Department of Transport

Accessibility Action Plan 2020-2024

VICTORIA State Government | Department of Transport

Acknowledgement of Country

We proudly acknowledge Victoria's First Nations peoples and their ongoing strength in practising the world's oldest living culture. We acknowledge the Traditional Owners lands and waters on which we live and work, and pay our respects to their Elders past, present and emerging.

Accessible version of the document

Please email the Inclusion & Diversity Team to obtain an accessible version of this document.

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Message from Secretary

It gives me great pleasure to launch the Department of Transport's refreshed Accessibility Action Plan 2020-2023 (this AAP).

A strong commitment to equity, inclusion and diversity goes to the heart of our values at the Department of Transport (DoT). We recognise that an inclusive, diverse and accessible workplace provides the best possible outcomes for our people and is fundamental to meeting the needs of all Victorians.

People with disability are one of five priority diversity groups outlined in our **DoT Inclusion and Diversity Strategy**. Creating an inclusive workplace culture at DoT where all our people feel safe and empowered to be themselves is a key goal for our Department.

DoT is committed to aligning its work with best practice and Victorian government strategies supporting people with disability, including:

- **Absolutely Everyone: State Disability Plan 2017-2020**
- **Every Opportunity: Victorian economic participation plan for people with disability 2018-2020**
- **Getting to Work: Victorian public sector disability employment action plan 2018-2025**
- **Accessible Public Transport in Victoria Action Plan 2020-2024**

Our overall aim under this AAP is to provide a workplace that welcomes, includes and enables people with disability. We recognise that people with disability face unique challenges and barriers that need to be addressed to achieve equal employment outcomes with their peers. Equally, we are committed to supporting our customers with disability in the Victorian community and to ensure our transport network and our services are accessible, inclusive, and safe.

We also recognise the rights of staff, customers, visitors and stakeholders with disability to live and work free of stereotypes, stigma and discrimination. This AAP has been designed to increase the accountability and disability confidence of all our staff to facilitate greater engagement and productivity.

Our objective is to reach our target of 12 per cent workforce representation of people with disability by 2025 by laying the foundations over the next few years to create a safe environment for existing staff to share their disability (including mental health), ensuring our workplace is accessible for all, and encouraging applications from candidates with disability.

To further assist DoT to become an accessible and disability inclusive Department, we have recently established *DoTABILITY* – our employee Working Group for staff with disability, carers, and allies. The group aims to promote an inclusive work environment for all, by providing support and advocacy for staff and customers with disability and carers and raising awareness of disability inclusion across DoT.

I am personally committed to working with you to ensure all our staff and customers with disability feel welcome, safe and included, through every one of us applying a universal access lens to everything we do.

I expect all staff to assist us to achieve the commitments outlined in this this AAP. Together we can make our Department more accessible and inclusive for people with disability.

Paul Younis
Secretary,
Department of Transport

Key concepts and terms

What do we mean by disability?

Our approach to accessibility and disability inclusion under this AAP is guided by the social model of disability. The social model of disability recognises that services, workspaces and premises designed without consideration of accessibility and inclusion is what creates a disabling environment for people with disability. Under this approach, we recognise our responsibility to address the barriers people with disability face, as well as the opportunity we have, to be a part of co-creating an enabling environment for as many people as possible.

Australia was one of the first countries to sign the United Nations Convention on the Rights of Persons with Disabilities in 2008 which follows the social model of disability and defines disability as:

"Persons with disabilities include those who have long term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others".

DoT acknowledges there are many different types of disability, and that disability can result from accidents, illness or genetic disorders. Although some people are born with disability, many people acquire disability as they age. A disability may be visible or hidden, permanent or temporary, have minimal or substantial impact on a person's abilities, and some people have more than one disability.

What is Disability Discrimination?

The *Disability Discrimination Act 1992* (Cth) (the Act) makes it unlawful to discriminate against a person on the basis of a disability that they have, had, may have in the future, or are assumed to have, and disability includes behaviour that is a symptom or manifestation of the disability.

Discrimination can be either direct or indirect: The Australian Network on Disability (AND) defines direct and indirect discrimination as follows:

Direct Disability Discrimination is treating a person less favourably because of his or her disability.

> An example of direct discrimination may be refusing entry to a person with a guide dog, or refusing service to a person with disability.

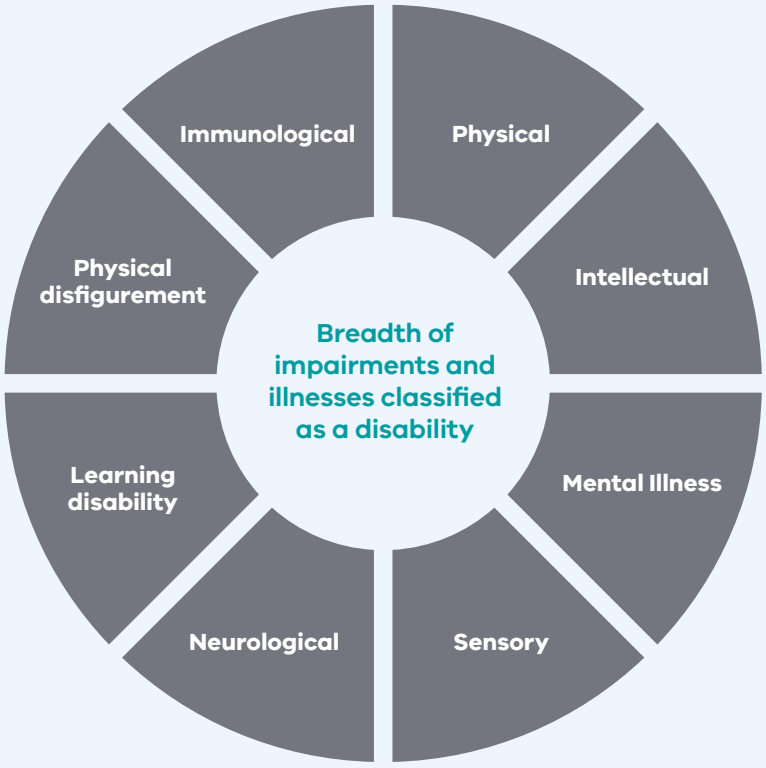
Indirect Disability Discrimination happens when a 'condition' stops a person with disability, or an associate of a person with disability, from doing something.

> An example of indirect discrimination may be failing to provide wheelchair access to a restaurant, or failing to ensure that shop aisles are clear or wide enough for wheelchair users. Indirect discrimination could also be failing to provide information in alternative formats such as Braille, large print, audio format or verbal instructions for a person who is blind.

DoT is committed to identifying and eliminating all forms of discrimination.

Did you know?

Breadth of impairments and illness



Physical

Affects a person's mobility or dexterity

eg Cystic Fibrosis, Spina Bifida, Cerebral Palsy, Paraplegia

Intellectual

Affects a person's ability to learn

eg Autism, Down Syndrome, Fragile X Syndrome

Mental Illness

Affects a person's thinking process

eg Depression, Anxiety, Bipola, PTSD, OCD

Sensory

Affects a person's thinking process

eg Depression, Anxiety, Bipolar, PTSD, OCD

Neurological

Affects a person's brain or central nervous system

eg Epilepsy, Strokes, Alzheimer's Disease and other Dementias, Multiple Sclerosis, Parkinson's Disease

Physical disfigurement

Affects a person's appearance profoundly and continually

eg Cleft lip, Birthmark, Cranio-facial condition, burns

Immunological

The presence of organisms causing disease in the body

eg Cancer, Heart Disease, Kidney Disease, HIV Aids.

Learning disability

Affects a person's ability to receive, store, respond to and/or communicate information which creates difficulty learning in a couple of specific areas

eg Dyslexia, Dysgraphia

Image description: visual diagram depicting the breadth of impairments and illness classified as a disability.
Source: *Diversity KnowHow (2018)* adapted from information provided by *Australian Network on Disability*
NB: Diagram is representative of types of disability only, not community proportions.

Our guiding principles

At DoT, we recognise our responsibility to create an enabling environment for people with disability.

Creating an accessible and disability inclusive environment is a shared responsibility involving all of us at DoT, as colleagues, managers, and leaders.

Did you know?

Even where instances of discrimination may occur, reporting levels are estimated to be under-representative due to the adversarial and at times complex process of substantiating claims of discrimination.

A low or zero number of discrimination complaints by people with disability does not mean an organisation is necessarily inclusive of people with disability.

Inclusion refers to the extent to which staff feel valued, respected, and safe in the workplace.

At DoT we are committed to the ongoing measurement of inclusion of people with disability, which we monitor through internal staff surveys, the VPS People Matter Survey, and the Australian Network on Disability Accessibility and Inclusion Index.

At DoT, we aim to work with our government and non-government stakeholders to align our internal approach with best practice and state government strategies and initiatives, including:

- The Absolutely Everyone: State Disability Plan 2017-2020 to provide a framework that allows all levels of government and the community to connect their efforts towards improving the lives of people with disability, their families and carers
- The Every Opportunity – Victorian Economic Participation Plan for People With Disability 2018-2020 to increase the economic participation of people with disability across the full breadth of the Victorian economy
- The Getting to Work – Victorian Public Sector Disability Employment Action Plan 2018-2025 to tackle employment barriers for people with disability
- The Accessible Public Transport in Victoria Action Plan 2020-2024 the Victorian Government's plan to remove barriers and improve access to public transport.

This AAP is also aligned with DoT's internal strategies including the following:

- Simple, Connected Journeys – DoT Strategic Plan 2020-2024 – our goal is to provide people with a better transport system that is easy to use and provides simple, connected journeys for as many Victorians as possible, including people with a disability
- DoT Inclusion and Diversity Strategy 2019-2023 – our goal is to provide an inclusive workplace culture where all our people, including those with a disability, feel safe, engaged, respected and valued to bring their whole selves to work. An inclusive culture will enable DoT to recruit and retain a diverse workforce that reflects the community we serve inclusive of people with disability and enable us to deliver a transport system that is accessible for all Victorians.

We commit to a **people first approach** which never assumes that we know what is best for people with disability and respects that people with disability are the experts of their own lives.

We understand the **uniqueness of each disability**, each person's experience of disability, and that **one size does not fit all**.

We recognise that people with disability who are women, Aboriginal and/or Torres Strait Islander Australians, LGBTIQ+ people, and/or from minority cultural backgrounds face additional barriers due to the intersection of multiple marginalisations, and we will work towards adopting an **intersectional approach** to our work.

We commit to **continually reviewing and improving** this AAP to ensure that it continues to meet the needs of our staff and all Victorians and that the outcomes of our actions are achieving the intended results. We will seek feedback on this AAP on a regular basis.

Guiding principles

Never assume and always ask the person

A person's disability, and experience of disability, is as individual as their fingerprint

We take an intersectional approach to our work

Continuous review and improvement

1 Developed by DoT, adapted from Australian Network on Disability

Why is DoT undertaking this work?

It makes good business sense

In Australia 4.4 million people, representing 17.7 per cent of our population, have a disability and this number is increasing as a result of our ageing population.[1]

People with disability purchase consumer goods, have jobs, go on holidays, access information and contribute to society in the same way that people without disability do. The only difference is that often people with disability come up against significant barriers while trying to do the things that many of us take for granted.

Discrimination in the workplace is the number one barrier for people with disability. Many people with disability wish to work, are capable and have the skills, but face individual and structural barriers to employment. These barriers include a lack of necessary provisions and adjustments to recruitment and selection processes, a lack of workplace adjustments, stigmatisation and discrimination in the workplace, as well as fewer career development options.

Empirical research in the workplace has found that people with disability:[2]

- take fewer days off, take less sick leave and stay in jobs longer
- perform as well as other employees
- are no more likely to be injured at work than other employees
- build strong connections with customers, boost morale and loyalty by helping to create a diverse workforce
- on average, do not cost any more than employing people without disability.

In addition, the Diversity Council Australia found that, if we work in an inclusive environment, we are:

- 19 times more likely to be very satisfied with our workplace than people working in non-inclusive teams
- 10 times more likely to be highly effective
- seven times less likely to experience harassment and discrimination and
- five times more likely to provide excellent customer service

In addition, we know that we can only deliver the best service to our community if we find and retain the best people for the job from 100 per cent of the population.

Accessible transport and services

DoT is committed to ensuring its services are accessible to all Victorians.

We aim to make our transport and services accessible to people with disability across the transport network.

Our actions are guided by this AAP and the Accessible Public Transport in Victoria Action Plan 2020-2024.

We recognise the importance of ensuring that customers have an active voice in the prioritisation and delivery of our services in order to achieve the most accessible and inclusive outcomes.

1 Australian Bureau of Statistics 2018 Survey of Disability, Ageing and Carers (SDAC)

2 Graffam, J., Shinkfield, A., Smith, K., & Polzin, 1998

We value disability confidence and inclusion

DoT is committed to supporting the creation of an inclusive and disability confident workplace. Disability confidence and the active inclusion of people with disability in the workforce is about more than just compliance – it adds value to our organisation and is vital for DoT to achieve our strategic goals.

In addition to meeting our obligations under legislation, DoT is committed to creating an inclusive workplace culture in which people with disability feel safe, valued, and respected at work.

We recognise that the absence or minimisation of discrimination does not automatically engender inclusion and that we need to take active steps to create an inclusive workplace culture for people with disability.

We recognise that we are currently at the foundational stage in terms of our disability inclusion and that we need to focus on building a disability confident organisation through training, awareness raising and capability building across the organisation.

Eliminating discrimination against people with disability is our responsibility

DoT aims to eliminate, as far as possible, discrimination against persons on the ground of disability. We aim to eliminate disability discrimination against our employees, customers and stakeholders.

In Victoria, people with disability are protected against discrimination – both in the workplace and in terms of access to services, including transport. These rights are enshrined under the *Equal Opportunity Act 2010* (Vic) (EOA), the *Disability Act 2006* (Vic), and the *Disability Discrimination Act 1992* (Cth) (DDA).

This AAP will guide DoT to fulfil its duty under relevant legislation to take reasonable and proportionate measures to eliminate discrimination as far as possible.

In addition, the Australian Bureau of Statistics provided the following statistics in 2018[3]:

- The labour force participation rate of people aged 15 to 64 with disability was 53.4 per cent, compared with 84.1 per cent of people without disability
- The unemployment rate for people with disability was 10 per cent, more than double the rate for people without disability (4.6 per cent)
- Graduates with disability take 56.2 per cent longer to gain full-time employment than graduates without disability
- Disability discrimination in employment is one of the most frequent subjects of inquiries and complaints made to the Victorian Equal Opportunity and Human Rights Commission.

Data suggests that people with disability continue to experience exclusion at work. The 2018 People Matter survey results highlighted that across the entire Victorian Public Service (VPS), people with disability are consistently the most disadvantaged group since this question was first asked by the VPS six years ago.

People with disability rank lowest of all the diversity groups in terms of agreement on the following questions – "there is a positive culture in my organisation towards people with disability" and "having a disability is not a barrier to success in my organisation".

In addition, of the VPS respondents who reported they had experienced discrimination, disability discrimination accounted for 20 per cent. These findings make it clear that people with disability need more support across the VPS.

3 Australian Bureau of Statistics 2018 Survey of Disability, Ageing and Carers (SDAC)

What do we want to achieve?

DoT values, supports and needs diversity and is committed to embedding inclusive practices into our organisational culture. We aim to remove the cultural, attitudinal and systemic barriers that people with disability experience in our workplace, or when accessing our transport network and services.

Consistent with the social model of disability, DoT recognises that negative attitudes and environmental barriers impact on people's ability to participate equitably in work and life and is committed to taking actions under this AAP to counter negative attitudes toward disability. We are also committed to working to address the structural barriers that people with disability face in the workplace and in accessing our infrastructure and services.

We hope the actions outlined in this AAP will assist us to deliver accessible transport services and create a workforce culture that is inclusive of people with disability and that reflects the diversity of the Victorian community we serve.

Highlights of this AAP include:

- A focus on accountability via the creation of an AAP Implementation Group to formally track and report on progress
- Allocation of required resources (staff and funding) to deliver on the commitments under this AAP
- Increasing the number of people with disability working at DoT to 12 per cent by 2025, which includes exploring employment opportunities and alternative career pathways for people with disability at DoT
- Ability for all staff to voluntarily share disability status at various stages throughout their employment life cycle
- The delivery of regular disability confidence training to staff, in particular customer-facing staff and staff participating in recruitment activities, and continued delivery of DoT's 'Travelling in the Shoes of Others' training program
- Supporting the development of an e-learning module to increase awareness of the barriers people with disability experience using online platforms during remote working
- Progressive implementation of alternative formats for communication and service methods (including IT)
- Universal design principles adopted for all new premises and progressive implementation of accessibility requirements for existing premises
- Monitoring and promotion of good news stories on the uptake of Workplace Adjustments and appointment of Special Measures positions
- Establishment and support of DoTABILITY, our working group that supports people with disability and allies (this group doubles as the DoT Chapter of the VPS Enablers Network)
- Increased use of social enterprises that employ people with disability (known as disability enterprises)
- Participation in national benchmarking indexes to help us identify and address gaps
- A focus on intersectionality
- Continued support of Whole of Government initiatives and participation in the Disability Champions Roundtable.

Our approach

This AAP builds on previous Disability Action Plans and will be reviewed and updated regularly to include more relevant evaluation methods and more sophisticated success indicators over time.

DoT has identified the following five focus areas to guide our actions under this AAP which are aligned with other action plans stemming from the DoT Inclusion & Diversity Strategy 2019-2023:

Our Commitment
Accountability and leadership

Our Environments
Systems, processes, premises

Our Culture
Attitudes and awareness

Our Talent
Recruitment, development, promotions

Our Community
Our customers, stakeholders and inclusive transport strategies

Flagship initiative

1 Immediate implementation;

2 Implementation to take place midway through this AAP; and

3 Implementation to take place towards the final years of this AAP

Accountability has been assigned at the Group level across the Department, with one exception pertaining to items relevant to the Office of the Secretary. For the sake of clarity, items allocated to the Office of the Secretary will be assigned at the Divisional level to Strategic Communications and Engagement.

Governance

An AAP Implementation Group will be established to track our progress and facilitate reporting against the actions outlined in this AAP. The AAP Implementation Group will meet quarterly and will be chaired by the Executive Sponsor for People with Disability and supported by the Inclusion & Diversity Team. It will consist of representatives from those areas of the organisation who have specific action items allocated to them, to facilitate accountability. Progress will be reported annually to the DoT Inclusion & Diversity Council and we aim to make the outcomes of the annual reviews available to the public. We will also participate in the Access and Inclusion Index run by the Australian Network on Disability.

We welcome your feedback at any time on this AAP as we will be updating this document regularly. Please send your thoughts to Diversity-Inclusion@roads.vic.gov.au.

Focus Area One: Our Commitment (leadership and accountability)

Key

- Flagship initiative
- 1 Immediate implementation
- 2 Implementation to take place midway through this AAP
- 3 Implementation to take place towards the final years of this AAP

Our overall goal for Focus Area One is that our leaders demonstrate a visible commitment to develop inclusive, accessible and sustainable services and workplaces for people with disability and carers, and that we are held accountable for delivering on the actions outlined in this AAP.

Our success measures for Focus Area One include:

- Improvement in Australian Network on Disability Access and Inclusion benchmarking
- 80 per cent of staff at VPS5 and above (or equivalent) attend disability confidence training by 2023
- DoT completes 80 per cent of all actions under this AAP by 2023.

1.1 Leadership

Objectives	Key Actions	Accountability	Priority	Review Outcomes
DoT leaders actively champion accessibility and disability inclusion and create visibility of this AAP and various accessibility and disability inclusion initiatives	**1.1.1. All members of the DoT Leadership Team provide visible leadership related to this AAP.** This may include: • Discuss workplace accessibility and inclusion (e.g. success stories or areas identified for improvement and why) in internal and external communications, such as messages from the Secretary, staff and customer updates, newsletters, media releases • Provide visible leadership to their teams, actively promoting and holding relevant staff accountable to deliver on this AAP This could include adding accountability for deliverables under this Plan as a stretch objective in relevant performance plans if these deliverables fall outside immediate remit • Promote and raise awareness of the work their Group is doing to implement this Action Plan (e.g. email updates; discussion at whole of division meetings, etc.) at least twice a year • Act as personal role models of inclusive behaviour and take the lead in respectfully challenging unacceptable behaviours, stereotypes and direct and indirect discrimination against people with disability • Promote the consideration and uptake of special measures • Promote awareness of policies to support people with disability in the workplace such as workplace adjustments • Attend inclusion and accessibility events and bring key staff from their Group along with them	DoT Leadership Team	1 2 3	
DoT people leaders are disability confident – Across DoT we want 80 per cent of staff at VPS5 level and above (or equivalent) to have completed relevant training by 2024	**1.1.2. DoT regularly delivers disability confidence training to all staff and tracks and reports on attendance rates.** This includes: • Executive Directors to attend disability confidence training and champion the attendance of their Division at the training • Executive Directors to regularly monitor and increase their Division's attendance at disability confidence training • P&C to ensure regular delivery of disability confidence training, track attendance, and provide Divisional Reports to Executive Directors at least four times per year	Each Executive Director supported by People and Business Services (P&BS)	1 2 3	

Objectives	Key Actions	Accountability	Priority	Review Outcomes
DoT works collaboratively with internal and external stakeholders to align its initiatives with best-practice and relevant State plans.	**1.1.3. DoT will gradually progress an integrated, best-practice, sustainable approach to accessibility and disability inclusion across the Department, transport portfolio and in the VPS.** This includes: • Consistent with our commitments under the Getting To Work Action Plan, secure funding for an appropriately skilled VPS5 staff member to lead accessibility and disability inclusion at DoT, along with the funding required for the successful implementation of the initiatives contained within this AAP • Participate regularly in AND's Access and Inclusion Benchmarking Index with a demonstrated improvement in results over time – communicate results transparently internally and externally • Undertake regular reviews of this AAP to ensure alignment with the latest WoVG Accessibility Plans and AND's Access and Inclusion Index and, depending on findings, influence VPS initiatives where appropriate • Ongoing representation at Disability Champions Roundtable and VPS Accessibility Community of Practice meetings • Continued membership with Australian Network on Disability and Diversity Council Australia, ongoing participation in VPS Disability Community of Practice, and ongoing engagement with the VPS Enablers Network to be informed of best practice • Gradually obtain an understanding of transport portfolio activity in the area of accessibility and disability inclusion and influence and support initiatives where appropriate • The new DoT Inclusion & Diversity Strategy (which will be aligned to the new DoT Strategic Plan post 2023) will continue to prioritise people with disability • In 2024, a full review of the outcomes of this AAP and a new, fully costed AAP (which may include the entire transport portfolio) is developed to ensure sustainability and continued priority on accessibility and disability inclusion	Executive Sponsor People and Business Services Investment & Technology Strategic Communications and Engagement	2 3	

1.2 Accountability

Objectives	Key Actions	Accountability	Priority	Review Outcomes
DoT is held accountable for delivering on the commitments outlined in this AAP	**1.2.1. An AAP Implementation Group, chaired by the Executive Sponsor for People with Disability, is established which will meet on a quarterly basis to track and report on progress against this AAP. The AAP Implementation Group is comprised of representatives from each of the Divisions allocated items in this AAP.** This includes: • Ensure the name of the accountable officer for each of the actions in this AAP is clearly determined and that responsibilities under this AAP are proactively transferred to another member of staff should the original staff member move to a different role and the I&D Team are updated respectively • Report annually on progress against this AAP to the DoT Inclusion & Diversity Council • Publish high-level results on our progress against this AAP on our external website. This reporting could take place annually on International Day of People with Disability	Executive Sponsor, supported by People and Business Services	1	

Objectives	Key Actions	Accountability	Priority	Review Outcomes
Executive Sponsor of People with Disability Working Group provides visible leadership and drives this AAP with the DoT Leadership Team and within the broader organisation	**1.2.2. Executive Sponsor champions this AAP across DoT and drives implementation of AAP throughout DoT.** This includes: • Articulate priorities and resourcing needs for accessibility and disability inclusion to DoT Leadership Team • Champion the needs of customers and staff with disability and their carers across DoT • Chair quarterly meetings of the AAP Implementation Group • Continued support of *DoTABILITY*, a working group established in 2020 to support people with disability at DoT and their allies • Support staff with disability, regardless of whether they are a member of *DoTABILITY* or not • Influence peers to take action in the area of accessibility and inclusion • Insert key performance indicators regarding the Executive Sponsor role into relevant performance agreements • Meet with *DoTABILITY* at least four times a year to hear about the lived experience of staff with disability and carers at DoT • Release at least three communications to all staff about workplace accessibility and disability inclusion each year (including emails, DoT intranet posts, etc)	Executive Sponsor, supported by People and Business Services, and Strategic Communications and Engagement	1	
A lived experience lens is applied to our work in accessibility and disability inclusion	**1.2.3. DoT will adopt a 'nothing about us, without us' approach on the design of disability initiatives (on policies, strategies, action plans, or similar relating to staff or customers with disability and their carers).** This includes: • Regularly seeking input from DoTABILITY and the VPS Enablers Network on policies, strategies, action plans, or similar relating to staff or customers with disability and their carers	DoT Leadership Team *DoTABILITY*	1	
The employee-led People with Disability working group, *DoTABILITY*, is engaged and contributes to relevant documents, staff engagement and support across all divisions and locations.	**1.2.4. DoT will continue to support and resource DoTABILITY to support people with disability, carers and their allies.** This includes: • Appointment of a Chair for *DoTABILITY* who has a 30 per cent time allocation towards Working Group-related work • *DoTABILITY* will prepare Annual Initiatives Plans and report progress/work to the Inclusion & Diversity council bi-annually • *DoTABILITY* will attend VPS Enablers Network meetings with the I&D Team to align our work with WoVG and current best practice • *DoTABILITY* will work closely with the Victorian Public Sector Enablers Network for people with disability. • *DoTABILITY* will continue to be the DoT Chapter of the VPS Enablers Network	*DoTABILITY* supported by People and Business Services	1	

Focus Area Two: Our Environments (systems, processes, premises)

Our overall goal for Focus Area Two is to progressively work towards having accessible systems, processes, and premises for staff and customers with disability.

Our success measures for Focus Area Two include:

- Staff and customers can access DoT ICT systems and relevant external facing systems
- Procurement from disability enterprises increases over life of the Plan

Key

- Flagship initiative
- 1 Immediate implementation
- 2 Implementation to take place midway through this AAP
- 3 Implementation to take place towards the final years of this AAP

2.1 Our Systems

Objectives	Key Actions	Accountability	Priority	Review Outcomes
Staff with disability can access DoT ICT systems	**2.1.1. DoT will ensure its internal and external ICT facing systems are accessible to people with disability to at least Web Content Accessibility Guidelines (WCAG) 2.1 Level AA** This includes: • Conduct an accessibility audit of all existing IT internal and external systems (including incident management, learning and development, Springboard, and customer service systems such as the Drivers Licence System (DLS) and the Vehicle Registration Information System (VRIS) • The development and implementation of progressive plans to meet at least WCAG 2.1 Level AA accessibility requirements (at minimum) • Make all existing and new IT development compliant with WCAG 2.1 Level AA at minimum • Include accessibility requirement in internal ICT development guidelines • Ensure all existing and new DoT internet sites are AA compliant with web content accessibility guidelines (WCAG 2.1 at the minimum)	Investment and Technology People and Business Services Strategic Communications and Engagement Transport Services	1 2 3	
DoT will ensure its HR systems support the sensitive sharing of disability status at any stage of the employee life cycle	**2.1.2. Undertake a review of internal and external data collection systems to ensure that disability information can be shared by staff and customers with disability and that it is stored with appropriate levels of security / privacy in accordance with the *Privacy Act 1998 (Cth)* and the *Privacy Data Protection Act 2014* (Vic).** This includes: • Identify all the systems that are used across DoT to collect disability information • Review the storage of disability information and compliance with relevant privacy legislation and immediately address any shortcomings • Ensure new HRM system enables voluntary sharing of disability data at various stages of the employee life cycle (with option to voluntarily specify type of disability) and stores this information in accordance with relevant privacy requirements • Ensure all DoT surveys include demographic questions regarding disability or carer status	People and Business Services	2 3	

Objectives	Key Actions	Accountability	Priority	Review Outcomes
All DoT information is accessible to staff and customers and alternative formats for print and digital material are made available	**2.1.3. DoT will work to ensure key DoT platforms utilised for the dissemination of communication and information to the public (including DoT website, Public Transport Victoria website, VicRoads website, etc) are compliant with at least WCAG 2.1 AA standard and that alternative formats of our print and digital material are made available.** This includes: • Conduct an audit of all information dissemination areas to identify priority areas for information accessibility • Development of a management plan to address shortcomings and implement corrective plans in a timely manner • Implement process to monitor and report on the number of customers accessing information in alternative formats • Review and promote compliance with at least WCAG 2.0 accessibility standards for all communications • Ensure DoT policies and documentation online are in accessible formats • Provide ongoing support for accessibility inclusion through training, advice and guidance on digital content, and ensure appropriate adjustments as required	Strategic Communications and Engagement	2 3	

2.2 Our Processes (including procurement)

Objectives	Key Actions	Accountability	Priority	Review Outcomes
DoT staff group activities such as inductions, meetings, training and events and community-facing activities such as meetings and events, are accessible to all	**2.2.1. Accessibility will be factored into staff group activities and community-facing activities.** This includes: • Develop and promote accessibility guidance material for both face-to-face and digital events, training and meetings (either internal or external) • Continually promote awareness of the guidelines and adherence to the guidelines	People and Business Services Strategic Communications and Engagement All groups	1	
Social Procurement Strategy demonstrates priority afforded to people with disability	**2.2.2. DoT Social Procurement Strategy makes specific reference to procuring from organisations that actively support people with disability and provide accessible goods and services.** This includes: • Raising awareness of the *DoT Social Procurement Strategy (in progress)* by working with divisions to consider suppliers and contractors who are disability enterprises, along with other social enterprises in their procurement processes • Procuring goods and services from enterprises owned by people with disability and suppliers who provide employment to people with disability • Procuring accessible products and services • Reporting quarterly to the AAP implementation group on engagement of disability enterprises	Investment and Technology All Groups	1	

Objectives	Key Actions	Accountability	Priority	Review Outcomes
DoT requires disability inclusion to be embedded into all procurement, tender, and supplier documentation at DoT	**2.2.3. DoT will embed accessibility and disability inclusion requirements into procurement processes.** This includes: • Executive Sponsor and Chief Procurement Officer (CPO) to work with DTF and VGPB (Victorian Government Procurement Board) to embed accessibility and inclusion requirements into the base documents around building and construction and goods and services contracts • Commitment to accessibility and disability inclusion in DoT procurement policy and contract management guidelines, and include accessibility as a standard DoT contract criterion for any new products or services, internal or external	Executive Sponsor Chief Procurement Officer (Investment and Technology	3	
All new suppliers align with DoT's commitment to accessibility and disability inclusion and that alignment with this AAP is taken into consideration for decisions regarding corporate sponsorship and participation in public events	**2.2.4. DoT will embed accessibility requirements into decisions regarding corporate sponsorship and participation in public events.** This includes: • DoT's participation and sponsorship at events will factor accessibility and inclusion into the decision-making process	Strategic Communications and Engagement All Groups	3	

2.3 Our Premises

Objectives	Key Actions	Accountability	Priority	Review Outcomes
DoT offices and/or premises and facilities are accessible and safe for staff, customers and visitors with disability	**2.3.1. DoT will progressively work towards making existing premises accessible where reasonable. All new built premises will be to universal design principles and relevant legislative frameworks including the Disability (access to Premises – Buildings) Standards 2010, Universal Design Guidelines and the Building Code of Australia (BCA).** This includes: • Conduct an audit of DoT premises to ensure existing work premises are compliant with relevant legislative frameworks, along with implementation of recommendations from previous audits • Create a reference group, with internal and external experts, to explore ways to progressively adopt Universal Design and Design for Dignity principles for all new premises, renovations and new building lease arrangements • Where workplaces do not meet standards, a corrective strategy is developed and 'user perspective' actions are prioritised with timeline for implementation. Priority is afforded to those workplaces where a need has been identified. • Continue to deliver tailored training to facilities and property management staff to support staff with the knowledge and confidence to provide accurate advice on accessibility requirements	Transport Services People and Business Services	1 2 3	

Objectives	Key Actions	Accountability	Priority	Review Outcomes
The individual needs of people with disability are addressed during emergency evacuations.	**2.3.2.** **All DoT staff with disability who need a Personal Emergency Evacuation Plan (PEEP) have one, as a matter of priority.** This includes: • Determine existing processes to request a PEEP for each workplace location and explore whether the process can be integrated and centralised • Incorporate PEEPs and how to request them into new staff induction material, once process has been determined • Executive Sponsor distributes an all-staff email (at least annually) explaining what a PEEP is and the process that needs to be followed to request one	People and Business Services Executive Sponsor, supported by People & Business Services	1	
All customer-facing hubs have made provisions to accommodate people's diverse needs (e.g. accessible service desks, case-by-case support for people with disability to allow them to drive, NRS capability)	**2.3.3.** **DoT will review customer service centres and premises to assess currently available provisions to accommodate people with disability with a view to progressively implementing alternative and fully accessible information and service methods.** This includes: • Conduct an accessibility audit of customer-facing hubs to identify issues • Develop a management plan to address shortcomings and implement corrective plans in a timely manner.	Transport Services People and Business Services	3	

Focus Area Three: Our Culture (awareness and attitudes)

Our overall goal for Focus Area Three is to create a safe and inclusive working environment, where all staff members can fully participate and contribute and to remove the cultural, attitudinal and systemic barriers people with disability experience.

Our success measures for Focus Area Three include:

- 50 per cent of staff participate in Travelling in the Shoes of Others by 2023 (**impacted by COVID-19)
- Increase in number of staff sharing disability status over life of the Plan
- Annual events on accessibility and disability inclusion events are held to help raise awareness

Key

- Flagship initiative
- 1 Immediate implementation
- 2 Implementation to take place midway through this AAP
- 3 Implementation to take place towards the final years of this AAP

3.1. Awareness

Objectives	Key Actions	Accountability	Priority	Review Outcomes
New staff understand that accessibility and disability inclusion is a priority for DoT	**3.1.1.** **DoT lists people with disability as one of its priority diversity groups in the Inclusion & Diversity Strategy and also formally embeds accessibility and disability inclusion in the corporate induction process.**	People and Business Services	1	
DoT recognises days of significance for people with disability as a part of its commitment to increasing awareness of people with disability	**3.1.2.** **DoT to host events and other initiatives that raise awareness to all stakeholders of the importance of accessibility and disability inclusion. DoT will explore development of additional training which fosters awareness of workplace barriers for people with disability.** This may include: • Annual inclusion event held on International Day of People with Disability with a focus on transport service delivery • Communications to raise awareness of other relevant days, such as National Carer's Week • Regular delivery of disability confidence training to all staff – 50 per cent of all staff to have completed by 2023 • Explore development of an e-learning module to foster awareness of digital barriers to accessibility for people with disability working remotely, in conjunction with the VPSC	People and Business Services *DoTABILITY* Executive Sponsor Strategic Communications and Engagement	1	
Staff at DoT are encouraged to broaden their perspectives and understand the experience of people with disability	**3.1.3.** **DoT to continue delivery of its flagship 'Travelling in the Shoes of Others' experiential training program to raise awareness of the experience of people with disability while using public transport.** This includes: • Ongoing funding to deliver the 'Travelling in the Shoes of Others' Training Program to staff across DoT and the VPS	Policy and Innovation People and Business Services	1 2 3	

Objectives	Key Actions	Accountability	Priority	Review Outcomes
There is an increased understanding at DoT of the impact of exclusion and discrimination against people with disability and the impact of ableism in the workplace	**3.1.4. DoT will take action to raise awareness of disability discrimination in the workplace and ensure discrimination complaints are handled in a timely, sensitive and effective manner in order to build trust in our complaint mechanisms and processes.** This includes: • Review and amend relevant discrimination policies, including grievance process, for any disability discrimination claims • Provide reporting on the number of formal disability discrimination complaints to the DoT Inclusion & Diversity Council at least annually • Anecdotally report to I&D on the number of informal disability discrimination complaints reported to HSW, I&D, *DoTABILITY*, or other areas of the Department • Review instances of disability complaints and discrimination cases to identify trends • Undertake tailored support to staff and divisions as needed • Raise awareness about unfair treatment, everyday ableism and disability exclusion	People and Business Services to coordinate *DoTABILITY*	2	

3.2 Attitudes

Objectives	Key Actions	Accountability	Priority	Review Outcomes
Barriers to inclusion of staff with disability are identified and addressed in a collaborative and timely manner	**3.2.1. Attitudinal barriers for staff with disability are identified and removed on an ongoing basis over the life of this AAP.** This includes: • Distribute People Matter survey to all staff every year with questions on disability inclusion and support for people with disability, and segment results allowing for a comparison of survey averages to identify any trends and barriers for people with disability to achieve full inclusion and participation in the workforce • Participate in additional benchmarking and external review processes to understand barriers (such as AND Access and Inclusion Index, and Job Access Review) • Comparison of engagement-related responses to the People Matter Survey show no disability-related differences	People and Business Services	1 2 3	

Objectives	Key Actions	Accountability	Priority	Review Outcomes
Staff with disability feel comfortable and confident to share disability status at various stages of the employee life cycle	**3.2.2. Reduce stigma associated with sharing disability status over the life of this AAP by all people leaders asking about workplace adjustments at multiple stages of the employee life cycle and regularly encouraging voluntary sharing of disability status.** This includes: • Regularly raising awareness of the DoT Workplace Adjustments Policy and communicating 'good news stories' • Ensure our systems enable voluntary sharing of disability status at various stages of the employee life cycle • Run communications campaigns to build trust in sharing diversity data, including data on disability status, and promote safety regarding data • Continued collection of data and analysis on the experience of people with disability in the workforce via People Matters Surveys and other pulse surveys • Undertake surveys, focus group, or similar to seek a better understanding of the experience of staff with disability and carers and to identify barriers to sharing, effectiveness of campaigns, etc • Develop corrective plans to address any barriers identified through surveys, focus groups or similar • Accompany HR systems, survey and other channels with privacy statements	People leaders People and Business Services Strategic Communications and Engagement *DoTABILITY*	1 2 3	
Staff with disability have access to and can fully contribute to and participate in all areas of the workplace	**3.2.3. DoT will regularly review and promote uptake of Workplace Adjustments and Flexible Work Arrangement Policies.** This may include: • Raising awareness of policies such as the DoT Workplace Adjustments Policy and Right to Request Flexible Working Arrangements Policy by embedding these into induction processes and performance/capability plan reviews every year • Working with managers and recruiters to ensure they understand and implement workplace adjustments and flexible working arrangements, policies and processes • Showcasing best practice examples on how these policies are being used in the workplace • Establishing and maintaining a centralised fund for any workplace adjustments not covered by the Employee Assistance Fund • Establishing an informal, voluntary and confidential mechanism for collecting feedback on workplace adjustments and flexible work arrangements to supplement existing formal processes • Explore mechanism for centrally track uptake of workplace adjustments, in line with VPS approach, and report annually to the I&D Council (including funds) and report on whether there are any associated negative consequences • Working to normalise workplace adjustments and flexible work arrangements as the norm instead of something staff have to request • Establish mechanism through which to track uptake of workplace adjustments and flexible working arrangements	People leaders People and Business Services Strategic Communications and Engagement	1 2 3	

Objectives	Key Actions	Accountability	Priority	Review Outcomes
Staff and customers with disability feel included, respected and supported	**3.2.4.** **DoT is committed to understanding how its staff, stakeholders and customers perceive accessibility and disability inclusion. To that end, managers will take timely action to address issues raised by people with disability (staff and customers).** This may include: • Inserting feedback questions into relevant and staff surveys • Tracking time taken to address issues raised through formal and informal feedback mechanisms	People and Business Services Strategic Communications and Engagement Network Planning	1 2 3	
Authorities and up-to-date information provided for staff with disability and managers	**3.2.5.** **Develop an accessible intranet page dedicated to people with disability to provide managers and team members with key policies, resources and contact information regarding disability in the workplace.**	People and Business Services *DoTABILITY*	1	

Focus Area Four: Our Talent (recruitment, development opportunities, promotions)

Our overall goal for Focus Area Four is to increase the representation of people with disability across DoT and to ensure that staff with disability have equitable access to career development opportunities and promotions. We want DoT's reputation as an employer of choice for people with disability to increase over the life of this AAP.

Our success measures for Focus Area Four include:

- DoT achieves 12 per cent workforce representation of people with disability by 2025
- All authorised recruitment platforms are WCAG 2.1 Level AA compliant
- Participants with intersectional identities are prioritised for development opportunities

Key

- Flagship initiative
- 1 Immediate implementation
- 2 Implementation to take place midway through this AAP
- 3 Implementation to take place towards the final years of this AAP

4.1 Recruitment

Objectives	Key Actions	Accountability	Priority	Review Outcomes
All staff and external agencies involved in recruitment processes are disability confident **This includes ensuring that our recruitment collateral and processes are designed to be inclusive of people with disability**	**4.1.1. Undertake a review of the recruitment gateways and processes to identify and remove potential barriers.** This may include: • Develop a process to review and evaluate job descriptions to check that they are relevant, include essential requirements and skills, and are non-discriminatory • Develop a new policy or amend existing policies to include prioritising staff with disability for interview and reporting on the number of applicants with disability who apply, are taken to interview, and are appointed in the role • Inform external recruitment agencies about our commitment to ensuring that candidates with disability are being shortlisted for interview • Ensure our recruitment page/s are WCAG 2.1 Level AA compliant (at minimum) and provide people with disability equitable access to employment information	People and Business Services	1	
Recruitment panel members are aware of their unconscious biases and know how to limit their impact	**4.1.2. Upskill staff capability to confidently recruit candidates with disability.** This may include: • Working towards all hiring managers completing unconscious bias and inclusive leadership training prior to participating in a recruitment panel • Draft guidelines for inclusive recruitment to go out to all hiring mangers (i.e. ensure at least one person on selection panel has undergone relevant training including disability confidence, unconscious bias, etc)	People and Business Services All hiring managers	3	
DoT achieves 12 per cent workforce representation for people with disability by 2025	**4.1.3. DoT has aligned its workforce representation targets with the Getting to Work Action Plan, and is committed to recruiting and retaining a workforce that is representative of people with disability in the Victorian community.** This includes: • Track disability workforce representation through People Matters Surveys and other relevant means available • Include disability data questions in HCM in order to track disability status throughout the employee life cycle	People and Business Services .	1 2 3	

Objectives	Key Actions	Accountability	Priority	Review Outcomes
DoT actively recruits suitably skilled and talented people with disability through targeted recruitment, and employment programs and pathways for people with disability	**4.1.4. DoT will leverage flexible and inclusive employment programs and pathways for people with disability and explore possible avenues for recruitment of people with disability.** This may include: • Utilise employment programs and pathways for people with disability such as AND's Stepping Into Internship Program) • Explore how disability pathways can be incorporated into relevant existing employment programs	People and Business Services	2 3	
DoT actively utilises special measures in the recruitment of talent	**4.1.5. Socialise and embed special measures across the recruitment of all vacancies across DoT** This may include • Undertake workplace planning activities to review and explore the use of special measures positions across DoT for people with disability. • Socialise and embed special measures across the recruitment of all vacancies at DoT • Track and report on the number of roles designated as special measures for people with disability • Centrally co-ordinate special measures opportunities for people with disability through Employment Programs	People and Business Services	3	
We actively attract and promote the Department as an employer of choice for people with disability through the Department's website and external channels	**4.1.6. DoT will communicate its commitment to supporting and developing people with disability and encourage people to apply for roles through authorised platforms**. This may include: • Advertisement of employment opportunities through diverse channels • Enhance the Department's corporate websites to promote DoT's focus on employing people with disability • Promote the Department's Australian Network on Disability membership and Disability Confident Recruiter status, once achieved • Review and strengthen the Department's Employee Value Proposition regarding accessibility and disability inclusion • Arrange for a message from the Executive Sponsor to be placed on our external website specifically encouraging people with disability to apply for roles at the Department and some of the workplace adjustments DoT happily facilitates for its staff	People and Business Services Strategic Communications and Engagement Executive Sponsor	2	
DoT is recognised as a Disability Confident Recruiter by the Australian Network on Disability	**4.1.7. DoT works to progressively ensure that all recruitment and selection processes are accessible to people with disability thereby achieving Disability Confident Recruiter status by 2023.**	People and Business Services	3	

4.2 Talent management and development opportunities

Objectives	Key Actions	Accountability	Priority	Review Outcomes
People with disability have the opportunity to further their career growth through participation in a mentoring program (or similar) specifically designed to support people with disability	**4.2.1. DoT will explore establishing a mentoring or sponsorship program (or similar) to support people with disability at DoT** This may include: • Leverage existing mentoring programs for people with disability such as AND's PACE Mentoring Program • Executive Officers invited to opt in to mentor a DoT staff member with disability • Explore reverse mentoring and sponsorship models of mentoring, which provides the opportunity for staff with disability to give senior leaders more insight into the experiences and perspectives of access and disability inclusion in the workplace, whilst demonstrating their own skills and leadership in exchanging knowledge, understanding and potential solutions to barriers	People and Business Services Executive Officers	1 2 3	
Staff with disability have equitable access to training career development options	**4.2.2. DoT will provide training and career development opportunities to staff with disability at the same rate as staff without disability.** This includes: • Develop a system to capture relevant information • Audit current training and career development opportunities through an accessibility and inclusion lens • Establish a centralised mechanism to monitor career development and progression opportunities given to staff with disability and staff without disability and report on this annually. • Encourage staff with disability to seek and take up suitable development opportunities, including training, higher duties, secondments and promotions • Utilise Workplace Adjustment Policy along with relevant training and development discussions to ensure accessible training opportunities are provided. Participation in training and development opportunities can sometimes be a barrier for employees with disability and this will help ensure accessible training options are provided • Ensure that all training and development opportunities are accessible	People and Business Services People leaders	1	
Existing talent development programs take an intersectional approach to selecting cohorts to make sure participants with intersectional identities are prioritised	**4.2.3. DoT will work to embed intersectional criteria into all staff development opportunities that are open to applications (e.g., Accelerate Your Leadership).** This includes: • Incorporate disability and adjustment requests and data capture into training and development application processes • Incorporate disability and adjustment data capturing into training and development reporting mechanisms and new platforms such as Moodle	People and Business Services	2 3	

Focus Area Five: Our Community (inclusive public transport and services)

Our overall goal for Focus Area Five is to make our transport services accessible to our customers with disability.

Our success measures for Focus Area Five include:

- 80 per cent of actions under the *Accessible Public Transport in Victoria Action Plan 2020-2024* are implemented
- Disability Parking Scheme is effective and is made available to all Victorians who need it
- There is a decrease in the number of complaints to customer serving areas of DoT regarding accessibility and disability inclusion

Key

- Flagship initiative
- 1 Immediate implementation
- 2 Implementation to take place midway through this AAP
- 3 Implementation to take place towards the final years of this AAP

5.1. Inclusive Public Transport

Objectives	Key Actions	Accountability	Priority	Review Outcomes
DoT will work towards making public transport accessible to all Victorians	**5.1.1.** **DoT to implement all actions under the *Accessible Public Transport in Victoria Action Plan 2020-2024*** This includes: • Representative from the Transport Accessibility and Inclusion Unit will report on the progress of Actions under the Accessible Transport Plan 2020-2024 to the AAP Implementation Group	Policy and Innovation	As per the *Accessible Public Transport Victoria Action Plan 2020-2024*	

5.2 Inclusive services

Objectives	Key Actions	Accountability	Priority	Review Outcomes
Customer-facing staff are disability confident and able to provide customers with the best possible experience	**5.2.1.** **Disability confidence training will be made available to all frontline staff across DoT including VicRoads R&L and PTV customer service hubs staff.** This may include: • Develop a formal accessible feedback mechanism for customers to send feedback to • DoT will explore whether this training can be incorporated into induction for frontline staff • Develop a process to assess and mitigate highlighted barriers from feedback received to improve products and services	People and Business Services Transport Services	2 3	
Customer-facing areas of DoT see an increase in positive feedback and decrease in number of complaints over time regarding the accessibility or inclusion of people with disability	**5.2.2.** **DoT will review current practices to assess all stakeholder engagement activities and actively seek feedback from people with disability.** This may include: • Identification of the complaint and customer satisfaction surveys that are currently being used across DoT • Work with relevant areas to insert disability demographic information into customer satisfaction surveys • Ensure surveys are accessible	Strategic Communications and Engagement Transport Services	2 3	

Objectives	Key Actions	Accountability	Priority	Review Outcomes
People with disability are able to travel safely and independently	**5.2.3.** **DoT seeks to embed accessibility as a factor in present modes of transport, and in the development of future modes of transport including personal transport modes (e.g. cycling, scooters, motorised mobility devices), and personal mobility devices (e.g. e-scooters/Segways/etc).** This may include: • Exploration of the impact of electric /automated/self-driving vehicles on people with disability such as advanced driver assist systems and/or autonomous vehicle systems • Continue to convene project-based reference groups to identify impacts and potential action steps DoT can take towards providing access to these vehicles	Network Planning	3	
People with disability are included in all customer service charters for fair and equitable customer service outcomes	**5.2.4.** **All customer service charters will be reviewed and updated to ensure consistent access requirements are included for people with disability.**	Transport Services	3	
People of all ages and abilities can access our road, shared path network (including parking, pedestrian and bike riding infrastructure and crossing points) and links to various modes of public transport	**5.2.5.** **DoT will explore ways to progressively adopt universal design principles and take accessibility into account at inception stage for all new infrastructure projects.** This may include: • Creating reference group with internal and external experts	Network Planning	3	
Modified vehicles are safe, enable independent travel and meet community needs	**5.2.6.** **DoT will continue to review and raise awareness about, and provide multiple options for, vehicle modifications for people with disability and make all relevant information (e.g. specialist licence certifiers, VASS signatories) easily available and accessible**	Transport Services Network Planning	1 2 3	
Disability Parking Permit Scheme is coordinated and made available to Victorians who need it	**5.2.7.** **DoT will coordinate the Disability Parking Permit Scheme and will report regularly on its utilisation, emerging issues, and management plans developed to address emerging issues**	Transport Services	1 2 3	

Legislative Frameworks

The AAP was informed by the following legislative frameworks:

- United Nations Convention on the Rights of Persons with Disabilities (2006)
- Disability Discrimination Act 1992 (Cth)
- Disability Act 2006 (Vic)
- Equal Opportunity Act 2010 (Vic)
- The Disability (Access to Premises – buildings) Standards 2010
- Web Content Accessibility Guidelines (WCAG) version 2.1
- Privacy Act 1988 (Cth)
- Fair Work Act 2009 (Cth)
- Occupational Health and Safety Act 2004 (Vic)
- Work Health and Safety Act 2011 (Cth)
- Transport Integration Act 2010 (Vic)

In addition to the above, preparation of the AAP took into account:

- DoT Inclusion and Diversity Strategy 2019–2023
- Absolutely Everyone – State Disability Plan 2017-2020
- Getting to Work – Victorian public sector disability employment action plan 2018-2025
- Accessible Public Transport in Victoria Action Plan 2020-2024

Glossary

Accessibility Action Plan

The term Accessibility Action Plan (AAP) has been adopted because it is a widely accepted term for Action Plans under the *Disability Discrimination Act 1992* (Cth) and it is intended to be a Disability Action Plan under the *Disability Act 2006* (Vic).

An Accessibility Action Plan is an outward sign of an organisation's intention to eliminate discrimination and outlines its plan for how this will be tackled.

It details how an organisation is making its workplace, products and services accessible to people with disability, and informs the public how it is approaching diversity and inclusion.

Ableism

Ableism refers to "the practices and dominant attitudes in society that denigrate, devalue, oppress and limit the potential and rights of people with disability." [10]

The term ableism is "used to capture the way that the construction of social systems with able-bodied people as the norm results in the systemic, structural, intersecting and individual forms of discrimination against and exclusion of people with disability. People with disability, by virtue of the exceptional status of falling away from this norm, are often treated as less than fully human."[11]

Disability

The *Disability Discrimination Act 1992* (Cth) defines disability in relation to a person to mean:

(a) total or partial loss of the person's bodily or mental functions; or

(b) total or partial loss of a part of the body; or

(c) the presence in the body of organisms causing disease or illness; or

(d) the presence in the body of organisms capable of causing disease or illness; or

(e) the malfunction, malformation or disfigurement of a part of the person's body; or

(f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or

(g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:

(h) presently exists; or

(i) previously existed but no longer exists; or

(j) may exist in the future (including because of a genetic predisposition to that disability); or

(k) is imputed to a person.

To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

Disability confidence

An organisation's ability to confidently welcome people with disability across all aspects of the business.

Workplace Adjustment

Also referred to as a 'reasonable adjustment', a workplace adjustment is a change to a work process, practice, procedure or environment that removes barriers, allows people with disability to work safely and productively, and enables people with disability to compete for employment and promotion opportunities in an equitable manner.

10 14 See: http://www.stopableism.org/what.asp

11 Campbell, F.K. (2011) 'Stalking Ableism: using Disability to Expose 'Abled' Narcissism', in Goodley, D., Hughes, B. & Davis, L. (eds). Disability and Social Theory:

New Developments and Directions, Bashingstoke: Palgrave Macmillan, as cited in Frohmader, C., & Sands, T. (2015) Australian Cross Disability Alliance (ACDA) Submission to the Senate

Inquiry into Violence, abuse and neglect against people with disability in institutional and residential settings'.

Australian Cross Disability Alliance (ACDA); Sydney, Australia (Section 1, Paragraph 45) accessed here on 26/11/2020

Endnotes

The Disability Discrimination Act 1992 (Cth) defines 'disability', in relation to a person, as:

(a) total or partial loss of the person's bodily or mental functions; or

(b) total or partial loss of a part of the body; or

(c) the presence in the body of organisms causing disease or illness; or

(d) the presence in the body of organisms capable of causing disease or illness; or

(e) the malfunction, malformation or disfigurement of a part of the person's body; or

(f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or

(g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; and includes a disability that:

(h) presently exists; or

(i) previously existed but no longer exists; or

(j) may exist in the future (including because of a genetic predisposition to that disability); or

(k) is imputed to a person

To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.