign;
- changes to work practices;
- flexible work arrangements;
- alterations to premises or work areas;
- provision of essential information in suitable formats;
- modifications to equipment, or the supply of specialised equipment, furniture or technological aids; or
- information and education for colleagues and managers.

Source: DIVERSITY@WORK

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
2. e) The principle of 'reasonable adjustment' also applies to the utilisation of financial resources.				All Divisions.
2. f) Complaints/ grievance mechanisms, including access to external mechanisms, in place to address concerns raised about the providers' performance. The contact is the Director, Policy, Procurement and Reform Section, Financial Management Branch.	Established complaints/ grievance mechanisms, including access to external mechanisms, in operation and monitored. Commonwealth Procurement Guidelines.	Regular assessment.	Annual Report	Financial Management Branch, Corporate Strategies Division. All Divisions.

3. DEWHA AS A REGULATOR⁷

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
<p>3. a) Publicly available information on legislation, regulations and quasi-regulations is available in accessible formats for people with disability.</p> <p>3.b) Publicly available regulatory compliance reporting is available in accessible formats for people with disability.</p>	<p>Legislation is accessible via the Internet (www.environment.gov.au/about/legislation.html)</p> <p>Legislative instruments are accessible via the Internet (www.comlaw.gov.au)</p> <p>Administrative fact sheets are available on request from the Community Information Unit.</p> <p>Administrative Instruments are available in the Australian Government Gazette, and where required on the department's website.</p> <p>The department responds to specific requests by fax, email or post.</p>	<p>Annual assessment of publicly available information available on regulations and quasi-regulations.</p>	<p>Annual Report</p>	<p>Policy developers and reviewers in all Divisions in co-ordination with Information Services Branch, Corporate Strategies Division.</p>
<p>3. b) As highlighted in Section 1 of this plan, any legislative instruments resulting from new or revised policy proposals must comply with the requirements of the Disability Discrimination Act 1992.</p>	<p>As above</p>	<p>As above</p>	<p>As above</p>	<p>Policy developers and reviewers in all Divisions.</p>

⁷ Regulators are usually involved with the enforcement of legislation or other government rules that influence the way people behave. These are not limited to primary or delegated legislation. They also include quasi-regulation such as codes of conduct, advisory instruments or notes which involve compliance. Commonwealth Disability Strategy – Examples.

4. DEWHA AS A PROVIDER⁸

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
4. a) Providers have established mechanisms for ongoing quality improvement and assurance and comply with the Disability Discrimination Act 1992.	Evidence of quality improvement and assurance systems in operation. Compliance with Service Level Agreements.	Information on parks and reserves is available in accessible formats on the department's website (www.environment.gov.au/parks)	Annual Report	All departmental Providers.
4. b) Providers have an established service charter that specifies the roles of the provider and user/consumer and service standards which address accessibility for people with disability.	Procurement Guidelines and procedures are consistent with the Disability Discrimination Act 1992.	As above	Annual Report	All departmental Providers.
4. c) Provide access where practicable and safe to public areas of Commonwealth buildings, parks and reserves.	Number of complaints received and addressed, about access to non-office and remote locations.	As above	Annual Report	Director of National Parks.

⁸ **Service providers** work within established boundaries. These boundaries exist in the purchasing frameworks that accompany funds received to provide the service. Purchasing specifications specify how services are to be provided, to whom and under what conditions. Commonwealth Disability Strategy – Examples.

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
4. d) In implementing policies and programs for the protection and conservation of the environment, heritage, or, the arts, the Department will, where applicable, assess the impact of the planned mechanism of delivery on the lives of people with disability prior to the finalisation of those proposals.	Policy developers and reviewers are required to use Appendix A to this Plan “Checklist for Developing Reports, Policies and Procedures in Consultation with People with Disability”. CDS principles must be addressed before sign-off on internal policies and procedures.	Appendix A to this plan - “Checklist for Developing Reports Policies, Procedures and IT Systems in Consultation with People with Disability” to be completed and documentation retained as part of the policy/program development cycle.	Annual Report	All DEWHA employees. All Divisions. Compliance records maintained with other documentation by program/line areas and available for Annual Report preparation.
4. e) Complaints/ grievance mechanism, including access to external mechanisms, are in place to address issues and concerns raised about performance.	Established complaints/ grievance mechanisms, including access to external mechanisms, in operation and monitored.	Annual assessment	Annual Report	All Divisions. People Management Branch to maintain records of complaints and grievances lodged and addressed.

5. DEWHA AS A EMPLOYER

Strategy ⁹	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
5. a) Compliance with relevant Building Codes; Australian Standards and the provisions under the Disability Discrimination Act (1992),	People who design, build, own, lease, operate or manage premises have responsibilities under the DDA not to discriminate against people with disability in relation to access. ⁹	Annual review of DEWHA's property data. Extent to which all Departmental premises comply with the Building Code of Australia particularly in relation to disability access.	State of the Service Report.	New Building Project Team; and the Accommodation and Facilities Section; People Management Branch, Corporate Strategies Division. Director, National Parks. All Divisions, Accommodation and Facilities Section, People Management Branch, Corporate Strategies Division.
5. b) DEWHA employment policies, procedures and practices comply with the requirements of the Disability Discrimination Act 1992.	All employment policies and guidelines are available to current and potential employees. All policies and guidelines developed and/or reviewed meet the requirements of the Disability Discrimination Act 1992 and the needs of people with disability. Policy developers and reviewers are required to use Appendix A to this plan - "Checklist for Developing Reports, Policies and Procedures and IT Systems in Consultation with People with Disability." CSD principles must be addressed before sign off on both internal and external policies.	Ongoing monitoring and annual review of people management policies and guidelines. Appendix A to this plan 'Checklist for Developing Reports Policies, Procedures and IT Systems in Consultation with People with Disability' to be completed and documentation retained as part of the policy/program development cycle.	State of the Service Report. Regular Reports to Workforce Management Committee.	People Management Branch will monitor and then review employment policies and procedures on an annual basis.

⁹ Human Rights & Equal Opportunity Commission, Advisory Notes on Access to Premises, Appendix B. 7.1 The relationship between the Disability Discrimination Act (DDA) and the Building Code of Australia (BCA) p. 17.

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
<p>5. c) The DEWHA Internet site provides information for potential job applicants on DEWHA employment conditions and includes a summary of the respective role and responsibilities of the position and the selection criteria. Applicants are then able to lodge their application for the advertised position through a variety of media depending on the vacancy.</p> <p>In most cases applications can be lodged either via email or through an on-line website. If job applicants are disabled and have special requirements and/or are unable to use the Internet, job advertisements provide contact officer details to enable alternative application arrangements.</p> <p>100% of recruitment advertisements include a statement of availability of selection documentation in accessible formats.</p> <p>Recruitment information for potential job applicants is available in accessible formats on request, applications will be accepted in differing formats and applicants will be provided with reasonable time to lodge applications.</p>	<p>100% of recruitment information requested can be provided in:</p> <ul style="list-style-type: none"> • Accessible electronic formats and • Accessible formats other than electronic. 	<p>Annual sampling of recruitment information.</p>	<p>State of the Service Report.</p>	<p>All managers.</p> <p>Manager, Recruitment, Planning and Support Section, People Management Branch.</p> <p>Manager, Web and Intranet Management Section, Information Services Branch</p> <p>Divisional Support Units.</p> <p>Administrator, DEWHA On-Line Recruiting Facility.</p>

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
5. d) Require that any recruitment agencies contracted by DEWHA encourage and support applicants with disability.	Any contracts with recruitment agencies contain clauses that specify the requirement to encourage and support applicants with disability.	As above	State of the Service Report.	All DEWHA employees. All Managers. All Divisions.
5. e) Ensure that as an employer DEWHA takes advantage of the opportunities offered by the Department of the Environment and Heritage (DEH) Collective Agreement 2006-2009 to offer to employees with disability flexible work practices to suit their needs.	Number of disabled employees who take advantage of the flexible work practices available through the DEH Collective Agreement 2006-2009.	As above	State of the Service Report.	All Managers. Remuneration and Conditions Section, People Management Branch.
5. f) DEWHA has an ongoing commitment to providing employment opportunities to people with disability and will build on this by establishing closer links with organisations specialising in the placing people with disability in employment, including the National Disability Recruitment Coordinator and the Disability Employment Network.	Recruitment information will be available in accessible formats. Awareness raising of the benefits of having a diverse workforce.	As above	Regular reports to Workforce Management Committee. State of the Service Report.	Recruitment, Planning and Support Section, People Management Branch.
5. g) Develop a centralised disability intranet portal for all information related to disability. A copy of this information is available from the Performance, Health and Safety Section in PMB.	All relevant information is current and correct.	Regular audits of Intranet content.	Regular reports to the Workforce Management Committee.	Performance Health and Safety Section, People Management Branch.

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
<p>5. h) DEWHA recruiters, employee selection panels, delegates and managers actively apply the principle of reasonable adjustment.</p>	<p>Employee selection panels, delegates, managers and recruitment agencies used by DEWHA are, trained in or, for recruitment agencies provided with, information on the application of the principles of 'reasonable adjustment'.</p>	<p>For any recruitment/ employment of people with disability, annual sampling of 'reasonable adjustment' applied in selection processes.</p>	<p>State of the Service Report.</p>	<p>All Divisions. People Management Branch, Senior Managers, and delegates. Divisional Support Units.</p>
<p>Reasonable adjustments to selection processes, workplaces and work methods are not intended to 'advantage' applicants with disability or require that the selection process be undertaken other than on merit. The comparative assessment on merit remains. Applicants with disability are simply afforded a level playing field.</p>	<p>All managers are aware of and apply the principles of 'reasonable adjustment' within the workplace for any employees with disability.</p>	<p>Annual review of Review of Action cases and complaints.</p>	<p>State of the Service Report.</p>	<p>People Management Branch. All managers.</p>
<p>All trained Selection Advisory Committees (SAC) members are trained on the principles of 'reasonable adjustment'</p>			<p>Regular Reports to Workforce Management Committee.</p>	<p>Recruitment, Planning and Support Section, People Management Branch.</p>

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
<p>5. i) The DEWHA culture reflects the value of diversity in the workplace, by ensuring that performance management arrangements (PDS) include an assessment of all employees' compliance with the APS Values. Role modelling the Values, particularly of behaviours is a significant assessment factor. Therefore, performance assessments in DEWHA will continue to reinforce these principles and work towards reflecting APS Values.</p>	<p>All DEWHA employees are required to use work practices and model behaviour that are consistent with the APS Values. Therefore, performance will be in part assessed on an employee's demonstrated ability to apply the Values in their individual workplace.</p>	<p>Staff Survey results.</p>	<p>State of the Service Report.</p>	<p>All Divisions. All DEWHA employees.</p> <p>Performance, Health and Safety Section, People Management Branch.</p>
<p>5. j) Develop a source of information and expertise to provide support and/or assistance to managers recruiting employees with disability as well as to the employees themselves.</p>	<p>Establish an expert service to provide support and advice on all disability related issues. DEWHA will achieve this by using the services of the Department's Employee Assistance Program. The Manager Assist service is recommended.</p>	<p>Number of disability related enquiries made to the EAP provider by the Department</p>	<p>Regular Reports to Workforce Management Committee.</p>	<p>Recruitment, Planning and Support Section and Performance Health and Safety Section, People Management Branch.</p> <p>People Management Branch will monitor and then review people management policies on an annual basis.</p>

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
<p>5. k) Improve the DEWHA SAP HRIS interface by using the ABS definition of 'disability', asking targeted questions and actively encouraging employees to review and revise their SAP Equity and Diversity personal information.</p> <p>Where disability data is reviewed and an employee then self identifies as being disabled, an email will be automatically sent to the employee asking if any support or assistance can be provided to improve either their work station or the way they undertake their work and provide the name of the product, if known, or the specific assistance required.</p>	Increase in the percentage of employees with a disability who self-identify as being disabled.	Number of enquiries for support and/ or assistance from disabled employees.	<p>State of the Service Report.</p> <p>Regular Reports to Workforce Management Committee.</p>	<p>All DEWHA employees.</p> <p>Performance Health and Safety Section, People Management Branch to record numbers of enquiries.</p>
5. l) Training and development programs include information on disability issues as they relate to the content of the program.	In-house and external training incorporates information on people with disability where this is relevant.	Regular review of Training Programs.	State of the Service Report.	Employee Development Section, People Management Branch and Divisional Support Units.

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
<p>5. m) Under the 'reasonable adjustment' principle, employees with disability will have access to technology and their needs considered when designing and/or upgrading information technology systems.</p> <p>DEWHA will provide specialised equipment to employees with disability, consistent with the principle of reasonable adjustment.</p> <p>To ensure long-term optimal utilisation of resources and achievement of objectives/ outcomes, the DEWHA Procurement Guidelines have been amended to include the principle that any procurement action undertaken to acquire workplace equipment or technology for disabled employees also include the establishment of arrangements to provide both ongoing training and support (where appropriate this could include a Help Desk facility).</p>	<p>Please refer to page 5 DEWHA as a Purchaser.</p>	<p>All purchase orders and requests for tender stipulate the need for equipment that is user friendly for people with disability.</p> <p>Any procurement or acquisition undertaken to meet the needs of disabled employees or clients, such as IT software must also establish arrangements to meet ongoing training needs and support/help-desk arrangements.</p>	<p>State of the Service Report.</p>	<p>All Divisions. Information Services Branch, and People Management Branch.</p> <p>All Divisional Support Units undertaking procurement action.</p>

Strategy ³	Performance Measure	Measurement	Reporting Mechanism	Primary Responsibility
<p>5. n) DEWHA will ensure that corporate disability information is provided bi-annually, to the Chief Fire Warden so that planned trial evacuations and/or emergency evacuations of workplaces include planning for disabled employee needs.</p>	<p>Bi-annual SAP HR reports on those who have identified as being disabled.</p>	<p>Review Chief Fire Warden reports and evacuation assessments.</p>	<p>State of the Service Report.</p>	<p>FI and HR Information Systems Section, Finance Management Branch. Performance Health and Safety Section, People Management Branch. Accommodation and Facilities Section, People Management Branch.</p>
<p>5. o) DEWHA is committed to ensuring that all of our employees have the right tools and the right environment to allow them to make the best contribution they can to our work.</p> <p>The Department undertakes to facilitate the best possible option to meet the needs of mobility impaired disabled employees.</p>	<p>The Department will consult employees with disabilities and provide necessary and appropriate support.</p>	<p>New SAP reports will over time develop a data base of responses of staff needs.</p>	<p>Regular Reports to Workforce Management Committee.</p>	<p>Accommodation and Facilities Section, People Management Branch.</p>
<p>5. p) Complaints or review of action mechanisms, including access to external mechanisms, are in place to address issues and concerns raised by employees.</p>	<p>Performance Health and Safety Section together with DSU's will ensure close liaison to address issues before they become formal notifications of complaint.</p>	<p>Annual assessment and review of data on number of complaints and review of action cases.</p>	<p>State of the Service Report.</p>	<p>All managers. PMB maintain records of complaints made/ review of actions applications made.</p>



FURTHER INFORMATION

This Action Plan is available electronically to all employees via the Department's intranet. Contact the Department's People Management Branch, Performance Health and Safety Section for further information on 02 6274 1275.

Checklist for Developing Reports, Policies and Procedures, and IT Systems in Consultation with People with Disability

Consider the Needs of People with Disability

This applies to all mainstream Commonwealth policies and programs as well as internal Department specific policies and programs — not just those that are disability specific.

- Do you know what the impact of your report, policy or procedure will be for people with disability?
- Do you consider how the impact of your proposal may vary between people with different types of disability?
- Do you consult with people with disability, their representatives or other relevant agencies to determine the likely impact of any changes?
- How do you document that you have considered disability access issues as part of the process?

Identify the Needs of People with Disability

The CDS website lists a range of [National Peak Disability Bodies](#) that may be able to advise on the impact of your proposed report or policy on people with disability.

Identify and Include People with Disability as Stakeholders

This applies to all mainstream Commonwealth policies and programs as well as internal Department specific policies and programs — not just those that are disability specific.

- In defining your target audience for consultation, do you consider whether some members of your audience will be people with disability?
- Are there any barriers in your consultation methods which would prevent a person with a disability from participating in the process for example, inaccessible venues for public consultations, lack of information in accessible formats, restricted timeframes for providing input?
- Do you seek input from organisations that represent the views of people with disability?
- Do you invite people with disability to be part of your reference or focus groups when developing reports or reviewing policies?

Consultation

The disability community consists of people with disability, their families, carers, advocates and service providers. These people may be from different cultural or linguistic backgrounds, including Aboriginal and Torres Strait Islander background, or may live in rural or remote areas. Ideas about how to contact these people are listed in the CDS *kit Inclusive Consultation Guidelines*.

Targeted consultations with people with disability are necessary for the following.

- Disability specific policies, programs or services are being developed or changed
- Whole community policies, programs or services which may have direct impacts on people with disability are being developed or changed

When a whole community report or policy impacts equally on all, specific targeting of people with disability is not necessary. However, people with disability represent a significant part of the community and they should be included as part of broadly representative consultations.

Resources

- [Department of Family, Housing, Community Services and Indigenous Affairs](#) provides a range of information about disability services
- [Australian Government Information Management Office](#) provides advice on accessible electronic formats.
- [Australian Human Rights and Equal Opportunity Commission](#) provides comprehensive information on the DDA and Disability Rights
- [Commonwealth Disability Strategy](#)
- [Commonwealth Disability Discrimination Act](#)
- [Australian Communication Exchange](#) is a not-for-profit, Australian organisation dedicated to empowering those who are deaf or have a hearing, speech or communication impairment, to obtain access to the telephone and other telecommunication networks
- [National Relay Service](#) is an Australia-wide telephone access service

Definitions

DISABILITY

Disability Discrimination Act 1992

Disability, in relation to a person, means:

- a) total or partial loss of the person's bodily or mental functions; or
- b) total or partial loss of a part of the body; or
- c) the presence in the body of organisms causing disease or illness; or
- d) the presence in the body of organisms capable of causing disease or illness; or
- e) the malfunction, malformation or disfigurement of a part of the person's body; or
- f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:
 - h) presently exists; or
 - i) previously existed but no longer exists; or
 - j) may exist in the future; or
 - k) is imputed to a person.

Australian Bureau of Statistics - 2003 Disability, Ageing and Carers Survey

Disability definition

A person has a disability if they report that they have a limitation, restriction or impairment, which has lasted or is likely to last, for at least six months and restricts everyday activities. This includes:

- Loss of sight (not corrected by glasses or contact lenses)
- Loss of hearing where communication is restricted, or an aid to assist with , or substitute for, hearing is used
- Speech difficulties
- Shortness of breath or breathing difficulties causing restriction
- Chronic or recurrent pain or discomfort causing restriction
- Blackouts, fits or loss of consciousness
- Difficulty learning or understanding
- Incomplete use of arms or fingers

- Difficulty gripping or holding things
- Incomplete use of feet or legs
- Nervous or emotional condition causing restriction
- Restriction in physical activities or in doing physical work
- Disfigurement or deformity
- Mental illness or condition requiring help or supervision
- Long-term effects of head injury, stroke or other brain damage causing restriction
- Receiving treatment or medication for any other long-term conditions or ailments and still restricted
- Any other long-term conditions resulting in a restriction.

DISCRIMINATION

Disability Discrimination Act 1992

5 Disability discrimination

- (1) For the purposes of this Act, a person (**discriminator**) discriminates against another person (**aggrieved person**) on the ground of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.
- (2) For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

NEW QUESTIONS FOR SAP Human Resource Information System REDISABILITY

The Department is committed to ensuring that all of our employees have the right resources and the appropriate environment to allow them to make the best contribution they can to the work of the Department. If you have a disability, for example, we'd like to know that so that we can make sure that we've got the right arrangements in place to support you in your work.

All information is held on a secure basis, with access only available to authorised staff on a need-to-know basis. Statistical data would be provided to the Australian Public Service Commission for reporting purposes.

New Questions for SAP HRIS under the Equity and Diversity Heading:

Do you have a disability? (Please click here to see the disability definition)

- Disability
- No Disability
- Choose not to provide this information

If an employee identifies as having a disability, an automatic email will be sent asking:

Were, or are, any adjustments to the nature of your work or workstation required to assist you in your duties?

If so, please advise the OH&S Helpdesk - OHS Support@environment.gov.au.

WWW.ENVIRONMENT.GOV.AU

