



**Victorian
Public Sector
Commission**



VICTORIA
State
Government

Accessibility action plan (AAP)

Our AAP for the years 2019 to 2022 demonstrates four focus areas, each linking to our overarching organisational purpose with clearly defined aims.

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Introduction

An opening message from the Commissioner

Message from the Commissioner

It is important that the Victorian public sector has a workforce that reflects the community it serves. By having the diversity of our community represented at all levels and across the breadth of our organisations, we ensure that we can inform the best policy and can deliver the best services for Victoria. As the largest employer in Victoria, it is also important that the Victorian government sets the standard as a model employer for the whole community.

A commitment to human rights is one of the VPS Values. At the Victorian Public Sector Commission, we are committed to ensuring that the human rights of people with disability are upheld through our internal practices, through our work with stakeholders and through the services that we provide.

Our VPSC Accessibility Action Plan 2019-2022 sets out how we will promote universal access through four focus areas for action, and how we will evaluate and report on our progress over the coming years. Through this Plan, we commit to our vision of a trusted Victorian Public Sector Commission that achieves excellence for the Victorian community. We seek to attract and retain talented employees from all abilities and backgrounds, to help us deliver the best advice, policies and programs to the Victorian public sector.

I am proud that the Victorian Public Sector Commission led work on [Getting to work: Victorian public sector disability employment action plan 2018–2025](#). Building on our existing initiatives, this Plan shows the VPSC's commitment to being an employer that is genuinely accessible and inclusive. While we have taken pride in high rates of representation of people with disability in the Commission's workforce in recent years, we know there is more we can do.

I would like to thank everyone who contributed to the development of the plan and look forward to working together to achieve outcomes for and with people with disability.



Dr Paul Grimes PSM

Commissioner

Victorian Public Sector Commission



A framework for access and inclusion

Our plan is informed by the United Nations Convention on the Rights of Persons with Disabilities which aims to protect the rights of people with disability by focusing on a human rights approach.

Public sector organisations are obligated by law to create an Accessibility Action Plan. These plans can be published on their website for transparency and accountability. The *Victorian Disability Act 2006* under Section 38 requires plans for the purpose of:

1. reducing barriers to persons with a disability accessing goods, services and facilities;
2. reducing barriers to persons with a disability obtaining and maintaining employment;
3. promoting inclusion and participation in the community of persons with a disability;
4. achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

VPSC must report on this Plan in our annual report, providing evidence of activity and outcomes. We will also follow good practice and lodge our Plan with the Australian Human Rights Commission to demonstrate our public commitment to access and inclusion.

Read the full plan: '[Getting to Work, Victorian Public Sector Disability Employment Action Plan](#),' Victorian Public Sector Commission, 2018



1. Workplace accessibility

Inclusive practices for employment of people with disability will create a safe and accessible working culture.

Priority 1.1 A flexible and accessible working culture

Action 1.1.1

Flexible work arrangements are offered to all roles at VPSC

Responsibility

Human Resources

Success measure

Flexible Work Policy updated to reflect change.
All position descriptions advertise VPSC roles as flexible.

Timeframe

December 2019

Priority 1.2 Commit to raising awareness of and

early response to assist employees experiencing mental illness

Action 1.2.1

Implement a VPSC mental health charter to support and empower our employees and ensure that employees do not experience stigma

Responsibility

Human Resources

Success measure

Mental Health Charter has been developed, promoted and communicated at unit and branch meetings.

Timeframe

March 2020

Action 1.2.2

Implement the department wide guidelines with a disability-confident Employee Assistance Program (EAP)

Responsibility

Human Resources

Success measure

Disability confident EAP supplier is contracted.

Timeframe

March 2020

Priority 1.3 Build awareness through access to information

Action 1.3.1

Ensure VPSC AAP is integrated into all activity across the commission

Responsibility

Human Resources

Success measure

Induction materials for all new employees include AAP as a required reading resource. PMS survey results reflect a positive culture within our organization in relation to employees with disability

Timeframe

June 2020

Action 1.3.2

Provide disability awareness training (face-to-face and eLearn) to executives, managers and employees

Responsibility

Human Resources

Success measure

An increase in the number of employees completing the learning.

Timeframe

December 2020



2. Communications and engagement

Equitable access to information, knowledge and opportunity establishes a platform for positive interactions for people with disability.

Priority 2.1 Communications and marketing content developed by VPSC is accessible and inclusive

Action 2.1.1

Develop a formal policy and process which sets out our commitment to ensure accessibility requirements are met for communication and marketing content within VPSC

Responsibility

Communications and Engagement

Success measure

Policy and processes developed and easily accessible for all employees and stakeholders.

Timeframe

November 2019

Action 2.1.2

Understand accessibility of internal and external VPSC digital resources against Web Content Accessibility Guidelines (WCAG) Standards 2.1 Level AA, and where possible, Level AAA

Responsibility

Workforce and Engagement

Success measure

Audit of high traffic digital resources undertaken.

A phased implementation plan with ongoing governance is created to ensure digital resources are accessible.

Monitoring and review mechanism established to ensure ongoing accessibility.
Remedial actions on high priority historic items completed.

Timeframe

January 2020 – December 2021

Action 2.1.3

Regularly feature people with disability in our internal and external marketing and communications materials to communicate that the public sector reflects (or should reflect) the Victorian community it serves

Responsibility

Communications and Engagement

Success measure

Number of news stories shared with VPSC stakeholders.

Timeframe

January 2020 – December 2021

Priority 2.2 Employees are equipped with the knowledge to create accessible content and deliver accessible services

Action 2.2.1

Training and resources are developed in relation to development of accessible materials, including visual and audio materials

Responsibility

Communications and Engagement

Success measure

Training offered to employees and integrated into role learning.

Training schedule created.

Timeframe

March 2019

Action 2.2.2

VPSC employees have undergone National Relay Service training.

Responsibility

Workforce and Engagement

Timeframe

December 2019

Priority 2.3 Events hosted by VPSC are accessible and inclusive

Action 2.3.1

Adopt an accessible event checklist and implement when designing functions

Responsibility

Communications and Engagement

Success measure

Feedback from participants of events show high levels of satisfaction in relation to the accessibility of events.

Events planning checklist incorporates accessibility.

Timeframe

March 2019

Priority 2.4 Story telling is used at VPSC to promote awareness and inclusion at VPSC

Action 2.4.1

Implement a strong communications and marketing and engagement plan to: share stories of current employees; and explain benefits and what's already great for people with disability working in the sector.

Responsibility

Communications and Engagement

Success measure

Case studies, stories and accessible documents easily accessed on VPSC managed websites including Careers Vic website.

Timeframe

June 2019

3. Accessible processes and systems

Policies, frameworks and systems that include accessibility criteria will enable inclusive and equal participation for people with disability.

Priority 3.1 Ensure our recruitment and selection policy and practices are inclusive to people with disability

Action 3.1.1

Develop and write a VPSC Equal Employment Opportunity policy which includes people with disability

Responsibility

Human Resources / Workforce and Engagement

Success measure

EEO policy written and accessible to all employees.

Timeframe

March 2020

Action 3.1.2

Work towards achieving Disability Confident Recruiter status with Australian Network on Disability, including a review of VPSC recruitment and selection policies and procedures (end to end) to remove any unintended barriers and enhance the inclusion of people with disability

Responsibility

Human Resources

Success measure

Status achieved and promoted to stakeholders.

Timeframe

December 2019

Action 3.1.3

Recruiters contracted by VPSC provide diverse candidate pools or have attained Disability Confidence Recruiter status

Responsibility

Human Resources

Success measure

Number of employees hired with disability increases.

Timeframe

September 2020

Priority 3.2 Ensure we ask all our potential and current employees if they require any workplace adjustments

Action 3.2.1

Develop a Workplace Adjustment policy and procedure and ensure Workplace Adjustments are supported

Responsibility

Human Resources / Workforce and Engagement

Success measure

Workplace adjustment policy, procedure and process in place and communicated to all employees.

All new employees are asked if they require workplace adjustments during various stages of the recruitment and onboarding process.

Timeframe

December 2019

Action 3.2.2

Review our Workplace Adjustment Forms to align with new policy and procedure

Responsibility

Human Resources / Workforce and Engagement

Success measure

Formal review undertaken, and any updates formalised into new Workplace Adjustment Form.

Workplace Adjustment Form aligns to new policy and procedure.

Timeframe

December 2019

Action 3.2.3

Develop a Workplace Adjustment Passport

Responsibility

Human Resources / Workforce and Engagement

Success measure

Guidelines developed and implemented throughout VPSC.

Timeframe

December 2019 – December 2020

Priority 3.3 Ensure our learning and development opportunities are accessible to people with disability

Action 3.3.1

Review our Learning and Development practice

Implement guidelines to ensure training opportunities are accessible and / or alternative versions are available.

Responsibility

Human Resources / Workforce and Engagement

Success measure

Guidelines developed and implemented throughout VPSC.

Timeframe

June 2020

Priority 3.4 Strong commitment to preferencing suppliers that empower people with disability

Action 3.4.1

Demonstrate a commitment to social procurement including making efforts to cultivate and support emerging suppliers who employ or support people with disability

Responsibility

Corporate

Success measure

Number of suppliers contracted who employ people with a disability.

Timeframe

January 2019 – December 2021

Action 3.4.2

Review procurement documentation to reinforce our commitment to access and inclusion of people with disability and working with organisations with similar goals

Responsibility

DPC Corporate Procurement

Success measure

Documentation has been reviewed and commitments published.

Timeframe

December 2019

Priority 3.5 Employees and / or service users are able to use / access the products and services that are purchased

Action 3.5.1

Stipulate in procurement documentation that providers, products and services must be accessible

Responsibility

Corporate

Success measure

All VPSC products and services are accessible to our employees and service users.

Timeframe

October 2019

Priority 3.6 Explore opportunities to develop partnerships with organisations to increase employment for people with disability to work at

VPSC

Action 3.6.1

Develop a process to provide internships for students with disability

Responsibility

Human Resources / Workforce and Engagement

Success measure

An increase in placements of interns with a disability.

Timeframe

March 2020



4. Access to facilities

Following Universal Design Principles and building beyond compliance delivers equitable and dignified access to our premises.

Priority 4.1 The VPSC built environment is accessible to all employees and stakeholders

Action 4.1.1

Personal Emergency Evacuation Plans (PEEPs) are offered to employees and forms to request are easily accessible

Responsibility

Corporate

Success measure

PEEPs including into induction / onboarding processes.

PEEP forms located on VPSC intranet.

Work health and safety or fire wardens have knowledge of PEEPs.

Timeframe

June 2019

Action 4.1.3

Learning and development opportunities about premises' standards are provided to

VPSC employees responsible for facilities

Responsibility

Corporate / Human Resources

Success measure

Opportunities researched and promoted to employees responsible for facilities.

Timeframe

January 2021

Action 4.1.4

Audit and review existing premises with the landlord for accessibility and develop a report for remedial action

Responsibility

Corporate

Success measure

Review of premises has been completed and a report developed for the accessibility of work place.

3-year strategy developed, and budget allocated.

Timeframe

June 2021

Action 4.1.5

Implement a Dignified Access Checklist to provide a strong foundation to ongoing accessibility

Responsibility

Corporate

Success measure

Checklist used to conduct annual audit of VPSC premises and suggested recommendations recorded.

Timeframe

June 2021

5. Reporting, Governance and Continuous Improvement

Strong monitoring and review mechanisms ensures that VPSC remains accountable and focused on improving outcomes for people with disability.

Our Accessibility Action Plan will be lodged with the Australian Human Rights Commission to demonstrate our commitment to positive change and increase the overall engagement, representation and meaningful employment of people with disability at the Victorian Public Sector Commission.

We are committed to monitoring and reviewing our access and inclusion activities and report on progress to ensure accountability. Biannually the Accessibility Action Plan Working Group will review actions from the Plan and report on progress in a status report presented to the Disability Champion. Marketing will use these reports to summarise progress and publish in VPSC's annual report.

In addition, we are committing to joining the Disability Employment Community of Practice established under Getting to Work to learn from and share experiences with other government departments.

Priority 5.1 Ensure accessibility is resourced appropriately to progress our access and inclusion activities

Action 5.1.1

Appoint a formal Disability Champion (Director / Executive level) to strategically drive access and inclusion priorities at VPSC

Responsibility

Commissioner

Success measure

Disability Champion appointed and inducted into the role.

Timeframe

Completed

Action 5.1.2

Empower an existing resource to implement the VPSC Accessibility and Access Plan (AAP)

Responsibility

Commissioner

Success measure

Existing resource is identified to coordinate the implementation of VPSC AAP actions.

Timeframe

September 2019

Action 5.1.3

Appoint an Accessibility Working Group to implement and track progress of the Accessibility Action Plan (AAP)

Responsibility

Corporate

Success measure

Accessibility Working Group established and meet at least quarterly.

Timeframe

September 2019



Appendix 1 - Definitions

The Victorian Public Sector Commission (VPSC) recognises the definition of disability as:

Persons with disabilities include those who have long-term (lasting 6 months or more) physical, mental health, intellectual, neurological or sensory impairments which in interaction with various attitudinal and environmental barriers may hinder their full and effective participation in society on an equal basis with others.

This definition is based on descriptions recognised by the United Nations Convention on the Rights of People with Disability (UNCRPD) and Australian government. This 'Convention' defines disability within the context of the social model of disability, which recognises that negative attitudes and environmental barriers impact on people's ability to participate equitably in work and life. The Convention contains principles of human rights and capability building so that persons with disabilities have agency to contribute to social and public life.

The Victorian Government also acknowledges and values the social model of disability.

The VPSC Accessibility Action Plan is underpinned by this shared understanding of the social model of disability – to remove barriers to the workplace. This is consistent with the values we hold as a sector. We respect the human rights of people with disability.

