

DISABILITY ACCESS AND INCLUSION PLAN 2022–26 – ACTION PLAN

| Outcome 1 People with disability have the same opportunities as other people to access the services of, and any events organised by, the Department. | | |
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| Strategy | Actions to support strategies | Responsibility |
| 1.1 Promote inclusion and participation for people with disability in the Department's strategic documents and policies | 1.1.1 Embed access and inclusion principles in all new and reviewed strategic documents/plans and policies, where relevant | All Directorates |
| 1.2 Provide opportunities for people with disability to participate in State funded training | 1.2.1 State training market - Support ongoing funding of TAFE colleges to assist students with disability to participate in training via their <i>Delivery and performance agreements</i> | Service Resource Management |
| | 1.2.2 Private training market - Support ongoing funding through the <i>Participation-Equity Program</i> which provides customised training for people facing barriers in accessing mainstream training, including people with disability | Service Resource Management |
| | 1.2.3 Collate and analyse VET statistics of people with disability in the public and private training sectors | Policy, Planning and Innovation |
| | 1.2.4 Conduct research among people with disability and other stakeholders to understand barriers and enablers to participation in vocational education and training with the aim of improving access for people with disability | Service Resource Management / Policy, Planning and Innovation |
| 1.3 Include consideration of accessibility for people with disability in contracts and contract management activities | 1.3.1 Ensure all agents and contractors of the Department are aware of their obligations under the DAIP | All Directorates |
| | 1.3.2 Include disability access considerations, including application of the <i>Language Services Policy</i> , in procurement planning and tender documents | Service Resource Management |
| | 1.3.3 Include discussions of disability access and inclusion in contract management meetings, including the extent to which people with disability can access the services and whether any potential barriers need to be addressed | All Directorates |
| 1.4 Improve the validity and reliability of data relating to students with disability | 1.4.1 Review collection and validity of vocational education and training data collection | Policy, Planning and Innovation |
| 1.5 Ensure all events organised by the Department are accessible for people with disability | 1.5.1 Ensure all events are organised in accordance with the Department of Communities' Creating Accessible Events Checklist | All Directorates |
| | 1.5.2 Increase employee awareness of the Department of Communities' Creating Accessible Events Checklist | All Directorates |
| | 1.5.3 Develop accessible event publications, resources, websites and feedback processes and provide them in alternative formats on request | All Directorates |

Outcome 2

People with disability have the same opportunities as other people to access the buildings and other facilities of the Department.

| Strategy | Actions to support strategies | Responsibility |
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| 2.1 Ensure the Department's buildings and facilities are accessible for people with disability | 2.1.1 Ensure Department sites comply with the Department of Communities' Buildings and Facilities checklist and the Disability (Access to Premises) Standards 2010 , where possible | Corporate — Facilities |
| | 2.1.2 Ensure all Department sites have emergency evacuation procedures that ensure the safety of people with disability | Corporate — Facilities |
| | 2.1.3 Respond to building and facilities access issues promptly and appropriately | Corporate — Facilities |
| | 2.1.4 Regularly audit the Department's buildings and facilities to identify areas for improvement and ensure they continue to meet accessibility requirements | Corporate — Facilities |
| 2.2 Provide funding to TAFE colleges to improve the accessibility of training facilities | 2.2.1 Ensure TAFE colleges submit a five year <i>Strategic infrastructure plan</i> which includes identification of universal access issues | Service Resource Management |
| | 2.2.2 Provide funding to TAFE colleges (on application) for specific infrastructure upgrades as required | Service Resource Management |
| | 2.2.3 Consider disability access in capital works planning and budgeting | Service Resource Management |
| | 2.2.4 Include the design requirements for improved delivery access in the development of new buildings and major refurbishments | Service Resource Management |

Outcome 3

People with disability receive information from the Department in a format that will enable them to access the information as readily as other people are able to access it.

| Strategy | Actions to support strategies | Responsibility |
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| 3.1 Ensure all Department websites are accessible for people with disability | 3.1.1 Develop new website content and continue progress towards existing content to meet level 'A' accessibility under the Australian Government mandated Web content accessibility guidelines 2.0 (WCAG) and work towards meeting level 'AA' accessibility compliance | All Directorates |
| | 3.1.2 Develop content and documents uploaded on the Department's intranet to meet accessibility requirements outlined in the Department's <i>Accessibility Guide – A guide to developing accessible content for Word and PDF documents, websites, and digital/online communication</i> | All Directorates |
| 3.2 Produce information and publications that are accessible | 3.2.1 Provide information in an alternative format upon request | All Directorates |
| | 3.2.2 Increase employee awareness of the availability of interpreting and translating services for people who use Australian Sign Language (Auslan) through the use of the Department's <i>Language Services Policy</i> and related guidelines | Service Delivery |
| | 3.2.3 Include the phrase "available in alternative format upon request" in published documents where applicable | Policy Planning and Innovation — Communications & Marketing |
| | 3.2.4 Increase employee awareness of accessibility and inclusivity standards and guidelines by providing professional development to train Department employees on the <i>Accessibility Guide</i> | Policy Planning and Innovation – Communications & Marketing |

Outcome 4

People with disability receive the same level and quality of service from the staff of the Department as other people receive from the staff of the Department.

| Strategy | Actions to support strategies | Responsibility |
|---|--|-----------------------------|
| 4.1 Continue to develop employee awareness of access and inclusion to support employees in providing quality services to people with disability | 4.1.1 Maintain and promote policies and strategies incorporating access and inclusion | All Directorates |
| | 4.1.2 Improve staff awareness of disability access and inclusion through the implementation of the initiatives outlined in the action plan to improve employment outcomes for people with disability within the Department's <i>Workforce Diversification and Inclusion Strategy</i> | Corporate – Human Resources |

Outcome 5
People with disability have the same opportunities as other people to make complaints to the Department

| Strategy | Actions to support strategies | Responsibility |
|--|--|--------------------------------|
| 5.1 Ensure that the Department's complaints management processes are accessible for people with disability | 5.1.1 Ensure the <i>Complaints Management Policy</i> allows for complaints to be made verbally, in writing or online | Office of the Director General |
| | 5.1.2 Provide the <i>Complaints Management Policy</i> and process in alternative formats on request | Office of the Director General |
| | 5.1.3 Increase awareness of the <i>Complaints Management Policy</i> and processes with employees and the community | Office of the Director General |
| 5.2 Monitor complaints and feedback regarding access and inclusion to identify areas to improve accessibility for people with disability | 5.2.1 Consider complaints and feedback regarding access and inclusion and implement remedial actions where required | All Directorates |

Outcome 6
People with disability have the same opportunities as other people to participate in any public consultation by the Department

| Strategy | Actions to support strategies | Responsibility |
|---|--|------------------|
| 6.1 Promote accessible and inclusive stakeholder engagement to include people with disability | 6.1.1 Provide public consultation that is accessible and inclusive in accordance with the Department of Communities' Creating accessible events checklist and Public participation checklist | All Directorates |
| | 6.1.2 Consult with people with disability and relevant stakeholders when developing and implementing the DAIP | All Directorates |

Outcome 7
People with disability have the same opportunities as other people to obtain and maintain employment at the Department

| Strategy | Actions to support strategies | Responsibility |
|---|---|-----------------------------|
| 7.1 Improve the representation and inclusion of people with disability in the Department through the implementation of targeted workforce diversification and inclusion initiatives | 7.1.1 Implement the initiatives outlined in the Department's action plan to improve employment outcomes for people with disability within the <i>Workforce Diversification and Inclusion Strategy</i> | Corporate – Human Resources |