

# DISABILITY ACTION PLAN 2019-2021

*Implementing Accessible Island: Tasmania's Disability  
Framework for Action 2018-2021*

Department of Communities Tasmania

September 2019



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## A word from the Secretary

It is my pleasure to release this *Disability Action Plan 2019-2021* for the Department of Communities Tasmania.

We want to live in a Tasmania where people living with disability can live their lives as they choose, without barriers that may restrict their participation in everyday life and the community. This is our Agency's response to *Accessible Island: Tasmania's Disability Framework for Action 2018-2021*, the whole-of-government plan for ensuring Tasmanian government agencies are providing services in ways that are accessible, inclusive and considerate to the needs of all their clients, including people with disability.

This new action plan for Communities Tasmania supports the underpinning principles and vision of *Accessible Island* and builds on the progress we have made implementing actions in the previous *Department of Health and Department of Communities Tasmania Joint Interim Disability Action Plan July 2018*. We are committed to building on past successes while recognising that there is always scope for improvement.

As such, we will continue to improve the accessibility of our services and information, collaborating with local government, business and not-for-profit sectors, and identifying new opportunities to improve participation and promote inclusive practices across our Agency's activities. In our capacity as an employer, we will continue to strive to build a workforce that represents the broader Tasmanian community and reduce barriers to employment at Communities Tasmania.

I look forward to working with Communities Tasmania staff, clients and service partners as we implement the commitments outlined in this plan.



Michael Pervan  
Secretary

September 2019

# Background

*Accessible Island* is a whole-of-government approach to policy and planning, service delivery and evaluation that seeks to remove barriers and enable people with disability to enjoy the same rights and opportunities as other Tasmanians. *Accessible Island* is Tasmania's third Disability Framework for Action and has four-year coverage from 2018 to 2021.

The Department of Communities Tasmania has prepared this *Disability Action Plan 2019-2021* (DAP) to outline how we will meet our commitments under *Accessible Island*. This plan replaces the *Department of Health and Department of Communities Tasmania Joint Interim Disability Action Plan July 2018*. The first reporting period under this DAP will be 2019-20.

This DAP complements existing work that the Agency already undertakes, including the work we do to:

- provide opportunities for all Tasmanians to participate in community life and sport and recreation
- support, protect and nurture vulnerable children, young people and families
- deliver and facilitate specialist disability services
- provide services to support social and affordable housing.

Tasmanian government agencies report separately to the Premier's Disability Action Council (PDAC) on their respective DAPs each September, for the preceding financial year.

## Organisational context

Our Agency, the Department of Communities Tasmania, was established on 1 July 2018 following a decision by Government to establish an Agency that would provide a greater focus on enabling individuals, families and communities to achieve better outcomes. Communities Tasmania brings together staff who have the skills, knowledge and expertise to tackle disadvantage, help vulnerable Tasmanians and deliver greater outcomes in community programs.

Our name, Communities Tasmania, reflects the Tasmanian Government's ongoing commitment to work in close partnership with the community, for the community. We believe that every Tasmanian should have the opportunity to participate in community life and take early steps towards wellbeing, and that families and carers are supported to keep vulnerable children and young people safe.

Our **vision** is that communities in Tasmania are strong, active and inclusive.

Our **mission** is to empower individuals, families and communities to thrive.

Our **values** are Kind, Committed, Respectful and Connected.

We work with a broad range of stakeholders and our client services include:

- Children and Youth Services
- Housing, Disability and Community Services
- Communities, Sport and Recreation
- Silverdome.

## Our employees

At Communities Tasmania, we celebrate the diversity of our workforce, including staff with experience of disability. We strive to create and support inclusive and positive workplace attitudes and behaviours and in April 2019 established an Inclusion and Culture Committee to support a flourishing workforce that can respond to change with skill, resilience and optimism.

In the recent Employee Survey (October 2018), we achieved a 45 per cent response rate from our employees (359 responses from a sample size of 790). Of these respondents:

- 8 per cent reported having a disability
- 58 per cent agreed with the statement ‘There is a positive attitude within my organisation in relation to employees with a disability’
- 76 per cent agreed with the statement ‘There is a positive attitude within my organisation in relation to employees who have caring responsibilities’
- 66 per cent agreed with the statement ‘There is a positive attitude within my organisation in relation to employees who use flexible work practices’.

## DAP principles

Our DAP is underpinned by the principles articulated in *Accessible Island*:

- ensuring access to and inclusion for government services, infrastructure and communications
- collaboration and consultation – agencies will share expertise and collaborate in the planning and development of services, infrastructure and communications
- improving employment outcomes in the State Service.

## Key outcome areas

Our commitments follow the six outcome areas of *Accessible Island*:

1. Inclusive and accessible communities
2. Rights protection, justice and legislation
3. Economic security
4. Personal and community support
5. Learning and skills
6. Health and wellbeing.

These outcomes are structured to incorporate the Tasmanian Government’s commitments under the *National Disability Strategy*:

- People with disability live in accessible and well-designed communities with the opportunity for full inclusion in social, economic, sporting and cultural life
- People with disability have their rights promoted, upheld and protected

- People with disability, their families and carers have economic security, enabling them to plan for the future and exercise control over their lives
- People with disability, their families and carers have access to a range of support to assist them to live independently and actively engage in their communities
- People with disability attain highest possible health and wellbeing outcomes throughout their lives.

## Consultation

This document has been developed for Communities Tasmania to bring together actions specific to our Agency that were previously contained in the:

- joint *Department of Health and Department of Communities Tasmania Interim Disability Action Plan 2018-2021* (Attachment 4); and
- the section of the *Department of Premier and Cabinet's Disability Action Plan 2018-2021* relating to our Communities Sports and Recreation Division.

Both initial reports followed an extensive consultation process, with input from various business units now within Communities Tasmania, other Tasmanian Government agencies, partner organisations and representatives of the community. See *Accessible Island* for more information about the initial consultation process.

## Monitoring and reporting

Each September, a report will be prepared to monitor the progress of the Agency's commitments under this DAP, as per the requirements of *Accessible Island*. The report will include:

- commentary to the Premier's Disability Advisory Council about Communities Tasmania's progress
- a celebration of successes
- commentary around the challenges faced by the Agency in relation to the planned actions.

The Secretary will provide oversight of reporting and present to Premier's Disability Advisory Council as required.

## Evaluation

The Premier's Disability Advisory Council will support evaluation of the DAP's success, as part of its oversight of *Accessible Island*.

# Communities Tasmania Disability Action Plan 2019-2021

## Outcome area 1: Inclusive and accessible communities

Accessible Island Action No:	Output	Lead unit	Key dates / milestones	Comments
<b>Accessible Island outcome:</b> <i>Ensure Tasmanian Government buildings and events are accessible for the public and our employees</i>				
1.1	Conduct appraisals to monitor the compliance of Communities Tasmania's buildings with the <i>Disability Discrimination Act 1992</i> (Commonwealth-DDA) and relevant provisions of the Building Code of Australia.	Asset Management Services (shared service with Department of Health (DOH))	Ongoing	This will include continuing to: <ul style="list-style-type: none"> <li>• identify compliance issues with physical facilities</li> <li>• establish a list of priorities actions (if issues are identified) for resolution</li> <li>• ensure any leases are compliant with requirements</li> <li>• ensure appropriate signage is provided to support client access to buildings.</li> </ul>
1.5	Provide reasonable workplace modifications for employees with disability as identified through individual occupational assessments (see also Action 3.4)	All business units  Advice and support from People and Culture (P&C)	Ongoing	This will include continuing to: <ul style="list-style-type: none"> <li>• use workplace policies and procedures such as our <i>Workplace Adjustment Procedure</i></li> <li>• inform site managers of access issues as required</li> <li>• seek advice from specialist disability access consultants as required.</li> </ul>
1.6	Promote the <i>Tasmanian Government Accessible Events Guidelines and Checklist</i> to agencies and event organisers in receipt of Government funding.	All business units	Ongoing	Increase awareness of the guidelines and the practical things event organisers can do to ensure their venues and events are inclusive of people with disability or accessibility issues.

Accessible Island Action No:	Output	Lead unit	Key dates / milestones	Comments
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**Accessible Island outcome:** Increase the supply of public, social and affordable housing properties with accessible design features through Tasmania's Affordable Housing Action Plan 2015-2019 (and ongoing under Tasmania's Affordable Housing Action Plan 2019-2023)

1.8	Promote the universal design principles in procurement for public and social housing.	Housing, Disability, Community Services (HDCS)	Ongoing (to 2023)	These actions supported our commitments under <i>Tasmania's Affordable Housing Action Plan 2015-2019</i> and are ongoing under <i>Tasmania's Affordable Housing Action Plan 2019-2023</i> (refer to Actions 2, 3 & 12)
1.9	Build 500 new social housing homes with accessible features including 300 disability-specific units of accommodation with disability features that exceed the <i>Minimum Standards for Social Housing</i> .	HDCS	Ongoing (to 2023)	As above
1.10	Upgrade the public housing portfolio to meet the needs of people with disability and an ageing population, with at least 60 properties to be realigned.	HDCS	Ongoing (to 2023)	As above
1.11	Adopt a long-term asset management approach to upgrade and replace properties with smaller homes that have accessible design features to support people with disability to live independently.	HDCS	Ongoing (to 2023)	As above

**Accessible Island outcome:** Provide opportunities for people with disability to participate in, and engage with, their communities

1.19	Support people with disability, their families and carers to build and strengthen supportive networks within the community.	HDCS	Ongoing (to 2023)	While this action will be led through HDCS initiatives, all business units are encouraged to consider ways of supporting this action.
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Accessible Island Action No:	Output	Lead unit	Key dates / milestones	Comments
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**Accessible Island outcome:** Foster a collaborative approach across agencies, with stakeholders and with the Tasmanian community, to create inclusive and accessible environments for people with disability

I.23	Build working relationships with disability organisations and service providers to provide information and advice on disability issues. This will inform service delivery and policy development and provide a feedback mechanism for people with disability.	HDCS CSR	Ongoing (to 2023)	As Above
I.24	Consult with people with disability on the design and implementation of Tasmanian Government policy and legislation.	HDCS CSR	Ongoing (to 2023)	As Above
I.25	Support DPAC's development of a whole-of-government procurement framework that includes comprehensive accessibility criteria for Information and Communications Technology (ICT) procurement.	Information Management and Technology Services (IMTS-DOH)	TBA (DPAC led)	We will work with the Department of Premier and Cabinet (DPAC) to implement a whole of government strategy. In the meantime, we will: <ul style="list-style-type: none"> <li>ensure all procurements for new ICT systems (or updates to existing systems) consider accessibility issues</li> <li>identify and plan to rectify accessibility issues with current systems.</li> </ul>
I.29	Work with Tasmanian Government statutory authorities, state owned companies and government business enterprises to achieve the outcomes of <i>Accessible Island</i> .	All business units CSR – in conjunction with the Premier's Disability Advisory Council (PDAC)	Ongoing	We will seek opportunities to partner with other organisations to deliver the commitments in <i>Accessible Island</i> .

Accessible Island Action No:	Output	Lead unit	Key dates / milestones	Comments
<b>Accessible Island outcome:</b> Provide information that is accessible for clients and employees				
I.31	Support DPAC's development of a Tasmanian Government strategy for digital innovation and ICT that will consider the need to ensure government services are accessible.	IMTS-DOH	TBA (DPAC led)	We will work with DPAC to implement a whole of government strategy.
I.32	Collaborate across government to share lessons learned and ensure a consistent approach in the maintenance, rebuild and design of intranet and internet sites.	As above	TBA (DPAC led)	We will work with DPAC to implement a consistent whole of government approach.
I.33	Work towards achieving WCAG 2.0 guidelines for all online material.	Executive Coordination and Communication (ECC)	Ongoing	We will continue to ensure compliance for all future Communities Tasmania content.
I.35	<p>Improve readability of our information by:</p> <ul style="list-style-type: none"> <li>continuing to build on organisational capability by offering both Plain English and Easy Read training opportunities and tools for web content and document authors</li> <li>reviewing the accessibility of online forms</li> </ul>	As above	Ongoing	As above

## Outcome area 2: Rights protection, justice and legislation

Accessible Island Action No:	Output	Lead unit	Key dates / milestones	Comments
<b>Accessible Island outcome:</b> Improve recognition and response to people with disability across Tasmania's justice system through the <i>Disability Justice Plan for Tasmania 2017-2020</i>				
2.1	Coordinate and monitor the implementation of measures outlined in the <i>Disability Justice Plan for Tasmania 2017-2020</i>	HDCS	As outlined in <i>Disability Justice Plan for Tasmania 2017-2020</i>	We will continue to work alongside the Department of Justice to support the implementation of measures outlined in the <i>Disability Justice Plan for Tasmania 2017-2020</i>
2.2	Report annually to PDAC on the implementation of the <i>Disability Justice Plan for Tasmania 2017-2020</i> .	HDCS	As above	
<b>Accessible Island outcome:</b> <i>The Disability Justice Plan for Tasmania 2017-2020</i> will build on actions commenced in the second Disability Framework for Action				
2.3	Provide effective responses from the criminal justice system to people with disability who have complex needs or increased vulnerabilities	HDCS	As above	
2.4	Improve support for people with an intellectual disability, cognitive impairment or mental illness, or at risk of entering, the criminal justice system, and on leaving it.	HDCS	As above	
2.5	Maintain and strengthen protections and supports for people with disability who experience, or are at risk of experiencing, violence, sexual assault, abuse and neglect.	HDCS	As above	

## Outcome area 3: Economic security

Accessible Island Action No:	Output	Lead unit	Key dates / milestones	Comments
<b>Accessible Island outcome:</b> Tasmanian State Service Diversity and Inclusion Policy and Framework 2017-2020				
3.1	Implement the Tasmanian State Service <i>Diversity and Inclusion Policy and Framework 2017-2020</i> and develop specific plans in each Agency.	P&C	2020	
3.2	Facilitate stronger relationships and identify placements in collaboration with Disability Employment Service providers.	P&C	Ongoing (to 2023)	
3.3	Build an inclusive and diverse workplace by: <ul style="list-style-type: none"> <li>developing an online resource to support all applicants to access information about applying for State Service jobs; and</li> <li>working with agencies and community groups to identify barriers and initiatives/opportunities to support people with disability who are working or wish to work in the State Service.</li> </ul>	P&C	The first was due by June 2018.  The second is ongoing to 2023	People and Culture will continue to work with State Service Management Office (SSMO) as it implements these actions across the State Service.

Accessible Island Action No:	Output	Lead unit	Key dates / milestones	Comments
3.4	<p>Work with agencies to:</p> <ul style="list-style-type: none"> <li>roll out the Workplace Adjustment Policy Template;</li> <li>access training and other tools to increase awareness of unconscious bias and inclusive leadership;</li> <li>improve awareness and use of flexible work across the State Service;</li> <li>include workforce diversity outcomes as a component of the performance management of senior leaders; and</li> <li>improve the ability of Human Resource systems to collect self-identified workforce diversity data to support workforce planning and reporting.</li> </ul>	P&C	These all have differing timelines – refer to <i>the State Service Diversity and Inclusion Framework 2017-2020</i>	People and Culture will work with SSMO as it implements these actions across the State Service.
3.5	Develop an online e-learning package for all State Service employees to improve their awareness of the ways to support people with disability in the workplace and when conducting government business.	P&C CSR	CSR original date - December 2017	<p>Delays were experienced by CSR to implement this action, but an e-learning package was procured in June 2019 and distributed to all agencies. This package will enable all State Service employees to improve their awareness of the ways to support people with disability in the workplace and when conducting government business.</p> <p>People and Culture will support the rollout of the module out to Communities Tasmania staff.</p>
3.6	Establish an annual stakeholder survey for community and agency stakeholders to provide feedback on progress of the Diversity and Inclusion Framework and propose new initiatives.	P&C	SSMO's original date - June 2017	<p>This action is led by SSMO who we understand have experienced delays in implementing this action.</p> <p>People and Culture will continue to support this initiative as it progresses.</p>

Accessible Island Action No:	Output	Lead unit	Key dates / milestones	Comments
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**Accessible Island outcome:** Promote inclusive employment practices

3.7	Seek opportunities to collaborate with local government, business and the not-for-profit sector to share our experience and identify new opportunities.	P&C	Ongoing (to 2023)	
3.9	Continue to support the National Disability Services JobsABILITY and BuyAbility initiatives.	P&C	Ongoing (to 2023)	

**Accessible Island outcome:** Progress the *Tasmanian Affordable Housing Action Plan 2015-2019 (and ongoing under Tasmania's Affordable Housing Action Plan 2019-2023)*

3.11	Progress 19 Government Actions that will deliver new affordable supply (broad prevention actions), better access into affordable homes (targeted early intervention actions) and rapid assistance out of homelessness (responsive actions).	HDCS	Ongoing (to 2023)	
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**Accessible Island outcome:** Provide education about guardianship and power of attorney

3.12	Consider recommendations from the Australian Law Reform Commission in relation to powers of attorney and continue to educate people about guardianship and power of attorney issues.	HDCS	Ongoing	
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## Outcome area 4: Personal and community support

Accessible Island Action No:	Output	Lead unit	Key dates / milestones	Comments
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### **Accessible Island outcome:** Provide culturally appropriate service

4.5	Work with the Tasmanian Aboriginal community and disability services to better understand service issues, improve data collection and service delivery for Tasmanian Aboriginals with disability.	CSR – Office of Aboriginal Affairs	Ongoing	
4.6	Work with culturally and linguistically diverse communities to ensure people with disability can access culturally responsive government services.	CSR	Ongoing	

### **Accessible Island outcome:** Acknowledge and support the role of families and carers

4.8	Implement the <i>Tasmanian Carer Policy 2016</i> and <i>Action Plan 2017-2020</i> .	CSR	Ongoing	
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### **Accessible Island outcome:** Improve the application process for the Companion Card

4.9	Make the application process for a Companion Card easier by offering on-site assessments for disability support services, special schools and aged care service providers that support large numbers of people with a life-long disability.	CSR	Ongoing	
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## Outcome area 6: Health and wellbeing

Accessible Island Action No:	Output	Lead unit	Key dates / milestones	Comments
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**Accessible Islands outcome:** Develop opportunities for Tasmanians with disability to participate in sport, recreation and physical activity

6.1	Work with sport and active recreation providers and disability service organisations to develop, support and promote opportunities for Tasmanians with disability to participate in sport, recreation and physical activity.	CSR	Ongoing	
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**Department of Communities Tasmania**

People and Culture

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