



**Environment &
Heritage Portfolio**

Environment and Heritage Portfolio

Disability Inclusion Action Plan

2015-2019

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Introduction

The Environment and Heritage Portfolio is committed to ensuring that people with disability, their families and carers are afforded the same opportunities as the rest of the community. This means delivering accessible and inclusive services and facilities, and providing meaningful employment opportunities to all current and prospective employees with disability.

The plan is our commitment to accessibility and inclusion for all. It outlines the specific actions we will implement over the next four years to ensure that the whole community can participate in and benefit from the Environment and Heritage Portfolio programs and services.

The scope of this plan covers the services, facilities and employment provided by the following business areas in the Environment and Heritage Portfolio:

- Office of Environment and Heritage
- Environment Protection Authority
- Botanic Gardens and Centennial Parklands
- Jenolan Caves Reserve Trust.
- NSW Environmental Trust
- Sydney Living Museums
- Taronga Conservation Society Australia
- Western Sydney Parklands and Parramatta Park

1 What are the guiding principles?

This plan is aligned to the principles underpinning the [United Nations Convention of the Rights of Persons with Disabilities \(UNCRPD\)](#) which acknowledges that people with disability have the same human rights as those without disability. This approach requires that services are provided in a way that does not directly or indirectly prevent people with disability fully participating.

The [National Disability Strategy 2010-2020](#) sets out a plan for improving the lives of people with disability, their families and carers. The NSW Disability Inclusion Plan aligns with this strategy.

Our approach has been developed around the four key outcome areas in the NSW Disability Inclusion Plan:

1. **Liveable communities**
Identifying and removing barriers to Environment and Heritage Portfolio services and facilities for people with disability.
2. **Employment**
Increasing employment and inclusion in the workplace for people with disability.
3. **Attitudes and behaviours**
Developing positive attitudes by increasing awareness and inclusion practices.
4. **Systems and processes**
Identifying and removing barriers caused by our systems and processes.

This Disability Inclusion Action Plan (DIAP) 2015-2019 supersedes the Office of Environment and Heritage previous plan 'the Disability Action Plan 2011-12'. The structure of the plan is consistent with The Department of Family and Community Services (FACS) NSW Disability Inclusion Action Planning Guidelines.

1.1 Definition of disability

Guiding our understanding and approach is the definition of disability articulated in the *Disability Inclusion Act 2014 (NSW)*:

'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 reinforces the importance of viewing disability as a result of interaction between people living with a range of impairments and their physical and social environment. Disability is not just about impairment. The responsibility to break down barriers rests with the whole community.

We have also adopted the scope of disability from *Disability Discrimination Act 1992 (Commonwealth)* which describes disability as including:

- physical
- intellectual
- psychiatric
- sensory
- neurological
- learning disabilities

- physical disfigurement
- the presence in the body of disease causing organisms.

2 What is the legislative context?

This plan has been developed within the context of the following legislation.

1. *Disability Inclusion Act 2014 (NSW) (DIA)*
This continues the Government's commitment to improving the lives of people with disability and reaffirms the state-wide focus on building a truly inclusive community.
2. *Government Sector Employment Act 2013 (NSW) (GSE)*
The associated Regulation and Rules provide a new statutory framework focused on NSW government sector employment and workforce management. Strategies for workforce diversity are now required to be integrated with workforce planning across the government sector.
3. *Disability Discrimination Act 1993 (Commonwealth) (DDA)*
This Act recognises the rights of people with disability to equality before the law and makes discrimination based on disability unlawful.

3 Key outcome areas and actions:

3.1 Attitudes and behaviours

Aim	Action	Timeframe	Person Responsible
3.1.1 Senior management sponsor and champion commitment to access and inclusion.	3.1.1.1 Disability awareness and confidence/competence training is provided for executive teams and boards.	2016	Executive Teams
	3.1.1.2 Senior leaders raise the profile of access and inclusion in their communication by promoting the implementation of the Disability and Inclusion Action Plan in their teams.	Ongoing for duration of the plan	Executive Teams
	3.1.1.3 A Disability Champion is appointed and communicated across the Environment and Heritage Portfolio.	2016 and ongoing for the duration of the plan.	Executive Teams
	3.1.1.4 Secure Disability Inclusion Action Plan implementation budget from Office of Environment and Heritage Strategic Initiatives Pool.	2016–17 budget cycle	Executive Director Finance Procurement Performance and Services
3.1.2 Governance and accountability arrangements are clear and progress is communicated.	3.1.2.1 Progress will be monitored, reviewed and reported quarterly and annually by the steering committee.	Ongoing for duration of the plan	Corporate Planning and Reporting Organisational Development and Culture
	3.1.2.2 A progress report will be provided to the OEH Executive at the 3 rd quarter of each financial year for the duration of the plan.	Ongoing for duration of the plan	Organisational Development and Culture
	3.1.2.3 Communication plan is created and implemented to share updates and success stories with the workforce and community.	2016 and ongoing annually.	Organisational Development and Culture

Aim	Action	Timeframe	Person Responsible
			Portfolio Communication and Marketing teams
3.1.3 Employees develop increasing awareness of accessibility and inclusion issues and the needs of people with disability.	3.1.3.1 Conduct annual awareness events across the Portfolio for International Day of People with Disability, R U OK? Day.	Annually	Organisational Development and Culture
	3.1.3.2 Disability awareness information to be included in all staff induction programs, including volunteers.	2016 and ongoing annually.	Recruitment
	3.1.3.3 Disability awareness training is available and delivered to all staff and managers.	From 2016 and over the life of the plan	Workforce Capability Development
	3.1.3.4 Develop a dedicated intranet page for accessibility and inclusion information and resources, such as: <ul style="list-style-type: none"> managers' toolkit effective communication with people with disability disability employee network information workplace adjustments policy links to external organisations. 	2016–17	Organisational Development and Culture Work Health and Safety
	3.1.3.5 Investigate opportunities for customer service training for front line and service delivery staff (including volunteers) that includes best practice content on building confidence and competency in inclusive service provision practices.	2016–17	Portfolio Workforce Capability Development Customer Experience Division
	3.1.3.6 Contact centre and reception staff receive training and resources so that they can take	2016	Customer Experience Division

Aim	Action	Timeframe	Person Responsible
	and make calls via the National Relay Service for deaf, hearing-impaired and speech-impaired customers.		
3.1.4 Communications feature people with disability.	3.1.4.1 Review organisation communication plans and identify opportunities to include images, appropriate language and stories of people with disability in internal and external communications. Incorporate identified opportunities into communication plans.	From 2016 and over the life of the plan	Portfolio Communication and Marketing teams

3.2 Liveable communities

Aim	Action	Timeframe	Person Responsible
3.2.1 Service users provide input on the accessibility of services.	3.2.1.1 Consult and engage with the community about accessibility and inclusion planning for park facilities, visitor facilities, visitor experiences, services, consultation and communication processes. Incorporate into existing consultation and feedback processes where possible. Explore feasibility of conducting a survey of community members as a feedback mechanism.	2016 and ongoing	National Parks and Wildlife Service Regional Operations Group Taronga Conservation Society Australia Environment Protection Authority Botanic Gardens Sydney Living Museums Jenolan Caves Reserve Trust Western Sydney Parklands and Parramatta Park Science Division
3.2.2 The physical environment is accessible and inclusive for service users and customers.	3.2.2.1 Review and enhance processes to ensure that all new works and renovations align with the appropriate building codes and best practice (e.g. Design for Dignity). Include a consultation process with people with disability to ensure dignified access.	2016	Facilities, Asset and Building Management
	3.2.2.2 Prepare an accessibility policy statement for inclusion in the park management policy manual.	2017	National Parks and Wildlife Service
	3.2.2.3 Strategically review facilities, sites and parks to identify barriers to inclusion and accessibility. Develop and implement an 'Improvement Plan' for the removal of barriers and the improvement of accessibility and inclusion.	2016 and ongoing	National Parks and Wildlife Service Regional Operations Group Taronga Conservation Society Australia

Aim	Action	Timeframe	Person Responsible
			Environment Protection Authority Botanic Gardens Sydney Living Museums Jenolan Caves Reserve Trust Western Sydney Parklands and Parramatta Park Science Division
3.2.3 Office premises are accessible and inclusive for all staff and visitors.	3.2.3.1 Create a best practice checklist for office moves, refurbishments and rebuilds to ensure dignified access.	2016	Facilities Asset and Building Management
	3.2.3.2 Review access features and barriers of major tenancies when leases are negotiated or under review. Develop and implement an 'Improvement Plan' for the removal of barriers and the improvement of accessibility and inclusion features.	2017 and ongoing	Portfolio Facilities Asset and Building Management
3.2.4 Events, programs, volunteer opportunities, community engagement meetings and other visitor experiences are accessible.	3.2.4.1 Develop and promote an inclusive events/meeting guidelines/checklist to be used by all staff involved in managing and coordinating events.	2016	Portfolio Events and Venues Units
	3.2.4.2 Update access features and barriers information on intranet and internet sites to allow meeting, event and visit planning for staff and customers.	2017 and ongoing	Facilities Asset and Building Management
	3.2.4.3 Expand targeted accessible events, programs and visitor experiences across sites and locations.	2016 and ongoing	National Parks and Wildlife Service Regional Operations Group

Aim	Action	Timeframe	Person Responsible
			Taronga Conservation Society Australia Environment Protection Authority Botanic Gardens Sydney Living Museums Jenolan Caves Reserve Trust Western Sydney Parklands and Parramatta Park Science Division
	3.2.4.4 Provide guidance to third parties engaged to organise events and meetings to ensure they are accessible.	2016	Finance Procurement, Performance and Services

3.3 Employment

Aim	Action	Timeframe	Person Responsible
3.3.1 The recruitment process is accessible. Unintended barriers to the mainstream recruitment processes are removed.	3.3.1.1 Review and update the recruitment and selection process (including assessment processes) to ensure it is accessible for people with disability. Seek feedback and consultation from the Disability Employee Network and review best practice.	2016–17	Recruitment
3.3.2 Strategies are in place to increase the employment of people with disability.	3.3.2.1 Develop and implement a talent strategy. Include actions to: <ul style="list-style-type: none"> attract candidates with disability engage hiring managers to source candidates with disability. 	2016–19	Organisational Development and Culture Branch
	3.3.2.2 Establish linkages with providers to source candidates with disability for suitable roles.	2016–17	Recruitment
	3.3.2.3 Establish a working group across the portfolio to identify sustainable programs to increase employment opportunities which may involve: <ul style="list-style-type: none"> customised roles traineeships cadetships internships volunteer/work experience mentoring programs and/or graduate programs. 	2016–19	Organisational Development and Culture
	3.3.2.4 Offer training for people with disabilities to help them in the workplace	2016–19	EPA
3.3.3 Robust workplace adjustment policy and process is in place.	3.3.3.1 Develop and promote a policy that includes: <ul style="list-style-type: none"> a workplace adjustments procedure (including toolkit/resources to assist managers and employees) to remove barriers to employment, 	2016–17	Work Health and Safety Employee Relations

Aim	Action	Timeframe	Person Responsible
	<ul style="list-style-type: none"> internal mobility, promotion and to retain talent, seek feedback and consultation from the Disability Employee Network and review best practice. 		
	3.3.3.2 Provide training, coaching and resources for the recruitment team on inclusive recruitment and the workplace adjustments procedure.	2016 and ongoing	Recruitment Work Health and Safety
	3.3.3.3 Provide coaching and resources for selection panels/hiring managers and managers on inclusive recruitment and the workplace adjustments procedure.	2017	Recruitment Work Health and Safety
3.3.4 Learning and development opportunities are accessible and inclusive.	3.3.4.1 Review and enhance learning and development programs and processes to ensure they are accessible and inclusive for people with disability. Seek feedback and consultation from the Disability Employee Network and review best practice.	2016–17	Portfolio Workforce Capability Development
	3.3.4.2 Ensure information about training and development opportunities is accessible and compliant with Web Content Accessibility Guidelines (WCAG 2.0 AA) standards.	2016	Portfolio Workforce Capability Development
	3.3.4.3 Ensure procurement process for new learning and development programs include accessibility criteria. Seek feedback and consultation from the Disability Employee Network where appropriate.	2017	Workforce Capability Development Finance, Procurement, Performance and Services
3.3.5 Internal meetings and events are accessible and inclusive to employees and visitors with disability.	3.3.5.1 Develop and promote an inclusive meetings checklist.	2016	Organisational Development and Culture

Aim	Action	Timeframe	Person Responsible
3.3.6 Support and advocacy for access and inclusion issues is available within the organisation.	3.3.6.1 Set up an employee support group (Disability Employee Network) for people with disability, carers and other interested stakeholders to meet regularly to discuss and consult on access and inclusion.	2016	Organisational Development and Culture
3.3.7 Flexible work practices are available for staff members with disability and/or caring responsibilities.	3.3.7.1 Review flexible work practices.	2016–19	Employee Relations Organisational Development and Culture

3.4 Systems and processes

Aim	Action	Timeframe	Person Responsible
3.4.1 Complaints, feedback and consultation mechanisms are accessible to people with disability.	3.4.1.1 Coordinate a review and update of internal and external complaints, feedback and consultation mechanisms to ensure accessibility against the Web Content Accessibility Guidelines (WCAG) 2.0 AA standards.	2016–17	People and Culture Portfolio Communication and Marketing teams
3.4.2 Accessibility is considered in procurement decisions.	3.4.2.1 Research and consult to develop a best practice guide for staff to ensure that accessibility is considered in procurement decisions.	2016	Finance, Procurement, Performance and Services
	3.4.2.2 Update Request for Quotes (RFQ) and Request for Tenders (RFT) process and templates to include a section for suppliers to address inclusion and dignified access.	2017	Finance, Procurement, Performance and Services
	3.4.2.3 Promote the focus on supply chains with socially responsible practices and encourage the engagement of disability enterprise suppliers.	2016 and ongoing	Finance, Procurement, Performance and Services
3.4.3 Assistive technology and workplace adjustment needs of staff are met seamlessly.	3.4.3.1 Review and enhance the procedure for providing workplace adjustments. A streamlined process would: <ul style="list-style-type: none"> • remove possible cost barriers • include a central point of contact for information and advice • focus on timely delivery of outcomes • include a feedback mechanism. 	2016–17	Business Information Technology Procurement Work Health and Safety Finance Procurement Performance and Services
3.4.4 Publications, media and website are barrier free.	3.4.4.1 Provide guidance to employees authoring web pages to ensure new content complies with the WCAG 2.0 AA standards.	2016–17	Portfolio Communication and Marketing teams

Aim	Action	Timeframe	Person Responsible
	3.4.4.2 Coordinate content owners to conduct a review and update of all websites and intranet sites to ensure they meet WCAG 2.0 AA standards.	2016–17	Portfolio Communication and Marketing teams
	3.4.4.3 Review publication guidelines and update if required to ensure they allow for dignified access.	2016	Portfolio Communication and Marketing teams
	3.4.4.4 Review all corporate templates for internal and external use to ensure they are accessible.	2016–2017	Portfolio Communication and Marketing teams
	3.4.4.5 Review contact details on all websites and ensure that customers are referred to the National Relay Service and how to request accessible formats of documents.	2016	Portfolio Communication and Marketing teams
3.4.5 Visual and audio materials are accessible through captioning and visual description.	3.4.5.1 Ensure all video and audio materials are captioned to WCAG 2.0 AA standards by building internal capability.	2017	Portfolio Communication and Marketing teams
3.4.6 Access and inclusion is incorporated into the policy development process.	3.4.6.1 Incorporate access and inclusion into the policy development process.	2016–19	Regional Operations Group Employee Relations
3.4.7 PEEPs (Personal Emergency Evacuation Plans) are in place.	3.4.7.1 Review PEEPs creation and management process to ensure all staff, contractors and volunteers have appropriate PEEPs in place at all times.	2016	Facilities Asset and Building Management
	3.4.7.2 Review and enhance communication about the emergency evacuation procedure to include clear instructions about PEEPs.	2016–17	Facilities Asset and Building Management
3.4.8 Internal systems and processes are accessible for all employees.	3.4.8.1 Review and enhance accessibility of internal systems and processes for employees.	2016–19	Business Information Services People and Culture Finance

Aim	Action	Timeframe	Person Responsible
			Procurement Performance and Services

4 Who was consulted?

This Disability Action Plan has been developed in consultation with people with disability from across the Environment and Heritage Portfolio. This ensures that the plan is focused on the needs of employees, customers and service users.

The table below outlines the consultation process completed. It demonstrates our aim to consult and engage with the community on accessibility and inclusion planning for the duration of this plan

4.1 DIAP consultation process

Who	Type of consultation	When
Senior leaders	<ul style="list-style-type: none">Engagement sessions with Australian Network on Disability	August 2015
Steering committee	<ul style="list-style-type: none">Three committee meetingsDraft plan review	September and October 2015
Joint Consultative Committee	<ul style="list-style-type: none">The Disability Inclusion Action Plan, its intent and the consultation process was presented to the joint consultative committee and received positive encouragement	September 2015
All employees	<ul style="list-style-type: none">Two group feedback sessions1:1 sessions by phone and face to faceEmail feedbackDraft plan review	September and October 2015
Executive teams	<ul style="list-style-type: none">Draft plan review	November 2015
Senior management teams	<ul style="list-style-type: none">Business partners presenting to senior management teams and encouraging feedback	September 2015
Australian Network on Disability	<ul style="list-style-type: none">Leader engagementThree committee meetingsDraft plan review	August, September and October 2015
Disability peak bodies	<ul style="list-style-type: none">Survey conducted by Department of Family and Community Services	August 2015
Community	<ul style="list-style-type: none">Consultation	2016 and ongoing

5 How will we keep track of progress?

The governance and accountability, arrangements have been established to support and sustain change, built into, and communicated throughout the development of this plan. The following steps are in place:

- all actions have timeframes
- all actions have a named accountability area/employee
- all actions have an identified evaluation method to monitor progress and achievement against outcomes
- an Implementation plan will be created to support the actions
- quarterly steering committee meetings will be held to monitor and review progress
- progress will be reviewed, monitored and reported quarterly
- progress and achievements will be reported annually in the annual report
- the Plan and steering committee is sponsored and championed at the executive level to position inclusion planning and actions as a high priority.

6 Abbreviations

Abbreviations	Definition
Action Plans	Disability Inclusion Action Plans
ADA	<i>Anti- Discrimination Act 1977 (NSW)</i>
AND	Australian Network on Disability
DAP	Disability Action Plan
DDA	<i>Disability Discrimination Act 1992 (Commonwealth)</i>
DIA	<i>Disability Inclusion Act 2014 (NSW)</i>
DSA	<i>Disability Services Act 1993 (NSW)</i>
FACS	Department of Family and Community Services
GSE	<i>Government Sector Employee Act 2013 (NSW)</i>
NDIS	National Disability Insurance Scheme
NDS	National Disability Strategy 2010-2020
NPWS	National Parks and Wildlife Service
PPT	Parramatta Park Trust
UNCRPD	United National Convention on Rights of Persons with Disabilities
WSPT	Western Sydney Parklands Trust

NSW legislation can be found at: www.legislation.nsw.gov.au

Commonwealth legislation can be found at: www.comlaw.gov.au