

Disability Action Plan 2008-11

Version 1.4 September 2008

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The Department of Treasury and Finance Policy Statement regarding people with a disability

The Department of Treasury and Finance supports the Tasmanian Government's commitment to a comprehensive social justice approach to disability. The Tasmanian Government's vision for people with a disability is:

A Tasmanian society that highly values, and continually enhances, the full participation of people living with a disability.

People with a disability have the right to expect equitable access to mainstream Government programs, services and facilities.

The Department supports the *Disability Framework for Action 2008-11* through the development of our own Disability Action Plan. The plan will document our commitment towards removing barriers for people with disabilities whether they are using our services, accessing our premises, seeking employment or are already a part of our team. It is important that we consider the needs of people with disabilities in the design and delivery of all our policies, programs, services and facilities to ensure that Tasmania is an inclusive place to be.

Our Department

The Department of Treasury and Finance is responsible to the Treasurer and has overall responsibility for implementing strategies to achieve the Government's longer-term economic and financial objectives. We provide the Government with objective advice on the economic and financial management of the State; implement Government policy; perform financial analysis; monitor and reporting on behalf of the Government; provide support to statutory bodies; are responsible for administering state revenue collection and the regulation of gaming, liquor, energy and prices oversight. We also have a corporate support division to partner with the business activities of the Department and help achieve effective outcomes.

Treasury is a values-based organisation and our decisions and behaviours are guided by the following:

- **Integrity** ... as it builds confidence, trust and self respect, and is the foundation of open and honest communication;
- **Excellence** ... as it challenges us to give our best and brings us recognition;
- **Respect** ... as it recognises the value of each of us and the contribution we all make;
- **Camaraderie** ... as it creates a fun and supportive place to be, and
- **Passion** ... as it inspires us to achieve great things.

Our Departmental locations are as follows:

The Treasury Building 21 Murray Street, Hobart	Office of the Secretary Budget and Finance Division Economic and Financial Policy Division Corporate Support Division
Levels 2,3 and 4 80 Elizabeth Street, Hobart	Revenue, Liquor and Gaming Division Tasmanian Gaming Commission
Level 5 111 Macquarie Street, Hobart	The Office of the Tasmanian Energy Regulator Government Prices Oversight Commission
Level 3, Henty House Civic Square, Launceston	Liquor and Gaming Branch

Our Clients and Stakeholders

Purpose and Scope

The main purpose of this plan is to provide a structured approach towards identifying and systematically eliminating any barriers that restrict equitable access to Treasury's processes, services or facilities. We are seeking to take a proactive approach that makes equal opportunity and equity of access to Government employment, services and facilities a reality for people with disabilities.

The plan takes a department-wide approach and aligns with:

- the Department's Diversity Plan
- the whole-of government framework for Tasmanians with a disability.

Context

The following legislation applies:

Disability Services Act 1992

Anti-Discrimination Act 1998

Disability Discrimination Act (1992) (Cwth)

The above legislation is supplemented by the Tasmanian Government's *Disability Framework for Action 2005-2010*.

In line with the above framework, the term disability is as specified in the *Disability Services Act 1992*. This includes people with a disability which:

- a) is attributable to an intellectual, psychiatric, sensory or physical impairment or a combination of those impairments;
- b) is permanent or likely to be permanent;
- c) results in substantially reduced capacity of a person for communication, learning or mobility, the need for continuing support services and which may or may not be chronic or episodic in nature.

It covers people with intellectual, psychiatric, sensory or physical impairments, as well as individuals with cognitive impairments who fall within the equivalent Commonwealth legislation.

In 2003, an estimated 111 700 Tasmanians had a disability representing 23.5 per cent of the population at that time, while 7.8 per cent of the total population, or an estimated 37 100 Tasmanians, had a profound or severe core activity restriction.¹

Process for Developing the Plan

This plan has been developed through a broad consultative approach that has included:

- the establishment of a broad-based working group within Treasury;
- the running of three focus group sessions with Treasury staff in Franklin Square, 80 Elizabeth Street and Henty House, (participants self-selected based on their interest in the disability area or their personal experiences);
- consultation with the Disability Bureau in the Department of Premier and Cabinet; and
- consultation on the draft plan with representatives of the Tasmanian disability sector, specifically *Tasmanians with Disabilities* and one of the Disability Employment register providers.

Implementation of the Plan

Treasury's Disability Action Plan was approved by the Executive Committee on 4 August 2008. Overall responsibility for the implementation of the plan rests with the Director, Corporate Support reporting to the Audit and Risk Management Committee. All Branch Heads will take an active role in implementing relevant actions throughout the Department, particularly where a Branch has been identified within the plan as having the lead Branch accountability. All staff will need to get behind the plan in order for us to raise awareness, achieve specific objectives and generally create a culture of change.

Progress on the implementation of the plan is to be reported in the Department's Annual Report and will also be included in regular reports to the Premier by the Disability Bureau.

¹ Australian Bureau of Statistics (ABS) 2004, *Disability, Ageing and Carers, Australia: Summary of Findings 2003*, Cat No 4430. Canberra.

At the end of the three-year period the Director, Corporate Support will co-ordinate a process to evaluate the effectiveness of the plan and will use the findings to inform the development of a subsequent plan.

A handwritten signature in black ink, appearing to be 'JR', written over a horizontal line.

Jonathon Root
Director, Corporate Support

30 September 2008

The Treasury Action Plan: Key Areas

The action plan covers the following key areas:

1. access to, and working within, the Treasury environment;
2. access to information;
3. access to services;
4. inclusive policy development; and
5. disability awareness (including recruitment and employment of people with a disability).

The plan identifies which is the relevant lead branch or branches involved. Relevant Branch Heads are accountable for managing the implementation processes.

Under each key area that has been identified the plan is structured to set out the goal/objective, the action required, the timeframe, the lead branch or branches that are responsible for implementation, the resources and the monitoring arrangements.

Each Treasury Division and Branch Head is responsible for supporting the actions identified in this Plan by identifying and incorporating relevant actions into their business plans and monitoring outcomes.

1 Access to, and working within, the Treasury environment

It is important to identify the types of barriers that exist, ranging from hard to operate doors, high transaction counters, to inadequate signage systems. We aim to create a barrier-free environment for people with physical and/or sensory disabilities.

1.1 Goal: Treasury aims to have all Treasury buildings accessible to people with a disability

1.1.1 Objective: Identify barriers to access in and between Treasury buildings by arranging audits for all properties utilising appropriate expertise

<i>Action/s</i>	<i>Timeframe</i>	<i>Lead</i>	<i>Resources</i>	<i>Cost</i>	<i>Dates for Monitoring</i>
Conduct audits for all properties.	24 December 2008	FAB	Property owners, independent auditors.		

1.1.2 Objective: Establish a priority work plan to address identified barriers

Establish a work plan based on a prioritisation of needs (consult where necessary) and seek approval.	24 December 2008	FAB	As identified and subject to funding allocations.		
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1.2 Goal: Treasury aims to have all new developments and refurbished properties accessible to people with disabilities

1.2.1 Objective: Ensure that all new developments and refurbishments are accessible to people with disabilities

<i>Action/s</i>	<i>Timeframe</i>	<i>Lead</i>	<i>Resources</i>	<i>Cost</i>	<i>Dates for Monitoring</i>
Disability access requirements are built into specifications.	Immediate	FAB	Property owners and Treasury.	Any additional costs to be shared as appropriate between the tenant and respective landlord.	When planning new development/initiatives.

2 Access to Information

We need to ensure that the information we provide is accessible to a diverse range of customers with a disability.

2.1 Goal: Treasury aims to provide barrier-free access to information about their services and programs

2.1.1 Objective: To ensure that people with a disability have equity of access to all types of Treasury information

<i>Action/s</i>	<i>Timeframe</i>	<i>Lead</i>	<i>Resources</i>	<i>Cost</i>	<i>Dates for Monitoring</i>
Ensure communications policies include an equitable approach to the accessibility of information towards people with disabilities.	30 June 2009 (CISB) 31 March 2009 (ISB)	CISB ISB ICSC	Relevant staff in CIS, ISB and other departmental resources as required, local networks.	Minimal cost	ICSC – CIS Policies 30 June 2009

2.1 Goal: Treasury aims to provide barrier-free access to information about their services and programs

<i>Action/s</i>	<i>Timeframe</i>	<i>Lead</i>	<i>Resources</i>	<i>Cost</i>	<i>Dates for Monitoring</i>
Branches to undertake a review of their communications to ensure that information is user friendly and inclusive towards people with disabilities.	CISB TresNet Review 30 June 2009 HRB Review 30 June 2009 All branches 24 December 2008	All Branches	Relevant staff identified within each Branch.	To be determined by individual branches based on existing resources and requirements.	ICSC - TresNet Review 30 June 2009
2.1.2 Objective: Ensure all new or redesigned Treasury websites confirm to at least the Level A of W3C Web Content Accessibility Guidelines 2.0 and aim to progress to reaching a higher minimum standard in the future (level AA or level AAA)					
<i>Action/s</i>	<i>Timeframe</i>	<i>Lead</i>	<i>Resources</i>	<i>Cost</i>	<i>Dates for Monitoring</i>
Implement a Level A compliant site for www.treasury.tas.gov.au	30 June 2008	CISB	CISB ISB	Part of Integrated Communications Project Budget.	Commenced 17 March 2008 Testing 21 April 2008 Completed 30 June 2008

2.1 Goal: Treasury aims to provide barrier-free access to information about their services and programs

<i>Action/s</i>	<i>Timeframe</i>	<i>Lead</i>	<i>Resources</i>	<i>Cost</i>	<i>Dates for Monitoring</i>
Information on web publishing guidelines to be provided to all Branches and each Branch to undertake a review of the accessibility of their web information/services to establish requirements for compliance. Work towards compliance as necessary.	CISB to provide guidelines by 30 November 2008 24 June 2009 (HRB) 30 June 2009 (All other branches)	CISB to provide guidelines and then all Branches to undertake a review of their web information/services to ensure compliance.	CISB ISB Branch Web Content Owners	Costs will depend on requirements and may be met as part of design.	Branches with web sites to provide their own dates for compliance but no later than 30 June 2009.
Provide all content editors with relevant information and training in order to reinforce the overall policy and access objectives.	30 November 2008 to 31 March 2009	CISB	CISB		30 April 2009

3 Access to Services

Disability is relevant to everyone, we need to identify and remove any barriers that may prevent people with disabilities from using our services.

3.1 Goal: Treasury aims to provide barrier-free access to the services it provides

3.1.1 Objective: To ensure that Treasury provides the maximum level of access to services for people with disabilities

Action/s	Timeframe	Lead	Resources	Cost	Dates for Monitoring
To identify any barriers to disabled clients and to investigate the expansion of accessibility or communication options e.g. via TTY or customer calls using the National Relay Service. Any additional services to be publicised.	31 December 2008 (LAGB) 28 February 2009 (RB)	LAGB RB	Assistance from FAB.	To be identified and assessed whether it can be accommodated in existing resources or be subject to a bid.	

3.1 Goal: Treasury aims to provide barrier-free access to the services it provides

3.1.2 Objective: To ensure that the requirements of people with a disability are taken into account when upgrading any of the services provided

<i>Action/s</i>	<i>Timeframe</i>	<i>Lead</i>	<i>Resources</i>	<i>Cost</i>	<i>Dates for Monitoring</i>
Ensure that disability access considerations are built into any planned changes to services.	Completed on 1 July 2008 (LAGB) Completed on 8 September 2008 (RB)	LAGB RB	As identified in the planned changes.	To be determined on a case by case basis.	When planning any changes to services.

4 Inclusive Policy Development

Policy initiatives need to be inclusive so as to provide equitable outcomes for all members of society.

4.1 Goal: Treasury aims to adopt an inclusive approach towards policy development					
4.1.1 Objective: Ensuring that the needs of people with disability are considered and included in the preparation of external policy initiatives					
<i>Action/s</i>	<i>Timeframe</i>	<i>Lead</i>	<i>Resources</i>	<i>Cost</i>	<i>Dates for Monitoring</i>
Ensure that the specific needs of people with disability are considered, as relevant, in policy development and initiatives.	24 December 2008	All Branches.	DPAC Disability Bureau.	Impact will be determined on a case by case basis.	Annual Report
4.1.2 Objective: Branches to provide opportunities for consultation with people with disabilities where related to pertinent policy matters					
<i>Action/s</i>	<i>Timeframe</i>	<i>Lead</i>	<i>Resources</i>	<i>Cost</i>	<i>Dates for Monitoring</i>
Ensure that consultative processes are established to enable various representative groups within the disabled community to contribute to future policy considerations that may affect them.	24 December 2008	All Branches where relevant.	DPAC Disability Bureau.	Minimal cost.	Annual Report

**5 Disability Awareness
(including recruitment and employment of people with a disability)**

It is important to dispel the myths and stereotypes that exist about people with disabilities. Generally people with disabilities are significantly under-represented in the workforce and face a range of access and attitudinal barriers. We need to work towards a more inclusive approach and remove any artificial barriers.

5.1 Goal: Treasury aims to deliver advice and services to people with disabilities with increased awareness					
5.1.1 Objective: To ensure that staff working in the front line have appropriate awareness of their disability obligations and an understanding of people with disabilities					
Action/s	Timeframe	Lead	Resources	Cost	Dates for Monitoring
Provide training to front line customer service staff in dealing with clients with disabilities.	24 December 2008	HRB in liaison with all branches to ensure that all appropriate staff are identified.	Appropriate development opportunities to be incorporated into the Corporate Training budget.	No additional cost.	Annual Report.
5.1.2 Objective: Review recruitment practices to ensure that staff involved in recruitment processes have a good understanding of the needs of people with disabilities, including the concept of reasonable adjustment					
Incorporate an awareness of employing people with a disability into recruitment development training for panel members and develop an associated guide for reference purposes.	30 June 2009	HRB	To be incorporated into the branch work plan.	No additional cost.	December 2008.

5.1 Goal: Treasury aims to deliver advice and services to people with disabilities with increased awareness

5.1.3 Objective: Branches to increase the number of people with a disability employed in Treasury using the fixed-term employment registers operated by approved disability employment network organisations

<i>Action/s</i>	<i>Timeframe</i>	<i>Lead</i>	<i>Resources</i>	<i>Cost</i>	<i>Dates for Monitoring</i>
Where possible, fixed term vacancies from entry level to level 6 (A&C) will be referred to an approved disability employment register.	Immediate	All Branch Heads are accountable for demonstrating use of the fixed term disability employment register during the year.	All recruiting managers.	Use of the fixed term disability employment register is a cost saving compared to using other agencies.	Annual Report
Implement a system for using the Disability Employment Network to encourage applications for permanent positions from people with disabilities.	30 January 2009	HRB	To be incorporated into the recruitment process.	No additional cost.	Annual Report

Glossary

CISB Corporate Information
Support Branch

DPAC Department of Premier and
Cabinet (Tasmania)

FAB Finance and Administration
Branch

HRB Human Resources Branch

ICSC Integrated Communications
Steering Committee

ISB Information Systems Branch

LAGB Liquor and Gaming Branch

RB Revenue Branch

TresNet Department of Treasury and
Finance (Tasmania) intranet

TTY TeleTYpewriter
