

*ACCESSIBLE ISLAND: TASMANIA'S DISABILITY  
FRAMEWORK FOR ACTION 2018-2021*

DISABILITY ACTION PLAN 2018-2021

DEPARTMENT OF PRIMARY INDUSTRIES, PARKS,  
WATER AND ENVIRONMENT

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VERSION 1.0

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## Foreword

I am pleased to present to the Tasmanian Community the Department of Primary Industries, Parks, Water and Environment (DPIPWE) Disability Action Plan 2018-2021. DPIPWE is committed to supporting the vision of *Accessible Island – Tasmania’s Disability Framework for Action 2018-2021 (Accessible Island)* through the delivery of actions identified in our *Disability Framework for Action 2018-2021*.

DPIPWE is determined to continue building on the successes highlighted by the Premier’s Disability Advisory Council (PDAC) in previous years such as the continuous improvements in the accessibility of our Parks and their facilities, the accessibility of our presence at AgFest and our commitment to providing diverse, flexible working arrangements across the State.

*Accessible Island* is the third and final Disability Framework for Action associated with the *National Disability Strategy 2010-2020 (NDS)* which outlines a national policy framework for improving the lives of Australians with disability, their families and carers. The underpinning themes of *Accessible Island* are:

- Ensuring access to and inclusion for government services, infrastructure and communications;
- Collaboration and consultation – sharing expertise and collaborate in the planning and development of services, infrastructure and communications; and
- Improving employment outcomes in the State Service.

I am excited to be leading such as diverse Department and dedicated workforce to deliver improvements to the lives of everyday Tasmanians.

**John Whittington**

**Secretary**

**Department of Primary Industries, Parks, Water and Environment**

## Background and objective of the DPIPWE Disability Action Plan

*Accessible Island* is Tasmania's third Disability Framework for Action (DFA) and has a four-year coverage from 2018 to 2021.

The DFA 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.

Along with all other Tasmanian Government Agencies, DPIPWE has prepared a Disability Action Plan (DAP) that articulates the actions we will undertake during the life of *Accessible Island* to support the delivery of its commitments.

*Accessible Island* has six outcome areas. These align with the NDS. DPIPWE's 2018-2021 plan focusses on three outcomes areas.

- Outcome area 1: Inclusive and accessible communities
- Outcome area 3: Economic Security
- Outcome area 6: Health and Wellbeing

## Organisational context

DPIPWE is a medium-sized Department with considerable history and a varied portfolio. We help build a strong and economically vibrant State, driving Tasmania's competitive strengths across primary industries and the environment.

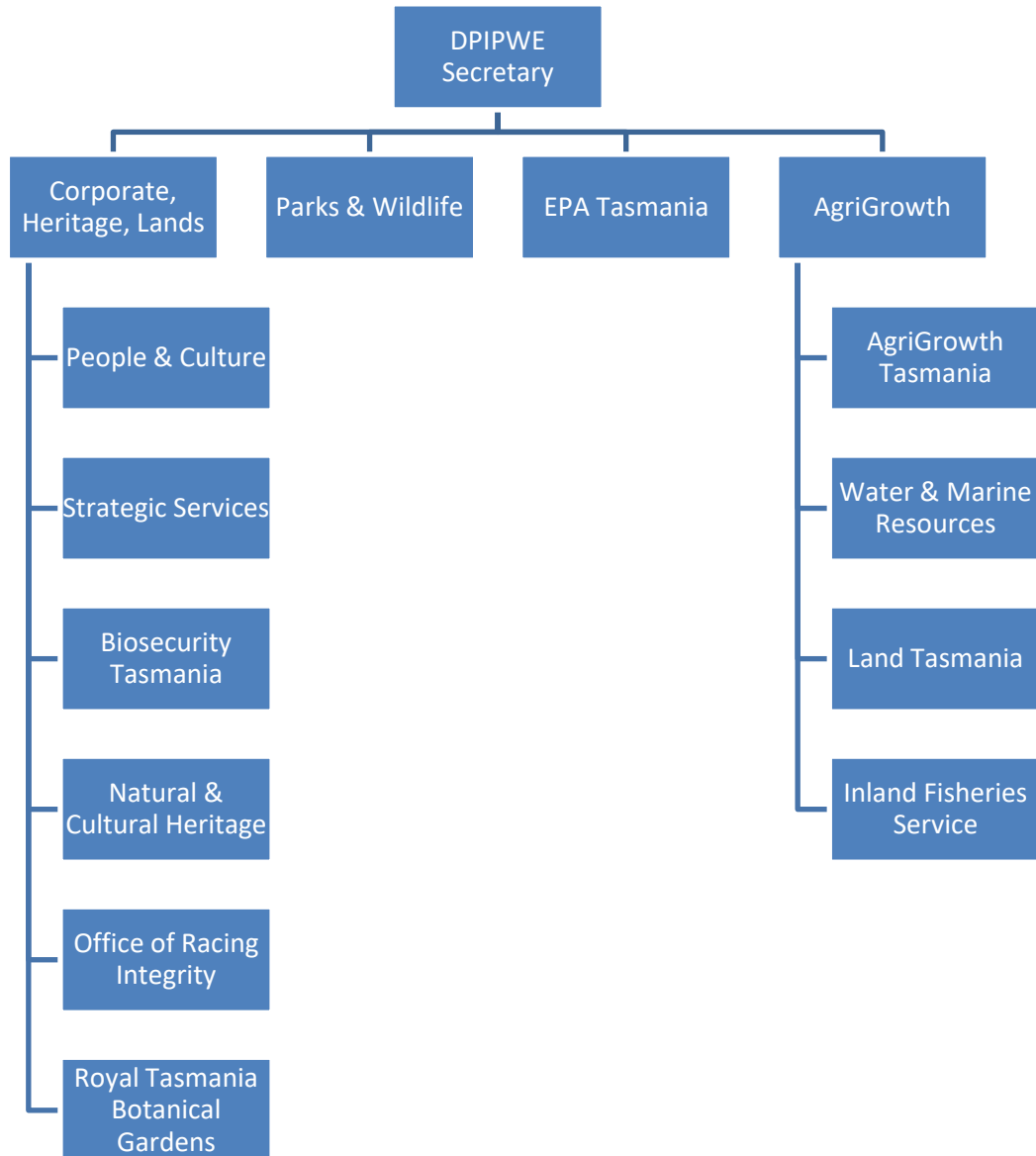
DPIPWE is responsible for the sustainable management and protection of Tasmania's natural and cultural assets for the benefit of Tasmanian communities and the economy. This includes providing guidance and support in the use and management of Tasmania's land and water resources; the protection and promotion of its natural, built and cultural assets; the delivery of services that support primary industry development; and the protection of the State's relative disease and pest-free status.

There are currently approximately 1,350 staff working at DPIPWE across 9 Divisions and 3 other Bodies. Figure 1 portrays the Department's high-level organisation structure:

DPIPWE is a Principles based organisation and our behaviour and decisions are guided by the following principles:

- We work together as one Department
- We are accountable for our performance
- We invest in our people
- We provide excellent client service

Figure 1: DPIPWE Organisational Structure June 2018



## Key Outcome Areas

This Action Plan covers the following *Accessible Island* and NDS outcome areas:

- Inclusive and Accessible Communities;
- Economic Security; and
- Health and Wellbeing.

## Consultation

### *Within the agency*

A Disability Action Plan Working Group (DAP WG) was established via an expression of interest process that was available to all DPIPWE employees; members represent the Strategic Services Division (Information Services Branch; Corporate Communications), Land Tasmania, Environment Protection Authority Tasmania, Parks and Wildlife Services and People and Culture.

The DAP WG consulted with a broad range of internal stakeholders and engaged with employees across the Department during development of the DAP.

### *With people with disability*

As part of the DAP development, staff with disability had opportunity to review the proposed DAP and provide feedback.

The DAP WG also considered the comprehensive *Stakeholder Consultation Process* review prepared by DPaC (Communities Sport and Recreation) as part of the development of *Accessible Island* to ensure the DAP meets the needs identified through state-wide consultation with people with disability, their families and carers.

## Monitoring and Reporting

DPIPWE will provide a report to PDAC (via Communities Sport and Recreation) after engagement with and approval by the Agency's Executive Committee. Reporting will also be included in the Agency's Annual Reports for the duration of the Plan.

## Evaluation

The DAP WG will evaluate the plan on an ongoing basis to ensure that it remains current and to ensure progress against objectives.

The DAP WG will also provide updates to the Secretary DPIPWE throughout the course of each reporting year, on a quarterly basis.

Agencies are required to provide an annual report on their DAP to the Premier's Disability Council (PDAC).

In 2021, when the DAP 2018-2021 concludes, Agencies will be asked to review the outcomes of their DAPs against *Accessible Island*.

## Outcome area 1: Inclusive and accessible communities

*People with disability live in accessible and well-designed communities with the opportunity for full inclusion in social, economic, sporting and cultural life.*

### **Where we are:**

We have already:

- Incorporated the findings from the 'Southern Accommodation Project (SAP) Access Appraisal Report' in September 2017 into the refurbishment design of Hobart's Lands Building (134 Macquarie St.). This includes:
  - the addition of a wheelchair-friendly lift;
  - additional disability bathroom facilities including additional toilets and shower including for visitors;
  - inclusion of Braille buttons in lifts;
  - accessible car parking space;
  - improvement of building entry accessibility including provision of compliant handrails and step edge tactile indicators;
  - hearing loop in the main conference room / emergency response centre; and
  - more flexible service counters offering a range of options for customers including seated and standing service areas, and an accessibility counter.
- Developed an Employee Wellbeing Strategy that encompasses mental (and emotional), social and physical wellbeing, with a primary focus on mental health. This has incorporated feedback from whole-of-Agency consultation.
- Completed upgrades to the Russell Falls Walk (Mt Field National Park) focused on improving accessibility for those with limited mobility. Includes reconstruction of the former bitumen path to enable two wheelchairs side-by-side and an improved gradient.
- Construction of new toilet facilities at The Neck Game Reserve, Bruny Island which are accessible to people with restricted mobility.
- The Mt Field Ability Expedition saw the successful trial of the use of a TrailRider (all-terrain wheelchair) through various challenging tracks at Mt Field National Park, including the Snow Gum and Pandani Grove Tracks. A TrailRider was also provided at Freycinet National Park, while in other areas the Parks and Wildlife Service installed a lakeside access ramp at Lake St Clair, and a balloon tyred beach wheelchair at Maria Island.
- Utilised the services of NDS service provider, Colony 47, to manage the removal of furniture and to facilitate re-use of furniture by charities and community groups. This has provided valuable employment opportunities and minimised the amount of furniture and goods that have been disposed of.

We will continue to:

- Incorporate staff feedback into SAP development and leverage these learnings for future building refurbishment such as the upcoming Northern Accommodation Project;



- Ensure that events run or attended by DPIPWE – such as the annual AgFest show – continue to provide suitable accessibility for staff and community members;
- Upgrade accessibility at The Neck Game Reserve, Bruny Island to include boardwalk access and improved viewing platforms; and
- Improve the accessibility of website infrastructure, content and functionality.

Emerging issues:

- Continue to work towards all websites reaching compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. All staff who develop online content will receive training via an online module designed to ensure they understand how to make sure their content is more accessible to all web users.
- The *Parks for all People* document covering access for the mobility impaired in Tasmania's National Parks and Reserves is out of print. While it is still available on the Parks & Wildlife Service (PWS) website it is no longer current and does not contain comprehensive enough information.
- PWS released a new Visitor Guide (*Tasmania's national parks and reserves including 60 Great Short Walks*) in January 2018. This does not include any information for people with a disability; rather, it directs readers to the PWS Website where the only relevant information is the outdated *Parks for all People* referenced in the point above. There is a great opportunity to produce a document complimentary to the Visitor Guide for people with disability, their families and carers.
- Ongoing challenges with making some information (such as LISTMap) accessible to all stakeholders.

## Actions

DFA No.	Output/brief description	Outcome	Who (lead)	Key dates/ milestones	Comments
1.3	Enhance the accessibility of the services and supports DPIPWE offers.	Improve the experience of all DPIPWE staff and stakeholders when engaging with the Agency, its services and the resources it manages.	All Divisions	Ongoing	
1.5	Provide reasonable workplace modifications for employees with disability as identified through individual occupational assessments.	Provide safe accessible buildings and workspaces to all staff.	People & Culture Strategic Services	Ongoing	Projects such as the Southern Accommodation Project (SAP) provide opportunities for DPIPWE to update physical accessibility. Ongoing workplace assessments ensure progress is other workplaces.
1.6	Promote the <i>Tasmanian Government Accessible Events Guidelines and Checklist</i> to agencies and event organisers in receipt of Government funding.	Ensure all events that DPIPWE sponsors or participants in are fully accessible to all members of the community.	Corporate Communications People & Culture All Divisions	Ongoing	The <i>Guidelines and Checklist</i> is available to all staff via Pod, DPIPWE's intranet. There is an opportunity to publish on the external website.
1.19	Support people with disability, their families and carers to build and strengthen supportive networks within the community.	The Divisions and Branches of DPIPWE that engage with the community continue to build strong, impactful relationships with community networks.	All Divisions	Ongoing	
1.20	Ensure government volunteering programs and opportunities are accessible to people with disability and align with national volunteering guidelines. Raise awareness of the capacity and contribution of people with disability as volunteers.	People with disability have the opportunity to participate in volunteer programs with as few barriers as possible.	People & Culture Project Management Office Volunteer Managers	July 2019	DPIPWE is undertaking a strategic review of Volunteer activity across the Agency, including how we engage Volunteer organisations and advertise opportunities.

1.24	Consult with people with disability on the design and implementation of Tasmanian Government policy and legislation.	All new policies have considered the needs and input of people with disability.	Strategic Services Policy Branch People & Culture	Ongoing	
1.28	Establish and promote a Disability Reference Group. Engage people with disability and disability expertise in planning, developing, implementing and reviewing inclusion initiatives to ensure actions are executed, reviewed and maintained.	Enable employees with disability to be actively involved in the review, development and implementation of how workplace initiatives impact them.	People & Culture	Ongoing	The DAP Working Group holds this responsibility.
1.29	Work with Tasmanian Government statutory authorities, state owned companies and government business enterprises to achieve the outcomes of Accessible Island.	Contribute to the achievement of the Tasmanian Government's Disability Framework for Action.	DAP WG People & Culture	Ongoing	
1.31	Develop a Tasmanian Government strategy for digital innovation and ICT that will take into account the need to ensure government digital and ICT services are accessible by customers and staff.	Contribute to development of Tasmanian Government Strategy and implement actions within DPIPWE as required, to improve accessibility of digital and ICT services to customers and staff	DAP WG and Communications Branch as led by Community Sport and Recreation	Ongoing	
1.32	Collaborate across government to share lessons learned and ensure a consistent approach in the maintenance, rebuild and design on intranet and internet sites.		All Divisions Community Sport and Recreation	Ongoing	

### **Outcome area 3: Economic security**

*People with disability, their families and carers have economic security, enabling them to plan for the future and exercise control over their lives.*

#### **Where we are:**

We have already:

- Launched a new Workplace Flexibility Procedure and supporting materials (including Flexible Work Toolkit; online eForm application replacing paper forms; Workplace Flexibility eLearning module) that enables all employees to consider a range of flexible work options that may assist them to best balance their work and personal lives and commitments. This not only relevant for employees with disability but also family members and carers.
- Launched the Inappropriate Workplace Behaviours eLearning module which includes a focus on discrimination, harassment and victimisation.
- Launched a new *Issue Resolution Policy and Procedure* (November 2017), with supporting documentation, that reinforces the Agency's commitment to providing a fair and supporting working environment for all employees.

We will continue to:

- Embed diversity and inclusion into all new and revised people-related documentation and processes
- Seek to understand the needs of employees with disability, and family members and carers of people with disability, in order to provide as much accommodation as is reasonably possible to ensure all employees enjoy the same facilities and opportunities.

Emerging issues:

- Development and launch of the Agency's Diversity & Inclusion Policy and Framework..
- The ability to identify, track and report upon disability metrics is constrained by the voluntary nature of self-reporting. We will need to improve the comfort of employees in reporting disabilities in order to better understand our demographics, how to address gaps and report on improvements.
- The Department remains aware of compounding effects that may occur for people with a disability coming from specific community or cultural groups.

## Actions

DFA No.*	Output/brief description	Outcome	Who (lead)	Key dates/ milestones	Comments
3.1	Implement the Tasmanian State Service <i>Diversity and Inclusion Policy and Framework 2017-2020</i> and develop specific plans in each Agency.	A formalised commitment to improving diversity and inclusion throughout the Agency in line with the approach taken across the TSS.	People & Culture	Commence and launch during 2019	Action from the People Strategy that needs to be scoped for development. .
3.2	Facilitate stronger relationships and identify placements in collaboration with Disability Employment Service providers.	Access to a broader talent pool; support a broader population of the community; lead by example as an employer.	People & Culture	TBC	Consideration to be given as to how we identify potentially suitable roles for people with various disabilities, and in engaging with Disability Employment Services providers, in the upcoming recruitment review process.
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>	Improve the diversity profile of DPIPW's employee base and provide a superior workplace by increasing the inclusivity of the DPIPW's culture.	Led by SSMO / Community Sport and Rec	Ongoing	
3.4	Work with agencies to: <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> </ul>	Develop a more inclusive work culture	People & Culture Department Leadership Group	Ongoing	

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	<ul style="list-style-type: none"> <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>				
3.7	Seek opportunities to collaborate with local government, business and the not-for-profit sector to share experiences and identify new opportunities relating to the experience of people with disability.	Collaborative relationships and approach to disability, aligned with other organisations	PWS		
3.9	Continue to support the National Disability Services JobsABILITY and BuyAbility initiatives.	N/A	N/A	N/A	This is an 'All' action; see Government statement of support at <a href="http://www.premier.tas.gov.au/releases/international_day_of_people_with_disability2">http://www.premier.tas.gov.au/releases/international_day_of_people_with_disability2</a>

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## **Outcome area 6: Health and wellbeing**

*People with disability attain highest possible health and wellbeing outcomes throughout their lives.*

### **Where we are:**

We have / we already:

- Provide a well-established Employee Assistance Program (EAP) service to all employees.
- Have a trained Contact Officer Network throughout the State who provide informal and first-point-of-contact support to employees.
- Developed an Employee Wellbeing Strategy that encompasses mental (and emotional), social and physical wellbeing, with a primary focus on mental health. This has incorporated feedback from whole-of-Agency consultation.
- Launched the Managing Mental Health Risks at Work eLearning module which includes a focus on identifying and managing risks to mental health in the workplace, such as workplace stress.

We will continue to:

- Provide workplace ergonomic assessments to all employees
- Promote a healthy workplace through continued promotion and maintenance of resources such as the Workplace Healthy Catering Guidelines
- Build disability awareness by improving and maintaining the Disability Awareness intranet page which includes information on recruiting new team members with a disability, and on the organisational benefits of hiring people with a disability
- Build the general awareness of family violence and improve the level of support offered to those experiencing family violence

Emerging issues:

- The ability to effectively monitor the health and wellbeing of employees is often reliant on observation or self-reporting. We will need to implement an effective monitoring system through the Employee Wellbeing Strategy that enables the Agency to capture and address issues, and make improvements
- The Department remains aware of the impact of family violence and the enhanced impact that this can have on people with disability

## **Actions**

<b>DFA No.*</b>	<b>Output/brief description</b>	<b>Outcome</b>	<b>Who (lead)</b>	<b>Key dates/ milestones</b>	<b>Comments</b>
6.4	Deliver health and wellbeing programs to State Service employees, including Mental Health First Aid courses.	Ongoing progress in strengthening the physical and mental health and wellbeing of all employees	People & Culture (Relationship Management and Employee Experience)		Part of a broader Wellbeing movement at DPIPWE through the launch of the Employee Wellbeing Strategy and associated programs.
	Engage all employees in disability inclusion practice and build momentum, practical knowledge and networks.	Understanding and awareness of 'disability' is not restricted to those with disability, but all employees. Development of more inclusive and supportive working environments.			Commitment approved by Exec and submitted to SSMO in current DFA.



## More Information

For further information about the Department of Primary Industries, Parks, Water and Environment *Disability Action Plan 2018-2021* please contact:

**disability@dpiuwe.tas.gov.au**

## Accountabilities

<b>Implementation</b>	DPIPWE Disability Reference Group, Division / Branch Heads
<b>Compliance</b>	
<b>Monitoring and Evaluation</b>	DPIPWE Disability Reference Group, People & Culture
<b>Development and/or Review</b>	DPIPWE Disability Reference Group, People & Culture

## Policy History

Approved by and date	DPIPWE Executive 23 September 2018
Commencement date	September 2018

## Document revision

Version	Date	Who	What
1.1			