

The Department of Planning,  
Industry and Environment's

# Disability Inclusion Action Plan

2019–23



**Our Disability Inclusion Action Plan 2019–23 is available on our website as an accessible PDF**

Published by NSW Department of Planning, Industry and Environment

[www.dpie.nsw.gov.au](http://www.dpie.nsw.gov.au)

for enquires: [Diversity@planning.nsw.gov.au](mailto:Diversity@planning.nsw.gov.au)

Title: Disability Inclusion Action Plan 2019–23

Version 1.0

Date: December 2019

Owner: People, Performance and Culture  
Next review date: December 2023

© State of New South Wales through Department of Planning, Industry and Environment 2019. The information contained in this publication is based on knowledge and understanding at the time of writing (December 2019). However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the appropriate departmental officer or the user's independent adviser.

## Contents

Acknowledgement of Country	3
Secretary's message	4
About us	5
Framework of four key outcome areas	6
Guiding principles	6
Definition of disability	8
Disability in Australia	9
Where we are now	10
Where we are going	10
How we will get there	10
Overview	10
Our people, our plan	11
<b>FOCUS AREA 1</b> <b>Attitudes and behaviours</b>	12
<b>FOCUS AREA 2</b> <b>Inclusive employment</b>	14
<b>FOCUS AREA 3</b> <b>Accessible systems and processes</b>	16
<b>FOCUS AREA 4</b> <b>Liveable communities</b>	18
Monitoring and reporting	19



## Acknowledgement of Country

The Department of Planning, Industry and Environment acknowledges the Traditional Custodians of the land on which we live and work, and pay our respects to Elders past, present and future. We also acknowledge our Aboriginal and Torres Strait Islander employees who are an integral part of our workforce.

---



## Secretary's message



As we build our new department, I'm aware of the rare opportunity we have to make diversity and inclusion one of our founding principles.

I want our people to feel safe and receive the support they need to be successful in their work and achieve their career potential. When we support the differences and varied needs of our people, we better reflect the communities we serve. By ensuring our services, facilities and programs are more accessible to our communities, only then can we say we have served NSW well.

This Disability Inclusion Action Plan (DIAP) highlights our initial steps towards achieving the target of 5.6% of government-sector roles being held by people with disability by 2025.

We're currently at 2.4%. While this target may present a challenging stretch goal, it also provides opportunities to aim higher to ensure inclusion is part of our DNA. To achieve this, we need to do things we've never done before. We need to use every lever available to us across our organisation to lead and

embed accessibility and inclusion principles in everything we do. This will make DPIE an employer of choice not only for people with disability but for everybody. This is the type of department I want to create.

You get the best out of people by treating them with respect. Everyone in the department should be equally valued.

Inclusion is everyone's responsibility, so join me in making DPIE a great place for everyone to work, so we can give our best to the citizens of NSW.

### **Jim Betts**

Secretary, NSW Department of Planning,  
Industry and Environment

December 2019

## About us

The Department of Planning, Industry and Environment strives to be a global leader in the planning and management of resources, environmental and socio-economic security, financial affordability, land use and carbon emissions.

The department was formed on 1 July 2019, and brings together specialists in urban and regional planning, natural resources, industry, environment, heritage, Aboriginal and social housing, and regional NSW.

Having a diverse workplace gives us a deeper understanding of the communities we serve and allows us to deliver better outcomes through a wide range of expertise, perspectives and innovative ideas.

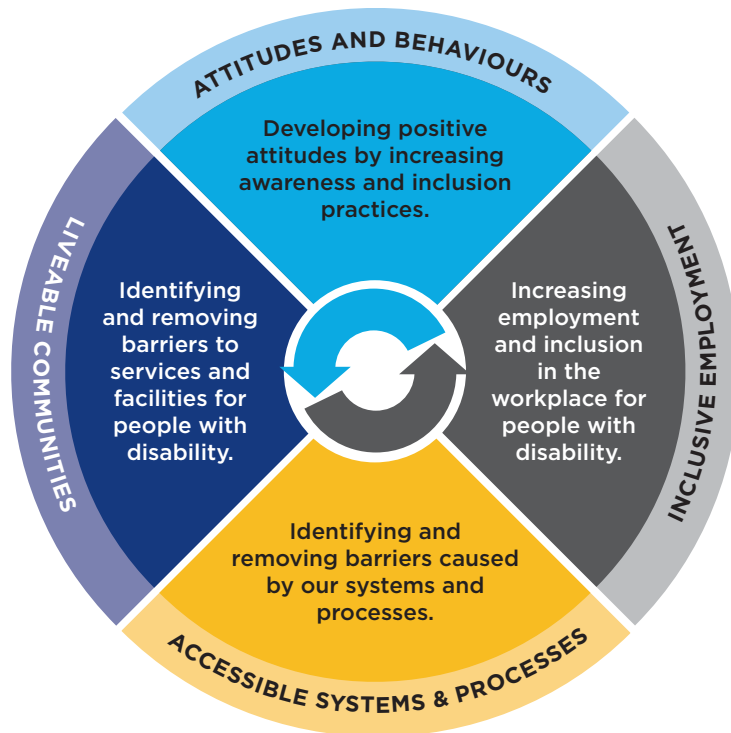
We are committed to recognising and focusing on our people's abilities and future capabilities, not their disability. We recognise the talent inherent in all of our people.

### Our vision

Our vision is an inclusive culture where the diversity of people, customers and communities are embraced, respected and contribute to our organisation's success.



## Framework of four key outcome areas



## Guiding principles

This plan is aligned with eight guiding principles of the United Nations Convention on the Rights of Persons with Disabilities. The convention acknowledges people with disability have the same human rights as those without disability.

1. Respect for inherent dignity and individual autonomy, including the freedom to make one's own choices
2. Non-discrimination
3. Full and effective participation and inclusion in society
4. Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
5. Equality of opportunity
6. Accessibility

7. Equality between men and women
8. Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities

Here are some of the sector strategies that have informed our Disability Inclusion Action Plan:

### Disability Inclusion Act 2014 (NSW)

As part of the *NSW Disability Inclusion Act 2014* public authorities must have disability inclusion action plans setting out the measures they will put in place so that people with disability can participate fully in the community. Authorities must report on the implementation of their plans as part of their annual reports.





## United Nations Convention on the Rights of Persons with Disabilities

This plan is aligned to the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities which acknowledges that people with disability have the same human rights as those without disability.

The convention was endorsed by Australia in 2008 and signified a commitment by all levels of government to ensure mainstream services can be provided in a way that does not directly or indirectly prevent people with disability fully participating.

## The National Disability Strategy 2010–2020

The federal government's National Disability Strategy 2010–2020 aims to improve the lives of people with disability, their families

and carers. The NSW Disability Inclusion Plan aligns with National Disability Strategy through its commitment to removing barriers so that people with a disability can meaningfully participate and enjoy an inclusive community.

Our approach is guided by these principles and this plan has been developed around the four key outcome areas in the NSW Disability Inclusion Plan:

- **liveable communities**
- **inclusive employment**
- **attitudes and behaviours**
- **systems and processes**

As a member of the Diversity Council of Australia and the Australian Network on Disability, the department is also guided by the support and expert advice given by these national bodies, along with the broader membership network.



## Definition of disability

Guiding our understanding and approach in developing this plan is the definition of disability in the *Disability Inclusion Act 2014* (NSW). It defines disability as:

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

This definition views disability as a result of interaction between people living with a range of impairments and their physical, attitudinal, communication and social environment.

Disability is not just about impairment. The responsibility to break down barriers rests with the whole community.

We acknowledge disability may be visible or invisible, ongoing or episodic, stable or deteriorating. Carers of people with disability have the same rights in the workplace as people with disability.

The above definition reflects the ‘social model’ of disability, which is now internationally recognised in the United Nations Convention on the Rights of Persons with Disabilities as the way to view and address disability.

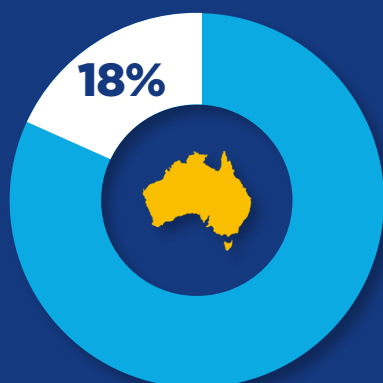
We have also adopted the scope of disability from the Commonwealth *Disability Discrimination Act 1992*, which describes disability as including impairment that is:

- physical
- intellectual
- sensory
- psychiatric
- neurological
- the result of the presence in the body of disease-causing organisms.

This plan has been developed within the context of the following legislations, policies and conventions:

- *Disability Inclusion Act 2014* (NSW)
- *Government Sector Employment Act 2013* (NSW)
- *Disability Discrimination Act 1992* (Commonwealth)
- *Anti-Discrimination Act 1977* (NSW)
- National Disability Strategy 2010–2020
- Jobs for people with disability: A plan for the NSW public sector (2017)
- United Nations Convention on the Rights of Persons with Disabilities
- NSW Strategy for Mentally Healthy Workplaces 2018–22





**4.3 million people in Australia have disability**



**1.3 million people in NSW have disability**



**80% of disabilities are not visible**

## Disability in Australia

### Disability and employment statistics

**1 in 3** people either has disability or is likely to be close to someone who has disability

**1 in 3** Australian households include a person with disability

**78%** of people with disability have a physical condition

**80%+** of disabilities are not visible

**90,000** people have a mental health condition

**30,000** people are Auslan users

**357,000** are blind or have low vision

**4.4%** of people with disability use a wheelchair

**1 million people** from non-English speaking backgrounds have disability

### **27% of the Aboriginal and Torres Strait**

Islander population 15 years and over report physical disability or a long-term health condition

*Source for all figures on this page:  
Australian Network on Disability (AND)*

## Where we are now

In our department of 12,600 employees, 2.4% means approximately **300 roles are held by people with disability** (*July 2019 Equal Employment Opportunity stats*).

## Where we are going

The target of 5.6% means approximately **705 roles in the department must be held by people with disability by 2025**.

To reach this target we need 405 additional recruits with disability in 6 years, or **67 each year**.

## How we will get there

This plan is our commitment to include people with disability as employees, customers and part of our communities. Our calls to action are the foundations on which we will create clear and measurable progress as we make the Department of Planning, Industry and Environment a great place to work for everyone and build a platform that lets us best service all citizens of NSW.

## Overview

The *Disability Inclusion Act 2014* requires NSW public authorities to develop a disability inclusion action plan that outlines how they will make mainstream services and community facilities more accessible for people with disability.

This document represents the Department of Planning, Industry and Environment's plan. It considers previous plans from across the department and outlines our commitment to improving accessibility and inclusion from 2019 to 2023.

**IN 2018**

**2.4%**



NSW government  
-sector roles were  
held by people  
with disability  
(0.2% decrease  
from 2017)

**BY 2025**

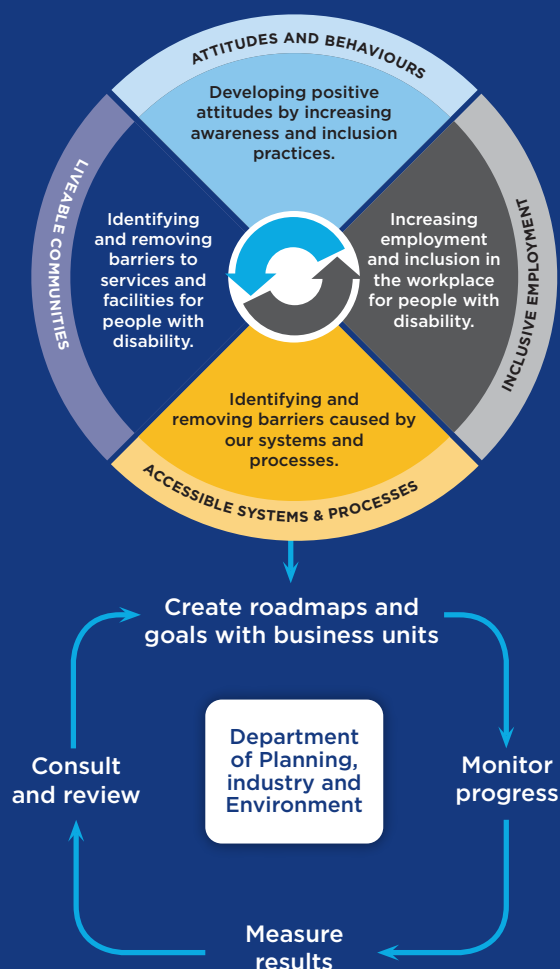
**TARGET OF**

**5.6%**



NSW government  
-sector roles are  
held by people  
with disability

## December 2019 launch plan



Building on the successes of individual agency achievements, this plan is key to making our department an employer of choice, where all employees feel safe, respected and valued. We promise to ensure people with disability:

- are treated with dignity and respect
- can make full use of their individual capabilities
- are consulted about any workplace adjustments they need
- have rights to privacy, confidentiality and choices about their personal information
- work in environments free from all forms of discrimination and harassment.

## Our people, our plan

This plan brings together successful programs and initiatives from previous agencies, along with extensive knowledge and lessons learned, to create a framework for a new department that is committed to lasting, impactful change.

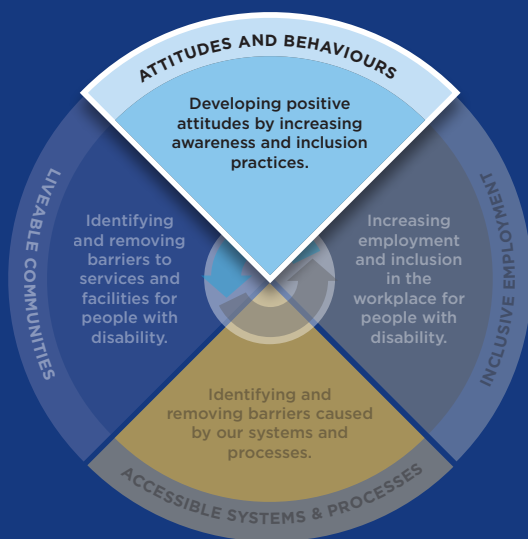
In shaping this plan, we have consulted and engaged with people who have lived experience of disability, those who are carers of people with disability, and accessibility experts from across the department. Focusing on the needs of our employees, visitors, customers and service users, we sought input and feedback from:

- Disability Employee Networks—Chair and members
- Disability Inclusion Action Plan Employee Reference Group—our people with lived experience of disability, carers of people with disability, and accessibility experts
- members of the Disability Inclusion Action Plan and Diversity and Inclusion Committees
- People, Performance and Culture teams including: Work Health and Safety; Recruitment; People and Culture Business Partners; internal and external communications teams; and the Property, Fleet and Facilities team.

## FOCUS AREA 1

### Attitudes and behaviours

Develop positive attitudes and improve inclusion for people with disability by increasing disability awareness and education programs.



This means as an employee, manager and senior executive of the cluster:

- I acknowledge and value diversity
- I make sure the workplace is free from bullying and harassment
- my workplace creates opportunities to attract people with disability
- I belong in my team and workplace
- my workplace is disability-aware
- disability inclusion is embedded in my workplace.

## Success indicators

- Leaders commit to and role-model inclusive and accessible attitudes and behaviours
- Disability-related information, priorities and programs are communicated throughout the department
- Increased participation rates of staff completing disability awareness and confidence training
- Increased awareness and support of invisible disability such as mental health conditions and neurodiversity
- Increased number of programs for people with disability tailored to underrepresented groups such as those based on gender, Aboriginality, cultural, sexuality or age

National Parks and Wildlife Service Ranger, Amanda Lavendar worked tirelessly to bring to life the wheelchair accessible kayak launch on the Edward River near Echuca (NSW/Victoria border).





## Our calls to action

Establish a departmental Diversity and Inclusion Committee

---

Develop an implementation plan to support and review the progress of this Disability Inclusion Action Plan

---

Foster consultation with the department's disability employment network/s

---

Design ways to raise inclusion and awareness of visible and invisible disability, not just on the International Day of People with Disability

---

Promote a workplace that values inclusion and diversity

---

Create an environment where all employees feel comfortable sharing information about their disability, if they choose to

---

Provide a workplace where all our people can demonstrate inclusive attitudes and behaviours through leadership role-modelling and enhancing disability awareness

---

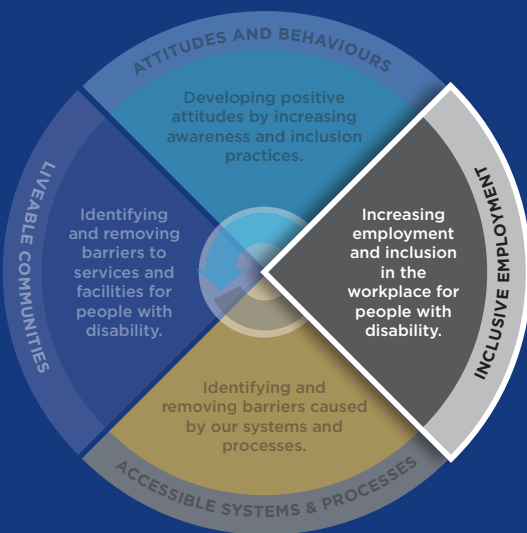
Identify support services for employees with disability and their workplace managers

---

## FOCUS AREA 2

# Inclusive employment

Have 5.6% of roles held by people with disability by 2025, with the department becoming an employer of choice for people with disability.



As an employee, inclusive employment means:

- I can find employment that matches my skill set
- I feel valued and supported by my manager and colleagues
- my career development reflects my abilities
- my workplace environment and equipment are accessible
- I can easily access workplace adjustments and flexible working
- disability is not an afterthought.

## Success indicators

- Attrition rate for staff with disability is consistent with overall departmental attrition rates
- Recruitment programs for candidates with disability lead to ongoing meaningful employment
- Increase the:
  - number of roles held by people with disability each year
  - number of roles advertised that are targeted to candidates with disability
  - engagement and satisfaction rates of employees with disability (measured through the People Matter Employee Survey)



## Our calls to action

Investigate 'Disability Confident Recruiter' accreditation status or similar

---

Raise recruitment team and hiring manager awareness of inclusive recruitment

---

Set and implement inclusive recruitment standards for all internal and external recruitment

---

Set and implement inclusive recruitment standards for all third-party recruitment agencies

---

Develop relationships with and use disability employment agencies and networks

---

Map the current and desired employee experience for people with disability and identify gaps (including IT and building services)

---

Formulate and implement plans to bridge any gaps in the employee experience for people with disability

---

Increase disability confidence of leaders and staff who provide services and support to people with disability, e.g. awareness sessions for People Business Partners, people managers and leaders

---

Provide support and advocacy to new and existing employees with disability to maximise their success

---

Ensure all requests for workplace adjustments, support and advocacy are fulfilled within an agreed timeline

---

Scope and implement a central budget for workplace adjustments

---

Source/develop checklists for internal and external events and experiences to ensure inclusivity

---

Ensure all employees have access to learning, development and career advice

---

Co-design a confidential process for employees with disability to request and receive workplace adjustments, support and advocacy

---

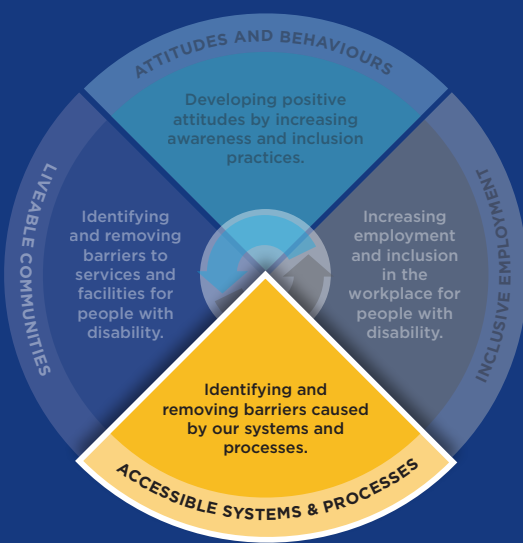
Implement a voluntary workplace adjustment passport to enable greater employee mobility and career progression in the department

---

## FOCUS AREA 3

### Accessible systems and processes

Identify and remove barriers caused by our systems and processes that hinder access by staff and users with disability.

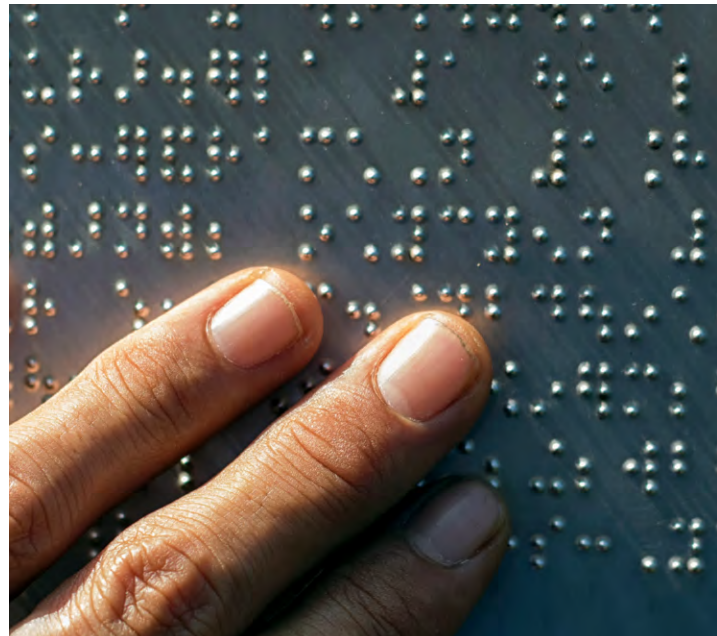


This means that as a customer and/or employee:

- products and services are accessible and inclusive
- I am aware of department systems and processes
- I can access department systems and processes I need at work or in the community
- I can have a say in developing future systems and processes.

### Success indicators

- Internal and external websites adhere to Web Content Accessibility Guidelines (WCAG) 2.0 AA standards
- Improved People Matter Employee Survey score for Q2 *My team is equipped with the right tools to provide good customer service*
- Personal emergency evacuation plans are used in evacuations and drills





## Our calls to action

Consult and secure feedback from people with disability from the beginning when designing or updating systems or processes

---

Develop systems to maintain confidentiality about the disability status of employees

---

Ensure publications, media, websites and intranets are accessible and information is available in a variety of mediums

---

Ensure internal and external feedback, complaint and consultation channels are accessible and in a variety of formats

---

Provide internal system and process accessibility for all employees and contractors

---

Ensure accessibility is a mandatory consideration in procurement of new technologies and business systems for the organisation

---

Ensure assistive technologies are available and can be supported by the information and communication technology teams

---

Expand and promote a social procurement policy across the department

---

The mandatory personal emergency evacuation plan system is fully communicated and implemented

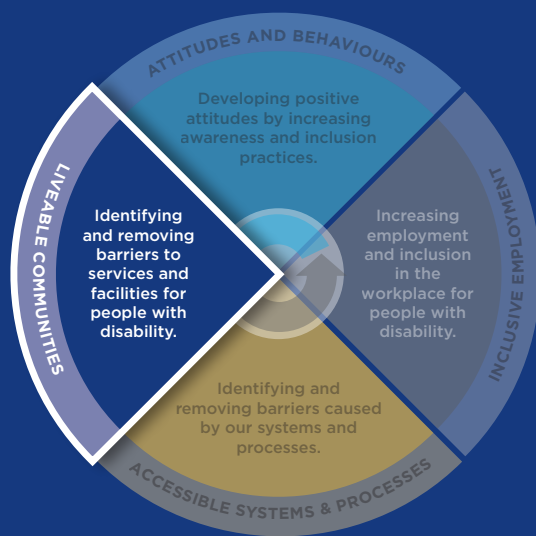
---



## FOCUS AREA 4

### Liveable communities

Ensure our departmental buildings and facilities are accessible and inclusive for all people who access them.



As a person with disability, a liveable community means:

- I can use departmental facilities and services as required
- I can use the built environment safely and with dignity
- I can participate in the development process for the built environment and facilities in the natural environment.

### Success indicators

- Improvements in accessibility of physical built environment and facilities within natural environments
- Reduction in number of complaints about physical access from employees, visitors and customers with disability
- Increase in number of accessible programs and initiatives provided by the department

### Our calls to action

Identify leading global and Australian accessibility standards, specifications and guidelines

Review existing and planned facilities and experiences to ensure accessibility and inclusion practices are embedded

Ensure stakeholders with lived experience of disability are consulted in the design and planning process for the built and natural environment

Lead accessibility and inclusion principles in the design and planning process for the built and natural environment

Strive towards best-practice approved designs to the agreed best-practice standards

## Monitoring and reporting

This plan is intended to be agile, requiring ongoing review, evaluation and monitoring to support its effective implementation. We will regularly review the plan to ensure it remains relevant and meaningful in a changing environment. We will regularly consult with our people with lived experience of disability to determine the priorities and success of programs and initiatives.

To monitor the progress of the plan we will ensure:

- business units develop SMART (specific, measurable, achievable, relevant and time-bound) actions, specific to their business unit
- progress is reviewed, monitored and reported quarterly to the Secretary of the department
- progress and achievements are reported in the department's annual report
- continued, regular consultation with employees with lived experience of disability and carers of people with disability to review outcomes of the plan
- the People Matter Employee Survey results are used as one measure of success.

