



You, me, everyone

Our Disability Action Plan 2009 - 2012

with a focus on Year 1 actions

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Foreword from the Secretary

The work of the Department of Human Services is guided by an aspiration that all Victorians should have the opportunity and support they need to live with dignity, independence, and a strong feeling of wellbeing.

We know that we do good work, but we can do more to reduce the barriers people with a disability face when working in the department or accessing services provided by the department. We can learn to be more inclusive.

Over the last three years we have reviewed our policies and procedures, to make sure that we are an accessible and supportive employer, and made changes to facilities and the way we do our work.

In this three-year plan, *You, me, everyone: Our Disability Action Plan 2009-2012*, we affirm our commitment to an inclusive workplace, and strengthen our focus on the services we deliver.

This plan sets out our goals for the next three years and actions for the first year. Actions will be developed on a year-by-year basis to ensure they remain relevant to our changing society and the work we do.

Responsibility for the cultural change required to reach our aspiration belongs to *You, me, everyone*.

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Overview

Our vision

This Disability Action Plan 2009-2012 aims to continue the development of a workplace and service delivery culture where VPS values and inclusive behaviour come naturally, where people don't have to stop and think about how to interact with a client or a colleague with a disability, and where they have the leadership, tools and resources available to guide and support access and inclusion.

Establishing a culture of inclusion

The Department of Human Services' three-year Disability Action Plan for the period July 2009 to June 2012 builds on the actions undertaken over the past three years to reduce barriers and enhance opportunities for people with a disability.

The 2005-2008 Plan of the former Department of Human Services focussed on the development, review and promotion of whole-of-department policies and procedures that underpin our work, and improved approaches for our own employees or potential employees.

Key achievements during 2005-2008 included:

- Development and review of policies and procedures to ensure they are inclusive of people with a disability
- Work to improve the employment, support and retention of staff with a disability
- Access audits of front end service delivery sites
- Development and implementation of accessible communication standards and products
- Strong efforts to raise awareness of approaches, policies, procedures and practical resources across the department.

Our journey to 2012

The department's first Disability Action Plan 2005-2008 resulted in strong foundations being laid for *You, me, everyone: Our Disability Action Plan 2009-2012*. Over the next three years, we will continue to build on those foundations and broaden our focus to explore ways to improve how our clients experience our services.

The people of Victoria access human services from a wide variety of sources, with services provided by the department and other providers. While our Plan focuses on improving clients' access to and experience of the services that our own staff provide, we will also play a role in modelling, promoting and influencing the delivery of more accessible and inclusive services to shared clients of our community sector partners. This will be achieved in part through our strong working relationship with the Office for Disability in the Department of Planning and Community Development, which has been funded to assist targeted community sector organisations implement disability action plans over the next four years.

We will also promote the objectives set out in this document as part of our ongoing working relationship with the community sector. For example, the Partnership in Practice Memorandum of Understanding 2009-2012 between the department and the independent health, housing and community services sector, and the associated Human Services Partnership Implementation Committee, provides proven mechanisms to initiate collaborative approaches with our community sector partners to support sustainable change.

Several references were consulted in developing the Plan (see Appendix 1). All divisions and regions of the former Department of Human Services were also asked to send representatives to attend a Disability Action Plan and Service Delivery workshop. These workshops provided an opportunity for discussion about the work the department does well and to identify actions to take to improve access to services. The outcomes of these workshops informed the development of the Plan. A Disability Action Plan Project Group comprised of representatives of each division and region met separately to formalise actions, determine timing and assign responsibility for Year 1 actions.

While no formal processes were in place to ensure people with a disability commented on the actions in this Plan, general interest was sought throughout the department and individuals participated in the drafting stage of the Plan. It is an action of Year 1 to formalise consultation methods so that we develop future Year 2 and Year 3 action plans in consultation with a broader reference group.

Some key actions in Year 1 of the 2009-2012 Plan seek to:

- identify innovation in participatory practice and promote it for wider adoption and public recognition
- identify Plan 'champions' across divisions and the regions
- establish a departmental disability reference group with clients and staff to provide input to the further development, implementation and monitoring of the Plan.

Who is this document for? You, me, everyone!

All staff, and the department as a whole, have a responsibility to ensure the goals and strategies of the department's Disability Action Plan are incorporated into the way we work. Leaders such as members of the Executive, Directors and Managers have a direct responsibility to ensure they drive change in the department by committing to actions in this Plan and leading by example. Each staff member has a direct responsibility to ensure they are aware of disability issues and that their practices are non-discriminatory.

Figure 1. Driving cultural change – who is responsible?



Context

People with a disability

Disability is defined in the Commonwealth *Disability Discrimination Act* (1992) as:

- total or partial loss of the person's bodily or mental functions; or
- total or partial loss of a part of the body; or
- the presence in the body of organisms causing (or capable of causing) disease or illness; or
- the malfunction, malformation or disfigurement of a part of the person's body; or
- a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- 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:
 - presently exists; or
 - previously existed but no longer exists; or
 - may exist in the future; or
 - is imputed to a person.

Our *Ability at Work Guide* 2008 explains that 'Disability is part of human diversity. In fact one in five Australians have one or more disabilities (ABS, 2003) and this proportion is expected to increase with the ageing of the population. Disability can result from accident, illness, congenital and genetic disorders or the ageing process. It may be visible or hidden, permanent or temporary, and may have minimal or substantial impact on a person's mobility, cognitive, sensory and interpersonal functions.'

The number of people with a disability has increased over time, as has the proportion of the Australian population with disability. The reasons for the increase include:

- People are generally living longer and acquiring disabilities as they age; as the population ages, the number of people with a disability is expected to rise.
- People who already have a disability are living longer.
- As community attitudes become more accepting of people with a disability, people may be more willing to identify as having a disability.

Legislation and Disability Action Plans

Disability Action Plans support the principles articulated in the *United Nations Convention on the Rights of Persons with Disability*, the *Disability Act 2006* and the *Victorian Charter of Human Rights and Responsibilities Act 2006*. They further support the *Commonwealth Disability Discrimination Act 1992* and the *Victorian Equal Opportunity Act 1995*.

Departmental staff have an obligation under the Charter of Human Rights and Responsibilities to:

- Actively promote human rights
- Act compatibly with human rights
- Take human rights into account when making decisions
- Apply other laws you work with in a manner that is consistent with human rights.

Legislation makes it unlawful to discriminate against a person because they have a disability, had a disability in the past, or another person assumes they have a disability and discriminates against them for that reason. People who are relatives, friends and carers of people with a disability are also protected from discrimination by these laws.

Discrimination laws apply to public behaviour, not to private conduct. Discrimination laws require that people with a disability be given equal opportunity to participate in and contribute to the full range of life activities. This includes access to goods, services and facilities provided by government departments.

The *Victorian State Disability Plan 2002-12* highlights the importance of building inclusive communities so that people with a disability have the same opportunities as other citizens of Victoria to participate in the life of the community. The State Government through the social policy action plan – *A Fairer Victoria: Standing together through tough times* (May 2009) identifies two priority areas that directly reinforce the goals of the department’s Disability Action Plan:

- improve education opportunities and help people into work; and
- improve health and wellbeing and reduce health inequalities.

It is a legislative requirement (section 38 of the *Disability Act 2006*) that a public sector body prepares and implements a Disability Action Plan. The development of action plans is a key strategy for government to address discrimination and barriers to participation.

Whole of Victorian Government Outcomes Reporting

The government is committed to providing information across departments to ensure learning and good practice examples are shared and built upon. This is demonstrated by the department’s participation in drafting a Whole of Victorian Government Disability Action Plan Outcomes Reporting Framework and our participation in network meetings. The Whole of Victorian Government (WoVG) Disability Action Plan Outcomes Reporting will measure the overall effectiveness of disability action plans and enable the sharing of good practice across government departments.

The Department of Human Services

The Department of Human Services is one of Victoria's largest government agencies. The department directly employs staff to provide services in the areas of disability, housing and support for children, youth and families. The department coordinates the delivery of its services through five rural and three metropolitan regions.

You, me, everyone – Our Disability Action Plan

Given the size and range of functions of the department *You, me, everyone*: Our Disability Action Plan 2009-2012 takes a staged, strategic approach over several years. This approach will enable the department to systematically identify and address barriers to people with a disability across all divisions and regions.

The Disability Action Plan 2005-2008 for the former Department of Human Services addressed the key areas of employment, information and communication, consultation and decision making, physical access to buildings and facilities, staff awareness and understanding of the needs of people with a disability. *You, me, everyone*: Our Disability Action Plan 2009-2012 continues and expands this focus to include the department's direct service delivery functions. Key considerations will be:

- maximising learning from the 2005-2008 Disability Action Plan development and implementation
- ensuring a strong emphasis on achieving a cultural shift
- ensuring that actions are meaningful and achievable
- exploring and implementing mechanisms for involving people with a disability in the further development, implementation and monitoring of the Plan.

You, me, everyone: Our Disability Action Plan 2009-2012 adopts the broad definition of disability used in the *Disability Discrimination Act* (1992).

Governance

You, me, everyone: Our Disability Action Plan 2009-2012 is supported by a governance structure (see Appendix 2) that will guide and monitor the implementation of the plan over the next three years.

A Project Group is responsible for the development, implementation and review of the Action Plan and comprises representative management and staff from the department's regions and divisions. The Project Group will form working parties as required to address key requirements of *You, me, everyone:* Our Disability Action Plan 2009-2012.

The Disability Action Plan Project Group reports to the Disability Action Plan Steering Committee whose members include Regional Directors and Directors across the Department. The Steering Committee is responsible for setting the overall vision and direction for the next three years, endorsing and monitoring progress, overseeing the implementation and review of *You, me, everyone:* Our Disability Action Plan 2009-2012, and providing updates to the DHS Executive on the progress of the Plan.

Our Priorities and Goals

You, me, everyone: Our Disability Action Plan 2009-2012 maintains the six key priorities and seven goals determined in the former Department of Human Services Plan (2005-2008). To achieve these goals we continue to explore and implement changes internally. Many of these changes have impact on the services we provide. Ongoing actions from 2005-2008 are outlined in Appendix 3.

Several Year 1 actions still address the key areas of employment, information and communication, consultation and decision making, physical access to buildings and facilities, staff awareness and understanding of the needs of people with a disability, as well as moving towards an increased emphasis on the department's direct service delivery functions.

In Year 2 and Year 3 of the Plan the focus will shift to actions that have a more direct impact on service delivery.

Our seven goals over the next three years are:

Employment

Goal 1: The department will provide opportunities for people with a disability to obtain and retain employment.

Participation

Goal 2: The department will be consultative and provide opportunities for people with a disability to participate in decision-making processes.

Awareness

Goal 3: Departmental staff will have opportunities to develop confidence, knowledge and skills to create a workplace and service culture inclusive of people with a disability.

Communication & Information

Goal 4: Department of Human Services' internal and external communications will take account of the specific information and communication needs of people with a disability.

Access

Goal 5: Departmental service delivery arrangements will be inclusive, responsive and flexible in meeting the needs of people with a disability.

Goal 6: All departmental workplaces and service sites will be safe and access-friendly for people with a disability.

Implementation, Monitoring & Review

Goal 7: *You, me, everyone:* Our Disability Action Plan will demonstrate improved access and increased participation for people with a disability through the implementation, monitoring and review of the plan.



You, me, everyone: Our Disability Action Plan 2009-2012 takes an incremental and sequential approach with some of our Year 1 actions implementing or consolidating the achievements over the last three years. Some of the work undertaken in the 2005-2008 Disability Action Plan will continue where it requires further work to make it part of ongoing practice. These ongoing activities are noted in Appendix 3.

The following section sets out actions and expected outcomes in Year 1. Actions will be developed and reported on annually.

A. Employment

Goal 1: The department will provide opportunities for people with a disability to obtain and retain employment.


Strategy: Increase employment and retention of people with a disability in the department.

Action Year 1	Outcome Measure	Lead Responsibility
<p>1: Explore opportunities to enhance professional development for people with a disability.</p>	<p>Options presented to Steering Committee for consideration for Year 2 action.</p>	<p>Human Resources Branch Disability Action Plan Reference Group  <i>All DHS managers</i></p>
<p>2: Work actively with the whole-of-government Disability Employment Advisory Service to support managers, Human Resources practitioners and current and potential employees to support the recruitment and retention of staff with a disability.</p>	<p>An increased number of staff with a disability and their managers are provided with support by the Disability Employment Advisory Service.</p>	<p>Human Resources Branch Human Resources practitioners  <i>All DHS managers</i></p>

B. Participation


Goal 2: The department will be consultative and provide opportunities for people with a disability to participate in decision-making processes.

Strategy: Ensure there are opportunities for people with a disability to participate in consultation and decision-making processes		
Action Year 1	Outcome Measure	Lead Responsibility
<p>1: Establish a departmental Disability Action Plan reference group to provide people with a disability (staff and clients) with the opportunity to provide feedback on the implementation, monitoring and review of <i>You, me, everyone: Our Disability Action Plan 2009-2012</i>.</p>	<p>Terms of Reference for a Disability Action Plan reference group developed.</p> <p>Sufficient expressions of interest from staff and clients to participate on the reference group received and group established.</p> <p>Disability Action Plan Year 2 actions developed in consultation with the Disability Action Plan reference group.</p>	<p>Disability Action Plan Project Leader</p> <p>Disability Action Plan Project Group</p>

<p>2: Report on participation and consultation practices at the department.</p>	<p>A report that:</p> <ul style="list-style-type: none"> Assesses and identifies current methods used by the department to promote participation of people with a disability in consultation forums or mechanisms. Reflects on inclusive practice and good practice examples. Identifies opportunities for improvement. Provides recommendations for 'Participation' actions for Year 2. <p>WoVG reporting requirements met.</p>	<p>Disability Action Plan Project Leader</p> <p>Disability Action Plan Project Group</p>
<p>3: Share and promote good practice examples of participation of service users with disability in the design and review of the departmental programs, services, initiative and projects.</p>	<p>Examples of good practice promoted via the Disability Action Plan website and disseminated in accordance with the Disability Action Plan communications strategy.</p>	<p>Disability Action Plan Project Leader</p> <p> All DHS employees</p>

C. Awareness

Goal 3: Departmental staff will have opportunities to develop confidence, knowledge and skills to create a workplace and service culture inclusive of people with a disability

Strategy: Improve staff awareness and understanding of the needs of people with a disability		
Action Year 1	Outcome Measure	Lead Responsibility
<p>1: Incorporate disability awareness into current departmental training, forums, and department-wide initiatives.</p>	<p>Opportunities for including disability awareness in existing training sessions are identified and actioned where appropriate e.g. Program or region specific training, Human Rights, Fair Treatment Policy.</p>	<p>Disability Action Plan Project Leader</p> <p>Human Resources Branch</p> <p> All Divisions and Regions</p>
<p>2: Identify Disability Action Plan champions in each division and region and provide supporting training and resources.</p>	<p>A role statement for Disability Action Plan champions is developed and available via the Disability Action Plan website.</p>	<p>Disability Action Plan Project Leader</p> <p> All Divisions and Regions</p>

	<p>Disability Action Plan champions identified in each division and region are trained to have a good understanding of where and how to locate resources and are able to link staff to these resources.</p> <p>Disability Action Plan champions are involved in Disability Action Plan working parties and reference groups as relevant.</p> <p>Disability Action Plan Champion and Project Group QuickPlace developed to provide resources and discussion forums for shared ideas and comments.</p>	
<p>3: Hold the department-wide Celebration for International Day of People with a Disability in December.</p>	<p>All divisions and regions report on their celebration for International Day of People with a Disability.</p>	<p>Disability Action Plan Project Leader</p> <p>Corporate Communications</p>

	<p>Events scheduled in the department's calendar.</p> <p>The Secretary launches celebrations at central office location.</p>	 All Divisions and Regions
<p>4: Update DHS events calendar with relevant National and State disability related events.</p>	<p>Calendar depicts dates of events.</p>	<p>Corporate Communications</p>

D. Communication & Information

Goal 4: Department of Human Services' internal and external communications will take account of the specific information and communication needs of people with a disability.



Strategy : Provide accessible information and communication processes		
Action Year 1	Outcome Measure	Lead Responsibility
1: Develop a Disability Action Plan communications strategy to promote resources, and increase awareness to internal and external stakeholders.	Communications strategy developed.	Corporate Communications
2: E-forms: investigate accessibility issues related to use of e-forms and determine if more appropriate platforms are required. Implement changes.	E-forms are accessible, or a new (accessible) platform replaces e-forms.	IM&T Corporate
3: Advise Stream (printing resource) of the need to include the	All new published documents include the accessible publication	Corporate Communications

<p>department's accessible publication tagline on all printed documentation.</p>	<p>tagline.</p>	
<p>4: Review, update and promote key communications resources:</p> <ul style="list-style-type: none"> - communications guides - community events sponsorship guidelines - style guidelines - corporate image bank (to ensure positive depiction of people with a disability). 	<p>Communications guides & guidelines updated with new, relevant information.</p> <p>Staff are aware of these resources and there is an increase in online access to these resources.</p>	<p>Corporate Communications</p>
<p>5: Collect data on the number of departmental web pages that meet the web standards AA or AAA.</p>	<p>Number of web pages that meet the web standards (as a percentage) is collected for baseline data. To be assessed annually to determine progress.</p>	<p>Web Domain Group</p>

E. Access

Improved access to programs and services

Goal 5: Departmental service delivery arrangements will be inclusive, responsive and flexible in meeting the needs of people with a disability.

Strategy : Improve access to programs and services		
Action Year 1	Outcome Measure	Lead Responsibility
<p>1: Processes and protocols for service delivery and program design, related to working with clients with a disability, are available to all staff.</p>	<p>Relevant documents are available from the Disability Action Plan website for staff reference.</p>	<p>Disability Action Plan Project Leader</p> <p>Disability Action Plan Project Group</p> <p> All DHS employees</p>
<p>2: Share and promote good practice examples of access to departmental programs and services.</p>	<p>Examples of good practice are available via the Disability Action Plan website.</p>	<p>Disability Action Plan Project Leader</p> <p>Disability Action Plan Project Group</p> <p> All DHS employees</p>

<p>3: Directions and information on accessible parking and access to departmental facilities are available internally and externally.</p>	<p>Directions and information on accessible parking and accessible pathways to departmental facilities are detailed on the department's website.</p>	<p>Disability Action Plan Project Leader Regional Corporate Services Managers</p>
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Improved physical access to buildings and facilities


Goal 6: All departmental workplaces and service sites will be safe and access-friendly for people with a disability.


<p>Strategy: Improve physical access to buildings and facilities</p>		
<p>Action Year 1</p>	<p>Outcome Measure</p>	<p>Lead Responsibility</p>
<p>4: Conduct access audits of current departmental office stock for comparison against 2006 self-assessments to determine status of identified access issues and any remodeling work that may have occurred since.</p>	<p>Report developed on: accessibility status work undertaken to improve accessibility proposals for actioning outstanding compliance issues for all current departmental office stock.</p>	<p>Financial & Corporate Services Division (Finance & Business Services Branch) Corporate Services Managers</p>
<p>5: Explore and determine the best method for consistent</p>	<p>Method developed for auditing accessibility status of departmental</p>	<p>Financial & Corporate Services Division (Capital Management</p>

<p>and periodic access auditing of departmental facilities.</p>	<p>facilities, to be implemented in Year 2.</p>	<p>Branch, Finance & Business Services Branch) Housing and Community Building Youth Justice Custodial Services Corporate Services Managers</p>
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F. Implementation, Monitoring & Review

Goal 7: *You, me, everyone*: Our Disability Action Plan will demonstrate improved access and increased participation for people with a disability through the implementation, monitoring and review of the plan.

Strategy: Implement, monitor and review the Disability Action Plan		
Action Year 1	Outcome Measure	Lead Responsibility
<p>1: Lodge <i>You, me, everyone</i>: Our Disability Action Plan 2009-2012 with the Australian Human Rights Commission (AHRC).</p>	<p>Sign-off by the department's Executive and Secretary.</p> <p>Plan lodged with AHRC.</p>	<p>Disability Action Plan Steering Committee</p>
<p>2: Disability Action Plan Steering Committee and Project Group monitor implementation and review of Disability Action Plan Year 1 actions.</p>	<p>Monitoring undertaken and documented at Disability Action Plan Steering Committee and Project Group meetings.</p> <p>Appropriate and timely reporting to Disability Action Plan governance bodies and DHS Executive.</p>	<p>Disability Action Plan Steering Committee</p> <p>Disability Action Plan Project Group</p> <p>Corporate Communications</p> <p> All DHS managers</p>

	<p>A representative of the Disability Action Plan reference group is invited to attend Project Group meetings and to provide feedback on the review and development of the Disability Action Plan.</p>	
<p>3: Report on the progress of the Plan's implementation.</p>	<p>Staff are informed regularly through updates to the Disability Action Plan website, through Spotlight articles, a yearly progress statement and through other channels as detailed in the Disability Action Plan Communications Strategy.</p> <p>Progress is reported in the department's Annual Report.</p> <p>WoVG reporting undertaken.</p>	<p>Disability Action Plan Project Leader</p> <p>Disability Action Plan Project Group</p> <p>Disability Action Plan Reference Group</p> <p> All DHS managers</p>

<p>4: Develop Year 2 actions based on consolidation of 2005-2008 Plan, emerging issues and opportunities, and outcomes of Year 1 actions.</p>	<p>Continuing and new actions for Year 2 are developed in consultation with a Disability Action Plan reference group.</p> <p>Proposed Disability Action Plan Year 2 actions are documented and endorsed by July 2010.</p> <p>A supplementary document is provided to the Australian Human Rights Commission summarising Year 2 actions.</p>	<p>Disability Action Plan Steering Committee</p> <p>Disability Action Plan Project Group</p> <p>Disability Action Plan Reference Group</p>
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Appendix 1: Methodology & References

Actions for *You, me, everyone*: Our Disability Action Plan 2009-2012 were developed with particular reference to the following documents:

- DHS Disability Action Plan 2005-2008 Final Report (achievements and ongoing challenges), 2009
- DHS Disability Action Plan & Direct Service Delivery Workshop Outcomes Report, June 2009
- DHS Disability Action Plan 2005-2008
- DHS Disability Action Plan Staff Awareness Survey findings, 2008
- Whole of Victorian Government Disability Action Plan Outcomes Reporting Framework draft, 2009

Policies & Legislation

A Disability Action Plan is developed, implemented and reported on to support existing legislation and policy that makes it unlawful and unconscionable to discriminate against a person on the basis of their disability.

Legislation:

- UN Convention on the Rights of Persons with Disability 2006
- Commonwealth Disability Discrimination Act 1992
- Victorian Disability Act 2006
- Victorian Charter of Human Rights and Responsibilities Act 2006
- Victorian Equal Opportunity Act 1995

Policy:

- The Victorian State Disability Plan 2002-2012
- Growing Victoria Together: A Vision for Victoria to 2010 and Beyond
- A Fairer Victoria: Standing together through tough times, May 2009

These policies and legislation require that people with a disability be given equal opportunity to participate in and contribute to all aspects of everyday life. This includes access to goods, services and facilities provided by government departments.

Consultation with departmental staff

The former department's Disability Action Plan & Direct Service Delivery workshops, held in June 2009, were designed to bring together departmental staff from across the state from a range of roles, but particularly those involved in direct service delivery. The groups were asked to discuss current practice, identifying good practice and areas for improvement. A series of actions and priorities were set in two separate workshops and have been used by the Disability Action Plan Project Group to inform actions for Year 1 implementation.

Client and community consultation

Client and community consultation will be undertaken to inform actions for Year 2 of the Disability Action Plan.

Disability Action Plan Reference Group

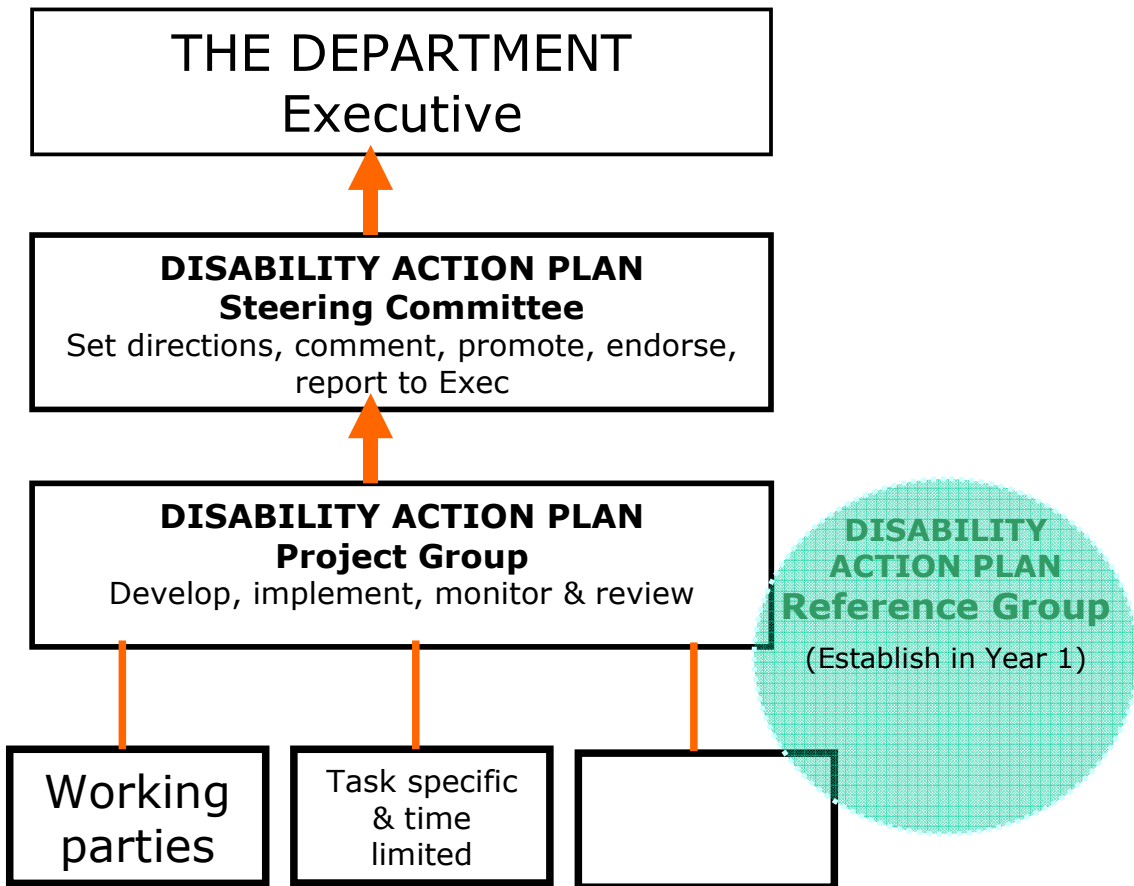
Expressions of interest are being gathered internally for a reference group to contribute to *You, me, everyone: Our Disability Action Plan 2009-2012*. It is proposed that this group will meet during Year 1 of the plan and will be directly involved in the further development, monitoring and feedback on *You, me, everyone: Our Disability Action Plan 2009-2012*.

Actions in Year 1 will determine appropriate role and membership of this group of clients and/or community representatives.

Executive Endorsement

The Executive of the department was briefed on the development of *You, me, everyone: Our Disability Action Plan 2009-2012* and endorsed the Plan at a meeting on 1 September, 2009.

Appendix 2: Governance Structure



The Governance Structure in Detail

The Departmental Executive

The Departmental Executive is the organisation's chief decision-making body. The group is responsible for endorsing the Plan. In doing so, the Executive commits the department to achieving the goals of the Plan.

The Disability Action Plan Steering Committee

The Disability Action Plan Steering Committee will:

- Provide Executive level leadership and accountability for the *You, me, everyone*: Our Disability Action Plan 2009-2012.

- Ensure engagement of key divisional and regional areas in the development and implementation process and their sustained contribution to achievement of implementation obligations.
- Ensure early recognition and mitigation of organisational wide and/or specific risks in implementation.
- Support the work of the Disability Action Plan Working Group including meeting external and internal implementation reporting requirements.

The Disability Action Plan Project Group

The Disability Action Plan Project Group will:

- Facilitate access to divisional, regional and program contacts and processes to support the implementation.
- Appoint contacts for Disability Action Plan Working Parties, as appropriate, to work closely with the Disability Action Plan project leader to develop and implement the Disability Action Plan.
- Provide opinion and advice to the Operations Division on Disability Action Plan implementation issues, key themes and strategies.
- Inform a coordinated inter-departmental approach to the implementation of the Disability Action Plan and the development of resources to strengthen participation of staff with a disability within the department, and to encourage and support access and provision of services to the community.

The Disability Action Plan Working Parties

The Disability Action Plan Working Parties will be smaller focus groups, determined by the Disability Action Plan Project Group who have a set role and responsibility and develop recommendations in relation to the development, implementation and monitoring of *You, me, everyone: Our Disability Action Plan 2009-2012*.

Working Party Groups will be formed as required by the Disability Action Plan Project Group, with specific purpose. Membership will not be limited to Project Group members and will include experts (internal and external) as required.

The Disability Action Plan Reference Group

The Disability Action Plan Reference Group provides staff and clients with a disability, family or friends of those with a disability, and/or those who have an interest in supporting and promoting an inclusive workplace, with the opportunity to feedback on the implementation, monitoring and review of *You, me, everyone: Our Disability Action Plan 2009-2012*.

Appendix 3: Ongoing Commitment to Actions from 2005-2008

The Department of Human Services commits to building on the foundational work undertaken through the Disability Action Plan 2005-2008. It is important to identify where work had already commenced to give a context to some of the actions proposed for Year 1 of the 2009-2012 plan. This section identifies those links and where we commit to continue building on the foundations.

Employment

- ⇒ Promoting the Reasonable Adjustment Policy and Ability at Work through a Disability Action Plan communications strategy.

- ⇒ Working actively with the whole-of-government Disability Employment Advisory Service to promote and support the employment of people with a disability through the recruitment, selection and on-boarding process.

- ⇒ Supporting the work of managers and human resources practitioners through the promotion of the Disability Employment Advisory Service where staff with a disability are having difficulties with their work.

- ⇒ Collecting and analysing HR data and reporting on the employment of people with a disability in terms of:
 - current employee experiences of working in the department, through the Staff Survey;
 - the number and type of reasonable adjustment agreements lodged;
 - disability discrimination claims lodged with Human Resources Branch, the Equal Opportunity and Human Rights Commission (Victoria) or the Australian Human Rights Commission (Commonwealth);
 - the number of referrals from the Disability Employment Advisory Service; and
 - data provided by the Disability Employment Advisory Service.

- ⇒ Developing and implementing opportunities for improvement identified through analysis of this data.
- ⇒ Ensuring job description templates and application forms continue to be inclusive of and accessible to people with a disability and that reasonable adjustment is available for job applicants and current staff.

Participation

- ⇒ Share good practice and expertise on inclusion of people with a disability.
- ⇒ Ensure customer satisfaction reviews and surveys enable people with a disability to represent themselves as part of the consultation methodology.
- ⇒ Ensure facilities used for consulting people with a disability are accessible and that supports required to attend and/or participate in consultation processes are made available.
- ⇒ The department has a variety of methods through which people with a disability are encouraged to participate in consultation and decision-making processes. These channels for participation will be promoted more broadly through the Disability Action Plan over the coming years.

Awareness

- ⇒ Raise awareness of the department's commitment to employing and supporting people with a disability.
- ⇒ Provide Disability Awareness and Ability at Work training sessions to departmental staff as requested.

- ⇒ Ensure reception staff in departmental offices have completed disability awareness training.
- ⇒ Participate in the International Day of People with a disability in December each year.

Communications & Information

- ⇒ The department's web development standards have been reviewed, and work is progressing towards compliance with W3C 2A (AA) Web Accessibility Standard.
- ⇒ Accessible Communications Guidelines have been developed and are available through the Corporate Communications website.
- ⇒ An Accessible Events Checklist has been developed and is available through the Corporate Communications website.

Access

To programs and services

- ⇒ All new departmental policies refer to and are inclusive of people with a disability in accordance with departmental values and legislation that requires all people be treated with dignity and respect.
- ⇒ The diversity of client needs is identified and embedded in program design and service delivery.

To departmental facilities

- ⇒ Disability access requirements are consolidated in departmental policies and procedures for the upgrade and leasing of new departmental buildings and facilities.

- ⇒ Evacuation procedures are updated to ensure that all people with a disability can be safely and efficiently evacuated in the event of an emergency.
- ⇒ All new contracts and tenders for building upgrades specify compliance with the provisions of the *Disability Discrimination Act* (1992) and the updated departmental policy on access for people with a disability.
- ⇒ Reception areas of all departmental offices have undertaken access audits using a self-audit template.

Implementation, Monitoring & Review

- ⇒ A governance structure supports the development, implementation, monitoring and review of the department's Disability Action Plan.
- ⇒ The Disability Action Plan is supported by a communications strategy.
- ⇒ Progress of the Plan's implementation is reported on an annual basis and feedback is provided to departmental staff.