



Planning &  
Environment

# NSW Department of Planning and Environment

Disability Inclusion Action Plan

2015-2019



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## Secretary's Introduction

The Department of Planning and Environment seeks to drive sustainable growth throughout NSW, balancing the needs of the whole community now and in the future. Our vision is to plan for growing NSW, inspire strong communities and protect the environment.

The NSW Department of Planning and Environment, Disability Inclusion Action Plan 2015-2019 aligns with state and national planning initiatives to ensure all levels of government and the wider community make the choice to consult, to involve and to plan with consideration of those living with disability to ensure a fully inclusive society.

This means delivering accessible and inclusive services and facilities, and providing meaningful employment opportunities to all current and prospective employees with disability.

As the Department's first Disability Inclusion Action Plan, it aims to cover these requirements across a broad range of organisations, employees and community interactions. This plan maps our unique vision in a staged approach with actions and initiatives planned to meet key outcomes. Ongoing engagement will be a key part in our success and this will include employees, business and community sectors, and most importantly, people with a disability.

As a Department, it is our vision that all employees will play a role in embedding the behaviours and initiatives that encourage an inclusive environment for people with a disability as part of our core business.

**Carolyn McNally**

**Secretary**

Department of Planning and Environment

## 1. What are the guiding principles

This plan is aligned to the principles underpinning the [United Nations Convention of the Rights of Persons with Disabilities \(UNCRPD\)](#) which acknowledges that people with disability have the same human rights as those without disability. Ratified by Australia in 2008, this signified a commitment by all levels of Government to ensure mainstream services can be provided in a way that does not directly or indirectly prevent people with disability fully participating.

As such, the [National Disability Strategy 2010-2020](#) was designed to set out a national plan for improving the life for people with disability, their families and carers. The [NSW Disability Inclusion Plan](#) aligns with this strategy through its commitment to removing barriers so that people with a disability can meaningfully participate and enjoy an inclusive community.

Our approach has been developed around the four key outcome areas in the NSW Disability Inclusion Action Plan:

1. **Liveable Communities:** Identifying and removing barriers to Department of Planning and Environment services and facilities for people with disability.
2. **Employment:** Increasing employment and inclusion in the workplace for people with disability.
3. **Attitudes and Behaviours:** Developing positive attitudes by increasing awareness and inclusion practices.
4. **Systems and Processes:** Identifying and removing barriers caused by our systems and processes.

The structure of the plan is consistent with [The Department of Family and Community Services \(FACS\) NSW Disability Inclusion Action Planning Guidelines](#).

### **Definition of Disability:**

Guiding our understanding and approach is the definition of disability articulated in the [Disability Inclusion Act 2014 \(NSW\)](#):

*‘The long term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others.’*

This definition reinforces the importance of viewing disability as a result of interaction between people living with a range of impairments and their physical and social environment. Disability is not just about impairment. The onus to break down barriers rests with the whole community.

We have also adopted the scope of disability from *Disability Discrimination Act 1992 (Commonwealth)* which describes disability as including:

- Physical
- Intellectual
- Psychiatric
- Sensory
- Neurological
- Learning disabilities
- Physical disfigurement
- The presence in the body of disease causing organisms

## 2. What is the legislative context

This plan has been developed within the context of the following legislation.

### 1. ***Disability Inclusion Act 2014 (NSW) (DIA)***

This continues the government's commitment to improving the lives of people with disability and reaffirms the state-wide focus on building a truly inclusive community.

### 2. ***Government Sector Employment Act 2013 (NSW) (GSE)***

The associated Regulation and Rules provide a new statutory framework focused on NSW government sector employment and workforce management. Strategies for workforce diversity are now required to be integrated with workforce planning across the government sector.

### 3. ***Disability Discrimination Act 1993 (Commonwealth) (DDA)***

This Act recognises the rights of people with disability to equality before the law and makes discrimination based on disability unlawful.

### 3. Who is included in this plan

The scope of this plan covers the services and facilities provided by the following business areas:

- The Department of Planning and Environment, including
  - Growth, Design & Programs,
  - Policy & Strategy,
  - Planning Services,
  - Finance and Operations,
  - General Counsel, and
  - Community and Stakeholder Engagement
- Office of Local Government
- Lord Howe Island Board
- Office of Strategic Lands
- Central Coast Regional Development Corporation
- Hunter Development Corporation



## 4. Who was consulted

This Disability Action Plan has been developed in consultation with people with disability from across the Department of Planning and Environment portfolio. This ensures that the plan is focused on the needs of employees, customers and service users.

The table below outlines the consultation process completed. It demonstrates our aim to consult and engage with the community on accessibility and inclusion planning for the duration of this plan.

<b>Who</b>	<b>Type of consultation</b>	<b>When</b>
Human Resources Project Officer	<ul style="list-style-type: none"> <li>Engagement sessions with Australian Network on Disability at Cluster level</li> </ul>	August 2015
Human Resources Project Officer	<ul style="list-style-type: none"> <li>Engagement with Cluster Committee and Draft Plan Review</li> </ul>	September & October 2015
Human Resources Project Officer	<ul style="list-style-type: none"> <li>Engagement with Australian Network on Disability through membership program</li> <li>Draft Plan Review</li> </ul>	September, October & December 2015 and on-going
Key Stakeholders within DPE Senior Management	<ul style="list-style-type: none"> <li>Discussion on Plan development</li> <li>Leader engagement</li> <li>Meaningful consultation on DIAP Implementation Plans on-going</li> </ul>	August, September, October 2015
WHS Committee	<ul style="list-style-type: none"> <li>Early discussion</li> <li>Presentation to WHS Committee for feedback on DIAP Implementation Plans – Planned Agenda Item</li> </ul>	February 2016
Joint Consultative Committee	<ul style="list-style-type: none"> <li>Presentation to Joint Consultative Committee for feedback on DIAP Implementation Plans – Planned Agenda Item</li> </ul>	February 2016
All Employees	<ul style="list-style-type: none"> <li>Consultation</li> </ul>	2016 and on-going
Community	<ul style="list-style-type: none"> <li>Consultation</li> </ul>	2016 and on-going

## 5. How will we keep track of progress?

The governance and accountability, arrangements have been established to support and sustain change, built into, and communicated throughout the development of this plan.

The following steps are in place:

- All actions have timeframes
- All actions have a named accountability
- All actions have an identified evaluation method to monitor progress and achievement against outcomes
- An Implementation plan will be created to support the actions
- Quarterly steering committee meetings will be held to monitor and review progress
- Progress will be reviewed, monitored and reported quarterly
- Progress and achievements will be reported annually in the annual report
- The Plan and steering committee is sponsored and championed at the executive level to position inclusion planning and actions as a high priority

## 6. Glossary

<b>Abbreviations</b>	<b>Definition</b>
Action Plans	Disability Inclusion Action Plans
ADA	Anti-Discrimination Act 1977 (NSW)
AND	Australian Network on Disability
DAP	Disability Action Plan
DDA	Disability Discrimination Act 1992 (Commonwealth)
DIA	Disability Inclusion Act 2014 (NSW)
DSA	Disability Services Act 1993 (NSW)
FACS	Department of Family and Community Services
GSE	Government Sector Employment Act 2013 (NSW)
NDIS	National Disability Insurance Scheme
NDS	National Disability Strategy 2010-2020
UNCRPD	United National Convention on Rights of Persons with Disabilities

NSW legislation can be found at [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)

Commonwealth legislation can be found at [www.comlaw.gov.au](http://www.comlaw.gov.au)

## 7. Key outcome areas and actions

This section includes information regarding actions, responsibilities, measures, targets and timeframes.

<b>1. Attitudes and Behaviours</b>				
<b>Aim</b>	<b>Action</b>	<b>Timeframe</b>	<b>Responsibility</b>	<b>DIAP specific or diversity applicable</b>
<b>1.1</b> Senior management commitment to creating an inclusive and accessible workplace	1.1.1 Disability awareness and confidence training is provided for executive teams and boards.	2016	Human Resources	DIAP
	1.1.2 Senior leaders raise the profile of access and inclusion in their communication by promoting the implementation of the Disability Plans in their teams.	Ongoing for duration of the plan	Executives and Directors	DIAP
	1.1.3 Senior Leaders behaviours reflect the Disability Inclusion Principles when engaging and developing staff, reflecting their obligations under the performance development frameworks.	Ongoing for duration of the plan	Executives and Directors	DIAP
	1.1.4 A Diversity Champion is appointed and communicated across the Department with progress monitored, reviewed and reported quarterly and annually.	2016 and ongoing for the duration of the plan.	CFOO	Diversity
	1.1.5 Secure Diversity implementation budget.	2016/17 budget cycle	CFOO	Diversity
<b>1.2</b> Governance and accountability arrangements are clear and progress is communicated.	1.2.1 Progress will be monitored, reviewed and reported quarterly and annually.	Ongoing for duration of the plan	Human Resources and Governance	DIAP
	1.2.2 Communication plan is created and implemented to share updates and success stories with the workforce and community.	2016 and ongoing	Human Resources and Internal Engagement	Diversity

<b>1.3</b> Staff develop increasing awareness of diversity, accessibility and inclusion issues and the needs of people with disability	1.3.1 Diversity resources are made available on PEcan including how to communicate effectively with people with disability. This information is incorporated into diversity awareness training.	2016 and ongoing	Human Resources and Internal Comms	Diversity
	1.3.2 Integrate training on diversity, including disability access and inclusion, into all staff induction practices.	2016 and ongoing annually	Human Resources	Diversity
	1.3.3 The Disability Inclusion Action Plan is communicated to staff and awareness is captured as part of performance development planning.	2016 and ongoing annually	All Managers	DIAP
	1.3.4 Conduct annual events across the portfolio promoting diversity e.g. International Day of People with Disability, Harmony Day and Don't DIS My ABILITY.	Dec 2015 and ongoing	Human Resources and Internal Engagement	Diversity
	1.3.5 Explore training options for front line and service delivery staff to demonstrate competency in inclusive practice and service provision.	2016	Human Resources	Diversity
	1.3.6 Develop a specific program dedicated to training all staff involved in community consultation to consider the requirements for an inclusive community (as done by City of Sydney).	2016	Human Resources and Community Stakeholder Engagement	Diversity
	1.3.7 Review Planning specific roles that would benefit from tailored training to increase awareness of access and inclusion considerations relevant to planning decision.	2016	Human Resources	DIAP
<b>1.4</b> Communications feature people with disability.	1.5.1 Review where the opportunities exist to include images, appropriate language and stories of people from diverse backgrounds including people with disability in internal and external communications. Incorporate identified opportunities into communication plans.	From 2016 and over the life of the plan	Community Stakeholder Engagement	Diversity

<b>2. Liveable Communities</b>				
<b>Aim</b>	<b>Action</b>	<b>Timeframe</b>	<b>Responsibility</b>	<b>DIAP specific or diversity applicable</b>
<b>2.1</b> Service users provide input on the accessibility of services.	2.1.1 Survey disability peak bodies and representative groups on prioritisation to support DIAP actions.	August 2015	Human Resources	DIAP
<b>2.2</b> Office premises are accessible and inclusive for all staff and visitors.	2.2.1 Undertake a physical accessibility assessment of all DPE offices and disabled car parking spaces (where available). Where possible, develop an improvements plan and implement approved recommendations.	2016	Building Services	DIAP
	2.2.2 Create a best practice checklist for office moves, refurbishments and rebuilds to ensure dignified access.	2016	Building Services	DIAP
	2.2.3 Develop a procedure to review access features and barriers of major tenancies when leases are negotiated or under review. Develop and implement an improvement plan for the removal of barriers and the improvement of accessibility and inclusion features.	2016 and ongoing	Building Services	DIAP
	2.2.4 Review evacuation procedures, emergency plans and associated training to ensure there are measures in place to adequately address the needs of people with a disability in the case of an emergency.	2016	Building Services and WHS Manager	DIAP
<b>2.3</b> Events, programs, volunteer opportunities, community engagement meetings and	2.3.1 Develop and promote an inclusive events/meeting guidelines/ checklist to be used by all staff involved in managing and coordinating events ensuring community events are accessible and venues, transport, toilets and parking are considered in the planning.	2016	Community Stakeholder Engagement	DIAP
	2.3.2 Review procedures to ensure invitations and other information relating to public consultation are accessible by	2016	Community Stakeholder	Diversity

other visitor experiences are accessible.	people with a disability and also take into account the CALD members of the respective community where consultation is occurring.		Engagement	
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<b>3. Employment</b>				
<b>Aim</b>	<b>Action</b>	<b>Timeframe</b>	<b>Person Responsible</b>	<b>DIAP specific or diversity applicable</b>
<b>3.1</b> The recruitment process is accessible. Unintended barriers to mainstream recruitment processes are removed.	<b>3.1.1</b> Review the recruitment process to ensure it is accessible for people with disability, including assessment processes.	2016-2017	Human Resources	DIAP
<b>3.2</b> Employment of people with disability	3.2.1 Develop and implement a talent strategy. Include actions to: attract candidates with disability; engage hiring managers to source candidates with disability.	2016-2019	Human Resources	DIAP
	3.2.2 Establish linkages with providers to source candidates with disability for suitable roles.	2016-2017	Human Resources	DIAP
	3.2.3 Design a plan for annual participation in the Stepping Into Program through the Australian Network on Disability.	2016	Human Resources	DIAP
<b>3.3</b> Robust workplace adjustment policy and process is in place.	3.3.1 Develop and promote a policy that includes a workplace adjustments procedure (including toolkit/resources to assist managers and employees) to remove barriers to employment, internal mobility, promotion and to retain talent.	2016-2017	Human Resources and Governance	
	3.3.2 Provide training, coaching and resources for the recruitment team, selection panels/hiring managers on making adjustments to accommodate candidates with disability.	2016 and ongoing	Human Resources	DIAP



	3.3.3 Centralised ordering process and budget created for all workplace adjustments including a pre-approved catalogue for staff to order from a central location.	2016 and ongoing	Human Resources and Procurement	DIAP
	3.3.4 Promote flexibility and accountability for all staff in the way that they work, focusing on achieving the desired outcomes rather than from required work methods, location, hours etc.	2016 and ongoing	Human Resources	Diversity
<b>3.4</b> Learning and development opportunities are accessible and inclusive.	3.4.1 When developing the new learning and development strategy, ensure programs are accessible and inclusive to employees with sensory, physical and cognitive impairments.	2016 and ongoing	Human Resources	DIAP
	3.4.2 Review and where possible enhance existing eLearning modules to ensure they are accessible and inclusive for people with disability.	2016 and ongoing	Human Resources	DIAP
	3.4.3 Review procurement process for new eLearning and Learning & Development programs and ensure accessibility is considered in decisions.	2016 and ongoing	Human Resources	DIAP
	3.4.4 Promote that when registering for training, employees have an opportunity to request adjustments.	2016 and ongoing	Human Resources	DIAP
	3.4.5 Purchase the Australian Network on Disability publications for circulation to staff through both the intranet and hard copy and promote training initiatives and programs as advertised.	2016	Human Resources	DIAP
<b>3.5</b> Internal meetings and events are accessible and inclusive to employees and visitors	3.5.1 Develop and promote an inclusive meetings checklist.	2016	Human Resources and Internal Engagement	DIAP
	3.5.1 Create a process to ask all clients and visitors if they have any adjustments or accessibility requirements including interview candidates.	2016	Human Resources and Internal Engagement	DIAP

with disability.				
<b>3.6</b> Support and advocacy for access and inclusion issues is available within the organisation.	3.6.1 Set up an employee SIG group (Diversity Committee) for people with disability, CALD staff and other interested stakeholders to meet regularly to discuss and consult on diversity, access and inclusion.	2016	Human Resources	Diversity
	3.6.2 The Diversity Committee complete the Australian Network on Disability, Disability Confidence Checklist (see Opportunity Publication) and discuss findings with stakeholders.	2016	Human Resources and Disability/ Diversity Committee	DIAP

<b>4. Systems and Processes</b>				
<b>Aim</b>	<b>Action</b>	<b>Timeframe</b>	<b>Person Responsible</b>	<b>DIAP specific or diversity applicable</b>
4.1 Complaints, feedback and consultation mechanisms are accessible to people with disability	4.1.1 Coordinate a review and update of internal and external complaints, feedback and consultation mechanisms to ensure accessibility against the WCAG 2.0 AA standards and taking into consideration the CALD community.	2016-2017	Community Stakeholder Engagement and Governance	Diversity
4.2 Accessibility is considered in procurement decisions	4.2.1 Research and consult to develop a best practice guide for staff to ensure that accessibility is considered in procurement decisions.	2016	Procurement	DIAP
	4.2.2 Contracts set requirements for third parties to address inclusion and dignified access.	2016	Procurement	DIAP
4.3 Assistive technology and workplace adjustment requests from staff are satisfied in a timely way	4.3.1 Promote the process to request workplace adjustments and any assistive technology to all employees.	2016-2017	Human Resources	DIAP
	4.3.2 Review and enhance the procedure for providing workplace adjustments. A streamlined process would: remove possible cost barriers; include a central point of contact for information and advice; focus on timely delivery of outcomes; include a feedback mechanism.	2016-2017	Human Resources and Procurement	DIAP
4.4 Publications, media and website are barrier free.	4.4.1 Undertake an accessibility audit of key information and associated delivery mechanisms, including DPE website and intranet. Develop an improvement plan and implement approved recommendations. Ensure all websites and intranet sites meet WCAG 2.0 standards.	2016-2017	Community Stakeholder Engagement with assistance from AND	DIAP
	4.4.2 Provide guidelines to employees authoring web		Community	DIAP

	pages to ensure new content comply with WCAG 2.0.		Stakeholder Engagement with assistance from AND	
	4.4.3 Review all corporate templates for internal and external use to ensure they are accessible.	2016-2017	Community Stakeholder Engagement	DIAP
	4.4.4 Develop a procedure to ensure all external publications are reviewed for accessibility.	2016-2017	Community Stakeholder Engagement	DIAP
	4.4.5 Review contact details on all websites and ensure that customers are referred to the National Relay Service and how to request accessible formats of documents.	2016	Community Stakeholder Engagement	DIAP
	4.4.6 Review Central Coast Regional Development Corporation website accessibility information and upgrade other cluster websites for consistent and clear accessibility options.	2016	Community Stakeholder Engagement	Diversity
<b>4.5</b> A process is in place for systematically reviewing and incorporating access and inclusion into the policy development process.	4.5.1 Incorporate access and inclusion into the policy development process.	2016-2017	Governance	Diversity