



HEALTH CARE  
COMPLAINTS  
COMMISSION

# ***DISABILITY ACTION PLAN***

**2010 - 2013**

**TABLE OF CONTENTS**

**1. FOREWORD..... 3**

**2. POLICY STATEMENT ..... 4**

**3. OVERVIEW OF CORE BUSINESS AND FUNCTIONS..... 5**

**4. BENCHMARKS AND TARGETS FOR EEO GROUPS ..... 7**

4.1 Current benchmarks and targets ..... 7

4.2 Data Sources..... 7

4.3 Staff Profile..... 8

4.3.1 Table 1 Benchmarks – HCCC’s trend data over past 2 years ..... 8

**5. DEFINITION OF DISABILITY ..... 8**

**6. DISABILITY ACTION PLAN METHODOLOGY ..... 9**

6.1 Developing the Plan ..... 9

6.2 Implementing the Plan..... 10

6.3 Timeframe and key steps ..... 10

6.4. Monitoring, review and evaluation of the Plan..... 11

6.5. Measurement of progress..... 11

**7. COMMUNICATION STRATEGIES..... 11**

7.1 Consultation ..... 11

7.2 Communication ..... 11

7.3 Progress Reports ..... 12

**8. MAJOR OUTCOMES ACHIEVED FROM PREVIOUS DISABILITY ACTION PLANS ..... 12**

**9. THREE YEARLY DISABILITY ACTION PLANS..... 12**

**10. REFERENCES AND SOURCES..... 13**

**11. ACTION MEASURES - OUTCOMES..... 13**

11.1 Identifying and removing barriers to services for people with a disability ..... 14

11.2 Providing information and services in a range of formats that are accessible to people with a disability ..... 19

11.3 Making government buildings and facilities physically accessible to people with a disability ..... 22

11.4 Assisting people with a disability to participate in public consultations and to apply for and participate in government advisory boards and committees ..... 26

11.5 Increasing employment participation of people with a disability in the NSW public sector. 28

# DISABILITY ACTION PLAN 2010-2013

## 1. FOREWORD

The Commission's Disability Action Plan 2010-2013 has been developed in accordance with the Department of Ageing, Disability & Home Care's (DADHC) "*Guidelines for disability action planning by NSW Government agencies*" and, in consultation with the Commission's Executive and its Workplace Consultative Committee.

The Commission has a strong commitment, and corporate social responsibility, to equity and diversity, in both the workplace and in dealings with our clients. As such, the Commission is committed to the inclusion of people with disabilities in all aspects of our operations and service delivery.

The Disability Action Plan 2010-2013 builds on the strategies, and key activities, identified in the Disability Action Plan 2006-2009 and addresses the following:

- Steps will be taken to raise awareness of disability throughout the Commission.
- The Commission will recognise and respond to people with a disability as clients and members of the community at large.
- Recruitment procedures will be reviewed and developed to encourage applications from, and the employment of people with a disability.
- Employment of people with a disability will form an integral part of all equal opportunities policies and procedures.
- Steps will be taken to ensure that the working environment does not prevent people with a disability from taking up positions for which they are suitably qualified.
- Employees with a disability have the same opportunity as others to develop their full potential within the Commission.

The Commission is committed to implementing a realistic Plan, which improves access to the Commission's services and facilities for people with disabilities.

The Commission's Manager of Human Resources is responsible for ensuring the Plan's outcomes are achieved and reported on.

The Plan will be made available on our website and arrangements made to produce the Plan in other alternative formats to assist people with a disability if required.

I look forward to working with people with disabilities and other key stakeholders in further developing the strategies in this Plan to improve access to our services by people with disabilities.

Kieran Pehm  
**Commissioner**

## DISABILITY ACTION PLAN 2010-2013

### 2. POLICY STATEMENT

The Guidelines for disability action planning by NSW Government agencies embodies the NSW Government's commitment to an equitable whole-of-government approach to the provision of services for people with a disability.

The Commission is required under Section 9 of the NSW *Disability Services Act 1993* (DSA) to prepare a Disability Action Plan, and also has obligations under the:

- Commonwealth *Disability Discrimination Act 1992*;
- NSW *Anti-Discrimination Act 1977*;
- NSW *State Plan: A New Direction for NSW*; and
- *Better Together: A New Direction to Make NSW Government Services Work Better for People with a Disability and their Families*.

The *NSW State Plan: A New Direction for NSW* not only commits the NSW Government to the achievement of key social objectives for people with a disability, but also prioritises increased customer satisfaction with government services. It is a business imperative of every agency to create inclusive services that meet the needs of all customers, including those with a disability.

Specific *State Plan* targets are to:

- measure, report and improve customer satisfaction with government services' key social objectives;
- close the gap in the unemployment rate between people with a disability and the overall community by 50 per cent by 2016;
- increase the out-of-home participation rate of people with a severe or profound disability to at least 85 per cent.

*Better Together: A New Direction to Make NSW Government Services Work Better for People with a Disability and their Families* aims to promote and improve access by people with a disability to government services available to the rest of the community. Improving the coordination of accessible infrastructure is a key objective of *Better Together*.

The Commission is committed to planning for equitable services, facilities, and jobs for people with a disability through the delivery of better services that promote fairness and opportunity for all citizens and is demonstrated through our Disability Action Plan 2010 - 2013.

The Commission is committed to ensuring that people with disabilities:

- have equal opportunities to work and career development within the Commission;
- have equal opportunities for consultation and to attend training when employed within the Commission;
- have access to a complaints handling mechanism;
- have access to generic services managed, provided or funded by the Commission; and

## DISABILITY ACTION PLAN 2010-2013

- have an ongoing role in the development and monitoring of this Plan.

This Disability Action Plan demonstrates the Commission's commitment to minimising and, where possible, eliminating discriminatory practices and increasing access to services and premises for people with disabilities.

This Plan is considered a living document and will be updated as key activities are implemented in accordance with established timeframes during the reporting period. These key activities will be incorporated into the formal planning process and align with the Commission's budgetary cycle.

The Commissioner, the Executive and the Manager of Human Resources are responsible for overseeing the implementation of the Disability Action Plan.

Progress reports on the Plan will be included in the Commission's Annual Reports. Actions identified in the Plan will be incorporated into the Commission's Corporate and Divisional plans and budgetary structures and, performance measures tied to accessibility will be included in performance agreements for relevant staff.

### 3. OVERVIEW OF CORE BUSINESS AND FUNCTIONS

The Health Care Complaints Commission (HCCC) is a New South Wales public sector organisation, created by the *Health Care Complaints Commission Act 1988* (HCCC Act).

The NSW Health Care Complaints Commission (HCCC) acts in the public interest by receiving, reviewing and investigating complaints about health care in NSW.

The HCCC:

- receives and deals with complaints concerning the care and treatment provided by health practitioners and health services
- resolves complaints with parties
- provides opportunities and support for people to resolve their complaints and concerns locally
- investigates complaints and takes appropriate action
- prosecutes cases before disciplinary bodies
- advises the Minister and others on trends in complaints
- consults with consumers and other key stakeholders.

The HCCC is committed to ensuring that it acts fairly for all parties.

Amendments to the Health Care Complaints Act, introduced in March 2005, confirm the Commission's primary role of investigating serious complaints and increase the powers available to the Commission. The newly created position of Director of Proceedings ensures that decisions to prosecute a practitioner are made impartially and independently of the Commissioner and the investigation process.

As outlined in the Commission's Strategic Plan 2009-2012, the key result areas and strategies are:

**Document Title:** HCCC DISABILITY ACTION PLAN 2010 – 2013  
**Endorsed:** February 2010  
**Issued:** January 2010      **Revised:**  
**File No:**  
**Owner:** Human Resources

## DISABILITY ACTION PLAN 2010-2013

### 1. Comprehensive & Responsive Complaint Handling and Analysis

#### Strategies

- a. efficient and timely processing, assessment and resolution of complaints and review processes;
- b. promoting the Commission's services to the people of New South Wales
- c. analysing and providing information on health care incidents to health service providers to promote improvement in the quality of health care service delivery.

### 2. Investigate Serious Complaints

#### Strategies

- a. Ensuring a best practice approach for the conduct of all investigations
- b. Improving health care systems through recommendations arising from investigations

### 3. Prosecute Serious Complaints

#### Strategies

- a. Independent and timely determinations to prosecute
- b. Professional and competent prosecutions of serious complaints in the public interest

### 4. Accountability

#### Strategies

- a. Providing timely, accurate and relevant reporting to the Minister and the Parliamentary Committee on the Health Care Complaints Commission.
- b. Reporting publicly about the work of the Commission.

### 5. Organisation Development and Performance

#### Strategies

- a. Further development as a learning organisation that embraces a culture of continuous improvement, sharing of knowledge and promotes a productive, safe and satisfying workplace.
- b. Monitoring our performance to ensure work quality, organisation development, good governance and effective resource management

## DISABILITY ACTION PLAN 2010-2013

In recent years the Commission has focused its attention on improving the quality and efficiency of its core business of complaint handling, investigations and prosecutions and restoring public expectations of the Commission as a credible and trusted investigator of health care complaints.

The Commission has also been re-building positive and constructive relationships with health practitioners and health organisations to promote quality assurance practices in patient care and be a positive change agent for improving the standard of health care.

The Commission's key stakeholders will continue to require more detailed and timely performance and outcome information and reporting into the future.

### 4. BENCHMARKS AND TARGETS FOR EEO GROUPS

#### 4.1 Current benchmarks and targets

The NSW Government has set specific EEO employment targets for:

- Aboriginal people and Torres Strait Islanders; and
- Women in full-time employment.

Except where specific targets have been set, progress for EEO groups is benchmarked against their estimated representation in the NSW working age population (ages 15 to 64). The benchmarks are currently:

- 12% for people with a disability;
- 7% for people with a disability who require work-related adjustments.

#### 4.2 Data Sources

As illustrated by the Australian Bureau of Statistics *2003 Survey of Disability, Ageing and Carers* 17.9 per cent of persons in NSW (1,190,500) had a long-term disability that restricted their everyday activities. The incidence of disability increases with age.

Australian Institute of Health and Welfare analysis of the *2003 Survey of Disability, Ageing and Carers* has forecast that in the period 2006-10 there will be an increase of 11.6 per cent in the projected population of persons aged 65 years and over with a severe disability that restricts everyday activities. The incidence of severe disability is expected to rise by 9.1 per cent in the population aged 45 to 64 years.

The population benchmark for people with a disability is derived from the Australian Bureau of Statistics *1998 Survey Disability, Ageing and Carers* and consists of persons who:

- Live in households;
- Are aged between 15 and 64 years;

Document Title: HCCC DISABILITY ACTION PLAN 2010 – 2013  
Endorsed: February 2010  
Issued: January 2010 Revised:  
File No:  
Owner: Human Resources

## DISABILITY ACTION PLAN 2010-2013

- Have a disability which is likely to last 6 months or more;
- Are not retired or attending school; and
- Are not permanently unable to work.

The Commission's services are directed towards public sector organisations and, currently, limited information on clients with a disability is collected.

### 4.3 Staff Profile

At the end of the financial year 2008-09 the Commission employed 74.6 full-time equivalent (FTE) staff members (81 employees), of whom 4 comprise the Executive of the Commission.

A further breakdown of EEO data indicated that staff identified as follows:

- People with a disability: 16
- People with a disability requiring work-related adjustment: 7

The Commission is organised into an Executive Unit and a small Corporate Services Unit and comprises three organisational areas (Investigations Division, Legal Division, and Assessments and Resolution Services Division).

In order to maintain the NSW Government's benchmark that:

- 12% of each agency's workforce will be people with a disability, and
- 7% for people with a disability who require work-related adjustments

the Commission will take these targets into consideration when implementing the key objectives of the Disability Action Plan 2010-2013.

#### 4.3.1 Table 1 Benchmarks – HCCC's trend data over past 2 years

Source – HCCC Annual Report 2008-09

EEO Group	NSW Govt. Benchmark or target	% of HCCC total staff as at 30 June (excludes casual staff)	
		2008	2009
People with a disability	12%	18%	20%
People with a disability requiring work-related adjustment	7%	8.2%	8.6%

## 5. DEFINITION OF DISABILITY

The *Disability Services Act* (DSA) defines the target group for disability services as "people with a disability that is attributable to an intellectual, psychiatric, sensory, physical or like impairment or to a combination of such impairments". In this way, "disability" is defined more by behavior that manifests as a result of a disability, rather than the disability itself.



# DISABILITY ACTION PLAN 2010-2013

## 6. DISABILITY ACTION PLAN METHODOLOGY

### 6.1 Developing the Plan

The vision for disability action planning for the NSW Government is that people with a disability in NSW are able to access government services, facilities and jobs on an equitable basis through the delivery of better services that promote fairness and an opportunity for all citizens.

The disability action planning framework identifies seven outcomes. This framework specifies three levels of planning for government agencies with specific outcomes for each level. The planning levels are designed to enable an agency to develop a Disability Action Plan which is relevant and proportionate to their services and responsibilities.

The Commission's Disability Action Plan 2010-2013 has been developed in line with the Department of Ageing, Disability & Home Care *Guidelines for disability action planning by NSW Government Agencies* and is aligned with Level 1 planning i.e.

**Level 1 planning:** Planning to eliminate, as far as possible, discrimination in universal mainstream services, programs and facilities and public sector employment for people with a disability.

In accordance with Level 1 planning there are five main outcome areas within this universal level of planning i.e.

- **Outcome 1**

Identifying and removing barriers to services for people with a disability.

- **Outcome 2**

Providing information and services in a range of formats that are accessible to people with a disability.

- **Outcome 3**

Making government buildings and facilities physically accessible to people with a disability.

- **Outcome 4**

Assisting people with a disability to participate in public consultations and to apply for and participate in government advisory boards and committees.

- **Outcome 5**

Increasing employment participation of people with a disability in the NSW public sector.

## DISABILITY ACTION PLAN 2010-2013

Consultation, with relevant stakeholders and staff, has been undertaken as a part of the Planning process in order to gain constructive strategy development.

Comments from stakeholders were considered in preparing this Plan. On-going consultative processes will continue to be identified and undertaken as part of the implementation of the Disability Action Plan 2010-2013.

### 6.2 Implementing the Plan

The Disability Action Plan will be progressively implemented during the period 2010-2013 in accordance with established timeframes. The Plan will also be monitored and updated to reflect any significant changes in consultation with relevant stakeholders.

### 6.3 Timeframe and key steps

TIMEFRAME	KEY STEPS
<b>January 2010</b>	<ul style="list-style-type: none"> <li>Development of the Disability Action Plan 2010-2013 in consultation with key stakeholders</li> </ul>
<b>February 2010</b>	<ul style="list-style-type: none"> <li>Endorsement of the Disability Action Plan 2010-2013 by the Commissioner</li> <li>Formal lodgement of the Disability Action Plan 2010-2013 with the NSW Department of Ageing, Disability and Homecare</li> </ul>
<b>October 2010</b>	<ul style="list-style-type: none"> <li>Report on the progress of the Disability Action Plan in HCCC's 2009-2010 Annual Report</li> </ul>
<b>On-going</b>	<ul style="list-style-type: none"> <li>Implementation of performance measures, within designated timeframes and areas of allocated responsibility, as identified in the Disability Action Plan 2010-2013</li> </ul>
<b>June 2011</b>	<ul style="list-style-type: none"> <li>Formal review and update on the progress of the 2010-2013 Plan</li> </ul>
<b>October 2011</b>	<ul style="list-style-type: none"> <li>Report on the progress of the Disability Action Plan 2010-2013 in HCCC's 2010-2011 Annual Report</li> </ul>
<b>June 2012</b>	<ul style="list-style-type: none"> <li>Formal review and update on the progress of the 2010-2013 Plan</li> </ul>
<b>October 2012</b>	<ul style="list-style-type: none"> <li>Report on the progress of the Disability Action Plan 2010-2013 in HCCC's 2011-2012 Annual Report</li> </ul>
<b>June 2013 – December 2013</b>	<ul style="list-style-type: none"> <li>Finalise Disability Action Plan 2010-2013 and begin development of a "draft" Disability Action Plan for the period 2014 –2017 in consultation with key stakeholders</li> </ul>

## DISABILITY ACTION PLAN 2010-2013

<b>October 2013</b>	<ul style="list-style-type: none"><li>• Report on the progress of the Disability Action Plan 2010-2013 in HCCC's 2012-2013 Annual Report</li></ul>
<b>January 2014</b>	<ul style="list-style-type: none"><li>• Formal endorsement by the Commissioner and lodgement of HCCC's Disability Action Plan 2014-2017 with the Department of Ageing, Disability and Homecare</li></ul>

### 6.4. Monitoring, review and evaluation of the Plan

In implementing the Disability Action Plan 2010-2013, the Commissioner will ensure that the strategies are incorporated into the mainstream activities of all Divisions and individual Sections. However, it is recognised that there is still an on-going need for a clearly identified position to continue to coordinate the implementation and monitoring of the Plan. Consequently, the Manager, Human Resources will continue to perform this role for the new reporting period i.e. 2010-2013. The Manager, Human Resources reports to the Manager, Corporate Services.

The Commission's Workplace Consultative Committee (WCC) also has a role in the review, monitoring and evaluation of the Disability Action Plan 2010-2013. The Committee is chaired by the Manager, Corporate Services.

### 6.5. Measurement of progress

Integral to the successful implementation of the Commission's Disability Action Plan 2010-2013 is its incorporation into the Divisional plans and performance agreements of key staff. In addition, progress against the Disability Action Plan 2010-2013 will be measured against the performance indicators identified in the Plan. A formal review will be undertaken on an annual basis, and the Plan updated, with yearly progress included in the Commission's Annual Report. The relevant section of the Annual Report will be submitted to identified external agencies (where applicable).

## 7. COMMUNICATION STRATEGIES

### 7.1 Consultation

Key stakeholders, where applicable, will continue to be consulted in the implementation and review of the Commission's Disability Action Plan 2010-2013 including:

- Employees with a disability;
- Executive and senior managers;
- Commission staff, and
- Identified external agencies.

### 7.2 Communication

The Commission will ensure that our Disability Action Plan 2010-2013 is communicated to key stakeholders, where applicable. The Plan will also be made available on the Commission's website [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

Document Title: HCCC DISABILITY ACTION PLAN 2010 – 2013  
Endorsed: February 2010  
Issued: January 2010 Revised:  
File No:  
Owner: Human Resources

## DISABILITY ACTION PLAN 2010-2013

As part of this communication strategy updates on the progress on the implementation of the Plan will be highlighted in HCCC's Annual Reports available on the Commission's website.

### Internal key contact details are:

Manager, Human Resources  
Health Care Complaints Commission  
Level 13 - 323 Castlereagh Street  
SYDNEY NSW 2000  
Ph: 9219 7527

Email: vtinson@hccc.nsw.gov.au

As the Disability Action Planning process develops, updates will be posted on the Commission's intranet site, accessible by all staff and, where applicable, included in the agenda of the general staff meetings and/or senior management meetings.

### 7.3 Progress Reports

As indicated, dedicated annual reviews will be undertaken on the progress of the implementation of the Plan and provided to the Executive. The updated Plan will be accessible to all staff through the Intranet.

## 8. MAJOR OUTCOMES ACHIEVED FROM PREVIOUS DISABILITY ACTION PLANS

The Commission is committed to continuous improvement in disability access. Whilst not limited, major achievements have included:

- Disability Access Audit undertaken by the Australian Quadriplegic Association to enhance access for both staff and the general public on HCCC premises.
- Implementation of areas of action identified by the Audit.
- Review of the Commission's Emergency Evacuation Plan and Procedures to address the needs of people with a disability.
- Engagement of an external consultant to undertake reasonable workplace adjustments to assist staff with disabilities in their work environment.
- Enhancement of the Recruitment and Employment Policy and Work Related Grievance Handling Policy to reflect the Commission's equity principles.
- Provision of telephone typewriter (TTY) facilities for general use across all HCCC activities and inclusion in web-based publications.
- Development of the Commission's Employment of People with Disabilities Policy.
- Provision of relevant training to staff e.g. merit selection; EEO/Grievance/Diversity training.

## 9. THREE YEARLY DISABILITY ACTION PLANS

The last formal review of the Disability Action Plan 2010-2013 will occur in June 2013 with a further three-year Disability Action Plan developed for the new reporting period January 2014 –December 2017. The Plan will continue to build on the initiatives and

Document Title: HCCC DISABILITY ACTION PLAN 2010 – 2013  
Endorsed: February 2010  
Issued: January 2010 Revised:  
File No:  
Owner: Human Resources

## DISABILITY ACTION PLAN 2010-2013

achievements of previous Plans. Each new Plan developed will be formally lodged with the Department of Ageing, Disability and Homecare.

### 10. REFERENCES AND SOURCES

- NSW Department of Ageing, Disability and Home Care “Guidelines for disability action planning by NSW Government agencies”
- NSW *Disability Services Act 1993*
- Commonwealth *Disability Discrimination Act 1992*
- NSW *Anti-Discrimination Act 1977*
- NSW *State Plan: A New Direction for NSW*
- *Better Together: A New Direction to make NSW Government Services Work better for People with a Disability and their Families*
- NSW *Annual Reports (Departments) Regulation 2005*
- Australian Bureau of Statistics *2003 Survey of Disability, Ageing and Carers*
- Australian Bureau of Statistics *1998 Survey Disability, Ageing and Carers*
- NSW Department of Premier and Cabinet ([www.eeo.nsw.gov.au](http://www.eeo.nsw.gov.au))
- HCCC’s Strategic Plan 2009-2012
- HCCC’s 2008-09 Annual Report

### 11. ACTION MEASURES - OUTCOMES

The tables included in the Disability Action Plan 2010-2013 highlight each individual outcome, as listed below, and have been developed to address:

- Objective
- Target
- Area of responsibility
- Timeframe
- Resources
- Actual performance

#### Outcomes

- Identifying and removing barriers to services for people with a disability.
- Providing information in a range of formats that are accessible to people with a disability.
- Making Government buildings and facilities physically accessible to people with a disability.
- Assisting people with a disability to participate in public consultations and to apply for and participate in government advisory boards and committees.
- Increasing employment participation of people with a disability in the NSW public sector.

**DISABILITY ACTION PLAN 2010-2013**

**11. ACTION MEASURES - OUTCOMES**

<b>OUTCOME 1</b>					
<b>11.1 Identifying and removing barriers to services for people with a disability</b>					
<b>Identified barriers: Level of staff awareness of disability and diversity issues Budgetary constraints Adequate resources</b>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
<b>1.1 Corporate Services Survey</b>	a. Inclusion of awareness of disability related issues in the Corporate Services Survey to staff.	Manager, Corporate Services	Bi-annually 2011	Internal	
	b. Address issues identified in the Corporate Services Survey.	Executive Director, Corporate Services; Manager, Human Resources and Administration	Bi-annually 2011	Internal	
<b>1.2 Senior Executive Performance Agreements</b>	a. Performance measures relating to EEO and OHS are incorporated in SES performance agreements.	Commissioner; Directors	Annually	Internal	
<b>1.3 Telephone Typewriter (TTY) facility</b>	a. Maintain TTY facility to assist people with a disability to be able to contact and have access to HCCC's	Senior Administration Officer Records & Services	On-going	Internal External	

Document Title: HCCC DISABILITY ACTION PLAN 2010 – 2013  
 Endorsed: February 2010  
 Issued: January 2010      Revised:  
 File No:  
 Owner: Human Resources

## DISABILITY ACTION PLAN 2010-2013

OUTCOME 1					
11.1 Identifying and removing barriers to services for people with a disability					
Identified barriers: Level of staff awareness of disability and diversity issues Budgetary constraints Adequate resources					
OBJECTIVE	TARGET	AREA OF RESPONSIBILITY	TIMEFRAME	RESOURCES	ACTUAL PERFORMANCE
	services.  b. Ensure that there are adequate numbers of staff trained in the use of the TTY.	Directors; Manager, Human Resources	Annually	Internal External	
<b>1.4 Corporate Induction Program</b>	a. Review and update where necessary disability awareness material as contained in the Corporate Induction PowerPoint Presentation.	Manager, Human Resources; Senior Administration Officer HR	June 2010 June 2011 June 2012 June 2013	Internal	
<b>1.5 Staff training</b>	a. Ensure all staff who identify as having a disability have equal access to both internal and external training.  b. Identify suitable training for staff to address disability awareness issues e.g. client service;	Manager, Human Resources Directors; Managers  Manager, Human Resources; Manager, Assessments	On-going  On-going	Internal External  Internal External	

**Document Title:** HCCC DISABILITY ACTION PLAN 2010 – 2013  
**Endorsed:** February 2010  
**Issued:** January 2010      **Revised:**  
**File No:**  
**Owner:** Human Resources

**DISABILITY ACTION PLAN 2010-2013**

<b>OUTCOME 1</b>					
<b>11.1 Identifying and removing barriers to services for people with a disability</b>					
<b>Identified barriers: Level of staff awareness of disability and diversity issues Budgetary constraints Adequate resources</b>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
	conflict resolution; dealing with people living with a mental illness.  c. Inclusion of disability awareness issues material on the Intranet.  d. Review and maintain disability awareness issues material on the Intranet.	Manager, Human Resources; Senior Administration Officer HR  Manager, Human Resources; Senior Administration Officer HR	Ongoing  December 2010; Annually	Internal  Internal	
<b>1.6 EEO/Grievance/Diversity training</b>	a. All identified staff undertake refresher EEO/Grievance/Diversity training.  b. All new staff undertake EEO/Grievance/Diversity training.	Manager, Human Resources  Manager, Human Resources; Senior Administration Officer HR	Ongoing  On-going	Internal External  Internal External	
<b>1.7 EEO &amp; Workforce Profile Data Collection</b>	a. Review current procedures for capturing EEO data	Manager, Human Resources	Annually	Internal	

**Document Title:** HCCC DISABILITY ACTION PLAN 2010 – 2013  
**Endorsed:** February 2010  
**Issued:** January 2010      **Revised:**  
**File No:**  
**Owner:** Human Resources



**DISABILITY ACTION PLAN 2010-2013**

<b>OUTCOME 1</b>					
<b>11.1 Identifying and removing barriers to services for people with a disability</b>					
<b>Identified barriers: Level of staff awareness of disability and diversity issues Budgetary constraints Adequate resources</b>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
<b>Form</b>	e.g. re-survey staff; modifying EEO data screen in ESS to allow staff to update their own data; review EEO data form and AURION.  b. Monitor EEO data collected from new starters to ensure disability issues and/or work related adjustments that are identified are addressed and actioned.	Manager, Human Resources; Senior Administration Officer (Human Resources)	On-going	Internal	
<b>1.8 Grievance Policy and Procedures</b>	a. Ensure that reference to the Grievance mechanism process is included in all new policies and in the review of existing policies (where applicable).	Manager, Human Resources	On-going	Internal	

Document Title: HCCC DISABILITY ACTION PLAN 2010 – 2013  
 Endorsed: February 2010  
 Issued: January 2010      Revised:  
 File No:  
 Owner: Human Resources

**DISABILITY ACTION PLAN 2010-2013**

<b>OUTCOME 1</b>					
<b>11.1 Identifying and removing barriers to services for people with a disability</b>					
<b>Identified barriers: Level of staff awareness of disability and diversity issues Budgetary constraints Adequate resources</b>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
	b. Review grievance material as contained in the Corporate Induction PowerPoint Presentation.	Manager, Human Resources; Senior Administration Officer (Human Resources)	December 2010 December 2011	Internal	

Document Title: HCCC DISABILITY ACTION PLAN 2010 – 2013  
 Endorsed: February 2010  
 Issued: January 2010      Revised:  
 File No:  
 Owner: Human Resources

## DISABILITY ACTION PLAN 2010-2013

<b>OUTCOME 2</b>					
<b>11.2 Providing information and services in a range of formats that are accessible to people with a disability</b>					
<b>Identified barriers:</b> <b>Adequate resources</b> <b>Budgetary constraints</b> <b>Availability to the internet by clients</b>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
<b>2.1 Media/Education Resources Material</b>	a. Ensure material provided is in a range of formats that are accessible to people with a disability in relation to the provision and promotion of HCCC's services.	Manager, Human Resources  Communications and Stakeholder Relations Officer	On-going	Internal	
<b>2.2 Promotion of Telephone Typewriter (TTY) Facilities</b>	a. Promotion of TTY facilities to assist people with a disability to be able to contact and have access to HCCC's services.	Manager, Human Resources  Senior Administration officer, Records & Services	On-going	Internal External	
<b>2.3 Internet and Intranet facilities</b>	a. Ensure that any reviews of the design etc of HCCC's website and/or Intranet address the issue of people with a disability and are in line with NSW Government Website Style Documents	Manager, Corporate Services;  Manager Information and Technology;  Communications and Stakeholder Relations Officer	As required	Internal External	

**Document Title:** HCCC DISABILITY ACTION PLAN 2010 – 2013  
**Endorsed:** February 2010  
**Issued:** January 2010     **Revised:**  
**File No:**  
**Owner:** Human Resources

**DISABILITY ACTION PLAN 2010-2013**

<b>OUTCOME 2</b>					
<b>11.2 Providing information and services in a range of formats that are accessible to people with a disability</b>					
<b>Identified barriers: Adequate resources Budgetary constraints Availability to the internet by clients</b>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
	ensuring access capability.				
<b>2.4 Communication Strategy</b>	a. Review of the Communication Strategy.	Communications and Stakeholder Relations Officer	December 2010	Internal	
<b>2.5 Commission's Complaint System</b>	a. Have the capacity to capture and report on complainant and other identities' disability related demographical information in the Commission's Casemate data collection system	Manager Corporate Services;  Manager, Information and Technology	June 2010	Internal External	
	b. Review of the Assessments Procedure Manual to ensure that disability awareness issues are addressed.	Director Assessments & Resolution Services	On-going	Internal	
	c. Ensure complaints from people with a disability can be accepted in a range	Director Assessments & Resolution Services	On-going	Internal External	
		Director Assessments	June 2010	Internal	

Document Title: HCCC DISABILITY ACTION PLAN 2010 – 2013  
 Endorsed: February 2010  
 Issued: January 2010      Revised:  
 File No:  
 Owner: Human Resources

**DISABILITY ACTION PLAN 2010-2013**

<b>OUTCOME 2</b>					
<b>11.2 Providing information and services in a range of formats that are accessible to people with a disability</b>					
<b>Identified barriers: Adequate resources Budgetary constraints Availability to the internet by clients</b>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
	of formats.  d. Address <i>Memorandum C2008-10: Assistance For People With Writing Difficulties</i> in the review of the Assessments Procedures Manual.	& Resolution Services			
<b>2.6 Community Language Allowance Scheme (CLAS)</b>	a. AUSLAN trained staff to be considered for eligibility to undertake CLAS examination and payment of CLAS allowance.	Manager, Human Resources	May 2010 May 2011 May 2013 May 2014	Internal External	

## DISABILITY ACTION PLAN 2010-2013

OUTCOME 3					
11.3 Making government buildings and facilities physically accessible to people with a disability					
Identified Barriers: <b>Changes in legislation/standards</b> <b>Communication issues</b> <b>Budgetary constraints</b> <b>Adequate resources</b>					
OBJECTIVE	TARGET	AREA OF RESPONSIBILITY	TIMEFRAME	RESOURCES	ACTUAL PERFORMANCE
<b>3.1 Legislative building requirements meet required standards</b>	a. Ensure all facilities managed or leased by HCCC continue to comply with the Building Code of Australia and Australian Standards for access and mobility.	Manager, Corporate Services; Manager, Human Resources  Senior Administration Officer Records and Services	On-going	Internal External	
	b. Monitor physical access to HCCC premises to identify any barriers to physical access, taking all disability types into consideration.	Manager, Human Resources  Senior Administration Officer Records and Services	On-going	Internal External	
<b>3.2 Communication</b>	a. Ensure there is structured communication processes established between HCCC, Building Management to address areas of	Manager, Corporate Services;  Senior Administration Officer Records and Services	On-going	Internal External	

## DISABILITY ACTION PLAN 2010-2013

<b>OUTCOME 3</b>					
<b>11.3 Making government buildings and facilities physically accessible to people with a disability</b>					
<b>Identified Barriers: Changes in legislation/standards Communication issues Budgetary constraints Adequate resources</b>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
	concern relating to the physical access of premises for 323 Castlereagh Street, Sydney (includes levels 12 and 13).				
<b>3.3 Internal refurbishment of work and public areas</b>	a. Ensure all internal refurbishment of work and public areas carried out on levels 12, and 13 address issues relating to people with a disability.	Manager, Corporate Services;  Senior Administration Officer Records and Services	On-going	Internal External	
	b. Ensure adequate signs etc are accessible to people with disabilities.	Manager, Corporate Services;  Senior Administration Officer Records and Services	On-going	Internal	
<b>3.4 Budget</b>	a. Ensure there is a dedicated budget for the completion of works undertaken to facilitate people with	Manager, Corporate Services	On-going	Internal	

**DISABILITY ACTION PLAN 2010-2013**

<b>OUTCOME 3</b>					
<b>11.3 Making government buildings and facilities physically accessible to people with a disability</b>					
<b>Identified Barriers:</b>					
<p><b>Changes in legislation/standards</b>  <b>Communication issues</b>  <b>Budgetary constraints</b>  <b>Adequate resources</b></p>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
	a disability.				
<b>3.5 Evacuation Procedures/ Emergency Plan</b>	a. Review emergency evacuation procedures and plan to ensure inclusion of procedures for people with disabilities.	Manager Human Resources  Senior Administration Officer Records and Services	Annually	Internal	
	b. Ensure procedures for evacuation of people with disabilities is included in all fire warden, emergency training etc.	Manager Human Resources  Senior Administration Officer Records and Services	On-going	Internal External	
	c. Ensure all staff are aware of the emergency evacuation procedures i.e. inclusion in induction programs; availability on the Intranet; posters in workplace and public areas.	Manager Human Resources  Senior Administration Officer Records and Services	Annually	Internal	

**Document Title:** HCCC DISABILITY ACTION PLAN 2010 – 2013  
**Endorsed:** February 2010  
**Issued:** January 2010      **Revised:**  
**File No:**  
**Owner:** Human Resources



**DISABILITY ACTION PLAN 2010-2013**

<b>OUTCOME 3</b>					
<b>11.3 Making government buildings and facilities physically accessible to people with a disability</b>					
<b>Identified Barriers:</b>					
<p><b>Changes in legislation/standards</b>  <b>Communication issues</b>  <b>Budgetary constraints</b>  <b>Adequate resources</b></p>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
	e. Provision of emergency evacuation training to all staff which includes addressing issues for persons with a disability.	Senior Administration Officer Records and Services	Annually	Internal External	

**Document Title:** HCCC DISABILITY ACTION PLAN 2010 – 2013  
**Endorsed:** February 2010  
**Issued:** January 2010      **Revised:**  
**File No:**  
**Owner:** Human Resources

## DISABILITY ACTION PLAN 2010-2013

<b>OUTCOME 4</b>					
<b>11.4 Assisting people with a disability to participate in public consultations and to apply for and participate in government advisory boards and committees</b>					
<b>Identified barriers: Adequate resources Budgetary constraints</b>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
<b>4.1 Delivery of education and training services</b>	a. Ensure the needs of people with a disability are addressed in the delivery of education and information sessions in relation to the provision and promotion of HCCC's services e.g. visual aids; training material.	Communications and Stakeholder Relations Officer	On-going	Internal External	
	b. Ensure external venues used by HCCC are accessible and provide appropriate support and assistance for people with a disability.	Directors	On-going	Internal External	
<b>4.2 Consultation with external bodies</b>	a. Provision of advice to disability support groups of any amendments and/or changes made to the Commission's	Director, Assessments & Resolution Services  Communications and Stakeholder Relations Officer	As required	Internal External	

**Document Title:** HCCC DISABILITY ACTION PLAN 2010 – 2013  
**Endorsed:** February 2010  
**Issued:** January 2010      **Revised:**  
**File No:**  
**Owner:** Human Resources

**DISABILITY ACTION PLAN 2010-2013**

	Services.  b. Where deemed necessary liaise with disability groups or peak organisations in the development of information and/or education activities.	Communications and Stakeholder Relations Officer	On-going	Internal External	
<b>4.3 Disability Network Forum</b>	a. Participation at the Australian Employer's Network on Disability Forums.	Manager, Human Resources  Senior Administration Officer HR	On-going	Internal External	

## DISABILITY ACTION PLAN 2010-2013

<b>OUTCOME 5</b>					
<b>11.5 Increasing employment participation of people with a disability in the NSW public sector</b>					
<b>Identified barriers: Adequate resources Budgetary constraints Perceived perceptions by clients of “commitment/credibility” to disability issues</b>					
<b>OBJECTIVE</b>	<b>TARGET</b>	<b>AREA OF RESPONSIBILITY</b>	<b>TIMEFRAME</b>	<b>RESOURCES</b>	<b>ACTUAL PERFORMANCE</b>
<b>5.1 Recruitment Policies and Procedures</b>	a. Review the recruitment policy and procedures, job applicant information package etc to ensure that they are free from discrimination and address the needs of people with a disability.	Manager, Human Resources	February 2011	Internal	
	b. Review the Commission’s “Employment of People with Disabilities” policy.	Manager, Human Resources	December 2010	Internal	
<b>5.2 Reasonable Adjustment</b>	a. Ensure that the principles of reasonable adjustment are addressed for people with a disability during the job interview process and related appointment stages.	Directors;  Manager, Human Resources	On-going	Internal External	

## DISABILITY ACTION PLAN 2010-2013

### OUTCOME 5

#### 11.5 Increasing employment participation of people with a disability in the NSW public sector

**Identified barriers: Adequate resources  
Budgetary constraints  
Perceived perceptions by clients of “commitment/credibility” to disability issues**

OBJECTIVE	TARGET	AREA OF RESPONSIBILITY	TIMEFRAME	RESOURCES	ACTUAL PERFORMANCE
<b>5.3 Job Vacancies</b>	a. Review current recruitment processes to attract applications from people with a disability e.g. wording of advertisements.	Manager Human Resources  Senior Administration Officer Human Resources	November 2010	Internal	
	b. Explore options for advertising suitable job vacancies through Disability Networks.	Manager Human Resources  Senior Administration Officer Human Resources	December 2009	Internal	
	c. Inclusion of TTY facilities in job vacancies.	Manager Human Resources  Senior Administration Officer HR	As required	Internal	
<b>5.4 Merit Selection Training</b>	a. Merit selection training or merit selection refresher training undertaken by identified staff.	Manager Human Resources	December 2009 As required	Internal External	
		Senior Administration Officer HR Directors;	As required	Internal	

Document Title: HCCC DISABILITY ACTION PLAN 2010 – 2013  
 Endorsed: February 2010  
 Issued: January 2010      Revised:  
 File No:  
 Owner: Human Resources

## DISABILITY ACTION PLAN 2010-2013

### OUTCOME 5

#### 11.5 Increasing employment participation of people with a disability in the NSW public sector

**Identified barriers: Adequate resources  
Budgetary constraints  
Perceived perceptions by clients of “commitment/credibility” to disability issues**

OBJECTIVE	TARGET	AREA OF RESPONSIBILITY	TIMEFRAME	RESOURCES	ACTUAL PERFORMANCE
	b. Merit Selection training undertaken by all new Managers.	Manager Human Resources		External	
	c. Inclusion of disability awareness in external merit selection training.	Manager, Human Resources	As required	Internal External	
<b>5.5 Commission's Exit Questionnaire</b>	a. Monitor the Commission's Exit Questionnaire and address where applicable the reasons for staff leaving the Commission.	Manager Human Resources  Senior Administration Officer HR	On-going	Internal	

Document Title: HCCC DISABILITY ACTION PLAN 2010 – 2013  
 Endorsed: February 2010  
 Issued: January 2010      Revised:  
 File No:  
 Owner: Human Resources