

Disability Action Plan 2009–11



Policy Statement

The Office of State Revenue's role is to collect revenue and manage the State's finances for the benefit of all people within the state. It is committed to minimising and, where possible, eliminating discriminatory practices and to increasing participation and access to OSR's services and facilities to people with disabilities.

OSR recognises the diversity of the people of NSW and is committed to ensuring that its policies and programs reflect the diverse needs of its customers and its employees.

The Disability Action Plan (Plan) will assist OSR in eliminating any discriminatory practices, which may prevent people with a disability from having full and equal access to employment or the services provided by OSR.

This Plan outlines strategies for broader organisational planning activities to ensure that people with disabilities are considered, not only in our Equity Plans and Initiatives, but also as an integral part of the way OSR operates.

OSR is committed to achieving the outcomes for people with a disability set out in the NSW State Plan and Guidelines for disability action planning by NSW Government agencies by implementing the initiatives outlined in the Disability Action Plan for 2009–11.



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NSW Treasury

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About OSR

The Office of State Revenue (OSR) and the Office of Financial Management (OFM) form the two branches of NSW Treasury.

OSR administers State taxation and revenue programs for and on behalf of the people of NSW. OSR helps develop policy, implements legislation, collects revenue and outstanding fines and distributes grants and subsidies.

OSR is the NSW Government's primary revenue and fine administration agency. The revenue we collect funds schools, hospitals and other public services for the people of NSW. Fines are administered by the State Debt Recovery office (SDRO), a division of OSR. The fines we process and enforce ensure that our society remains a just one, while the grants and subsidies we distribute provide valuable financial assistance to families and businesses across NSW.

OFM is the arm of NSW Treasury that advises the Treasurer and the NSW Government on state financial management policy and reporting, and on economic conditions and issues.

Our purpose

To ensure revenue compliance to help fund the future for the people of NSW.

Our vision

Proudly delivering public value through fair and progressive services.

Our values

Responsiveness – we anticipate and respond appropriately

Integrity – we always do the right thing

Teamwork – we work together to get the best results

Achievement – we get the job done.

Our corporate objectives

- maximise compliance
- maximise effectiveness and efficiency
- maximise stakeholder satisfaction
- maximise organisational and staff capability.

Strategic drivers

Pride – in the work we do, in the way we do our job and in working for OSR

Confidence – in our ability to work with clients and stakeholders to deliver services and results

Fair – in our procedures, decisions, attitudes and behaviours towards clients and stakeholders

Progressive – in our openness to change and willingness to improve in everything we do

Well-governed – in our control of resources, operation of our systems, processes and decision making.

Data profile

Service users profile

OSR provides a direct service to the general public through offices located in the City, Parramatta and regional offices in Newcastle and Wollongong. Call centres for SDRO are located in Lithgow and Maitland. OSR also runs a state-wide program of client education to assist taxpayers and their agents understand their rights and obligations.

Consultation and liaison processes are maintained with representatives of the major legal and accounting bodies and industry groups. Legislation and policy advice to clients is provided through a Revenue Ruling Service and other publications including, a variety of specific online subscription services.

The Australian Bureau of Statistics

Our clients come from a broad and diverse cross section of the community. In developing our Plan, we have referred to **The Disability, Ageing and Carers Survey, 2003** that provides the following general data on people with disabilities in NSW:

- In 2003 an estimated 1 400 000 people in NSW (20 per cent of the population) had a disability. The underlying disability rate in NSW has remained reasonably constant between the 1998 and 2003 surveys
- Most of these people (87 per cent or 3.2 million people) had a specific restriction consisting of a core activity restriction. For 78 per cent of people with a disability, physical conditions were the cause of their disability. The most common causes were diseases of the musculoskeletal system including arthritis. For 11.1 per cent of people, mental and behavioural disorders were the cause of their disability
- It is recognised that people with disabilities are a diverse group, with differences including gender, language, religion, sexuality, geographical location and socio-economic circumstances affecting their individual needs.

This information will be used to inform the review and consultation process outlined in this Plan.

OSR does not currently collect information on the percentage of our clients with a disability.

Staff profile

In 2008–09, OSR employed 1187 people. OSR's Equal Employment Opportunity Annual Report 2008–09 provides the following data on staff with a disability:

- 59 staff (approximately 5 per cent) identified as having a disability under the broad definition used to collect EEO data
- approximately 12 staff (1 per cent) identified as having a disability required a work-related adjustment.

OSR does not currently collect more specific information on the number of staff with disabilities by disability type.

Consultation

OSR implemented a broad, consultative approach to develop our Plan including:

- reviewing of OSR's 2006–08 Disability Action Plan to determine our progress and areas which required continued development
- inviting interested OSR employees to attend a feedback session to contribute their ideas for inclusion in the plan
- establishing a focus group comprised of key personnel with responsibilities under the plan, along with staff representatives from all Divisions of OSR, including staff with disabilities, who will oversee and drive implementation of the plan
- consulting with the OSR PSA Workplace Committee to obtain endorsement of the final Disability Action Plan.

Ongoing strategies to promote and ensure staff awareness of the Plan and their obligations under the *Disability Discrimination Act 1992* include:

- making the plan and other related information available on OSR's Intranet
- promoting the plan in our internal newsletter
- promoting community activities that recognise and celebrate people with disabilities including the 'Don't DIS my ABILITY' campaign and awareness week
- training staff to enhance awareness of staff regarding the needs of people with a disability, both as clients and colleagues
- integrating disability issues into other relevant human resource and corporate programs and planning activities including workforce planning processes;
- reporting progress in OSR's Annual Report.

Achievements

Significant progress was made during our previous Plan and there is a commitment to ensure that these achievements are maintained and further progress made.

Key outcomes during the period of the previous Plan are:

- integrated our Plan with other relevant human resources and corporate programs and planning activities including workforce planning processes
- promoted the 'Don't DIS my ABILITY' campaign for people living with disabilities. Initiatives to support and promote this campaign have included:
 - promoting the campaign on our intranet and in our internal newsletter
 - offering complimentary tickets to the wheelchair rugby competition to staff
 - sponsoring the campaign
- committed to consult with disability agencies on major initiatives and to seek their support and guidance on our progress. We have regularly attended the Diversity NSW Workshops and have presented at the Corporate Partners for Change employer forum
- invited staff to attend the Department of Premier and Cabinet Disability Consultation Forum on the government's Disability Employment Strategy
- provided work placement for a student under the Corporate Partners for Change Program
- established of a new position enabling the employment of staff with either permanent medical restrictions or a disability
- developed of a diversity page on our intranet
- developed a reasonable adjustment policy and its inclusion into our recruitment and selection training
- implemented a support process to assess new employees' medical restrictions and/or disabilities through pre-employment screening
- provided guidelines and training on emergency evacuation of buildings for people with a disability
- ensured the content on both OSR and SDRO websites is accessible to people with a disability using reader and assistive technology
- included details of tele-typewriter (TTY) services for hearing-impaired or speech-impaired clients on SDRO forms and publications, and providing a dedicated TTY line for SDRO clients.

Monitoring and review

Progress against OSR's Plan will be monitored and reviewed on an ongoing basis. The overall management, ongoing monitoring and evaluation of the plan will be managed by the Manager, HR Consultancy in conjunction with the focus group.

The Plan will be reviewed on a quarterly basis to ensure that any necessary modifications are made. Changes will be made to reflect completion of actions, changes in priorities and the ongoing needs of people with disabilities.

Initiatives will be evaluated either as they are completed or on an annual basis along with other Equity Strategy initiatives. Progress against strategies will be provided annually to the Executive for consideration and inclusion in annual budget/planning activities.

The views of staff and external stakeholders will be sought as part of the ongoing monitoring of the Plan. Staff climate surveys, which are conducted periodically, may also be a useful indicator for monitoring the Plan.

Measurement of progress

Progress against performance indicators will be reported in each Annual Report. The relevant section of the Annual Report will be submitted to the Ageing and Disability Department in accordance with legislative requirements.

Review/update plan

Our disability action planning will align with our strategic planning, with the current plan spanning 2009–11. At the completion of the plan, achievements will be noted and the Plan will be evaluated and reviewed following a full consultation process. A new Plan will be established and submitted to the Department of Ageing, Disability and Home Care as required.

Outcome 1: Identifying and removing barriers to services for people with a disability

| Strategies | Measuring Achievement | Timeframe | Responsibility |
|---|---|-----------------|--|
| Provide training to client contact staff in dealing with customers with disabilities | All client contact staff trained in dealing with customers with disabilities | By 30 June 2010 | Learning and Performance HR OSR Management |
| Disability awareness training is incorporated into key learning programs, eg supervisors fundamentals, frontline management | Training and development programs are designed and delivered to increase general awareness of the needs of people with a disability, both as clients and colleagues – could be blended learning | By January 2011 | Learning and Performance HR OSR Management |
| Promote activities that recognise and celebrate people with a disability e.g Don't DIS my ABILITY | disability awareness campaigns are regularly promoted in OSR | As they occur | HR Communications OHS Committees |
| Provide training to staff responsible for developing and conducting training | Appropriate staff identified and training provided | Ongoing | Learning and Performance HR OSR Management |
| Provide tools to assist client contact staff in dealing with customers with disabilities e.g. plastic signature templates | Appropriate staff identified and tools provided | June 2011 | Learning & Performance HR OSR Management |

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| Successful professional people with disability speak at OSR forums e.g. spokeswomen and corporate planning | Improved awareness of identifying and overcoming barriers – measured through regular staff survey | Ongoing | Disability Action Plan Focus Group |
| Identify OSR staff with disabilities to speak at face to face Induction and record for inclusion in online induction | Improved awareness measured through induction evaluation | Ongoing | Disability Action Plan Focus Group Learning & Performance |
| OSR OnLine subscription service ask clients with disabilities how they access OSR services and satisfaction with those services and comments re improvement | Bi annual survey using OSR on-line subscription service | By Dec 2010 | Disability Action Plan Focus Group |

Outcome 2: Providing information and services in a range of formats that are accessible to people with a disability

| Strategies | Measuring Achievement | Timeframe | Responsibility |
|--|--|-----------------|--|
| Ensure compliance with the Department of Premier and Cabinet Circular 2008-10 Assistance For People With Writing Difficulties when reviewing departmental policies/processes | <p>OSR Policies comply with relevant disability-related government guidelines</p> <p>All policies/processes reviewed, gaps identified and amendments made</p> <p>Incorporate this as part of the ISO review process</p> <p>Incorporate relevant information into learning programs to ensure staff awareness</p> | By January 2011 | <p>HR</p> <p>ISO Coordinator</p> <p>Learning and Performance</p> |
| Ensure OSR's internet and intranet sites are accessible to all people with disabilities | Determine the extent that the OSR's websites comply with the conformance level 'AA' of the W3C Web Content Accessibility Guidelines | By March 2010 | <p>Communications</p> <p>Web Services</p> <p>Learning and Performance for e-learning courses including Moodle network LEAPonline</p> |
| Ensure that all OSR communications can be made available in alternative formats upon requests | <p>Average time taken to provide accessible material</p> <p>Amount of information available in alternate format</p> | On request | Communications |
| Ensure that all client contact staff are aware of the alternative document formats available and how to request a document | Information about alternative document formats is included in learning programs to ensure staff | With training | <p>Learning and Performance</p> <p>Communications</p> |

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| | awareness | | |
| Research the use of hearing loops in client contact areas including conference rooms used for seminars and on OSR telephone systems | Research conducted and report prepared | By June 2010 | Disability Action Plan Focus Group |
| Research the provision of captioned audio for audio and video content for those who are deaf | Research conducted and report prepared | By December 2010 | Disability Action Plan Focus Group |
| <p>Research ways to support clients with the most common cognitive disabilities individuals have to overcome:</p> <ul style="list-style-type: none"> • perception and processing • memory • problem solving • attention | Research conducted and report prepared | By June 2011 | Disability Action Plan Focus Group |
| Develop stakeholder relationships with organisations that represent or act on behalf of people with disabilities | Relationships provide information channels | Ongoing | Disability Action Plan Focus Group |

Outcome 3: Making government buildings and facilities physically accessible to people with a disability

| Strategies | Measuring Achievement | Timeframe | Responsibility |
|--|---|------------------|------------------------------|
| Have all OSR premises audited to assess compliance with Australian Standards for access and mobility – AS 1428 parts 1 and 2 | Percentage of sites that have undergone an access audit | By December 2010 | BSB |
| Develop priority action plan, incorporating timeframes, to address disability access barriers - consider adding a Braille panel to OSR foyers near lifts with information re accessing the public areas and further panels inside all lifts, as appropriate - consider lighting levels support aging population and macular degeneration – for clients and staff | Plan developed Percentage of actions addressed | By December 2010 | BSB |
| Access considerations are integrated into building/facility upgrades or new lease plans | Provider engaged to complete an access audit when new facilities or lease plans are developed | By December 2010 | BSB |
| Review guidelines for emergency evacuation of buildings for people with a disability | Emergency evacuation plans consider the needs of people with a disability Fire wardens (and counter staff) are | By December 2010 | BSB External provider |

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| | appropriately trained in managing people with a disability during an incident | | |
| Promote the use of the HREOC Accessible Meetings and Events Guide when planning workshops, meetings and conferences | Standardised guidelines and access checklists are developed for hire of external venues | When external venue is needed | BSB |
| Integrate information through OHS Committees | OHS committees address issues as they arise | Ongoing | OHS committees |

Outcome 4: Assisting people with a disability to participate in public consultations and to apply for and participate in government advisory boards and committees

| Strategies | Measuring Achievement | Timeframe | Responsibility |
|--|---|------------------|------------------------------------|
| Seek input and participation from people with a disability in the implementation of the disability action plan | Disability action plan focus group is maintained and input from employees with disabilities (or carers) is continually sought | Duration of Plan | Disability Action Plan Focus Group |
| Develop a resource list of disability groups or peak organisations who may be interested in OSR's core business issues | Resource list developed and promoted through the diversity page on OSR's intranet and our internal newsletters | Bi Monthly | HR Communications |
| Encourage people with a disability to apply for positions on government advisory boards and committees | Advertisements for relevant positions state "people with a disability are encouraged to apply" | June 2011 | HR |

Outcome 5: Increasing employment participation of people with a disability in the NSW public sector

| Strategies | Measuring Achievement | Timeframe | Responsibility |
|--|---|------------------|---------------------------------------|
| Recruitment and selection training addresses the considerations required for applicants with a disability | Recruitment and selection training incorporates information about considerations for applicants with a disability | By June 2010 | HR Learning and Performance |
| Ongoing education regarding the support process to assess new employees' medical restrictions and/or disabilities through pre-employment screening | Staff identified and trained to screen applicants | By June 2010 | HR |
| Ongoing education regarding OSR's Reasonable Adjustment Policy | OSR's Reasonable Adjustment policy is regularly publicised | Bi Monthly | HR Communications |
| Consider opportunities to identify positions as suitable for a person with permanent medical restrictions or a disability | Positions that are suitable for a person with a disability are identified | Duration of plan | Disability Action Plan Focus Group |
| Feedback from OSR staff with disabilities to identify barriers, identify strategies to enhance career development and encourage people with disabilities to apply for positions with OSR | Bi annual feedback sought | 6 monthly | Disability Action Plan Focus Group |
| Maintain ongoing support for staff with disabilities to retain | Program to support staff with disabilities | By Dec 2010 | Disability Action Plan Focus Group |