



# NDIA Disability Strategy & Action Plan

2018-20





Delivered by the  
National Disability  
Insurance Agency

## Acknowledgements

The NDIA Disability Strategy and Action Plan (Strategy) reflects the efforts of many people.

We would like to give special thanks to all employees who attended the initial workshop and formed working groups to progress our goals. These employees provided the foundation and inspiration for the Strategy.

Many business areas took the time to review the outcomes aligned to them and agreed to help action them. Their commitment will also aid us in implementing an effective strategy.

We would also like to acknowledge everyone who reviewed and helped the Strategy evolve and who agreed to their pictures being included in the Strategy.



## Contact us

The NDIA welcomes feedback on our Disability Strategy & Action Plan. For more information about the development of this publication, or to request an alternative format, contact us through [inclusionanddiversity@ndis.gov.au](mailto:inclusionanddiversity@ndis.gov.au).

# NDIA Disability Strategy & Action Plan

2018-20



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# Foreword from our CEO and Inclusion Champion



I have the pleasure of leading a workforce of people who are passionate about improving outcomes for people with disability in Australia.

The National Disability Insurance Scheme (NDIS) aims to support people with disability to engage more independently in our communities and workplaces. My vision is that it will also help change the way our society views disability.

I am proud the NDIA is leading this change by example. Our peoples' passion for participant outcomes translates to a commitment to building a truly inclusive workplace, where everyone is included and supported in their role. The NDIA was awarded the Australian Public Service Gender and Equality Award in 2017. This reflects our efforts to be a leading employer for people with disability in Australia.

I am passionate about building on this commitment to make sure we are a high-performing Agency. This Disability Strategy and Action Plan 2018-20 (Strategy) marks an important milestone in the NDIA's growth and development. It outlines our commitment to our employees with disability, and how we will ensure our workplaces are accessible and inclusive. It also ensures we retain valuable knowledge and experience to deliver better service for our participants.

Our workforce is diverse, and this is our greatest asset. We are strengthened by our employees who have lived experience with disability. The NDIA has committed to having a workforce in which at least 15 per cent of our employees identify as living with disability. This figure has been chosen because it is equivalent to the number of working-age Australians with disability. Our workforce should reflect the Australian public we serve. While we lead the way for disability employment in the public service, we will always strive to do more.

I am looking forward to seeing the NDIA continue to lead the Australian community as a model employer for disability.

**Robert De Luca**  
**CEO**  
**Inclusion Champion**

# Foreword from our Disability Champion



Supporting our employees with disability is integral to our success and is at the heart of the NDIA.

I am pleased to present the National Disability Insurance Agency's (NDIA) first Disability Strategy and Action Plan 2018-20 (Strategy). Our aim is to be an employer of choice for people with disability, and a leading organisation for access and inclusion.

This Strategy represents our formal commitment to our employees with disability and provides a roadmap for us to ensure our workplace is safe, welcoming, accessible, adaptive and positive for everyone.

The Strategy has a focus on developing a supportive and inclusive culture for employees with disability. This culture provides equitable access to opportunities and resources and encourages us to go above and beyond existing benchmarks. We want to do everything we can to help our people achieve their potential whether or not they have disability.

I recognise the NDIA's rapid growth and development has brought with it many challenges for employees. Our employees with disability, in particular, have shown resilience throughout and have helped us identify how we can better our work environments and processes. We continue to listen to, and learn from, our employees with disability and we will keep working to improve and develop better and more efficient approaches to enable access and inclusion.

I would like to thank our employees with disability, managers and work colleagues who have shared their knowledge, experience and personal stories during this Strategy's development. We couldn't have started our journey to being an employer of choice for people with disability, and a leading organisation for access and inclusion, without you.

**Vicki Rundle**  
**Deputy Chief Executive Officer**  
**Disability Champion**

# Introduction

The National Disability Insurance Agency (NDIA) is committed to delivering a National Disability Insurance Scheme (Scheme) that achieves positive outcomes for people with disability in Australia.

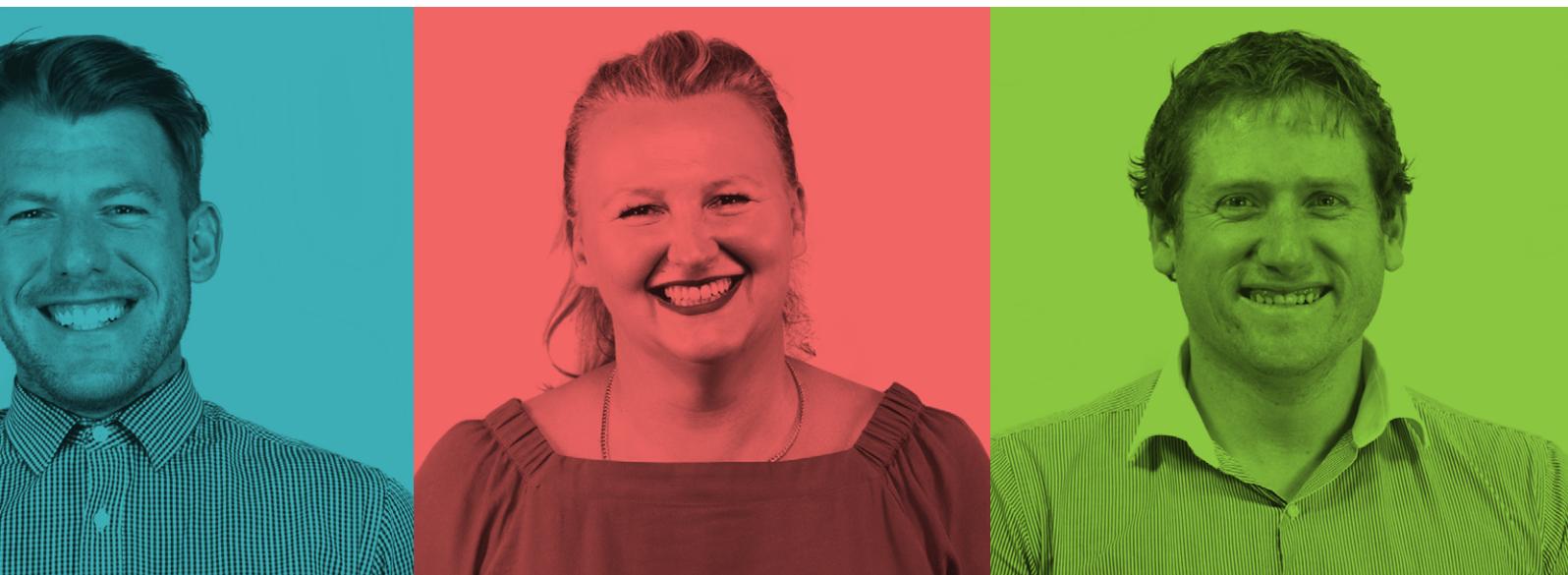
To achieve this goal, our workforce will grow to 3,000 employees spread over 100 sites nationally. This represents significant workforce growth in a short period of time. To ensure we attract, support and retain inspiring, participant-focused employees to deliver the Scheme, we need a capable and committed workforce that is representative of the communities we serve.

We want our employees to ‘come as they are’ to the workplace, so they can bring their whole self

to work every day. In return, we will support and value our employees for their unique skills and experiences and their commitment to delivering a superior participant and provider experience. We will embrace the principles of inclusion and diversity to build a supportive and culturally intelligent organisation. This includes welcoming employees with disability and creating a work environment where they can succeed to their full potential.

Disability is part of human diversity. It is as unique to a person as their fingerprints, with no two people experiencing it in exactly the same way. Disability may present in many forms and variations, and can be:

- a condition restricting a person’s mental, sensory or mobility function
- caused by an accident, trauma, genetics or disease



- lifelong or acquired
- visible or invisible
- temporary or permanent
- partial or complete
- have minimal or substantial impacts on a person's abilities.

The two accepted disability definitions used in the Australian Public Service (APS) can be found at Appendix A. While these definitions are helpful in gaining an understanding of the broad nature of disability, they tend to only describe a disability in terms of deficit, loss and restriction, with the focus being what a person cannot do rather than what they can do.

While the restrictive impacts disability may have on a person cannot be denied, it is important we shift the focus to addressing systemic

barriers that make it difficult for people with disability to fully participate in the workplace. The NDIA Disability Strategy and Action Plan 2018-20 (Strategy) details the actions we must achieve to ensure NDIA workplaces are barrier free, accessible, inclusive and provide equitable access to opportunities and resources for employees with disability.

We aim to create physical, attitudinal, communication and social environments that allow our employees with disability to participate in all facets of working life on an equal basis with other employees.

Throughout this Strategy, reference is made to 'employees', which is defined as ongoing, non-ongoing and contracted employees of the NDIA. For a Glossary of terms refer to Appendix B.

**“We aim to create physical, attitudinal, communication and social environments that allow our employees with disability to participate in all facets of working life on an equal basis with other employees.”**



# About this Strategy

## Our Commitment

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The employment of people with disability forms an integral part of NDIA recruitment and retention policies and practices. We recognise and value the expertise and lived experience of our employees with disability and the contribution they make toward achieving our business goals.

We commit to having a workforce with at least 15 per cent of our employees identifying they live with disability by 2020. This will make sure our workforce mirrors the number of Australians of working age who identify as a person living with disability.

## Aim

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This Strategy's aim is to support the NDIA to become an employer of choice for people with disability, and a leading organisation for access and inclusion.

## Purpose

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This Strategy's purpose is to help the NDIA to:

- provide equitable access to the workplace for employees with disability
- improve the workplace environment for employees with disability
- ensure employees with disability are able to fully participate and reach their potential
- improve access to knowledge about disability
- develop a disability capable workplace.

## Goals

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There are five goals we must achieve in order to meet our aim of being an employer of choice for people with disability, and a leading organisation for access and inclusion. These goals are:



Access and inclusion is part of our cultural DNA



We attract, support and retain employees with disability



Our Leaders are committed to advancing access and inclusion



Our properties and procurement practices are accessible



Our Information Communication Technology is accessible and we are a leader in providing workplace adjustments

# Our Achievements So Far

Since the NDIA's launch in 2013, we have strived to create accessible and inclusive workplaces that welcome employees with disability.

We acknowledge there is still much work to be done before our culture, work practices and procedures are fully accessible and inclusive of employees with disability. So far, we have made some considerable achievements, including:

- ensuring recruitment systems and processes are accessible and inclusive
- unconscious bias training for all recruitment selection panel members
- obtaining Disability Confident Recruiter accreditation through the Australian Network on Disability
- using the Australian Public Service Commission's (APSC) Affirmative Measures to recruit people with disability
- applying the APSC RecruitAbility Scheme to advertised vacancies
- appointing a Disability Champion at Deputy Chief Executive Officer (DCEO) level to promote and support the strategic direction for diversity initiatives and represent the Agency at external networks, such as, APS Disability Champions Network
- **being acknowledged for our efforts in employing people with disability with the APS Diversity and Gender Equality award**
- establishing a dedicated team in the Inclusion and Diversity Support Unit (IDSU) to support new employees with arranging their workplace adjustments or accessibility and inclusion requirements to ensure they are able to perform the duties of their role from their first day of work or as soon as possible
- implementing a Workplace Adjustment Passport which can be completed by employees who require workplace adjustments or have accessibility and inclusion requirements
- delivering Disability Awareness training, completed as part of induction for new employees





■ **celebrating International Day of People with Disability in the community and workplace**

- annual participation in the Australian Network on Disability's Access and Inclusion Index, which identifies future focus areas
- establishment of the NDIA's Staff Participant Network, a consultative forum for employees who are participants of the Scheme
- raising disability awareness and benefits of the Scheme through internal and external communication activities
- annual corporate Gold membership with the Australian Network on Disability, which allows us to keep up to date with best practice in accessibility and inclusion



■ **NDIA Graduate Program with focus on graduates with disability**

- enhancement of accessibility and compatibility of all screen based products and materials by adopting Web Content Accessibility Guidelines (WCAG) 2.0 and the development of an Accessibility Hub on our intranet
- regular participation in the Australian Network on Disability Stepping Into internship program
- a Flexible Work Arrangements Policy to ensure all employees are able to achieve a work-life balance, recognising family, caring, cultural and other personal commitments.

# Development of the Strategy

Development of the strategy has occurred following consultation with a focus group of employees with disability and through an open consultation process with employees and key stakeholders.

The Strategy has been informed by four key action areas of the As One: APS Disability Employment Strategy 2016–19. These key areas are:

- expanding the range of employment opportunities for people with disability
- investment in developing the capability of employees with disability
- increasing the representation of employees with disability in senior roles
- fostering inclusive workplace cultures.

The Strategy aligns with the Agency's Aboriginal and Torres Strait Islander Employment Strategy 2018–20 to support the employment, development and career progression of Aboriginal and Torres Strait Islander employees with disability.

Our Australian Network on Disability's Access and Inclusion Index 2016 results have also informed the goals we need to achieve or expand upon to be a leader in access and inclusion. NDIA was a major partner in the development and implementation of the Index and participates each year.

The goals outlined in the action plan build on work already undertaken and introduce additional key outcomes to be completed to ensure our employees with disability have equal access to training and career development, premises, workplace adjustments, communication and Information Communication Technology.

## Governance

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Responsibility for the Strategy's implementation, monitoring and review will sit with the IDSU. The NDIA's DCEO Disability Champion will assume the role of sponsor and have oversight of the Strategy.

During the Strategy's life, the People, Culture and Training Division will report on progress against the action plan through the DCEO Disability Champion to the Inclusion and Diversity Steering Committee on a six monthly basis.

A reporting template has been developed to accompany the action plan. Senior Executive Service (SES) officers, with direct responsibility for ensuring the implementation of actions relevant to outcomes within their key areas of responsibility, will track progress and report using the template.

The Strategy is a living document that will evolve over time. This enables us to review and adjust the outcomes as they are achieved and/or when priorities change.

## Alignment to NDIA strategies and policies

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The Strategy aligns with the NDIA's intent to ensure access and inclusion equity for all employees, whether or not they have a disability. It should be read in conjunction with:

- NDIA Corporate Plan 2017-21
- NDIA People Strategy 2017-19
- Culture Framework 2017-19
- Workplace Adjustment Procedures and Guidelines
- Discrimination and Harassment Procedures
- APS Values and Code of conduct.

Several policies, procedures and guidelines will be reviewed or developed as part of the Strategy. These are outlined in the Action Plan.

## Legal Obligations

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The NDIA is required to meet legal obligations under the *Disability Discrimination Act 1992* (DDA), *Fair Work Act 2009* (FWA) and the *Work, Health and Safety Act 2011* (WHS Act).

For further discussion on these legal obligations refer to Appendix C.

# GOAL 1:

## Access and inclusion forms part of our cultural DNA

OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<p><b>1.1 All employees complete updated Disability Awareness training</b></p>	<ul style="list-style-type: none"> <li>• Review and update the induction training package ‘Disability Awareness’</li> <li>• Report on employee ‘Disability Awareness’ training completion rates</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>30 Jun 2019</b></p>
<p><b>1.2 Training is available for managers and team leaders to support their employees with disability</b></p>	<ul style="list-style-type: none"> <li>• Develop and implement specific manager and team leader disability confidence training</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>30 Jun 2019</b></p>
<p><b>1.3 A comprehensive intranet page, containing guidelines, fact sheets and resources about disability and access and inclusion in the workplace</b></p>	<ul style="list-style-type: none"> <li>• IDSU work with relevant business areas who will develop guidelines, fact sheets and resources about disability to be available on the intranet page, topics include but not limited to:                             <ul style="list-style-type: none"> <li>- creating and maintaining accessible work areas</li> <li>- accessible meetings, training and venues,</li> <li>- travel</li> </ul> </li> <li>• Intranet content page is reviewed regularly to ensure currency of information and best practice</li> <li>• The intranet page is regularly promoted to all employees</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>31 Dec 2018</b></p>



OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<p><b>1.4 The Digital Accessibility Guidelines covering the WCAG 2.0 AA standard is achieved and where feasible WCAG 2.0 AAA</b></p>	<ul style="list-style-type: none"> <li>• Regular WCAG 2.0 promotion</li> <li>• Develop an electronic content audit process to ensure compliance</li> <li>• Provide training and resources on creating accessible materials to employees to produce documents, presentations and communications</li> </ul>	<p>Branch Manager, Communications</p> <p><b>31 Dec 2018</b></p>
<p><b>1.5 Access and inclusion is formally included as an item in regular branch level meetings</b></p>	<ul style="list-style-type: none"> <li>• Develop and implement a rolling content schedule covering different aspects of Access and Inclusion for huddle messages</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>30 Jun 2019</b></p>
<p><b>1.6 A central contact point for the provision of advice, feedback and escalation of issues around access, inclusion and diversity</b></p>	<ul style="list-style-type: none"> <li>• Promote IDSU services available to all employees and managers</li> <li>• IDSU will escalate access and inclusion issues to appropriate areas/stakeholders as required</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>30 Jun 2018</b></p>

OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<p><b>1.7 We have a Mental Health Strategic Plan</b></p>	<ul style="list-style-type: none"> <li>• Develop and implement a Mental Health Strategy to raise awareness and reduce stigma about mental health conditions, supports employees with mental health conditions, and reduces risks to mental health and promotes a positive working environment</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>30 Jun 2019</b></p>
<p><b>1.8 Our employees feel safe to share information about their disability with managers/ colleagues and on the Agency HR system</b></p>	<ul style="list-style-type: none"> <li>• Develop intranet content outlining the benefits of sharing information</li> <li>• Regular promotion to encourage employees to share information</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>30 Jun 2020</b></p>
<p><b>1.9 A formally governed national employee with disability network</b></p>	<p>The network will:</p> <ul style="list-style-type: none"> <li>• provide support to employees with disability</li> <li>• undertake small projects</li> <li>• act as a formal consultation group for implementation of people strategies, policies and projects</li> <li>• take part in the annual Disability Strategy review</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>30 Sep 2018</b></p>



OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<b>1.10 Employees with lived experience of disability are a consultative resource</b>	<ul style="list-style-type: none"> <li>Review and enhance the employee network as a consultative resource for operational policies and program development</li> </ul>	Branch Manager, Participant Pathways <b>30 Jun 2019</b>
<b>1.11 Clear processes and procedures for restricted access to participant records for employees who are also participants of the Scheme</b>	<ul style="list-style-type: none"> <li>Review existing restricted access processes and procedures for employees who are also participants of the Scheme</li> <li>Regular promotion of the restricted access process and procedures to employees</li> </ul>	Branch Manager, Participant Pathway Design <b>30 Jun 2019</b>
<b>1.12 Formally acknowledge and participate in International Day of People with Disability and World Mental Health Day by celebrating the achievements of people with disability</b>	<ul style="list-style-type: none"> <li>Celebrate International Day of People with Disability and World Mental Health Day with internal promotions and local events</li> <li>Support and promote employees volunteering in the community for International Day of People with Disability</li> </ul>	Branch Manager, HR Operations/ People Services <b>3 Dec 2018</b>
<b>1.13 Stories about employees with disability are shared through internal communications and on the external website</b>	<ul style="list-style-type: none"> <li>Ensure stories about employees with disability are regularly featured in multiple communication formats across the organisation and where applicable on the Agency's internet site</li> </ul>	Branch Manager, Communications <b>30 Jun 2020</b>

# GOAL 2:

## We attract, support and retain employees with disability

OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<p><b>2.1 Access and inclusion is assured throughout the recruitment and selection process</b></p>	<ul style="list-style-type: none"> <li>• Maintain Disability Confident Recruiter accreditation</li> <li>• Ensure recruitment agencies used are disability confident</li> <li>• Ensure employees responsible for recruitment and selections receive disability confidence training</li> <li>• Continue to monitor and review recruitment processes to identify barriers and improve processes</li> </ul>	<p>Branch Manager, People Strategy and Design</p> <p><b>30 Jun 2020</b></p>
<p><b>2.2 Liaison occurs with employees with disability prior to commencement</b></p>	<ul style="list-style-type: none"> <li>• Disability Liaison Officers (DLOs) make contact with new employees who have shared with the NDIA they have disability to discuss the workplace supports they need</li> <li>• DLOs develop a plan outlining the supports or adjustments the employee needs and provides information to manager</li> <li>• Report on number of cases actioned by DLOs</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>30 Sep 2018</b></p>
<p><b>2.3 An employer of choice for people with disability</b></p>	<ul style="list-style-type: none"> <li>• Report against NDIA target of 15 per cent employees living with disability by 2020</li> <li>• Report on use of Affirmative Measures and other initiatives targeting candidates with disability</li> <li>• Continue to apply the APSC RecruitAbility Scheme to advertised vacancies</li> </ul>	<p>Branch Manager, People Strategy and Design</p> <p><b>30 Jun 2020</b></p>



OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<b>2.4 A mentoring program tailored to developing employees with disability</b>	<ul style="list-style-type: none"> <li>• Develop a mentoring program to highlight employees with disability mentoring</li> <li>• Report on employees with disability participation rates</li> </ul>	Branch Manager, Training and Development <b>30 Jun 2019</b>
<b>2.5 Employees with disability are encouraged and supported to participate in leadership development programs</b>	<ul style="list-style-type: none"> <li>• Measure and report on employees with disability advancing through leadership and senior leadership positions</li> <li>• Promote goal setting between manager and employee with disability towards career development</li> </ul>	Branch Manager, Training and Development <b>31 Dec 2018</b>
<b>2.6 Internship and work experience programs to support people with disability to develop valuable skills and experience, leading to pathways for on-going employment</b>	<ul style="list-style-type: none"> <li>• Continue graduate program with a focus on graduates with disability</li> <li>• Continue Stepping Into Internship Program and other internship and work experience programs</li> <li>• Report on numbers of participants and overall program outcomes</li> </ul>	Branch Manager, Training and Development <b>30 Jun 2020</b>
<b>2.7 Our flexible work arrangements cater for the needs of employees with disability and people with caring responsibilities</b>	<ul style="list-style-type: none"> <li>• Review current policies and guidelines</li> <li>• Update policies and guidelines</li> </ul>	Branch Manager, HR Operations/ People Services <b>31 Dec 2019</b>

# GOAL 3:

Our leaders are committed to advancing access and inclusion

OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<p><b>3.1 Our appointed DCEO Disability Champion promotes and supports the NDIA’s strategic direction for access and inclusion</b></p>	<p>The DCEO Disability Champion will:</p> <ul style="list-style-type: none"> <li>• oversee the monitoring and review of the Strategy</li> <li>• represent the NDIA on external forums, taskforces and committees</li> <li>• communicate regularly to employees on disability, access and inclusion within the NDIA</li> <li>• consult with employees with disability</li> </ul>	<p>DCEO Disability Champion</p> <p><b>30 Jun 2020</b></p>
<p><b>3.2 The SES with responsibility for Human Resources, Information Communications Technology, property, marketing and communications, finance - sponsor, support or champion disability access and inclusion initiatives within their portfolio</b></p>	<p>The SES will:</p> <ul style="list-style-type: none"> <li>• allocate and prioritise resources to action outcomes within their portfolios</li> <li>• champion best practice for access and inclusion within their business area</li> </ul>	<p>Business Managers (SES Band 1)</p> <p><b>30 Jun 2020</b></p>



OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<p><b>3.3 We are a national leader in ensuring the needs of people with disability are considered and incorporated in all business areas</b></p>	<p>Leaders will:</p> <ul style="list-style-type: none"> <li>• participate annually in the Australian Network on Disability Access and Inclusion Index</li> <li>• work with stakeholders to progress the NDIA's policies and business practices for access and inclusion frameworks, implementation and review/outcome mechanisms based on Index results</li> <li>• conduct an annual survey of employees with disability on access and inclusion and use results to inform future policy</li> </ul>	<p>Business Managers (SES Band 1) and Directors (EL2)</p> <p><b>30 Jun 2020</b></p>

# GOAL 4:

Our properties and procurement practices are fully accessible

OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<p><b>4.1 A framework for an NDIA property standard and properties meet the access standards as described in the NDIA Access Manual</b></p>	<ul style="list-style-type: none"> <li>Develop the framework for an NDIA property standard with tracking in place to ensure that properties meet access standards as described in the NDIA Access Manual</li> </ul>	<p>Branch Manager, Property and Security</p> <p><b>31 Dec 2019</b></p>
<p><b>4.2 The NDIA Consultative Network and Work Health and Safety Committees/forums include representation from the National Employee with Disability Network</b></p>	<ul style="list-style-type: none"> <li>Employees with disability are formally consulted about building design, accessibility and Work Health and Safety issues and actions that impact them</li> </ul>	<p>Branch Manager HR Operations/ People Services</p> <p><b>31 Dec 2018</b></p>
<p><b>4.3 Guidelines for accessible parking</b></p>	<ul style="list-style-type: none"> <li>Develop and implement the accessible parking guidelines</li> </ul>	<p>Branch Manager, Property and Security</p> <p><b>30 Jun 2019</b></p>



OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<p><b>4.4 The NDIA Procurement Policy includes a requirement that procurement documentation meet the NDIA accessibility requirements, and that agreements entered into contain mirror accessibility clauses to ensure accessible services outputs and outcomes are delivered</b></p>	<ul style="list-style-type: none"> <li>• Promote Procurement Policy accessibility considerations and compliance.</li> <li>• Ensure all procurement resources are accessible</li> </ul>	<p>Branch Manager, Strategic Procurement</p> <p><b>30 Jun 2019</b></p>
<p><b>4.5 The inclusion in NDIA procurement policy of mandatory consideration of disability owned business for delivery of goods and services</b></p>	<ul style="list-style-type: none"> <li>• Promote the development of effective supplier relationships with disability owned businesses through organisations such as <a href="http://BuyAbility.org.au">BuyAbility.org.au</a> and support procurement training and resources to employees to foster those relationships</li> </ul>	<p>Branch Manager, Strategic Procurement</p> <p><b>30 Jun 2019</b></p>

# GOAL 5:

Our Information Communication Technology is accessible and we are a leader in providing workplace adjustments

OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<p><b>5.1 Resolution of workplace adjustment and assistive technology matters is underpinned by policy, procedures and framework</b></p>	<ul style="list-style-type: none"> <li>• Undertake a review of current policy, procedures and framework to ensure best practice in service delivery is being achieved</li> <li>• Evaluate data collected on approval processes, implementation timeframes and management of workplace adjustment requests and requirements to inform future policies and practices</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>30 Jun 2019</b></p>
<p><b>5.2 Workplace adjustments are centrally managed and funded</b></p>	<ul style="list-style-type: none"> <li>• Update policy, processes and guidelines to accommodate for the central management and funding of workplace adjustments</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>30 Jun 2019</b></p>
<p><b>5.3 The option to have a Workplace Adjustment Passport is provided to employees</b></p>	<ul style="list-style-type: none"> <li>• Promote the Workplace Adjustment Passport to managers and new and existing employees with disability through a variety of communications</li> <li>• Update training products to include information on the Workplace Adjustment Passport</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>31 Dec 2018</b></p>



OUTCOME	ACTION	RESPONSIBILITY & TIMELINE
<p><b>5.4 We investigate new and emerging technology to further enable employees with disability</b></p>	<ul style="list-style-type: none"> <li>• Develop a process where new and emerging technology can be recommended, assessed and implemented to further enable all employees with disability</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>31 Dec 2018</b></p>
<p><b>5.5 When introducing new Information, Communication Technology products and/or carrying out upgrades, employees with disability are consulted at the design stage and carry out user testing prior to release</b></p>	<ul style="list-style-type: none"> <li>• Consult with NDIA ICT to develop a framework to ensure employees with disability are consulted at design stage and carry out user testing prior to implementation of new or upgraded Information Communication Technology products</li> </ul>	<p>Branch Manager, HR Operations/ People Services</p> <p><b>31 Dec 2018</b></p>

# APPENDIX A:

## Disability Definition

The two accepted disability definitions used in the APS are:

### **1. The Commonwealth *Disability Discrimination Act 1992 (DDA)* defines disability 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 disease or illness; or
- the presence in the body of organisms 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 disability that:
  - presently exists; or
  - previously existed but no longer exists; or
  - may exist in the future; or
  - is imputed to a person.

### **2. The Australian Bureau of Statistics (ABS) *Disability, Ageing and Carers: Summary of Findings 2003* defines disability as:**

A person has disability if they report that they have a limitation, restriction or impairment, which has lasted or is likely to last, for at least six months and restricts everyday activities. This includes:

- Loss of sight (not corrected by glasses or contact lenses)
- Loss of hearing where communication is restricted, or an aid to assist with, or substitute for, hearing is used
- Speech difficulties
- Shortness of breath or breathing difficulties causing restriction
- Chronic or recurrent pain or discomfort causing restriction
- Blackouts, fits or loss of consciousness
- Difficulty learning or understanding
- Incomplete use of arms or finger
- Difficulty gripping or holding things
- Incomplete use of feet or legs
- Nervous or emotional condition causing restriction
- Restriction in physical activities or in doing physical work
- Disfigurement or deformity
- Mental illness or condition requiring help or supervision
- Long-term effects of head injury, stroke or other brain damage causing restriction
- Receiving treatment or medication for any other long-term conditions or ailments and still restricted
- Any other long-term conditions resulting in a restriction.

**NOTE: This definition of disability is used for the collection of data on employees with disability for the APS census in its annual survey of Agencies.**

# APPENDIX B:

## Glossary of Terms

### Access and Inclusion Index

The Australian Network on Disability's [Access and Inclusion Index \(External\)](#) is a suite of tools designed to assist organisations to review their policies, procedures and practices to establish their progress in being accessible and inclusive for people with disability across their business.

### Accessibility

Accessibility refers to the design of products, devices, services or environments to provide people with the ability to access and benefit from a system or entity. This concept focuses on enabling access for people with disability and enabling access through the use of assistive technology; however, accessible design and development benefits to everyone. Accessibility is also a legislated requirement. The *Disability Discrimination Act 1992* (DDA) specifically outlines the need for equal access to information. The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) recognises access to information and communication technologies as a basic human right. This means everyone should have equal access to information regardless of their circumstances.

### Affirmative measures

Section 27 of the [Australian Public Service Commissioner's Directions 2016 \(External\)](#) provides the affirmative measure, which gives agencies the flexibility to identify a vacancy as open only to persons who have a disability, or a particular type of disability. The affirmative measure is designed to address the under-

representation of people with disability in the APS. The affirmative measure incorporates the provisions of clauses 16 and 17 of the former Directions—vacancies for people with intellectual disability and engaging people with disability likely to be unable to compete on merit.

### APS Diversity and Gender Equality Awards

The [APS Diversity and Gender Equality Awards \(External\)](#) recognise outstanding contributions to workplace diversity across the APS. In 2017 the NDIA was acknowledged for its efforts in improving employment opportunities, experiences and outcomes for people with disability with the Department/Agency award.

### As One: Making it Happen, the APS Disability Employment Strategy 2016-19

The [As One: Making it Happen, APS Disability Employment Strategy 2016-19 \(External\)](#) aims to increase the representation of employees with disability across the APS, including Indigenous people with disability. At its core, the Strategy seeks to offer people with disability multiple pathways into the public service, enable existing employees with disability to have better career opportunities and increase the representation of employees with disability in senior leadership positions.

### Assistive Technology

Assistive technology is the software or hardware support provided to people with disability to help them perform their role in the workplace.

### **Australian Network on Disability**

The [Australian Network on Disability \(External\)](#) is a not-for-profit organisation funded by its members who include large multinational corporations, small to medium enterprises, government departments and not-for-profit organisations. Its role is to help its members and clients become more confident and prepared to welcome people with disability into their organisations. They do this by providing advice and services on disability to employers, government representatives and industry bodies.

### **Disability Champion**

A Disability Champion is a senior person within the organisation who has an acknowledged role to sponsor, support or champion activities related to disability and access. The individual is proactive, an advocate and well known for the passion in this area.

### **Disability confidence**

Disability confident means a person is at ease communicating, socialising and working with people who experience disability. They have appropriate techniques and strategies to connect with people with disability.

### **Disability Confident Recruiter**

[Disability Confident Recruiter \(External\)](#) is an accreditation administered by the Australian Network on Disability. Once obtained, it asserts an employer's steadfast commitment to provide best practice recruitment conditions for people with disability. Employers seeking this accreditation must sign a Disability Confident Recruiter charter and meet the prescribed conditions. A Disability Confident Recruiter performs the following:

- Recruit from the entire talent pool by allowing skilled jobseekers with disability to compete on a level playing field.
- Make adjustments to the recruitment process for candidates who have disability.
- Provide an excellent candidate experience for all candidates.

### **International Day of People with Disability**

International Day of People with Disability is a United Nations sanctioned day celebrated on 3 December each year. The day aims to increase public awareness, understanding and acceptance of people with disability and celebrate the achievements and contributions of people with disability.

### **Protected participants**

A protected participant is a person who may be an NDIA employee, one of our partners, a public figure or have active legal or police orders. Protected participant status allows for additional protection of private information held with the NDIA. Once a record is approved as having protected access only a Restricted Access Manager (RAM) and two Restricted Access Officers (RAO) are able to view the record details. The RAM assigns the record to the RAO's who are then responsible for managing all activities associated with the participant.

### **RecruitAbility**

[RecruitAbility \(External\)](#) is a scheme aiming to attract and develop candidates with disability and also facilitate cultural changes in selection panels and agency recruitment. RecruitAbility can be applied to all vacancies across the APS. Candidates with disability who opt into the scheme, and meet minimum vacancy requirements advertised under the Scheme, are advanced to a further stage in the selection process.

### **Staff Participant Network**

The NDIA Staff Participant Network is a forum open to employees who are Scheme participants, or are a parent, family member or carer of a participant. The network works in an advisory capacity with the theme of co-design to influence the operations and people practices of the NDIA.

## Stepping Into Internship Program

The Australian Network on Disability [Stepping Into Internship program \(External\)](#) is a paid internship scheme, matching talented university students with disability with roles in leading Australian businesses. Students are placed for a minimum 152 hours, which can be worked as a four-week block or flexibly across a semester concurrent with studies.

## Unconscious bias

Unconscious biases are social stereotypes about certain groups of people individuals form outside their own conscious awareness. Everyone holds unconscious beliefs about various social and identity groups, which stem from one's tendency to organise social worlds by categorising. Unconscious bias is far more prevalent than conscious prejudice and often incompatible with one's conscious values. In some cases, certain scenarios can activate unconscious attitudes and beliefs. For example, biases may be more prevalent when multi-tasking or working under time pressure.

## Web Content Accessibility Guidelines (WCAG 2.0)

The [WCAG 2.0 \(External\)](#) is the global standard for web content accessibility. The guidelines are a series of testable statements developed by the World Wide Web Consortium. They were created to help web developers and website content authors. The guidelines include information on developing Internet pages, video content, PDF, word documents, emails, excel and PowerPoint. This allows all information created to be accessible and available to everyone. WCAG 2.0 AA compliance is a mandatory government requirement. It means all information on websites and intranets must be accessible.

## World Mental Health Day

World Mental Health Day, an initiative of the World Federation for Mental Health, is observed on 10 October each year. The day aims to raise awareness of mental health issues around the World and advocate for greater education and support.

## Workplace adjustments

Workplace adjustments are modifications made within the workplace to enable an employee to:

- perform their job role
- participate in selection processes and be considered for transfer, promotion, training or other employment opportunities
- access workplace facilities
- participate in work-related programs such as staff development and training.

## Workplace Adjustment Passport

A Workplace Adjustment Passport is a document, allowing employees with permanent or temporary disability, psychosocial condition, illness, injury or medical condition to outline agreed workplace adjustments in place and detail accessibility and inclusion requirements so they can do their job. A Workplace Adjustment Passport ensures any workplace adjustments agreed to is recorded and readily available should the passport holder change line manager, job role, or transfer to another area. The option to have a Workplace Adjustment Passport is voluntary and the Passport holder chooses with whom the document will be shared.

# APPENDIX C:

## Legal Obligations

### Disability Discrimination Act 1992

The [Disability Discrimination Act 1992 \(DDA\)](#) [External](#) makes discrimination against people on the grounds of disability unlawful in specific areas of public life. These include the workplace, accommodation, education, access to premises, clubs and sport, and in the provision of goods, facilities, services and land. The DDA prohibits discrimination against any person, or their associates, on the grounds of actual or assumed disability.

Within an employment context, 'It is unlawful for an employer or a person acting or purporting on behalf of an employer to discriminate against a person on the grounds of the other person's disability'. The Act also identifies two types of discrimination in relation to people with disability:

- Direct discrimination - when someone with disability receives less favourable treatment than a person without disability in the same circumstances, for example, not permitting a staff member with a disability to participate in a development program
- Indirect discrimination - when a policy, practice or requirement is applied equally but has a discriminatory effect on people with disability, for example, holding an interview in a room not accessible for people with a mobility impairment.

The DDA specifies discrimination can occur regardless of intention. Harassment on the basis of disability is also unlawful. Examples of this could be derogatory comments made or written in the course of an interview or restrictive personnel practices.

Some exceptions to the standards do exist. It is not unlawful to treat a person differently where it is reasonably intended to ensure they have equal opportunity, or if their condition may pose a risk to the health and welfare of themselves or others. A person must also be able to fulfil the inherent requirements as described to undertake a job or course of study, unless their inability can be overcome by making a workplace adjustment under 'reasonable adjustment provisions'.

**Fair Work Act**

The 'adverse action' provisions of the [Fair Work Act 2009 \(FWA\) External](#) states an employer cannot discriminate against an employee on the grounds of the employee's disability. The definition of adverse action includes:

- termination of employment
- injuring an employee in the course of employment
- altering the position of the employee to the employee's detriment
- discriminating between the employee and other staff
- refusing to employ a prospective employee
- discriminating against a prospective employee in the terms or conditions of employment.

**Work, Health and Safety Act**

The [Work, Health and Safety Act 2011 \(WHS\) External](#) provides a framework to protect the health, safety and welfare of all workers at work and of all other people who might be affected by the work. The Agency has an obligation under the WHSA to ensure a safe environment for all employees.

## Contact us

The NDIA welcomes feedback on our Disability Strategy & Action Plan. For more information about the development of this publication, or to request an alternative format, contact us through [inclusionanddiversity@ndis.gov.au](mailto:inclusionanddiversity@ndis.gov.au)

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