

ACCESSIBLE ISLAND

TASMANIA'S DISABILITY FRAMEWORK FOR ACTION 2018 - 2021



Premier's Disability Advisory Council Annual Report on Agency Implementation

2019-2020

Cover images:

Top:

Heads of Agency on a visit to Oakdale Enterprises in Warrane, October 2019
(Source: Communities Tasmania Annual Report to PDAC).

Middle:

Photo – Mount Field Discovery Day participants enjoy exploring the wheelchair accessible track to Russell Falls. 85 participants from the disability sector attended. (Source: DPIPWE)

Bottom:

PDAC member Stephen Nicholson and his fellow Auslan interpreters have translated the Premier's daily coronavirus updates since the beginning of the COVID-19 Pandemic see Action 1.38 (Source: [The Advocate](#) April 7, 2020).

Acronyms

AACF	Accessible adult change facility (also known as Changing Places)
ABS	Australian Bureau of Statistics
ADE	Australian Disability Enterprise
AND	Australian Network on Disability
Communities Tasmania	Department of Communities Tasmania (DCT used in tables)
CC	Community Corrections (DoJ)
COAG	Council of Australian Governments
COVID-19	COVID-19 Pandemic
DAP	Disability Action Plan
DDA	Disability Discrimination Act 1992 (Cth)
DER	Disability Employment Register (managed by SSMO).
DES	Disability Employment Service provider (Australian Government)
DCW	Disability Confident Workforce
DFA	Disability Framework for Action 2013-2017 (now Accessible Island 2018-2021)
DoE	Department of Education
DoH	Department of Health
DoJ	Department of Justice
DPAC	Department of Premier and Cabinet
DPFEM	Department of Police, Fire and Emergency Management
DPIPWE	Department of Primary Industries, Parks, Water and Environment
DSAPT	Disability Standards for Australian Public Transport
DSE	Disability Standards for Education 2005
ECEI	Early Childhood Early Intervention
EOT	Equal Opportunity Tasmania
ICT	Information and Communications Technology
MDCG	Minister's Disability Consultative Group
MHADD	Mental Health, Alcohol and Drug Directorate
NDS	National Disability Strategy 2010-2020
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
PDAC	Premier's Disability Advisory Council
PESRAC	Premier's Economic and Social Recovery Advisory Council
SAP	Southern Accommodation Project (DPIPWE)
SMHS	Statewide Mental Health Services
SSMO	State Service Management Office
State Growth	Department of State Growth
TEC	Tasmanian Electoral Commission
TFS	Tasmanian Fire Service
THS	Tasmanian Health Service
TAS	Transport Access Scheme
TasCAT	Tasmanian Civil and Administrative Tribunal
TasTAFE	TasTAFE
TLA	Tasmania Legal Aid
TPS	Tasmanian Prison Services
TSS	Tasmanian State Service
Treasury	Department of Treasury and Finance
WAPT	Workplace Adjustment Policy Template
WCAG 2.0 Level	Web Content Accessibility Guidelines 2.0 Level AA

Guide to Reading this Report

Accessible Island commenced on 1 January 2018. This report covers the period 1 July 2019 to 30 June 2020. However, in cases where Agencies have activities in progress – a foreshadowed date beyond 30 June 2020 may be included.

2019 Report	Refers to the PDAC Report 2018-2019
2020 Report	Refers to the PDAC Report 2019-2020

To aid Agencies, PDAC's commentary and feedback are highlighted in bold text (eg '**PDAC notes...**').

ALL Where all agencies are required on an action – this is indicated by 'ALL' before the description of the action (eg ALL - Action 1.5)

***** An asterisk preceding an agency subheading (eg *Communities Tasmania) indicates that specific agencies that are responsible for an action

Used in tables - indicates a partial response from the Agency

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Accessible Island | Tasmania's Disability Framework for Action 2018 - 2021

[Accessible Island: Tasmania's Disability Framework for Action 2018-2021](#) (Accessible Island) is the third whole-of-government framework to guide Tasmanian Government agencies work for all Tasmanians with disability. The first Disability Framework for Action (DFA) began in 2005 and was followed by the second DFA, which began in 2013 and concluded in 2017.

Accessible Island is a whole of government policy that aims to remove barriers and enable people with disability to enjoy the same rights and opportunities as all other Tasmanians. Accessible Island¹ links to the National Disability Strategy 2010–2020 (NDS), which outlined a ten-year national policy framework for improving the lives of Australians with disability, their families and carers.

- All Australian states and territories have agreed to develop implementation plans for the NDS.
- Accessible Island is Tasmania's implementation plan for the NDS; and its action areas align to the NDS outcomes².

Jurisdictions are currently working to develop the new national disability strategy for agreement by Commonwealth, state, territory and local governments which will be released in December 2021.³

Tasmanian Government agencies are required to provide an annual report on their implementation of Accessible Island to the Premier's Disability Advisory Council (PDAC). This report focuses on the activities of Tasmanian Government agencies during 2019-2020.

¹ For more information and a detailed list of actions see: [Accessible Island: Tasmania's Disability Framework for Action 2018-2021](#)

² See Background (page 106)

³ For more information see the Department of Social Services (DSS) [Disability Gateway](#).

Premier's Disability Advisory Council

PDAC is chaired by the Premier and includes the Minister for Disability Services and Community Development⁴ as a permanent member. PDAC has up to 11 community members, including the Community Chair and Deputy Community Chair who conduct out-of-session meetings. More information about PDAC and a list of current members can be found. [More information about PDAC and a list of current members can be found here.](#)"

Interstate transport is a significant barrier for many people with disability. PDAC is also represented on the Hobart International and Launceston Airport consultative committees.⁵ PDAC members have also engaged with representatives from the TT-Line on the build of the new Spirits and the provision of accessible cabins.

PDAC's report is based on self-reporting by agencies. Therefore, the language, style and level of detail varies. PDAC's comments reflect the information provided by agencies and PDAC members' observations from a community perspective. Not all activities reported are able to be captured in this Report.

Once the Agency reports have been received, the PDAC community members review them and provide feedback to:

- highlight substantial progress and/or significant outcomes that have been achieved;
- showcase initiatives that demonstrate good practice;
- note areas where a stronger commitment and more action is required;
- assess change since the previous year's reports; and
- make recommendations to inform agency and whole-of-government priorities.

PDAC acknowledges that the key audience for this report is the agencies who report against Accessible Island. This report is not intended to provide a full summary but to distil highlights, identify gaps, promote collaboration and share information that may be of use to agencies.

PDAC's 2020 report provides a high-level summary of the Agency's reporting and PDAC's feedback. The report is submitted to Cabinet for consideration after which it is forwarded to the Heads of Agency and is published on the Communities Tasmania website.

⁴ Reflects Ministry as at October 2020.

⁵ Non-government.

Agencies Reporting on Implementing of Accessible Island

- Communities Tasmania
- Education (DoE)
- Health (DoH) – including the Tasmanian Health Service (THS)
- Justice (DoJ)
- Premier and Cabinet (DPAC)
- Primary Industry, Parks, Water and the Environment (DPIPWE)
- Police, Fire and Emergency Management (DPFEM)
- State Growth
- TasTAFE
- Treasury and Finance (Treasury)

Attendance of Heads of Agencies at PDAC meetings

Since 2008, Heads of Agencies have met formally with PDAC to discuss their agency's implementation of the DFA (and now Accessible Island). These meetings occur on a rotating basis over a two-year period. During 2019-2020 the following meetings were held:

- On 21 July 2020 with the Secretary of the Department of Police, Fire and Emergency Management and the Secretary of the Department of State Growth.
- On 27 October 2020 with the Deputy Secretary of the Department of Treasury and Finance and the Deputy Secretary of the Department of Health.

PDAC thanks Mr Darren Hine AO, Mr Kim Evans, Ms Emsada Babic and Mr Ross Smith for their presentations and the commitment to improving outcomes for people with disability. PDAC community members find the meetings with agency heads extremely valuable and appreciate the opportunity to explore issues.

Tasmanians with Disability

Both Accessible Island and the NDS focus on removing barriers, so people with disability can fully and effectively participate in and contribute to society. People with disability include, but are not restricted to, those who have long-term physical, mental, cognitive, intellectual or sensory impairments. Most people with disability are not National Disability Insurance Scheme (NDIS) participants.

Data from the most recent Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers 2018⁶ shows that Tasmania continued to have the highest rate of disability (26.8%) compared to 17.7 per cent nationally.

- While the national rate fell slightly from 18.3 per cent in 2015, the rate increased slightly in Tasmania from 25.8 per cent to 26.8 per cent or from 131,700 to 140,100 people.
- 7.5 per cent of Tasmanians living in households had a profound or severe disability (5.7% nationally).

At 30 September 2020, 9,538 Tasmanians were benefitting from the NDIS, of whom 9,602 were receiving support for the first time.⁷

Table 1– National Disability Insurance Scheme participants Tasmania 2019-2020

	Active participants (excluding ECEI*)	Active participants (including ECEI)	Active participants receiving supports for the first time
30 September 2019	6980	7027	3059
30 September 2020	9538	9602	5059

**The Early Childhood Early Intervention (ECEI) approach is available to all children aged under 7 years with a developmental delay or disability.*

⁶ All persons – living in households and care-accommodation. Australian Bureau of Statistics, Disability, Ageing and Carers, Australia: Summary of Findings, 2018

⁷ <https://www.ndis.gov.au/about-us/publications/quarterly-reports>

Key Messages for Agencies

The provision of timelines, data and information on outcomes will be critical in assessing progress and in fulfilling Tasmania's reporting obligations under the new Australia's Disability Strategy 2021-2031 (the Strategy). Following release of the Strategy which is expected in December 2021, consultation on the next iteration of Accessible Island will commence.

PDAC has previously expressed concern about the use of terms such as 'ongoing' and 'in progress' in previous reporting cycles. However, there has been a marked improvement with agencies providing indicative timelines or completion dates.

PDAC thanks all agencies for the high standard of reports provided in 2020 and for the increased focus on the provision of data and qualitative feedback on outcomes.

Overview

PDAC's key findings are presented in Tables 2, 3 and 4 below which list the completed actions, identify highlights and lapsed actions.

It is also pleasing that the several 2020 agency reports acknowledged and referenced comments and questions from the preceding year's reports – notably DoE, DPAC, DPFEM, DPIPWE and State Growth.

In the 2019-2020 reporting period, agencies identified 17 actions as completed (Table 2). PDAC recognises that almost half (49) of the actions will continue beyond the life of Accessible Island, particularly where they relate to service and program delivery.

In addition to the 17 completed actions, PDAC is pleased to note that there has been significant progress made against 15 of the remaining 95 actions. PDAC has highlighted these achievements throughout the report (eg 'PDAC commends' or 'PDAC notes').

PDAC has also identified:

- nine actions that appear to have lapsed – this is based on either a nil response or a response that does not address the substance of the action.
- six actions for query where incomplete information provided by one or more agencies.

Completed	17
Significant progress	15
Ongoing	49
Lapsed	8
Query	7
Total	95

In its 2019 report, **PDAC noted** its concern about the time taken to progress several 'flagship' actions. While there has been a marked improvement in reporting, some key actions remain of concern.

Actions 1.5 and 3.4 – Delays by some agencies in the rollout of the reasonable adjustment template

- In the current reporting period, seven agencies have implemented the reasonable adjustment template. Three continue to progress it.

Actions 1.6 and 1.7 - Promotion of the *Tasmanian Government Accessible Events Guidelines and Checklist*

- PDAC previously noted its concern about the lack of focus on ensuring the Guidelines and Checklist were applied and providing feedback on their use. PDAC notes several agencies have improved their processes and provided case studies (see Table 3).

Action 1.25 – Whole-of-government ICT procurement strategy.

- This appears to have lapsed; the responses received indicate a lack of understanding of this action. **PDAC seeks clarification** from DPAC and Treasury and **recommends** that strategies to support and promote accessible procurement is a key focus in the next iteration of Accessible Island (see Table 3 and pages 42-43).

Action 1.31 – Digital innovation strategy

- This action has been noted as being completed with the release of ‘Our Digital Future’ in 2020. However, **PDAC notes** that while digital accessibility continues to be an ongoing issue across government agencies, it is disappointing that the strategy did not address accessibility for people with disability (see page 45).
- Accessibility guidelines and requirements are a critical issue. As noted above, **PDAC seeks** clarification from DPAC and Treasury and recommends that support and promotion of accessible procurement is a key focus in the next iteration of Accessible Island.

Action 1.33 and related actions – the lag in implementing the 2015 Tasmanian Government Communications Policy commitment to ‘ensure information published on websites is accessible to all Tasmanian in accordance with WCAG 2.0 AA accessibility requirements’.

- While several agencies have made significant progress in digital accessibility (see Table 3), it continues to be a major issue across the State Government. **PDAC further notes** that WCAG 2.1 has been in effect since June 2018 with a further 17 success criteria, so a move across to this version from 2.0 will be required. This will need to be a focus in the next iteration of Accessible Island.
- **PDAC refers all agencies** to the Australian Human Rights Commission’s March 2021 report that found that ‘poor [technology] design can cause significant harm, reducing the capacity of people with disability to participate in activities that are central to the enjoyment of their human rights, and their ability to live independently’.⁸

⁸ <https://tech.humanrights.gov.au/downloads>

Actions 3.1 - 3.4 implementation of the Tasmanian State Service Diversity and Inclusion Framework 2017-2020.

- Reporting against these actions has improved. **PDAC notes** that a review of the Framework 2017-2020 commenced in September 2020 to inform future whole-of-service workforce diversity initiatives.

Reporting Gaps

Throughout the 2020 Report, PDAC identifies instances where the progress towards specific actions or the outcomes for people with disability is not apparent. It is recommended that agencies review the Report in its entirety to identify where PDAC is seeking clarification or additional information.

In its 2019 report, **PDAC noted** that while there were 15 actions allocated to 'all' agencies, 13 were not responded to by all agencies. PDAC has noted a significant improvement in the current reporting cycle with 9 of the 15 actions being addressed by all agencies (see Table 9).

There are also some actions where one or more of the responsible agencies has not provided a response. These are indicated as a 'No response provided'.

Consultation with People with Disability

Agencies are asked to provide a summary of their consultation with people with disability during the reporting period (this activity is also captured in 1.23 below). This has been incorporated into the discussion of the respective actions.

It is suggested that this section be removed from future reporting and that agencies provide evidence of consultation in relation to specific actions in future reports.

Accessible Island – Actions completed

In the 2019-2020 reporting period, agencies identified 17 actions as complete. PDAC recognises that some actions will continue beyond the life of Accessible Island, particularly where they relate to service and program delivery.

Table 2 - Accessible Island actions completed as at October 2020

Action	Description	Agency
1.17	Work with the Anti-Discrimination Commissioner and Guide Dogs Tasmania to ensure access to transport for assistance dogs.	State Growth 2019
1.31	Develop a strategy for digital innovation and ICT that will take into account the need to ensure government digital and ICT services are accessible by customers and staff (see also Table 4 'lapsed').	DPAC 2020
1.34	Undertake a pilot, at DPAC, of an online WCAG 2AAA compliant HTML service	DoJ/DPAC 2018
1.37	Emergency Management Framework for Vulnerable People superseded by new Guide and governance arrangements.	DPAC 2019
2.9	Review the Tasmanian Prison Service's Director's Standing Order in relation to prisoners with disability	DoJ 2020
2.10	Review the Tasmanian Disability Services Act 2011 to assess operational effectiveness	Communities Tasmania 2019
2.11	Promote and support the Tasmanian Disability Services Regulations 2015 through the Compliance Project	Communities Tasmania 2019
3.10	Consider the findings of the Council on the Ageing Tasmania Recruiting for Life project	DPAC/State Growth 2019
4.1	Support the transition of eligible participants to the NDIS*	DCT 2019
4.2	Promote continuous improvement and sector workforce development	DCT 2019
4.3	Undertake an independent review of children's therapy services in Tasmania	DCT, DoE, DoH 2019
5.3	Promote TasTAFE's obligations under the DDA (including the Disability Standards for Education 2005) and the specific needs of students with disability	TasTAFE 2019
5.4	Ensure that suitability, selection and enrolment procedures do not discriminate against people experiencing disability, and lead to applicants being selected into suitable courses	TasTAFE
5.5	Provide and promote opportunities to disclose disability throughout the student lifecycle	TasTAFE
5.6	Provide specialist staff to coordinate support for students with disability.	TasTAFE
5.7	Provide a comprehensive range of supports and reasonable adjustments that lead to learning and assessments which are fair, flexible, valid and reliable for students with disability	TasTAFE
5.8	Build strong connections with schools and colleges to better support students at the point of transitioning to post-school options	TasTAFE

Accessible Island action/s or initiatives highlights

The improved standard of reporting from Agencies in the current reporting cycle enabled PDAC to identify areas of improvement and innovation in its 2020 report.

Table 3 - Accessible Island action/s and initiatives - highlights 2020

Action	Description	Agency
n/a	Excellent report – strong activity reported and a comprehensive report provided.	TasTAFE
n/a	Provided detailed responses to the issues raised by PDAC in its 2019 Report.	DPAC State Growth
Several	Provided case studies and lived experience examples to demonstrate the real-life impact of several actions.	DoE
1.1	New Tasmanian Civil and Administrative Tribunal (TasCAT) premises opened July 2020. Facilities include an accessible adult change facility (AACF), hearing loop facilities in all hearing rooms and a dog toileting area.	DoJ
1.3	Parks and Wildlife Services (PWS) Ground-truth Project with ParaQuad Tasmania to assess if accessibility information provided on website accurately reflected the on-ground reality. Ongoing accessibility improvements statewide.	DPIPWE
1.5	Installation of hearing loops in meeting rooms - Lands Building Hobart	DPIPWE
1.6	Notes the commitment from Libraries Tasmania (DoE), DPAC DPIPWE, and TasTAFE to embedding the Event Guidelines and Checklist and provision of examples to support this commitment.	DoE, DPAC, DPIPWE and TasTAFE
1.12	Expected that Metro will finalise replacement of 100 per cent of its bus fleet by mid-2021, meaning the entire fleet will be accessible ahead of the benchmark date (December 2022).	State Growth/Metro Tasmania
1.20	Promotion of, and support for, volunteering opportunities for people with disability.	DoE
1.23 and 1.24	Service Tasmania had to assess the impact of COVID-19 and adapt its service delivery to customers with a disability. A range of measures were developed to support people with disability.	DPAC
1.19	New Coronavirus website developed with accessibility as a 'paramount criteria'. WCAG 2.1 compliance report commissioned from independent experts. Website consistently achieving a 90% accessibility rating. Committed \$1.04 m in 2019-20 to independent advocacy services protecting the rights of people with disability.	DPAC Communities Tasmania
1.33	<ul style="list-style-type: none"> New website released March 2020, designed to comply with WCAG 2.0 AA standards. Uses a quality assurance and accessibility checker. Vision Australia undertook an independent accessibility audit. New DoH website has commenced with WCAG 2.0 AA compliance a mandatory component. 	TasTAFE TasTAFE DoH

Action	Description	Agency
	<ul style="list-style-type: none"> Mandated WCAG 2.1 AA+ standards are implemented from design/inception for all new solutions developed or procured since 2019. 24 DPIPWE staff attended Vision Australia training courses. Also deployed W3C's 'Introduction to Web Accessibility' course, 18 key staff completed this training Commitment to 'move away from using PDFs' on its website and reduce PDF content 'to less than 10 per cent'. Automated continuous assessment tool against the WCAG 2.0 AA standard for new and modified pages and new or revised content. 	DoJ DPIPWE State Growth Treasury
1.36	Developed online learning session on 'Creating Accessible Word Documents'. 11 sessions held with 106 employees attending.	TasTAFE
2.4, 2.5, 2.12	Equity and diversity training and interview techniques for dealing with vulnerable people are now embedded in police recruit training	DPFEM
2.13	Completed review of the Guidelines for Interacting with People with Disability.	DPFEM
3.1	Targets set for employing people with disability: 2021: 9% 2022: 10%	DPAC
3.2	Partnership agreements with JobAccess to provide support, advice and resources to become more inclusive of people with disability	DCT and DOJ

Accessible Island – Actions lapsed

PDAC notes the absence of any activity or updates on the following action, which suggests that these may have lapsed. **PDAC seeks** clarification from the respective agencies as to the status of these actions.

Table 4 - Accessible Island actions lapsed as at October 2020

Action	Description	Agency
1.18	Support regional authorities to develop transport solutions based on cross-industry, community and government consultation, to meet the needs of local communities with a focus on rural areas. <ul style="list-style-type: none"> Nil response in 2018 and 2019 reporting cycles 	Communities Tasmania
1.25	Development of a Whole of Government procurement framework that includes comprehensive accessibility criteria for ICT procurement.	DPAC Treasury
1.31	Develop a digital innovation and ICT Strategy that includes need to ensure government digital and ICT services are accessible by customers and staff. While Our Digital Future was released in July 2020, there is limited reference to accessibility.	DPAC
3.6	Annual stakeholder survey community and agency stakeholders feedback on progress of Diversity and Inclusion Framework	DPAC

Action	Description	Agency
3.9	Continue to support the National Disability Services JobsABILITY initiative ⁹ .	All
4.5	Work with culturally and linguistically diverse communities to ensure people with disability can access culturally responsive government services. <ul style="list-style-type: none"> Agency advice - no progress two reporting cycles 	Communities Tasmania
4.6	Work with culturally and linguistically diverse communities to ensure people with disability can access culturally responsive government services. <ul style="list-style-type: none"> Nil response in 2018 and 2019 reporting cycles 	Communities Tasmania

Recommendations

Digital accessibility (Actions 1.25, 1.31 and 1.33)

PDAC notes that accessibility continues to be an ongoing issue across government agencies and **recommends** that strategies to support and promote accessible procurement and WCAG 2.0 AA compliance are key focus in the next iteration of Accessible Island.

PDAC also notes that WCAG 2.1 has been in effect since June 2018 with a further 17 success criterion that must be met, so a move across to this version from 2.0 will be required. This will also need to be addressed in the next iteration of Accessible Island.

Flexible working (Actions 3.1 and 3.4)

As a result of the COVID 19 pandemic, there has been a rapid expansion in working from home options and flexibility in the workplace; this has meant people with disabilities are able to work from their own accessible environments.

PDAC recommends that all agencies build on this experience to embed and expand future employment opportunities for people with disabilities.

Accessible adult change facilities and hearing loops (Action 1.1)

PDAC recommends that the scope to include Accessible Adult Change Facilities (AACF) and hearing loops should be considered in all re-fits and new builds by Government agencies, particularly those sites accessed by the public.

Employment outcomes (Outcome 2)

PDAC notes the comment from the Secretary of the Department of Premier and Cabinet that

'I would like to discuss how future Action Plans should delineate my dual roles as Secretary, DPAC (ie as a head of an agency) and Head of the State Service (as the head of agency with whole-of-government Employer responsibilities) and how these should be presented and

⁹ One component of this initiative has ceased: JobsAbility funding ended in December 2019 and the project was wound up.

reported on. There is benefit in distinguishing these roles and the actions that relate to those responsibilities.'

PDAC recommends that this is addressed in the next iteration of Accessible Island. Such a delineation will help to improve the feedback loop around diversity and inclusion strategies and help to increase the employment of people with disability.

Outcome Area 1 | Inclusive and Accessible Communities



Action Area

Tasmanian Government buildings and Events are Accessible for the Public and our Employees

1.1 Conduct appraisals to monitor the compliance of our buildings with the Disability Discrimination Act 1992 (Cwth) (DDA) and relevant provisions of the Building Code

Communities Tasmania

- A comprehensive appraisal of DoH sites, including those occupied by Communities Tasmania employees, was undertaken in 2016-17 resulting in the development of a priority works program. Works program completed in the 2018-19 financial year.

*DoE

- 2019-2020 financial year - completed 30 individual projects totalling over \$400,000 to improve access for people with disability.
- Southern Support School Project (\$4.3 m) to provide additional flexible learning spaces with associated independent learning spaces, amenities suitable for students with disability, breakout space and staff facilities. Detailed stakeholder consultation phase with all site users and considerable input by PDAC. Works have commenced and due for completion in early 2022.

“We’re building in the three classrooms, each classroom has its own separate sensory space with sensory lighting, there will be purpose-built breakout spaces for students, individual learning spaces and the library was specially adapted, even into the playground courtyards were specially adapted for people in wheelchairs access.” Southern Support School Principal”

- COVID-19 library closures in early 2020 provided libraries in seven sites with the opportunity to consider the best possible layout of spaces to maximise access for everyone. An upgrade at the State Library Building, Hobart provided an opportunity to reorganise furniture and computer equipment to better meet client needs. Changes were made to the location of PCs to meet the specific needs of two regular clients with mental health issues.

*DoH/THS

- Comprehensive appraisal undertaken in 2016-17 with works completed 2018-2019. New appraisals to be undertaken as part of condition assessments to develop a strategic asset management plan over next 12 months.

*DoJ

- As advised in previous reports, annual disability access audit of two owned and two leased buildings. In 2019-2020 – Launceston Magistrates Court, Launceston Reception Prison, Glenorchy Community Corrections and Rosny Offices.
- Multiple accessibility improvements at Magistrates Courts in Launceston and Hobart based on audit recommendations, including a jury room, lifts, audio, signage, parking and toilets. By March 2021, it is expected that all Courts in the

Launceston building will be accessible.

- Nine Tribunals co-located at the new Tasmanian Civil and Administrative Tribunal (TasCAT) premises opened July 2020. Facilities include an accessible adult change facility (AACF), hearing loop facilities in all hearing rooms and a dog toileting area.
- **PDAC commends** DoJ as one of the first Government sites to include an AACF.¹⁰ Relocation Burnie Court. Disability access specialists will be engaged to inform the design. Anticipate that works on the site will commence in late 2021 and be completed by the end of 2023 (reported under 1.4).
- Accessibility upgrades Hobart and Launceston Supreme Courts – (jury room, lifts, and toilets (reported under 1.4).

DPIPWE

- External accessibility review and advice underpinning the Southern Accommodation Project (SAP) re-development of the Lands Building in Hobart. Construction commenced July 2019 and expected completion December 2020.

DPFEM

- 152 inspections were undertaken. Modifications made to 111 Macquarie Street and Bridgewater Police Station to ensure disability access.
- Construction tenders for the New Norfolk and Longford police stations advertised, both will be DDA compliant.
- Notes that PDAC will be consulted on the Sorell Emergency Services Hub – tender process scheduled for March 2021.
- Major upgrade Launceston Police Headquarters - scope to consult with PDAC on refurbishment (no timeline given).

DPAC

- No appraisals or modifications were required or undertaken.

State Growth

- **PDAC found** the information provided quite confusing for non-specialists to interpret¹¹. PDAC notes a lack of clarity – between the Milestone ‘all current sites are DDA compliant’ and the Risk identified ‘older sites may have gaps in current code compliance’.
- As part of the consolidation of accommodation project, Pitt and Sherry engaged to undertake DDA compliance audit of all sites. Delayed due to COVID-19.

¹⁰ PDAC is aware that an AACF was included in the Royal Hobart Hospital’s K Block, which opened in April 2021.

¹¹ Information on pages 5-7 of the Agency’s report is broken into 6 actions

TasTAFE

- Appraisals conducted of all properties (11) in 2019. All assessed as meeting the Standards. Engaged independent disability access consultants to advise on recent redevelopments.

***Treasury**

- One building appraisal – minor changes will occur as part of maintenance and improvement schedule.
- Finalised Office Accommodation Fitout Guidelines for Agencies in December 2019. In response to PDAC's query in 2019 Report, the application of the reasonable adjustment is specifically referenced in the guidelines for modification of existing fitouts.
- However, PDAC notes that vigilance is required in ensuring the completion of fitouts to required standards – as evidenced by the recent discovery that the hearing loop in the Salamanca Square Building was not fit-for-purpose and appears to have been so since the site was handed over.

1.2 Take account of access requirements in the internal layout of Service Tasmania service centres through relocation to new sites in Devonport and Launceston and an upgrade of the Hobart premises.

***DPAC**

The Devonport and Launceston service centres were completed in 2018 and 2019, to required disability standards for buildings in Australia and Tasmania.

- Upgrade of the Hobart service centre commenced in August 2020. Design plans incorporate accessibility requirements for customers and staff, including an accessible counter, assisted self-help terminals and private booths.
- Concierge or staff member support customers with a disability in use of Qmatic machines (queuing machines) in Hobart, Launceston, Glenorchy and Devonport.

1.3 Enhance the accessibility of the services and supports provided by the Department of Primary Industries, Parks, Water and Environment.

***DPIPWE**

- Parks and Wildlife Services (PWS) commenced a Ground-truth Project with ParaQuad Tasmania to determine if the accessibility information provided on the PWS website accurately reflects the on-ground reality. Prior to COVID-19, site visits were undertaken to Hastings Caves, Mount Field, Tamar Wetlands and Tasman (the Blowhole and Fossil Bay Lookout). Feedback resulted in updates to the website information for Tasman and suggestions for on-ground actions to improve

accessibility.¹² **PDAC commends** this initiative.

- Provides an extensive list of PWS accessibility projects (compliant with the DDA) commenced and or completed in 2019-20, including works at Remarkable Cave, Cradle Mountain Gateway, Dove Lake Viewing Shelter, Highfield House, The Nut, Mt Nelson Signal Station – as well as other works to improve accessibility.
- **PDAC notes** that accessibility works are planned for a range of PWS sites across the State.

1.4 Ensure new building works and upgrades at the Tasmanian Prison Service meet building requirements for disability, unless an exemption is necessary for security reasons.

***DoJ**

- Northern Regional Prison - Disability access specialists will be engaged to inform its design. Expected to take ten years to complete project.

1.5 Provide reasonable workplace modifications for employees with disability as identified through individual occupational assessments (see also Action 3.4). PDAC overview

Action 1.5 - Responses provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2020	Y	Y	Y	Y	Y	Y	Y	#	Y	Y

***Communities Tasmania**

- Assessments and reasonable workplace adjustments on an as-required basis when needs are identified by an employee or manager.
- Early 2020 - released a Workplace Adjustment Procedure for managers, to outline responsibilities and requirements relating to reasonable workplace adjustments. Fact sheet also released for employees to improve awareness, provide examples of reasonable adjustments and support staff to confidently talk to their managers about their needs.

***DoE**

- Reasonable adjustments are locally managed with centralised advice –employees discuss their adjustment needs with their manager/principal, and advice can be sought from HR. A localised, flexible approach ensures that the staff member is best supported by their leader and their individual accessibility requirements are met within their specific workplace. However, this means that no data or feedback on the implementation is available. DoE is currently reviewing this approach and considering a more centralised approach.

¹² Weather prevented a comprehensive site assessment at Cradle Mountain.

***DoH/THS**

- To support new governance arrangements (March 2020) for the DoH and THS HR teams, HR will develop consolidated HR policies and guidance, including a revised policy and package associated with workplace adjustments.
- Information about individual cases is not held centrally by the DoH HR team. TSS survey (March 2020) 40 per cent of the DoH respondents who indicated they had a disability stated they required and had received a workplace adjustment to assist them in doing their job.

***DoJ**

- Policy implemented in late 2019. Data will be collected on formal requests; none had been received at time of reporting.

DPIPWE

- New sit/stand workstations are being rolled out as part of the SAP, Northern Accommodation Project (NAP) and at Stony Rise.
- SAP - Installation of hearing loops on Level 1 in a 22-seat Board Room and 100-seat multi-use room. PDAC commends this measure but notes the importance of full-testing of all components to ensure the equipment has been correctly installed and is fit-for-purpose. Facilities staff should be trained in the operation of the hearing loops. PDAC notes the ongoing problems using the hearing loop installed in the Salamanca Building.
- In response to PDAC's previous comments, DPIPWE investigated the best way to accurately report on workplace adjustments. It reviewed its asset tracking system, the Portable and Attractive Assets Register, and recommendations were made to improve the Register.

DPFEM

- Provides a range of supports for employees (and prospective employees) with disability, and partners with disability support providers. Adjustments are considered having regard to the inherent requirements of a role, medical advice, occupational assessment and Injury Management Consultant where required.
- No current consolidated recording process. 'Available date suggests there have been no requests for workstation assessments during the reporting period'. To be considered in planning for DPFEM Disability Strategy.
- A Workplace Adjustment Policy template will be considered in development of the Strategy to provide guidance and consistency.

DPAC

- **PDAC acknowledges** DPAC's response to comments raised in its previous Report. 30 employees requested individual workplace adjustments in the reporting period.

State Growth

- Response references the DDA site compliance audit by Pitt and Sherry but does not reference individual workplace modifications.

TasTAFE

- **PDAC notes** that the new Reasonable Adjustment Policy and Procedures Framework (August 2020) will include centralised HR data collection on formal adjustments for people with disability.
- Overall, 39 assessments were conducted during the reporting period with a total cost of \$30,000 (assessments and purchase of specialist equipment). One adjustment recorded for a person with disability.

*Treasury

- Reasonable Adjustment Policy (2007) reviewed and updated to align with the whole-of-government WAPT. In the 2020 State Service Employee Survey 13 respondents indicated that they had a disability, six had required adjustment.
- Number of reasonable adjustments were applied for employees during the reporting period related to injury, illness and disability
- Additional assistance was provided during COVID-19 when all Treasury staff were working from home. Remote workstation assessments for individuals requiring ergonomic support; continue to provide ongoing adjustment at the local level as required.

1.6 ALL - Promote the [Tasmanian Government Accessible Events Guidelines and Checklist](#) to agencies and event organisers in receipt of Government funding.

PDAC overview

PDAC notes the commitment from Libraries Tasmania (DoE), DPIPWE, DPAC and TasTAFE to embedding the Event Guidelines and Checklist and for the provision of examples to support this commitment.

Action 1.6 - Responses provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	Y	Y	Y	Y	Y	Y	Y	N	N	Y
2020	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Communities Tasmania

- External promotion of Guide to other agencies and event organisers.
- Within DCT - Guidelines have informed the logistics for the roll-out of all-staff face-to-face training (such as the Family Violence Awareness Training, LGBTIQ, Leadership Development Awareness program, and Women in Leadership Programs); Mental Health First Aid training, and other whole-of-agency events.

DoE

- Regular promotion of the Policy and Guidelines and these are also referenced on the intranet and in relevant document templates.

- Libraries Tasmania provides the Department's Event Management Policy and Guidelines and the Tasmanian Government Accessible Events Guidelines and Checklist to event organisers. Offers accessible venues, advertising and invitations in multiple formats, online and phone registration. Attendees are asked to advise of any accessibility requirements when registering.

DoH/THS

- Guidelines available on intranet as part of the Office of the Secretary's resources on DoH communications. Promoted in THS South via regular newsletter.

DoJ

- Promoted internally to staff. Does not conduct many events and no funding to external organisers. Disability eLearning included advice on accessible meetings and a checklist is to be developed.

DPIPWE

- Report provided examples of use of the Guidelines in planning its AGFEST exhibit and the Healthy Parks Healthy People Discovery Day at Mount Field.
- DPIPWE cites Rural Youth AGFEST 2020 Exhibitor Application commitment to disability access. 'The Organising Committee is committed to making AGFEST an accessible environment for all (as per its Disability Access Plan) and will be reviewing all sites according to the Australian Standards 1428.'

DPFEM

- Guidelines available on DPFEM intranet. Staff notice (June 2020) reminded staff to use Guidelines. DWG to identify other promotional opportunities. **PDAC urges** the DWG to also consider ways to ensure that the Guidelines are being applied.

DPAC

- Events where the Secretary/Head of State Service has spoken have considered and met accessibility criteria (confirmed at the time by contact with event organisers). However, DPAC acknowledges that use of the Guidelines and Checklist has not been maintained. The status of checks and accessibility actions undertaken using the Guidelines and Checklist will be included in Event Briefing Packs from 2021. **PDAC thanks** DPAC for this proactive approach.

State Growth

- Report notes that awareness of the Guidelines is raised with clients 'on a case-by-case basis' - no data or details provided. **PDAC notes** the Agency plans further work to embed and promote the Guidelines, but no timelines are provided.

TasTAFE

- Guidelines and Checklist incorporated into the Diversity and Inclusion eLearning module completed by all staff in late 2019. Reminders are provided via intranet and newsletters. **PDAC commends** TasTAFE on embedding the Guidelines in its training and suggests this is a good model for other agencies.

Treasury

- Unable to participate in 2020 Open House program due to COVID-19.

- Guidelines promoted on intranet to support planning of events. Information session on the application of the Guidelines for internal and external use is planned for November 2020.

1.7 Ensure off-premise events are accessible.

*DoE

- Guidelines were used to assist the DoE in coordinating 'Together We Inspire' DoE Awards event which was held at the Good Sheds in Hobart.
- Support and advice is regularly provided in relation to disability ramp access, transport accessibility, personal care and meal and medical management for people with disability attending DoE events. A range of examples were provided, including:

'**26TEN** hosted an event at Government House in October 2019. Accessibility was assessed and included a ramp at the main door to provide wheelchair access, suitable restrooms and parking close to the house for the elderly and visitors requiring accessible parking. Invitations to the event were provided in different formats and attendees were able to register by email or phone. Attendees were asked if they had any special needs when they registered.'

DoH/THS

- Given the size and complexity of DoH, no data is collected on events held by business units.

DoJ

- Limited offsite events however conciliation, education and training events are held in accessible venues. New TasCAT accessible premises will be utilised for future training days.

DPIPWE

- As for 1.6 above – commitment to accessibility of the AGFEST exhibit and online platform.

*DPAC

- 'DPAC acknowledges that this action has not received proper attention and steps have been taken to rectify this.' As for 1.6 above.

*State Growth

- As for 1.6 above – no substantive detail is provided.

*Treasury

- As for 1.6 above - information session planned for November 2020.

Action Area

Increase the supply of public, social and affordable housing properties with accessible design features through Tasmania's Affordable Housing Action Plan 2015 – 2019 (4 actions)

PDAC notes that Communities Tasmania has provided high-level statements on the progress of initiatives under the Affordable Housing Action Plans. While data is provided for 1.8 and 1.9 (new dwellings), no data was provided for 1.10 and 1.11 on the number of existing properties upgraded or redeveloped to include accessible features. The lack of data means it is not possible for PDAC to report on the increased supply, of and upgrades to, housing properties with accessible design features.

1.8 Promote the universal design principles in procurement for public and social housing.

***Communities Tasmania**

- All new social housing homes provided under the Affordable Housing Action Plans are universally designed and suitable for a range of tenants including people living with disability.
- 2020 Expression of Interest to construct up to 1,000 new social housing dwellings by 30 June 2023 as part of the *Community Housing Growth Program*. required that all new dwellings must comply with the *Platinum Level of Livable Housing Design Guidelines* and the *Design Policy for Social Housing*.

***DoJ**

- Continued support for the Australian Building Codes Board in developing access requirements for the National Construction Code.

1.9 Build 500 new social housing homes with accessible features including 300 disability-specific units of accommodation with disability features that exceed the Minimum Standards for Social Housing.¹³

***Communities Tasmania**

- All new social housing homes are universally designed. An estimated 1,051 social housing homes will be built under the Affordable Housing Action Plan 1 and 2, of which 769 were completed by June 2020.
- Advises under Action Plan 2, \$20 million over three years to provide more suitable homes for people living with disability. At least 70 homes will be allocated to applicants from the Housing Register who are NDIS participants. Some new homes will be purpose-built for NDIS participants with exceptional needs.

¹³ See also 3.11.

1.10 Upgrade the public housing portfolio to meet the needs of people with disability and an ageing population, with at least 60 properties to be realigned.

*Communities Tasmania

- Under Action Plan 2, public housing dwellings will be redeveloped to meet the needs of people with disability and an ageing population (ongoing to 2023).

1.11 Adopt a long-term asset management approach to upgrade and replace properties with smaller homes that have accessible design features to support people with disability to live independently.

*Communities Tasmania

- Action Plan 2 - work is underway to redevelop public housing dwellings, including considering sites for redevelopment with higher density, smaller homes to meet the needs of people with disability (ongoing to 2023).

Action Area

Improve accessibility of passenger transport services (7 actions)

1.12 Require all new vehicles for general access bus services to meet accessibility requirements consistent with the DDA through our contracts with operators.

*State Growth

- **PDAC notes** that it is expected that Metro will finalise the replacement of 100 per cent of its bus fleet by mid-2021, meaning the entire fleet will be accessible well ahead of the benchmark date of December 2022.
- **PDAC wishes** to highlight the difficulty experienced by passengers with visual impairment by the inconsistent placement of the stop buttons between different models of buses.
- In previous reports PDAC has queried the responsibility for maintaining bus stop infrastructure and requested data on the current levels of compliance of bus stops on State and local roads. State Growth provided a detailed response:

'State Growth does not have data on the level of compliance of bus stops on roads that are the responsibility of other road managers ... Where bus routes have been changed as a result of the Bus Services Review, State Growth is providing funding to relevant councils to establish new, compliant bus stop infrastructure on new segments of routes. A total of 162 new bus stops have been or are to be constructed as a result of the Bus Services Review ... with more than half already constructed.'

- Contracts for services have been reviewed and routes revised with some resulting changes to bus stop locations. State Growth will commence a project focussing on Disability Discrimination Act 1992 (Cth) (DDA) compliance of bus stops on State Roads for which it is responsible and to expand on the existing program of addressing bus stop compliance in the course of planned road works.'

1.13 Provide funding and support for specialist school transport.¹⁴

*State Growth

- **PDAC queried** the use of the term ‘special needs services’ in its 2019 Report and is **pleased to note** that State Growth has acknowledged this and adopted the NDIA terminology ‘specialist school transport’.
- Report notes that transition of responsibility to the NDIS for transport support for students with disability, has been deferred and delivery by Tasmanian Government will continue until December 2023.

1.14 Support affordable transport options through the Transport Access Scheme (TAS), which includes Australian Disability Parking Permits (ADPP) and the Taxi Subsidy Scheme; and

1.15 Assist people who have a permanent and severe disability through the Transport Access Scheme (TAS).

*State Growth

- In its 2019 report, PDAC requested that State Growth provide data on the TAS.

Scheme component	April 2019	June 2020
Taxi Subsidy (including Safety Net members)	17 576	17 029
Australian Disability Parking Permit	31 703	31 166
Registration and Licensing Concession	33 639	33 166

- Report notes that Phase 1 of the TAS Review has commenced with improvements made to the ADPP administrative arrangements and provision of an online enforcement tool for local government to address misuse of cancelled permits. **PDAC seeks clarification** as to whether the enforcement tool has been provided to, and is in use by all councils?
- **PDAC notes** that Phase 2 – the review of the eligibility criteria for the ADPP and taxi concessions delayed by COVID-19.

1.16 Liaise with the National Disability Insurance Agency to provide seamless transition for eligible members between transport assistance schemes.

*State Growth

- **PDAC notes** the advice that the Taxi Subsidy Safety Net will remain in place as a transitional mechanism until the NDIA develops and implements more

¹⁴ Replaces former wording ‘special needs school bus services’.

comprehensive guidelines for assessing transport needs. While was expected to be completed in 2019-2020, it has been delayed by COVID-19.

1.17 Work with the Anti-Discrimination Commissioner and Guide Dogs Tasmania to ensure access to transport for assistance dogs. (Completed)

*State Growth

- As per 2019 report - no further work is planned unless requested by stakeholders.

1.18 Support regional authorities to develop transport solutions based on cross-industry, community and government consultation, to meet the needs of local communities with a focus on rural areas.

*Communities Tasmania

- No response provided in 2018 and 2019 reporting cycles. **PDAC notes** the absence of update which suggests that this action may have lapsed.
- As noted in PDAC's previous report, Community Transport Services Tasmania was funded to pilot at connector service model.¹⁵ **PDAC would be interested** in the information about the outcomes of the pilot.

Action Area

Provide opportunities for People with Disability to Participate in, and Engage with, their Communities

1.19 ALL - Support people with disability, their families and carers to build and strengthen supportive networks within the community.

Responses provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	Y	Y	N	Y	N	N	Y	N	Y	Y
2020	Y	Y	N	Y	Y	Y	Y	N	Y	Y

*Communities Tasmania

- Tasmanian Government committed \$1.04 million in 2019-20 to independent advocacy services as a safeguard protecting the rights of people with disability and in ensuring that people with disability can actively participate in, direct and implement decisions which affect their lives.
- PDAC notes** that in response to COVID-19, Speak Out Advocacy received additional funding of \$15,000 to support people with 'disability to face the additional challenges and \$2,000 was provided to translate the Tasmanian Roadmap to

¹⁵ http://www.dpac.tas.gov.au/_data/assets/pdf_file/0010/449389/Active_Ageing~17-18_25_Mar_2019.pdf
page 17.

Recovery' – the Tasmanian State Government's staged approach of lifting restrictions in Tasmania – into easy English to support people with disability to safely re-engage with the community.

*DoE

- Notes that a significant number of students with disability who have NDIS plans, choose to access their supports and services on school sites during school time.
- Libraries Tasmania is working with Care2Serve to cross-promote services and encourage carers to improve their digital literacy skills at their local library.
- Adult Education - In the last five years, three students have attended a class with their carer (free). A link to the 'Special Needs Form' is included in the Report, However **PDAC recommends** that consideration is given to changing the name of the Form as the term 'special needs' is outdated.

*DoH/THS

- No response provided.

*DoJ

- Equal Opportunity Tasmania (EOT) : ongoing collaboration with sector including peak bodies, Speak Out Advocacy Tasmania, Association for Children with Disability and Brain Injury Association of Tasmania.
- Office of the Public Guardian:- proponent of supported decision-making. Provides advice and education to service providers to facilitate supported decision-making.
- Guardianship and Administration Board:- encourages and facilitates participation in hearings of people with disability, as far as possible, who are the subject of a guardianship or administration application.
- Mental Health Tribunal: Reviewed form used at the conclusion of each Tribunal hearing in relation to a range of statistics. Will record disability related information commencing in the 2020-21 financial year which will help inform planning, the suitability of supports available and any changes required.
- Consumer, Building and Occupational Services: continues to work with Disability Employment Service (DES) providers to provide work placements with job seekers with disability.
- Tasmanian Electoral Commission (TEC): 'VI-Vote' service enables blind and vision impaired electors to vote independently. VI-Vote is available at all Parliamentary elections in assigned pre-poll and polling day polling places. Polling places also have wheelchair friendly voting screens.
- Assessment of access to all polling places is undertaken for each electoral event. Polling places and their accessibility are listed on the TEC website. In the 2020 Huon and Rosevears Legislative Council elections:

- Huon – Of 19 polling places, 1 was not accessible, 15 had wheelchair access available with assistance and 3 were fully wheelchair accessible.
- Rosevears – Of 13 polling places, 12 had wheelchair access available with assistance and 1 was fully wheelchair accessible.

DPIPWE

- TrailRiders (all-terrain wheelchair) available for use at Cradle Mountain, Mount Field and Freycinet National Parks, and a beach wheelchair on Maria Island.
- DPIPWE has investigated issues raised by PDAC and acknowledges need for improvements to be made regarding the Trailrider use at Cradle Mountain, and the beach wheelchair use on Maria Island. It will:
 - Revisit the Cradle Mountain grading system to ensure public safety, useful information and reasonable expectations.
 - Update and standardise Trailrider information on the PWS website and at the field centres, including specific information for those who wish to 'BYO' their Trailrider.
- **PDAC welcomes** DPIPWE's commitment to 'ongoing dialogue to help improve accessibility across PWS parks and reserves, especially in relation to the use of Trailriders'.
- Mount Field National Park Discovery Day. PWS worked with National Disability Services Tasmania to reach disability sector service providers and hosted 85 attendees from the disability sector at the event. PWS provided participants with free entry, BBQ lunch, additional Discovery Rangers and extra facilities including a marquee for shade and an accessible portaloos.

DPFEM

- **PDAC notes** the continuing support for the annual Tasmanian Police Charity Trust Bike Ride. December 2019 - raised \$45,000 for Muscular Dystrophy Tasmania and Downs Syndrome Tasmania. The 2020 Ride will support Epilepsy Tasmania and St Giles.

DPAC

- Carers Toolkit launched October 2018. SSMO provided support to agencies to roll-out the toolkit across the TSS.
- Accessibility of public information COVID-19 response - website is consistently achieving a 90% accessibility rating.
- Installation of ReadSpeaker WebReader app, which allows users to choose to listen to an audio version of content as they follow the highlighted text, enhancing web accessibility and making written content available to a larger audience.
- Auslan interpreters used at major COVID-19 press conferences. More than 80 press conferences had been live streamed up to September 2020.

- Service Tasmania – alternative service delivery channels to attending a service centre – Government Contact Centre and ‘Ask Us Online’ service.
- Support for the Hamlet café. DPAC facilitated a grant of \$110,000 pa for the past two years to support Hamlet café.

State Growth

- No response provided.

TasTAFE

- References support services for students with disability and liaison with NDIS and other support services.
- ‘Students who are Carers Policy and Procedures’ to improve access and support for carers. Support for employees who are carers through promotion of carers leave and TSS carer toolkit.

*Treasury

- Similarly, to the 2019 Report, response focused on its support for employees with caring responsibilities. In the 2020 State Service Survey, 17 employees reported that they cared for someone with a disability.

1.20 ALL - Ensure government volunteering programs and opportunities are accessible to people with disability and align with national volunteering guidelines. Raise awareness of the capacity and contribution of people with disability as volunteers.

PDAC acknowledges that volunteering programs may not be relevant to all agencies, however it would be useful if in future reports, a brief response indicating this is provided. Action 1.20 Response provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	N	Y	Y	#	N	N	Y	N	N	N
2020	N	Y	Y	#	#	Y	Y	Y	n/a	N

Communities Tasmania

- No response provided.

DoE

- Promotes volunteering opportunities through social media campaigns and seeks to raise public awareness across the Department in relation to the capacity and contribution of people with disability as volunteers.
- Annual Awards program includes a Volunteering category where a number of finalists over the years who have a disability. Their stories are promoted through social media campaigns and achievements shared with the DoE community.
- Libraries Tasmania provided a number of case studies to demonstrate how it supports and engages people with disability to participate in volunteering programs.

DoH/THS

- THS - Primary Health North and the Health Promotion team, encourages and supports volunteer support peer leaders in the Persistent Pain Self-Management program. As peer leaders living with chronic pain, any specific needs to support participants are accommodated. Currently five volunteer peer leaders are provided with ongoing support to undertake this role.
- Noted Ambulance Tasmania has some requirements for volunteers that may preclude people with certain disabilities from being considered (eg reasonable level of general health and fitness to be able to lift and carry, reasonable eyesight and hearing, ability to communicate clearly).

DoJ

- Notes scope to support people with disability to volunteer/or undertake work placements with Tasmanian Prison Service (via Onesimus Foundation) or EOT.

DPIPWE

- June 2020 - launched 'Volunteer Induction and Participation Handbook', on DPIPWE website. Reinforces the commitment to reduce barriers to involvement and to volunteer recruitment in accordance with equal opportunity and the provision of reasonable adjustments to support participation (where practicable). Volunteer management software will collect diversity information.

DPFEM

- Notes the provision of wellbeing and mental health support to volunteers but does not identify actions to ensure accessibility. PDAC suggests that the DWG could consider this in developing its Disability Strategy.
- Wellbeing Support Unit established August 2019. Developing a Wellness Program for emergency first responders (including volunteers) with clear considerations to employees with a disability.
- TFS has introduced equity, diversity and inclusion awareness training, provided by Equal Opportunity Tasmania, for all members, including volunteers.

DPAC

- Does not operate any external volunteer program or engage individual volunteers to undertake tasks.

State Growth

- While volunteering is not addressed in the Action Plan, the Agency notes PDAC's feedback (p.44) and states that it 'ensures that volunteering programs and opportunities are accessible to people with disability and align with national volunteering guidelines.'
- **PDAC** notes significant number of volunteering opportunities across a range of business units and suggest that the agency considers the scope to include messaging on inclusion and the scope to provide reasonable adjustment.

- Working with DES providers to increase opportunities for people with disability through its Unpaid Work Framework (work experience), Disability Register and Graduate Program. However, **PDAC notes** that unpaid work opportunities should be carefully monitored, and its preference for paid work opportunities to be prioritised.

TasTAFE

- Not relevant in TAFE context.

Treasury

- No response provided.

1.21 Ensure access and inclusion for all people across all Department of Education settings.

***DoE**

- **PDAC notes** that the Agency provided a detailed response to this action; a few examples have been extracted.
- Ensures that staff are aware of their obligations to provide reasonable adjustments for a student with disability to participate in and access educational programs, within the Disability Standards for Education 2005 (DSE). Supports all school staff to complete the online DSE professional learning modules so that staff are aware of their legal obligations.
- Guide for Inclusive Practice developed in late 2019 to support consistent approach to inclusive practice across all schools.
- DSE 2020 Review – social media posts were used to advertise the review and invite people to share their experiences in the Standards DSE Review.¹⁶
- ITS Customer Engagement team worked with Microsoft to prepare and deliver the Inclusive Classroom workshops attended by 130 Professional Support Staff including Speech and Language Pathologists, School Psychologists, Social Workers and School Health Nurses.
- Notes use of assistive technology in library and archives settings.

¹⁶ <https://www.facebook.com/tasgoveducation/photos/a.266664613449550/3270327239749924>

1.22 Continue to support the four focus areas of the National Arts and Disability Strategy by: encouraging people with disability to apply to any of its programs; ensuring accessibility and equity for all applicants; providing an accessible online resource and model Disability Action Plan (DAP) for the Arts;¹⁷ and promoting and facilitating take-up of tools and standards designed to improve the accessibility of materials.

***State Growth**

- Notes targeted consultation on the iteration of the Arts and Disability Strategy was delayed due to COVID-19.
- **PDAC thanks** the Agency for providing the following data on arts funding to people with disability.

Arts Tasmania grants and loans programs 2018-2020

	2018-19	2019-20*
Total funded applications	139	181
Number of funded projects that include people with a disability	31	27
Percentage of applications that include people with a disability	22%	14.9%

- Choose Art (formerly ARTfinder) launched October 2019 - Arts Tasmania is promoting it to increase representation on the platform.
- Arts Tasmania’s grant and loan programs migrated to the SmartyGrants platform in 2018 and Events Tasmania transitioned one-off assistance grants to SmartyGrants in December 2019.
- However, **PDAC is concerned** to find that there are accessibility problems with these sites, including:¹⁸
 - Six WCAG 2.0 A errors on the SmartyGrants signup page and 24 contrast errors on the home page.
 - Choose Art has Level AA breaches on its homepage.
 - Arts Tasmania resource webpage includes seven links that are not WCAG Level A compliant.
 - **PDAC recommends** that the developer of SmartyGrants is asked to address the accessibility issues.

¹⁷ https://www.arts.tas.gov.au/_data/assets/pdf_file/0011/85484/Disability_Action_Plan_Guide.pdf

¹⁸ As at 30 November 2020.

Action Area

Foster a collaborative approach across agencies, with stakeholders and with the Tasmanian community to create inclusive and accessible environments for people with disability (8 actions)

1.23 ALL - Build working relationships with disability organisations and service providers to provide information and advice on disability issues. This will inform service delivery and policy development and provide a feedback mechanism for people with disability.

PDAC overview

PDAC notes the improved reporting on this action by Agencies in 2020.

Response provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	Y	Y	N	Y	N	#	N	N	Y	#
2020	Y	Y	N	Y	Y	Y	#	Y	Y	Y

Communities Tasmania

- COVID-19: participated in meetings with disability providers to engage directly and in real time to respond to issues as they arose such as access to PPE, information requirements and raise awareness of workforce issues both actual and potential.
- NDS Tasmania was consulted in the development of the Tasmanian Coronavirus (COVID-19) Disability Service Providers Preparedness and Response Plan.
- Administers funding to a number of disability sport and recreation organisations including Special Olympics, Paraquad (Physical Disability Sport Tasmania) and New Horizons.
- CSR provided advice and assistance to the sport and recreation sector and to disability sporting organisations through email updates on COVID-19 pandemic (COVID-19) response and a safe return to play.
- CSR also convenes a twice-yearly Disability Sport and Active Recreation Network forum attended by people from the disability and sporting sector, local government, and other agencies.

DoE

- Staff with disability were key engagement partners in the Diversity and Inclusion advisory group and supported the drafting the issues and research paper.
- Members of the Project Working Group, PDAC and the Southern Support School Association were heavily involved in the design process for the redevelopment of the Southern Support School major capital works project.

- People with disability are regularly consulted in relation to support for students with disability.
- **PDAC commends** DoE for its 2020 contract with St John Ambulance to provide medical credentialing and training for Support School staff state-wide to respond to the often-complex medical conditions of their students

DoH/THS

- Not addressed. However, PDAC notes the advice provided in relation to consultation on the COVID-19 response - engagement of people with lived experience on issues such as access to personal protective equipment, potential discrimination in the event of an outbreak, access to healthcare, accessibility of information and availability of both day-to-day supports and supports that may be needed within the health system.

DoJ

- Provided comprehensive response detailing activities in a range of settings across the agency – including EOT, Consumer, Building and Occupational Services, Magistrates Court, Guardianship and Administration Board, Public Trustee and Mental Health Tribunal.

DPIPWE

- Not addressed in the report, but extensive response to 1.19 above demonstrates proactive approach to engaging with disability organisations and responding to issues raised out-of-session by PDAC.

DPFEM

- DPFEM recently engaged with Equal Opportunity Tasmania and Autism Tasmania to explore options for training and education of managers/supervisors and workplaces to support people with disability working in the Department (Action 3.1). **PDAC looks forward** to reporting on the outcome/s of this initiative.

DPAC

- Policy advice about appropriate responses including information and direction to people with disability during the COVID-19 crisis.
- Carers Toolkit (see Action 1.19).
- Revised process for recruitment of graduates with a disability resulted in a record number of applicants disclosing that they have a disability.
- Review of the People with a Disability Employment Register – SSMO consulted with key stakeholders, including PDAC, Disability Support Providers and employees who identified as having a disability, to understand on-going recruitment barriers. Feedback indicated that the Register was not functioning well and achieving very limited outcomes for the employment of people with a disability. **PDAC welcomes the acknowledgement** that the Register has not delivered consistent outcomes for people with disability.

- Procedures to minimise problems encountered by people with a disability accessing services at Service Tasmania centres. Foreshadows further consultation on range of issues to occur in late 2020.

State Growth

- Commenced project to develop an updated Small Business Accessibility brochure that will be publicly available. Delayed due to staff being redirected to COVID-19 response, recommenced at the end of June 2020 (page 14).

TasTAFE

- Service delivery informed by specialist support staff's work with service providers and disability organisations.
- Disability Liaison Officers (DLOs) actively involved in the development and review of policies, procedures and service delivery impacting upon students with disability; team includes people with lived experience of disability.
- Represented on the Australian Tertiary Education Network on Disability.

Treasury

- 2019 report highlighted the Revenue Branch's development of accessible forms. PDAC queried if this was undertaken in consultation with users, however Treasury advised that this was an internal activity.
- Consultation occurred in the current reporting period on the overhaul of the Revenue Branch website and included 'working with the main stakeholder groups and peak bodies ... to provide alternative perspectives', **PDAC notes** that it is not clear if this included targeted consultation with people with disability.
- However, **PDAC notes** that the national payroll tax website hosted by the Revenue Branch is WCAG 2.0 AA compliant and includes a feedback mechanism, for end users to suggest improvements to improve accessibility.

1.24 ALL - Consult with people with disability on the design and implementation of Tasmanian Government policy and legislation.

PDAC overview

PDAC notes some improvement in reporting on this action by Agencies in 2020. **PDAC suggests** that there is scope for all agencies to consider opportunities to engage with people with disability on the design and implementation of policy and legislation.

Response provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	Y	N	N	Y	N	Y	Y	N	n/a	#
2020	Y	Y	N	Y	Y	Y	Y	N	n/a	#

Communities Tasmania

- Developing new consultative mechanism – the Minister’s Disability Consultative Group (MDCG). The Minister met with stakeholders to advise on the establishment of the group. This provided invaluable advice to Minister and agency about both the consultative group and the experience of people with disability during COVID-19 (particularly the critical stages in early 2020).
- A full review of the Disability Services Act 2011(Tasmania) will be conducted in 2020-21, and effective and full consultation with people with disability is a critical element of this review and any resulting changes to this Act.
- Supports the PDAC’s work program including four meetings a year. Facilitated agency consultations with PDAC on a range of topics including the Disability Employment Register, Macquarie Point Pedestrian Access, the Transport Assistance Scheme, and the Southern Support School Redevelopment.

DoE

- Advisory Group within the Governance Structure of the newly approved Diversity and Inclusion (D&I) project requires the input of staff with lived experiences of diversity – in particular staff with disability. Has allowed the project officer to develop strong connections and draw on members’ experiences to develop the D&I Issues Paper –addressing issues holistically across all stages of the employee lifecycle model, and identify the success, and gaps for a targeted response.
- 2020 - implemented a new needs-based Educational Adjustments disability funding model. New needs-based funding model sees Tasmania leading the nation in aligning resources to the educational adjustments, to ensure students with disability have access to high quality teaching and learning.
- As part of the model implementation during October and November 2019, 24 consultation sessions held with schools to support transition to new model. Information sessions held with parent groups with the Tasmanian Association of State School Associations state-wide and feedback was sought from parents of students with disability.
- Consulted and sought advice from PDAC members on Support School capital works projects at Northern Support School and Southern Support School.

DoH/THS

- Not addressed. PDAC notes the advice provided in relation to consultation on COVID-19. However, **PDAC considers** that consultation on policy and legislation matters should be an integral part of the agency’s activity and not confined to exceptional events.

DoJ

- Maintains a significant stakeholder and consultation list for government and non-government organisations which is reviewed regularly as part of the legislative reform agenda.
- Consulted disability sector in April 2020 on the development of the three-year Pilot Intermediary Scheme.

DPIPWE

- Requested Communities Tasmania to stand up the whole of government web accessibility group again and offered to chair or convene the group. The group last met in 2015. Informal discussions initiated by DPIPWE with DoE, State Growth, Treasury and DPAC indicated strong interest in reviving the group as cost, knowledge and resource sharing across government may be the only option to make 100% WCAG 2.0 Level AA compliance achievable.
- DPIPWE staff made up 24 of the 29 people who attended Vision Australia training courses across government in 2019-20.

DPFEM

- DWG Secretariat met with the PDAC Secretariat and PDAC Community Chair to discuss consultation options and the review of the Guidelines for Interacting with People with Disability. Informal consultation with all PDAC members on review of the Guidelines (Action 2.3).

DPAC

- As for 1.23 above, DPAC provided several examples to illustrate its consultation on service delivery and employment issues.

State Growth

- No response provided. A range of consultation activity is noted in its Response to PDAC's 2019 report however, this does not appear to have been disability-specific. Several planned consultation activities were delayed due to COVID-19.

TasTAFE

- Not relevant in TAFE context. Notes that its student support mechanisms are audited by the Australian Skills Qualification Authority.

Treasury

- **PDAC considers** that the response provided, which references the Buy Local Policy and the planned review of the Community Support Levy, does not directly address the need to consult with people with disability.

1.25 Develop a whole-of-government procurement framework that includes comprehensive accessibility criteria for ICT procurement.

***DPAC**

- Notes that Treasury will continue to review and consider requirements related to accessibility for inclusion in the Tasmanian Government procurement policy framework and keep PDAC informed of any improvements as part of annual reporting. Acknowledges PDAC's concern about the delay and will continue to work with Treasury as required.

***Treasury**

- Response references changes to the Buy Local Policy and the Low Value Procurement Threshold and its potential to benefit Australian Disability Enterprises (ADEs) but does not address ICT procurement. However, in its 2019 Response, Treasury noted it was working with DPAC to develop a more accessible framework

for ICT procurement and indicated the need for further discussion with PDAC to understand the issues. **PDAC notes** that this has not eventuated and does not align with DPAC's advice above.

- This suggests to PDAC that this **action may have lapsed**. However, in its report, DOH noted that Treasury are leading work, in collaboration with DPAC (DSS) and the Office of the Crown Solicitor, to replace the government's IT procurement and contract frameworks. Accessibility guidelines and requirements are a key consideration of this work. **PDAC seeks clarification** from DPAC and Treasury and **recommends** that strategies to support and promote accessible procurement is a key focus in the next iteration of Accessible Island.
- While several agencies cited the release of Our Digital Future Strategy (www.digital.tas.gov.au) in 2020, PDAC has concerns about the limited focus on accessibility (see 1.31 below).

1.26 Ensure State Planning Policies guide the location of development based on proximity to health and community services, the surrounding transport network, residences and community use areas (e.g. parks).¹⁹

***DoJ**

- Noted that planned release of Scoping Paper on the Tasmanian Planning Policies for public input was delayed 'in part due to COVID-19'.

1.27 Promote Parks for All People: Access for the mobility impaired in Tasmania's National Parks and Reserves to encourage Tasmanians and visitors to enjoy Tasmania's National Parks.²⁰

***DPIPWE**

- Parks for All People webpage provides details of 16 access friendly walks. Walks are complimented on the new PWS website by additional access-friendly information regarding free use of TrailRiders and a beach wheelchair, and guidance regarding access for assistance dogs.
- Detailed access-friendly information also provided via the Top Destinations webpages which are regularly updated as new infrastructure is completed.

1.28 Establish a DPIPWE Disability Reference Group to engage people with disability and draw upon their expertise in planning, developing, implementing and reviewing inclusion initiatives and to ensure these actions are sustained.

***DPIPWE**

- Established in 2018. Looking to expand membership to engage people with disability and disability expertise. Co-design methodology and principles will inform

¹⁹ http://www.dpac.tas.gov.au/_data/assets/pdf_file/0010/449389/Active_Ageing~17-18_25_Mar_2019.pdf page 14.

²⁰ <https://parks.tas.gov.au/explore-our-parks/know-before-you-go/access-friendly>

DPFEM (new)

- Reinvigorated the Disability Working Group (DWG), which includes representatives from across the Department and members with lived experience of disability. First meeting November 2019.
- Diversity and Inclusion Working Group refreshed in April 2020 to ensure it remained an appropriate and actions-focused body. Clear linkages between the work of the two groups with engagement and collaboration across both groups.
- **PDAC notes** the DWG 's activity (see 1.6, 1.24 and 2.13).

1.29 Work with Tasmanian Government statutory authorities, state owned companies and government business enterprises to achieve the outcomes of Accessible Island.

***Communities Tasmania**

- This occurs on a case-by-case basis. A recent example is PDAC's consultation in February 2020 with the Macquarie Point Development Corporation on Macquarie Point Pedestrian Access.

DoE

- Provides a wide range of examples of the support provided to, and collaboration with statutory authorities and other service partners (prisoners, carers and early childhood services).

DoH/THS

- Notes that from 1 July 2019, THS ceased to be a statutory authority and now reports to the DoH Secretary.

DoJ

- Notes its role in working with statutory bodies to implement and monitor the Disability Justice Plan for Tasmania 2017-2020 and EOT and TLA's involvement with collaborations and working groups.

DPIPWE

- Office of Racing Integrity in partnership with TasRacing has delivered accessibility upgrades at Mowbray and Spreyton, and planned construction at Carrick. Notes planned audit of TasRacing sites.
-

1.30 Engage with disability enterprises to ensure awareness of business development services and programs delivered through the Department of State Growth. Take advice from stakeholders about the relevance and accessibility of the programs and assistance on offer.

***State Growth**

- Notes that the Agency briefed PDAC on this action in November 2018 (p.13). However, it is silent on any engagement with Australian Disability Enterprises (ADEs) in the reporting period. **PDAC advises** that it is not in its remit to engage with ADEs on the agency's behalf.

Action Area

Provide information that is accessible for clients and employees (8 actions)

1.31 Develop a Tasmanian Government strategy for digital innovation and ICT that will take into account the need to ensure government digital and ICT services are accessible by customers and staff.

PDAC overview

PDAC's 2019 Report expressed its concern about the delay in progressing this action.

PDAC notes that accessibility continues to be an ongoing issue across government agencies. As discussed below, Our Digital Future, was released in 2020, but this strategy did not address accessibility for people with disability.

Communities Tasmania

- Did not report, advised that fell outside its remit.

DoE

- Advised waiting on DPAC's advice of progress on this action.

DoH/THS

- Notes its response to action 1.25 above.

Treasury

- Response notes specialist web accessibility training attended by staff and applied in the update of the intranet and indicates support for 'Our Digital Future' strategy.
- However, while PDAC supports an accessible intranet, this response does not address the stated intent of this action which is the inclusion of people with disability by 'ensur[ing] government digital and ICT services are accessible by customers'.

*DPAC

- [Our Digital Future](#) was released in June 2020. 'DPAC acknowledges that the consultation process did not illicit [sic] any substantial input from people with a disability and this needs to be addressed in future developments.'
- **PDAC is aware** that Blind Citizens Australia wrote to the responsible Minister in July 2020 expressing its concern about the absence of any reference to disability in Our Digital Future and noting 'the lack of leadership, focus and priority given to information and communication issues evident in successive reports from PDAC'.
- **PDAC considers** this to have been a missed opportunity and recommend that strategies to support and promote digital accessibility are a key focus in the next iteration of Accessible Island.

1.32 ALL - Collaborate across government to share lessons learned and ensure a consistent approach in the maintenance, rebuild and design of intranet and internet sites.

Response provided by agencies for 2019 and 2020 reporting periods.

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	n.a.	Y	#	Y	N	Y	#	N	Y	N
2020	N	Y	Y	Y	N	#	Y	#	Y	#

PDAC Overview

PDAC acknowledges that the disruption caused by COVID-19 is likely to have impacted on opportunities for inter-agency collaboration. However, it is essential that learnings are shared across agencies, particularly those agencies demonstrating *leadership and innovation*.

As an example, while significant effort was made to ensure the accessibility of the Tasmanian Government’s [COVID-19 website](#); other key documents published in 2020 were in inaccessible formats (including the Construction Blitz, PESRAC Interim Report and some Messages to the State Service).

While some agencies responses referenced a whole-of-government group, there is no clarity about its role. **PDAC notes** the over-reliance on PDFs in both web content and email transmission of documents as a major factor undermining to digital accessibility. Two examples are:

‘Reducing PDF content, one major area responsible for the proliferation of these files in more inaccessible form is photocopiers, where all documents scanned via these devices are then emailed as inaccessible PDFs.’ (PDAC Member).

File Names - ‘WCAG 2.0 requires that uploaded files have proper file names that provide context for the reader’ [as opposed to an alpha-numeric string such as “D[xx]_tt_115_web.pdf”. (PDAC Member’s feedback to an agency)

PDAC stresses the importance of all agencies and authors working to understand what accessible content is, how to create it, and how to self-assess their work for WCAG 2.0 AA compliance. It is much easier to build in accessibility at the start than to try to retrofit it pre- or post- publication. The Victorian Government’s [Digital Guide](#) for accessible content provides a model that could be readily adopted by the Tasmanian Government.

Communities Tasmania

- Agency states that this is outside the remit of the agency. **PDAC considers** this response to be disappointing given the importance of a collaborative approach to improve digital accessibility.

DoE

- COVID-19 response - cross collaboration by departments in the development and implementation of content sharing. DoE made sure its content was delivered in consistent.
- Attends regular meetings led by DPAC to collaborate and share information across Tasmanian Government agencies with a communities-of-practice focus.
PDAC queries why this forum does not appear to be promoting WCAG compliance?

DoH/THS

- The Online Services team continues to network across government to ensure that content is published to meet best practice in accessibility.

DoJ

- Notes informal collaboration and sharing with other agencies.

DPIPWE

- Work on 10 DPIPWE websites, two online systems, two videos and the Aboriginal Heritage Awareness training module to make content accessible for people with disabilities.
- Requested Communities Tasmania re-establish the whole of government web accessibility group and offered to chair or convene the group. The group last met in 2015. Informal discussions initiated by DPIPWE with DoE, State Growth, Treasury and DPaC indicated strong interest in reviving the group. **PDAC notes** DPIPWE's proactive approach but it is not clear what the outcome of its request was.

DPFEM

- As of May 2019, all intranet sites met WCAG 2.0 Standards (Action 1.5). **PDAC notes** this milestone.
- DPFEM home page, Tasmania Police and State Emergency Service internet websites are compliant. Ensuring the compliance of the Tasmanian Fire Service (TFS) website is a 'business priority'. However, despite DPFEM's leadership in this action, there is no indication of cross agency collaboration to share learnings.

DPAC (lead)

- Advises that it has facilitated a number of cross-agency working group meetings to inform a proposal for the standardisation of agency web platforms. 'Acknowledges the delay but advises that this action is now back on track.'

State Growth

- Investigating purchase or adoption of accessibility tracker software. Will share findings with the DoJ and Treasury and discuss scope for joint purchase.

TasTAFE

- Not relevant in TAFE context, no involvement in cross-agency working groups. However, has engaged with DPAC, DoJ and DoE in rebuild of its website to test its

planning and direction. Notes collaboration with Libraries Tasmania as a ‘critical friend’ in identifying assistive technology applications (page 34).

Treasury

- Notes support for Our Digital Future.

1.33 ALL - Work towards achieving WCAG 2.0 AA guidelines²¹ for all online material.

PDAC notes that all agencies provided responses to this action in both the 2019 and 2020 reports.

As part of the Monitoring and Evaluation framework for Accessible Island, agencies were asked to provide data on the number of their websites that are WCAG 2.0 AA compliant as set out below in Table 5.

Table 5 – Agencies’ WCAG 2.0 AA compliant websites 2019 and 2020 (self-reported)

Agency	Number of websites compliant 2020	Websites compliant 2020 (%)	Websites compliant 2019 (%)
Communities Tasmania ²²	2/2	100	100
Education ²³	7/20	35	50
Health/THS	6/11	54	50
Justice	12/39	30	37
Police, Fire and Emergency Management	3/4	75	50
Premier and Cabinet	Not stated see comment below	-	95
Primary Industries, Parks, Water and the Environment	24/38	63	0
State Growth	8/8	95	93
TasTAFE	1/1	100	0
Treasury	0/6	0	0

In its 2020 report, **PDAC requested** reporting on the number and percentage of websites that are compliant and a key milestone of when 100 per cent compliance is likely to be achieved. In addition to the data in Table 5, several agencies identified milestones. As previously noted in 2019, there appears to be a concerted effort to ensure *new* websites are compliant, however rectification of existing material is a continuing issue.

²¹ Tasmanian Government Communications Policy Communications Policy (May 2015) – ‘ensure information published on websites is accessible to all Tasmanian in accordance with WCAG2.0 AA accessibility requirements’ <http://www.communications.tas.gov.au/channels/accessibility>

²² At 16 October 2020, Communities Tasmania’s public website and intranet were WCAG 2.0 Level AA compliant. [However] Communities Tasmania will soon be taking ownership of 14 additional sites, previously managed by another State Government agency, and will develop a program of works to rectify any compliance shortfalls’ (Communities Tasmania Report page 28).

²³ Does not include school websites. Note that the number of sites being reported on has increased to include sites for Libraries Tasmania and independent bodies.

This is of concern given that a similar action was included in the *Disability Framework for Action 2013-2017* and suggests that 'new' website content created in the intervening years was not compliant.

PDAC also notes that WCAG 2.1 has been in effect since June 2018 with a further 17 success criteria that must be met, so a move across to this version from 2.0 will be required. This will need to be addressed in the next iteration of Accessible Island.

Communities Tasmania

- Notes commitment to achieving WCAG 2.1 for all online materials, where a WCAG 2.0 compliant document is not possible, an alternative view of the content is provided.
- Working closely with all divisions to educate around the requirements and importance of achieving WCAG 2.0 and making all content accessible.
- Establishment of an Online Services team in September 2020 to undertake a comprehensive evaluation of all of the Agency's website fleet and will include a WCAG audit report on content and infrastructure. PDAC looks forward to the audit findings.

DoE

- Draft Digital Information Accessibility Action Plan which will be consulted on in late 2020; it will include accessibility and procurement processes. **PDAC queries** whether this will provide information on the Accessible ICT Procurement Kit developed by the EU (which AS EN 301 549 is based on)?
- Achievement of compliance for all 21 (non-school) websites is an aim for the end of 2022. The priorities are the Libraries Tasmania and main Education sites due to their high level of traffic and engagement.
- Achievement of full compliance in PDF content available to the public is a longer-term objective. Currently has approximately 1500 external facing documents.
- Compliant school website template has been developed to support schools to transition from SharePoint website technology. Template is WCAG compliant and will support schools looking to migrate during Term 4, 2020. An example of the template is Natone Primary School Website. **PDAC asks** is there a timeline for schools using Sharepoint to transition?
- Noted new website for the [B4 early years project](#) demonstrated 'great balance of design and accessibility achievements'. However, it is of concern that even when the home page of this new site was viewed by a PDAC member 'several issues were identified including 1 linked image missing alternative text, 8 empty links, and 3 contrast errors'.
- Components of Libraries Tasmania websites comply with WCAG 2.0 guidelines, working towards moving its six websites onto platforms that fully meet the WCAG 2.0 by mid-2021.
- The 26TEN chat resource and 26TEN website meet WCAG AA 2.0 Guidelines.

DoH/THS

- Estimates that six out of 11 sites on the DoH's public website are WCAG 2.0 AA compliant.
- Publishes online content with a HTML-first approach as an accessibility aid. Where this is not practical for large reports, DoH provides an accessible PDF or alternate version.
- Scoping for a new DoH website has commenced and will continue in 2020-21, with WCAG 2.0 AA compliance a mandatory component. **PDAC commends** the agency's clear statement of intent.
- All creative briefs for new sites include WCAG 2.0 AA compliance.

DoJ

- Notes significant progress has been made including new Web Management Policy, including related procedures and guidelines.
- Mandated WCAG 2.1 AA+ standards are implemented from design/inception for all new solutions developed or procured since 2019 (examples include the Planning and Building Portal and Justice Connect / Astria solutions).

DPIPWE

- Employees have access to the Ripple training module 'Digital Accessibility, Creating Accessible Documents' (practical knowledge outcomes).
- Provides training via its Learning Management System - 'Creating Accessible Documents' procured from Vision Australia was completed by 37 key staff in 2019-20. Training is compulsory for content creators for the new EPA website under development and the PWS website.
- Also deployed the W3C's 'Introduction to Web Accessibility' course, 18 key staff have completed this training.
- New PWS website meets the 2015 commitment to 'ensure information published on websites is accessible to all in accordance with WCAG 2.0 AA accessibility requirements. PWS social media and website images include alt text and alt tags to appear in place of an image for screen readers.

DPFEM

- **PDAC notes** that DPFEM has improved from 50 per cent of its websites being compliant to 75 per cent. As noted above (action 1.32), TFS website is a priority.

DPAC

- Notes that DPAC's website currently has 11,800 pages, including 3,200 PDFs. Meeting the 'Success Criteria' for WCAG 2.1 AA requires human verification as well as systematic checks. Content issues, such as reading order, colour contrasts,

ineffective alternative text etc may be present throughout the site. Landing pages and key webpages of all of DPAC's websites are checked for accessibility errors.

- DPAC is working towards publishing an 'Accessibility Statement' for its websites.
- Accessibility was a 'paramount criteria' for the special website about the response to COVID-19 (see 1.19 above).
- During the Service Tasmania Online re-development, testing was undertaken to ensure the website was easy to read and complied with prescribed guidelines for people with low or impaired vision.

State Growth

- Estimates that 95 per cent of its websites are AA compliant based on quarterly reviews. Notes that areas requiring improvement include metadata; heading styles and use of colour differentials. Two sites have been redeveloped for accessibility and two are currently being redeveloped.
- **PDAC refers** the Agency to its comments on Action 1.22 above regarding accessibility issues on the Arts Tasmania webpage and Smartygrants platform.
- Transport Services website was redeveloped and relaunched in June 2020. Agency has worked with PDAC members to resolve the specific accessibility issues raised following the Secretary's meeting with PDAC in July 2020.
- **PDAC notes** the commitment to 'move away from using PDFs' on its website (p.17) and to reduce PDF content 'to less than 10 per cent'. However, the elimination of PDFs on all Tasmanian Government websites should be the goal.
- **PDAC notes** significant activity to promote awareness of accessibility issues through the intranet and review of the internal style guide; quality assurance of Departmental collateral and mandating of closed captions on all videos.

TasTAFE

- New website released March 2020, designed to comply with WCAG 2.0 AA standards. Uses Monsido, a quality assurance and accessibility checker.
- Vision Australia undertook an independent accessibility audit.

Treasury

- Response is candid and acknowledges challenges in ensuring compliance with WCAG 2.0 AA – status of full compliance can be influenced by a single page'.
- Web platform upgraded. Purchased an automated tool for continuous assessment, alerting and improvement against the WCAG 2.0 AA standard as new and modified pages and content is developed and/or revised.
- Although websites are broadly WCAG 2.0 AA compliant, Treasury has completed a re-assessment of its websites against the WCAG 2.0 AA standard to evaluate further areas for improvement and to determine any barriers to achieving full

compliance. Project scheduled for completion February 2021.

- ITS Branch works with the Procurement, Risk and Contract Management Branch to ensure that procurement templates are compliant. Any non-compliant quotation or tender templates detected by the automated assessment tool are referred to Crown Solicitor.

1.34 Completed - Undertake a pilot, at DPAC, of an online WCAG 2AAA compliant HTML service that allows for the streamlined production of accessible content on screen readers and consistent reading template for mobile devices.

***DPAC**

- Completed late 2018. In its 2019 Report, PDAC requested information on the outcome of the pilot. DPAC has advised that although the pilot was successful in reducing the time to create compliant HTML, it was assessed as being unsuitable as a stand-alone service for use by non-specialist staff. The pilot confirmed that technology alone cannot provide a solution.

***DoJ**

- Primary outcome was a preference for HTML publishing where possible and appropriate (HTML first) or at least HTML as an alternative format.

1.35 Improve readability of information by: continuing to build on organisational capability by offering both Plain English and Easy Read training opportunities and tools for web content and document authors; reviewing the accessibility of online forms; and working towards making all Tasmanian Museum and Art Gallery information available in alternative formats for people with disability.

PDAC overview

There is a lack of targets in this action which increases the risk of 'drift'. **PDAC again queries the progress made** in reviewing the 'accessibility of online forms' particularly in light of the data provided in Table 5 above.

PDAC notes that the provision of Easy Read documents across Government appears to be limited and **recommends** that this be considered in the development of the next Accessible Island.

***Communities Tasmania**

- Continues to review new and existing content to be as accessible and user friendly as possible. Where required, alternative options for plain English and easy English versions are provided.
- Establishment of the Online Services team (1.33 above) increases capacity to upgrade existing forms to the online model and continue to improve the capability and function of the public website. The communications and Online Service team will develop and provide training, FAQs, and resources for Web Editors.
PDAC notes this initiative and looks forward to reporting on the outcomes.

*DoE

- Acknowledge that current PDF materials require attention as a priority.
- Increased training for staff in readability and accessibility including specific MS Word training. 100 staff participated in 2020 - the average rating of participant's understanding improved from 2.55 before training to 4.47 out of 5 after training.
- Resources to support content creators created and promoted eg accessible word document checklists and video tutorials. Increased awareness and promotion via Intranet news and education of staff.
- Libraries Tasmania noted that the number of large print and audiobook issues decreased due to COVID-19 restrictions, as the majority of users were in the high-risk category, however there was increased demand for eBooks and eAudio items due to library closures.

*DoH/THS

- Providing the community with easy to understand and accessible information relating to COVID-19 was an important focus. The COVID-19 website achieved a 92.9 per cent rating in WCAG; further work is underway to improve accessibility. Website includes 'Listen' function for people who are blind or cannot read.

*DoJ

- Current: States new Web Management Policy includes guidance on Plain English. Justice Website Redevelopment - scope includes a full content review and accessibility remediation requirements. New Worksafe Tasmania website is accessible.
- Planned: Notes new project to review and standardise all online forms (about 100) due to commence late 2020. Following establishment of TasCAT, a fully accessible website and interface will be needed (no timeline available).

*State Growth

- Plain English training disrupted due to COVID-19.
- The Open Access Tours smartphone application referenced in the agency's 2019 report had poor uptake, with minimal feedback received.
- **PDAC notes** that TMAG is currently undertaking discussions with the Association for Children with Disability on the design and content of the new Children's exhibition, due to open in 2021 (p.14).

*Treasury

- As noted in the 2019 Report, the agency's response is internally focussed on its intranet. **PDAC notes** that the accessible intranet platform will be completed in October 2020. However, the response above in 1.33 indicates Treasury's commitment to achieving compliance in its internet sites. **PDAC recommends** that the benefits and learnings from the use of the automated continuous assessment tool should be actively shared with other agencies.

1.36 Develop eLearning materials to educate staff on the importance of providing accessible information, tools and resources for people with disability.

***DPAC**

- A new induction pack, which includes both the accessible documents module and the online disability awareness eLearning as mandatory parts of the induction process, due for release in November 2020.

TasTAFE

- Developed accessible templates for all key corporate documents on its intranet.
- Developed online learning session on 'Creating Accessible Word Documents'. 11 sessions held with 106 employees attending.
- **PDAC applauds** TasTAFE's initiative and **recommends** that consideration be given to sharing the course with other agencies. **PDAC also notes** the reference to TasTAFE's 'accessible resources toolkit' (page 8), however no other information is provided.

1.37 Completed - Continue to use and monitor the Emergency Management Framework for Vulnerable People to assist in the development and maintenance of emergency management arrangements that consider and prioritise the essential needs of vulnerable people before, during and after an emergency; and enable service providers to readily identify, locate and communicate with vulnerable people in an emergency.

***DPAC**

- Advised the Framework has been superseded.
- New Guide released December 2019: 'People at Increased Risk in an Emergency: A guide for Tasmanian government and non-government community service providers'. Guide available on the TasCOSS website; the policy is owned and maintained by DoH.

1.38 Ensure all Tasmanians have access to emergency preparedness resources by continuing the translation of the TasALERT website into AUSLAN and other languages; and expanding the number of languages available and ensure TasALERT provides the best information in the most appropriate format.

***DPAC**

- In response to PDAC's 2019 query, DPAC advised that since their launch, the AUSLAN videos have been viewed over 3,200 times. Most viewed videos are bushfire (872 views / 4 videos), terrorism (533 views / 3 videos) and flood (422 views / 3 videos). Videos refreshed in 2018 to reflect updated 'Get Ready' content, including new videos for heatwave and cybersecurity incidents.

DPFEM

- Videos on major emergencies and incidents to include captioning – now due for completion June 2021 (action 1.9). Media team training completed (Action 1.7).

PDAC recommends that videos on major emergencies and incidents include audio description options.

- Continued use of the Emergency Alert system. In April 2020, State Control Centre sent over 450,000 Emergency Alert SMS messages for the COVID-19 response.
- **PDAC queries** if DPFEM works with disability organisations to ensure communication about the Alert system and its accessibility. Is any information provided in Auslan?
- 26TEN formal training for Media and Communications staff was suspended due to COVID-19. It has since resumed.
- COVID-19 - utilised several methods to inform to provide updates and important safety messages. One such tool was the Facebook live stream of media conferences with an Auslan interpreter in attendance. Encouraged media outlets to livestream these to reach as many people as possible.

Outcome Area 2 | Rights Protection, Justice and Legislation



Action Area

Improve recognition and response to people with disability across Tasmania's justice system through the *Disability Justice Plan for Tasmania 2017-2020* (2 actions)

2.1 Coordinate and monitor the implementation of measures outlined in the Disability Justice Plan for Tasmania 2017-2020.²⁴ This will include the:

- DoJ (including the Victims Support Service, Magistrates and Supreme Courts, Mental Health Tribunal,
- Office of Director of Public Prosecutions,
- Corrective Services (Tasmania Prison Service (TPS) and Community Corrections (CC)) and Legal Aid);
- DPFEM;
- DoH and THS; and
- Communities Tasmania.

*DoJ (lead)

- Reporting process reviewed following 2019 Report. DoJ coordinated all feedback from agencies for the 2020 report (replacing the previous lead agency structure).

*Communities Tasmania

- Notes linkages to the establishment of the National Quality and Safeguards Commission, (the NDIS Commission) established under the NDIS Act which took effect in Tasmania from 1 July 2019.

*DoH/THS

- No response provided.

*DPFEM

- PDAC notes that DPFEM has completed a review of the Guidelines for Interacting with People with Disability. Linked to Actions 16 and 17 in the Disability Justice Plan (see 2.13 below).
- The Disability Justice Plan Action 18 requires action by Tasmania Police to 'Ensure prosecution services are aware of the disability status of alleged offenders'. DPFEM is considering options (see 2.13 below).

PDAC's Response to the second annual report made a series of recommendations in relation to the:

- format of future reports;
- allocation of responsibility for actions;
- need to include data or discussion that demonstrates the outcomes that have been achieved for people with disability; and
- providing an indicator of the extent of real change that has been achieved or if the action has been completed.

²⁴ https://www.justice.tas.gov.au/news_and_events/disability-justice-plan

2.2 Report annually to PDAC on the implementation of the Disability Justice Plan for Tasmania 2017-2020.

***DoJ (lead), DCT, DoH/THS and DPFEM**

- The Third Annual Report to PDAC was lodged in September 2020 (some delays due to COVID-19).

Action Area

The Disability Justice Plan for Tasmania 2017–2020 will build on actions commenced in the second DFA. (5 Actions)

2.3 Provide effective responses from the criminal justice system to people with disability who have complex needs or increased vulnerabilities.

***Communities Tasmania**

- As for 2.1 above.

***DoJ**

Report details a range of modifications to assist people with disability, including:

- Supreme Court - increased use of technology to pre-record witnesses, provides audio-augmentation in its facilities and its website is audio-enabled.
- Witness Assistance – new information pack. Information about its services and Victim Impact statement published in Easy English, Witness Assistance Officers are completing Communicating with Vulnerable People external course.
- Community Corrections – enhanced training program for working with people with complex needs.
- Tasmania Prison Service (TPS) and Correctional Primary Health Services (CPHS) screen, assess and support prisoners with disability. In first quarter 2020-2021, TPS received 129 screens from CPHS of people with a disability, including 52 Disability Support Pensioners and three NDIS participants. **PDAC notes** the provision of data and the introduction of NDIA Justice Liaison Officer role (see 2.8).

2.4 Improve support for people with an intellectual disability, cognitive impairment or mental illness in, or at risk of entering, the criminal justice system, and on leaving it.

***Communities Tasmania**

- Worked with DPAC, DoJ and the NDIA to develop an operational flow to support people with an intellectual disability, cognitive impairment or mental illness in the criminal justice system, and on leaving it, to ensure appropriate supports and connections are established prior to leaving the system. The NDIA Justice Liaison Officer role will support work in this area. PDAC commends this approach and looks forward to future reports.

*DoJ

- Notes the Final Report of the Prisoner Mental Health Care Task Force (March 2019) and progress in implementing the 19 recommendations. Information sharing by key stakeholders ensure the rights of patients are and ensure supports in the community.
- Tasmanian Legal Aid – 30 per cent of clients receiving a grant of aid identify as having a disability.

2.5 Maintain and strengthen protections and supports for people with disability who experience, or are at risk of experiencing, violence, sexual assault, abuse and neglect.

*Communities Tasmania

- Noted linkages to NDIS Commission.
- Reviewed and re-released the Complaints Handling Resources and the Compliments and Complaints Policies and Procedures to ensure these are comprehensive and complementary to the current service delivery environment and the NDIS Commission.
- **PDAC notes** that the agency will review policies and procedures relating to allegations of abuse to ensure these are consistent with the NDIS Commission and meet the requirements in the Disability Justice Plan.

*DoJ

- Pilot Intermediary Scheme (Children and Special Witnesses) expected to commence in March 2020.
- Implemented worker screening for NDIS employees in Tasmania from 1 July 2019.
- Family violence - expanded funding for provision of disability upgrades from April 2020.
- TLA provides range of specialised services to support people with disability.

*DPFEM

- Similar response to 2019 – **PDAC notes** that all Family Violence resources are WCAG 2.0 AA compliant. PDAC's 2019 Report identified the importance of plain English and notes the advice (Action 1.38) that plain English training has resumed.
- Report notes police officers have a range of written material on family violence that they can provide to persons experiencing violence and abuse and that consultation will occur to ensure written resources are accessible (Action 2.8).
- **PDAC queries** whether these resources reflect the additional issues for people with disability?²⁵

²⁵ In 2017, WHO reported that 66.2% of people with disability in relationships with abled partners experienced IPV, equal for both females and males with disability.

- **PDAC recommends** that an Auslan version be included in the accessible Family Violence resources.

2.6 Ensure people with disability have the opportunity to participate in the civic life of the community – as jurors, board members and elected representatives.

*DoJ

- The Supreme Court provides assistance to members of public eligible to perform jury service, including provision of hearing loops.

PDAC notes that this action has a broader scope than jury participation and **queries** whether data is, or could be collected by all agencies, on the representation of people with disability on Government Boards and Committees.

2.7 Support independent advocacy to protect the rights of people with disability.

*Communities Tasmania

- No response provided. **PDAC is concerned** that no update was provided on this action, however it notes the advice on funding commitments provided at 1.19.

*DoJ

- Report details the types of support provided by EOT, the Mental Health Tribunal and the Public Guardian.

Action Area

Support prisoners with disability (2 Actions)

2.8 Further the relationship with NDIA and service providers to ensure that prisoners with disability are provided with the support they require post-release.

*DoJ

- In early 2020, NDIA Justice Liaison Officers (JLO) were appointed to work in custodial settings in all states and territories. One position was allocated to Tasmania. Report notes that the JLO/TPS relationship is working well to support NDIS participants.
- In October 2020, there were 18 NDIS participants in custody. Community Correction officers continue to engage with NDIS training sessions (67 officers attending in 2019-2020) and eight staff attending training delivered by the Brain Injury Association of Tasmania (March 2020).
- TPS database now enables reporting of disability data.

2.9 Completed - Review the Tasmanian Prison Service's Director's Standing Order in relation to prisoners with disability.

***DoJ**

- Director's Standing Order was issued on 17 August 2020.

Action Area

Ensure a contemporary legislative framework for the delivery of, and access to, disability services (2 actions)

2.10 Completed - Review the Tasmanian Disability Services Act 2011 to assess operational effectiveness; ensure congruence with relevant legislation; and reflect contemporary practice.

***Communities Tasmania**

- As noted in the 2019 Report, this action has been completed.

2.11 Completed - Promote and support the Tasmanian Disability Services Regulations 2015 through the Regulations 2015 Compliance Project to help service providers understand the regulations, how to comply with them and where to target continuous improvement activities; and target future sector training and resources to assist providers with readiness for full scheme NDIS.

***Communities Tasmania**

- As noted in the 2019 Report, this action has been completed.

Action Area

Train police to recognise and respond to people with disability as victims, offenders and witnesses (3 actions)

2.12 Ensure DPFEM trainees, front-line police officers, investigators and Fire Service officers understand disability and all forms of vulnerability and are able to respond appropriately to people with disability.

***DPFEM**

- PDAC commends DPFEM on its progress in implementing this action.
- Equity and diversity training and interview techniques for dealing with vulnerable people are now embedded in police recruit training (Actions 2.4 and 2.5).
- Investigative Police Training Continuum includes a 'Specialist Interviewing' unit for officers who regularly conduct interviews with people with cognitive impairment or complex communication needs.

- Specific training provided to members who engage with victims of serious violence, abuse and neglect (Action 2.8).
- Interviewer training for Regional Fire Investigators delayed - to consider alternative options by June 2021 (Action 2.6).

2.13 Review DPFEM policies and procedures for people with disability to ensure these are contemporary, relevant and conform to legislative requirements. The reviews will be informed by consultation with people with disability.

***DPFEM**

- Completed a review of the Guidelines for Interacting with People with Disability. Linked to Actions 16 and 17 in the Disability Justice Plan. As noted above, PDAC was consulted on this action.
- To ensure human rights compliance, the Guidelines will now form a part of the Tasmania Police Manual (TPM) and will be publicly available. **PDAC commends** DPFEM for its review and commitment to transparency.
- Disability Justice Plan (Action 18) requires Tasmania Police to 'Ensure prosecution services are aware of the disability status of alleged offenders'. Established that Online Charging is the most appropriate platform to record this information. The DWG sought advice from PDAC. This will be done in conjunction with the new TPM instructions. Currently working on specifications, expected to be finalised by 31 December 2020. **PDAC commends** DPFEM on its response to this action.

2.14 Maintain a register of disability service providers for use by DPFEM employees and for emergency reference use within the call and dispatch areas.

***DPFEM**

- There was no response provided to this action in both the 2018 and 2019 Reports. However, a comprehensive response has now been provided.
- Radio Dispatch Services maintain an up-to-date register of specialised support services, including out-of-hours services in order to assist front line officers. Staff participated in training with Richmond Futures regarding the new out-of-hours assistance program for those with a high dependency disability on an NDIS treatment plan. For those not covered by the NDIS, the Commonwealth Respite and Care-link Centre [now the Carer Gateway] may provide respite care in the case of an unexpected or unplanned emergency (p.25).

Action Area

Support achievement of Tasmania's obligations under international human rights treaties (1 action)

2.15 Provide agencies with support to interpret, implement and report on Tasmania's obligations, including under the CRPD; and advice on any action required by the UN Committee on the Rights of Persons with a Disability.

***DPAC**

- No requests for information in the reporting period. In September 2019, Australia appeared before the UN Committee on the Rights of Persons with Disabilities.

Outcome Area 3 | Economic Security



Action Area

Tasmanian State Service Diversity and Inclusion Policy and Framework 2017–2020 (6 Actions)

As part of the Monitoring and Evaluation framework for Accessible Island, agencies were asked to provide data on the number of employees with disability. In 2018, one quarter of Tasmanians reported having a disability, while 17.8 per cent of Tasmanians aged 0-64 years reported a disability (Table 1).

PDAC remains concerned that employment of people with disability in the State Service appears to be low in comparison, remaining at just six per cent in 2020 Tasmanian State Service (TSS) Employee Survey. PDAC also notes that while some agencies can extract data from the Employee Survey, others appear unable to do so.

In 2019 Report, PDAC noted anecdotal advice that the online Employee Survey is not accessible for all employees and this prevents some employees from completing the 2018 survey. DPAC advised that ‘the survey is designed to be simple to complete, intuitive, fully accessible and comply with the Web Content Accessibility Guidelines 2.0. They are fully accessible via a standard keyboard.’

Table 6 - Number of employees with disability (2020 TSS Survey)

Agency	Employees with disability %	Comments
2020 State Service (SS) Employee Survey June 2020 ²⁶	6	6,612 participants – 21.7% response rate.
Communities Tasmania	-	Not reportable. Self-identification data collected on New Starters form and is provided to outsourced payroll services in DOH and DPAC. No process in place to enable reporting
Education	5	2019-2020 TSS Survey – sample size of 92 people
Health/ Tasmanian Health Service	6	Noted low response rate (14%)
Justice	10	Total of 504 respondents August 2020
Police, Fire and Emergency Management	6	Estimate based on Pulse 2020 survey
Premier and Cabinet	6 (estimate)	DPAC Employee Survey March 2020
Primary Industries, Parks, Water and the Environment	4	Of these – 83% had disclosed their disability to DPIPWE and 48% stated that they required a workplace adjustment
State Growth	Not provided	Limited ability to collect information. State Growth is leading a working group to improve

²⁶ http://www.dpac.tas.gov.au/divisions/ssmo/Employee_Surveys/2020_state_service_employee_survey

Agency	Employees with disability %	Comments
		the HR employee system capacity to record diversity data
TasTAFE	-	9 employees identify as having a disability
Treasury	9	Based on 13/145 respondents to the Employee Survey (June 2020)

3.1 ALL - Implement the Tasmanian State Service Diversity and Inclusion Policy and Framework 2017-2020 (the Framework) and develop specific plans in each Agency.

Response provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	#	#	#	Y	#	Y	Y	Y	Y	Y
2020	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

As part of the Monitoring and Evaluation framework for Accessible Island, agencies were asked to provide data on the implementation of the key actions in the Framework. This data is summarised in Table 7.

Communities Tasmania

- Agency endorsed its Inclusion and Positive Workplace Strategy 2019-2022, Participation Plan and Annual Work Plan in November 2019.

DoE

- Draft D&I Issues Paper and recommendations for future work will be submitted for Executive approval before the end of 2020 for implementation in 2021.

DoH/THS

- Notes annual reporting to SSMO on activities and initiatives, including the rollout of the e-learning module (Action 3.5).
- Individual business units have developed their own local plans to support diversity and inclusion within their services.

DoJ

- Implemented Diversity and Inclusion Framework April 2020, including annual Action Plans.

DPFEM

- New Equity and Diversity Strategy under development to include policy and guidelines; five-year roadmap; training; and complaint management process.

DPIPWE

- Agency's Diversity & Inclusion Strategy under development and scheduled for completion by June 2021.

DPAC

- SSMO commenced a review of the Framework 2017-2020 in September 2020 to inform future whole-of-service workforce diversity initiatives. The review will be completed by February 2021. It is anticipated that the framework will be developed in 2021.
- People and Culture Strategy 2020-2022, DPAC has targets for employing people with disability:
 - 2021: 9%
 - 2022: 10%
- DPAC has maintained one placement of a graduate with a disability each year.

State Growth

- New Action Plan is currently being developed.

TasTAFE

- Notes that the planned SSMO toolkits are not yet available. Identifies a range of frameworks that promote Diversity and Inclusion principles.
- CEO promoted flexible working options during COVID-19.

Treasury

- Notes the promotion of '50 Ways to Fight Bias', mental health support to employees during COVID-19; and a review of policies to support employees affected by family violence.
- While these are valuable training opportunities, **PDAC notes** that the unconscious bias and family violence initiatives are not disability specific programs.

Table 7 - Actions 3.1, 3.2, 3.3 and 3.5 Implementation of State Service Diversity and Inclusion Framework 2017-2020

Agency	Number of Diversity and Inclusion (D&I) Plans developed/ implemented (3.1)	Number of Diversity and Inclusion Toolkits developed/ implemented (3.1)	Engagement with DES providers (3.2)	Employees engaged through DES providers (3.2)	Identification of barriers, initiatives/opportunities to support people with disability (3.3)	Employees completing DCW eLearning (3.5)
Communities Tasmania	Strategy, Participation Plan and Annual work plan released November 2019	Development of values toolkit delayed by COVID -19, to resume 2020-21.	0. Notes all vacancies are advertised online	0	12-month partnership with JobAccess	Launched July 2002.
DoE	Awaiting Executive endorsement	Not stated	Yes. Also participates in Federal Government's Supported Wage System – one employee (22 years of service)	0	Yes - working with DES. Majority of advertised roles within DoE are not accessible to DES clients	No response
DoH/THS	None in reporting period	None in reporting period	Business units encouraged to work with DES providers	Notes one placement	None in reporting period	Uploaded mid-2020
DoJ	2 – Framework 2019 + annual Action Pan	2 – Flexible Work Options Guide and Working from Home (COVID-19) Policy	8 work experience placements through DES providers 2019	No data available	Yes – working with JobAccess to review recruitment and identify barriers	Completed by 800 employees May-August 2020.

Agency	Number of Diversity and Inclusion (D&I) Plans developed/ implemented (3.1)	Number of Diversity and Inclusion Toolkits developed/ implemented (3.1)	Engagement with DES providers (3.2)	Employees engaged through DES providers (3.2)	Identification of barriers, initiatives/opportunities to support people with disability (3.3)	Employees completing DCW eLearning (3.5)
DPFEM	D&I Action Framework released December 2019. Established Gender Diversity Working Group	No comment	No placements	No placements	Yes. EOT and Autism Tasmania engagement (see 1.23 above) Radio Dispatch Services staff Richmond Futures training (see 2.14 above)	Not yet released, will be mandatory
DPIPWE	Under development	6	Not stated	Yes – contract basis SAP	Website development - key staff attended Vision Australia training	Not reported
DPAC	Diversity and Inclusion Action Plan 2020 aligned with People and Culture Strategy 2020-2022, Family Violence Operational Plan 2019-2022 and DPAC Action Plan.	1 (State Service Carers Toolkit)	Service Tasmania and COVID-19 Contact Centre recruitment exercises. Review of the People with a Disability Employment Register.	8 employees - COVID-19 Contact Centre recruitment exercise	Updated job advertisement template to encourage applications from people with disabilities and outline support for reasonable adjustments at all stages of assessment/recruitment process. Recruitment Review Project scheduled for 2022.	Available to all staff on iLearn. Promoted in July 2020 - with 11 staff completing

Agency	Number of Diversity and Inclusion (D&I) Plans developed/ implemented (3.1)	Number of Diversity and Inclusion Toolkits developed/ implemented (3.1)	Engagement with DES providers (3.2)	Employees engaged through DES providers (3.2)	Identification of barriers, initiatives/opportunities to support people with disability (3.3)	Employees completing DCW eLearning (3.5)
State Growth	Achieved White Ribbon accreditation (Nov 2018). Established Equity and Inclusion Steering Committee (Mar 2019). Commenced development new Strategy.	None. Working with SSMO to inform development of toolkits.	1	1 (2 contracts)	Developing best practice recruitment and selection framework	14 employees completed.
TasTAFE		Included in 9 frameworks.	No	No	3 initiatives	Released Aug 2020. All staff required to complete.
Treasury	4	1 - Flexible Work Toolkit updated (Sept 2020) to include learnings from remote work due to COVID-19	Yes	0	Review of Short Form Application Initiative (March 2020) see 3.3. below	3/303 completed. Delayed by COVID.

3.2 ALL - Facilitate stronger relationships and identify placements in collaboration with Disability Employment Service (DES) providers.

Response provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	Y	Y	Y	Y	N	Y	Y	Y	N	Y
2020	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Communities Tasmania

- Agency has entered into a 12-month partnership agreement with JobAccess and will receive tailored advice, tools, training and network opportunities to support the development of a sustainable disability employment strategy. **PDAC looks forward** to advice on the outcomes of this agreement.

DoE

- See Table 7 above.

DoH/THS

- Encourages business units to work with DES providers. Does not keep central records of placements made through DES providers; business units can approach DES providers directly without HR involvement.

DoJ

- Hosted eight jobseekers with disability for Accessibility Day November 2019.

DPFEM

- Notes SSMO Disability Employment Register (DER) and advised no placements were identified through DES providers.

DPIPWE

- Engaging labour from Disability Employment Service provider, Colony 47 who has been utilised for the disposal and recycling of furniture as part of the SAP.

DPAC

- As noted in 3.1 above, **DPAC is commended** for having set recruitment targets for people with disability.
- COVID-19 Contact Centre - targeted recruitment activity in March 2020 with disability providers resulted in eight people with a disability employed in the contact centre on a casual contract.
- September 2020 recruitment for Service Tasmania positions will use the Disability Register and include familiarisation activity for any persons interested or who self-identify their capacity and capability to undertake the requirements of the roles.

- DPAC promoted AccessAbility Day with an education-focus centred on 'closing the gap'.

State Growth

- AccessAbility Day - hosted two placements.
- Actively recruited from DER to fill position on a high priority project. Recognises need to more actively promote DER.
- Working with DES providers to increase opportunities for people with disability through the Unpaid Work Framework (work experience p.19 and p.39). **PDAC queries** if this Framework is targeted solely at people with disability? If it is, PDAC has some concern about this approach. Clarification of its intent is sought.

TasTAFE

- No activity - to explore options to collaborate with DES providers in 2021.

Treasury

- Intends to expand use of DER. Worked with DES providers to identify applicants for graduate position for a person with disability but did not receive any eligible applicants.

3.3 ALL - Build an inclusive and diverse workplace by developing an online resource to support all applicants to access information about applying for State Service jobs; and working with agencies and community groups to identify barriers and initiatives/opportunities to support people with disability who are working or wish to work in the State Service.

Response provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	Y	Y	Y	Y	N	N	Y	Y	Y	Y
2020	Y	Y	#	Y	#	Y	Y	Y	Y	Y

Communities Tasmania

- Notes its partnership arrangement with JobAccess. Expects that barriers and opportunities will be identified and a strategy developed to support people with disability who are currently work or wish to work in agency.

DoE

- Notes an accessible webpage is available at [How to Apply](https://www.jobs.tas.gov.au/working/how_to_apply)²⁷ - and this is provided within DoE job application materials. However, **PDAC notes** that the Agency's Fixed-Term and Relief Employment Register, Mercury eRecruit, is

²⁷ https://www.jobs.tas.gov.au/working/how_to_apply

not WCAG compliant, making it impossible, for suitable candidates who use assistive technology, to apply for State Service jobs.

- **PDAC is advised** that staff who use screen readers are unable to access payslips through Fusion Employee Self-Service (ESS), an issue annually reported to DoE HR from 2010-2016.

DoH/THS

- HR teams continue to work with SSMO as it implements actions.

DoJ

- Diversity and Inclusion Project focus on promoting strategies to encourage and support people with disability to work in the Department. On 1 July 2020, DoJ entered into a partnership agreement with JobAccess to provide support, advice and resources to become more inclusive of people with disability.
- JobAccess services include partnering with large employers to drive disability employment initiatives and build disability confidence in the workplace. Currently working with the JobAccess Professional Advisor to review all recruitment policies and procedures to remove barriers for people with disability.
- Established a “Right Person, Right Role” Implementation Committee, as part of its People Strategy, to review current recruitment practices through an inclusion lens. Recruitment guidelines to be reviewed and implemented by January 2021. Statement of Duty template being reviewed for implementation by January 2021.
- Recruitment and selection training being reviewed to be fully accessible. New recruitment webpages will be created as part of website redevelopment project.
- **PDAC commends** DoJ for its leadership in entering into this partnership and its commitment to addressing recruitment barriers.

DPIPWE

- Promotes workplace flexibility in online job vacancies.
- Centralised Recruitment Project - key focus on recruitment practices and processes that are transparent and inclusive. Promoting a 1-2 page covering letter in recruitment and selection process instead of selection criteria, with aim to reduce barriers to entry.

DPFEM

- Engaged with EOT and Autism Tasmania to explore training and education of managers/supervisors and workplaces to support people with disability working in the Department.

DPAC

- Aboriginal Employment Pilot - developed an online portal and suite of tools to support Aboriginal applicants to access information about applying for State Service jobs. Resources are being sourced to tailor the tools to ensure they support all applicants.

State Growth

- Commenced project to review and improve recruitment and selection. Stage 1 July 2020 transition to short form applications. All roles are advertised with flexible work options.

TasTAFE

- Awareness sessions March 2020 to ensure selection panels familiar with their DDA obligations.
- Introduced Accessible Employee Starter Pack in early 2020. All documentation in accessible format including TFN and superannuation forms.

Treasury

- Short Form Application Initiative reviewed March 2020. Following the introduction of short form applications, Treasury increased its appointment of external (non-TSS applicants), from 73% to 81%, suggesting that short form applications provide greater access to Treasury roles for external applicants.

3.4 ALL - Work with agencies to:

- roll out the Workplace Adjustment Policy Template (WAPT);
- access training and other tools to increase awareness of unconscious bias and inclusive leadership;
- improve awareness and use of flexible work across the State Service;
- include workforce diversity outcomes as a component of the performance management of senior leaders; and
- improve the ability of Human Resource systems to collect self-identified workforce diversity data to support workforce planning and reporting.

Response provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	#	#	Y	#	#	#	#	Y	#	#
2020	#	#	#	Y	#	#	Y	Y	Y	Y

PDAC overview

PDAC notes the five actions in 3.4 were adopted from the *State Service Diversity and Inclusion Framework 2017-2020*. **PDAC is concerned** that implementation of these actions continues to be inconsistent. The DPAC report advised that 'SSMO will undertake an evaluation of the Framework in late 2019 to inform future-whole-of-service workforce initiatives.

PDAC notes reporting against this action item is incomplete. Table 8 below summarises the responses. While the WAPT was ready for roll-out in December 2017²⁸, some agencies appear to be still developing the resource. It is unclear why this has taken so long to progress.

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http://www.dpac.tas.gov.au/divisions/ssmo/workforce_diversity_and_inclusion/state_service_diversity_and_inclusion_framework_2017-2020

Table 8 - Action 3.4 Implementation of State Service Diversity and Inclusion (D&I) Framework 2017-2020

Agency	Rollout WAPT	Training unconscious bias and inclusive leadership	Increase awareness of flexible work	Workforce diversity included senior leaders' performance agreements	Collect self-identified workforce diversity data
Communities Tasmania	Yes – no data is collected	No	Policy developed 2019-20	No	No
DoE	No	Not stated	Yes. Drafted new WFH policy (in approval stages) to provide more flexible approach to WFH requests. Guidelines specify benefit to staff with disability, mental health issues and/or short-long term injury/illness and that requests should be viewed positively.	Refers to draft Issues paper (see 3.1)	Procurement of new system all HR related data underway. Diversity data and capability for staff to self-identify data within the system is a key consideration
DoH/THS	Support business units to implement DoH Workplace Adjustment Procedure and THS Workplace Adjustment Protocol – both based on the whole-of-government template	No response	Assisted business units across THS and DoH to implement flexible work strategies, notably new and COVID-related working from home arrangements	These indicators not included in DoH agreements	Reliant on TSS Survey March 2020 Exploring expanding fields in existing PageUp recruitment system and HR Empower Possible procurement of HR system with capability to collect demographic data

Agency	Rollout WAPT	Training unconscious bias and inclusive leadership	Increase awareness of flexible work	Workforce diversity included senior leaders' performance agreements	Collect self-identified workforce diversity data
DoJ	Yes, implemented late 2019. No formal requests received.	Not stated	Police and Options Guide implemented November 2019	N/A. Uses Tas Government Senior Executive Capability Framework	Advocating for inclusion self-identification of Diversity attributes in EmpowerHR system
DPFEM	Use of WAPT to be considered in development of Disability Strategy and policy, to provide guidance and consistency in approach	Early 2020 - Unconscious Bias training course for District Officer/ Inspector/ Band 6 levels and above	Not stated	No	Not stated
DPIPWE	To be rolled out 2020/21	To be developed	Yes – includes Toolkit, online application form and an eLearning module	D&I updates weekly standing item Executive and Departmental Leadership Group meetings	Short Diversity and Inclusion Survey was sent to all employees in July 2019
DPAC	In place since 2018. In the reporting period, 30 employees approached HR for individual workplace adjustments. Employee Survey 2020, 8 employees with a disability indicated that they had a workplace adjustment in place.	No comment	Completed. 44% of employees use flexible working arrangements, such as changes to work location, work hours or work patterns. Revised Flexible Work policy implemented as part of COVID-19 response. Vulnerable	New SES performance management template including diversity and inclusion indicators approved July 2020.	2020 Employee Survey: 6% of DPAC employees had a disability compared to 8% reported in the 2018 survey

Agency	Rollout WAPT	Training unconscious bias and inclusive leadership	Increase awareness of flexible work	Workforce diversity included senior leaders' performance agreements	Collect self-identified workforce diversity data
			people, including those with disability, were first employees to be transitioned to work from home and last to return to workplace.		
State Growth	Implemented Workplace Adjustment Passport. Take up has been slow, agency to discuss further with affected employees to improve its effectiveness	Topic at leadership forum (Dec 2019). Included in selection and recruitment online course (June 2020)	All roles advertised with flexible work options. Notes increased take-up due to COVID-19. Revised resources under development.	Included in all 2019-2020 SES performance agreements	Leading State Service project to improve data collection
TasTAFE	Released August 2020 (delayed by COVID-19)	EOT Inclusive leadership workshops for all middle, senior and executive leaders. D&I module in Induction program eLearning module 'Putting Diversity and Inclusion into practice' launched and completed by all staff Oct-Nov 2019	New Working from Home agreement widely utilised since March 2020 Guidelines promoted via CEO updates.	Yes	No. Expected in redevelopment of whole-of-Government HR information system
Treasury	Yes - WAPT guidelines reviewed and updated	Promotion of '50 Ways to Fight Bias' (3.1 above). Requires completion of an online	Review of Flexible Work Policy underway. Internal survey (Aug 2020) to	17/17 Inclusive leadership a component of SES	13 employees identify as having disability

Agency	Rollout WAPT	Training unconscious bias and inclusive leadership	Increase awareness of flexible work	Workforce diversity included senior leaders' performance agreements	Collect self-identified workforce diversity data
		learning module on unconscious bias as part of induction process. Workshop held September 2019.	provide feedback on working from home experience during COVID-19 (all employees worked offsite). Will inform revisions to policy and consider new ways to support flexibility for all employees.	performance management for past three years. To be reviewed as part of continuing roll out of 'Check in @Treasury' June 2021.	

3.5 ALL - Develop an online e-learning package for all State Service employees to improve their awareness of the ways to support people with disability in the workplace and when conducting government business.

Response provided by agencies for 2020 reporting period

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2020	Y	N	Y	Y	Y	Y	N	Y	Y	Y

***Communities Tasmania**

- The eLearning package (Disability Confident Workplaces) developed by the Australian Network on Disability was distributed to agencies in July 2019. Made available to Communities Tasmania employees in July 2020.

DoE

- Not addressed. Cites a range of education-specific online professional development.

DoH/THS

- Uploaded module to the e-Learning system THEO in mid-2020. New module communicated to staff, and scheduled quarterly communications are planned to encourage all staff to complete the module.

DoJ

- Over 800 employees have completed the Disability Confident Workplaces eLearning course.

DPIPWE

- No response provided.

DPFEM

- Package is currently under review. Anticipate it will be released as mandatory DPFEM training for all employees.

DPAC

- Scheduled to be released as part of International Day of People with Disability promotion December 2020. To be included as a mandatory part of induction.

State Growth

- Module has been completed by 14 employees. Ongoing promotion via intranet and online learning platform.

TasTAFE

- Released August 2020 (delayed by COVID-19). All staff required to complete.
- VET Educators & VET Staff Supporting Students with Disability: Three eLearning modules are available to all teaching staff through the Educator Capability Hub.

Treasury

- 3 staff of 303 completed. Implementation delayed due to COVID-19. Rescheduled for first quarter 2021.

3.6 Establish an annual stakeholder survey for community and agency stakeholders to provide feedback on progress of the Diversity and Inclusion Framework and propose new initiatives.

*DPAC

- Survey for community and agency stakeholders not developed in 2019 as planned.
- With resources diverted to responding to COVID-19 from early 2020, the review of the Framework will incorporate face-to-face consultation with internal and community stakeholders. Review will inform the design of a survey.

Action Area

Promote inclusive employment practices (4 actions)

3.7 ALL - Seek opportunities to collaborate with local government, business and the not-for-profit sector to share our experience and identify new opportunities.

Response provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	Y	Y	Y	Y	N	Y	Y	Y	Y	Y
2020	#	#	#	#	#	Y	Y	N	Y	Y

Communities Tasmania

- References activity by SSMO to investigate collaboration options. See 3.9 below for BuyAbility visit.

DoE

- Pending approval D&I issues paper (see Table 7 above).

DoH/THS

- Also references SSMO's investigation of options, however **PDAC notes** this was not discussed in DPAC's report.
- Liaison with the NDS and DES providers as outlined above (Action 3.2).

DoJ

- Currently used for collection of recycling and confidential documents. Exploring options to use additional Buyability services.

DPIPWE

- Collaboration with NDS Tasmania on access-friendly events.

DPFEM

- No specific response provided. **PDAC notes** consultation/training with Autism Tasmania and Richmond Futures above.

DPAC

- Provides examples of community and local government collaboration from Recovery Partners Network and Service Tasmania's Strategic Plan without identifying disability specific initiatives.

State Growth

- No response provided.

TasTAFE

- Advised no activity in the reporting period.

Treasury

- Participated in Accessibility Day December 2109 – hosted one DES participant.

3.8 Release the Mental Health Best Practice Framework for workplaces in Tasmania.

***DoH/THS**

- Previous report advised that the Framework was under development with release expected June 2020. However, development delayed due to capacity constraints and waiting for the national policy context for suicide prevention to be settled.
- Mental Health, Alcohol and Drug Directorate (MHADD) working in partnership with Primary Health Tasmania, Statewide Mental Health Services (SMHS) and key sector stakeholders, including consumers and carers, to update Rethink Mental Health Plan after its first five years. This will include consultation on development of implementation actions for the period 2021-2025 and an update to the Suicide Prevention Strategies and the related development of a best-practice framework for workplaces in Tasmania.

3.9 ALL - Continue to support the National Disability Services (NDS) JobsABILITY²⁹ and BuyAbility initiatives.

Response provided by agencies for 2019 and 2020 reporting periods

	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	DSG	Tas TAFE	Treasury
2019	Y	Y	Y	Y	N	Y	Y	Y	N	Y
2020	Y	#	#	Y	N	Y	Y	N	Y	#

PDAC notes that the JobsAbility project ended in December 2019. However, as PDAC is unaware of any evidence of the outcomes of the project, this element is assumed to have lapsed (Table 3).

Communities Tasmania

- Organised a visit Heads of Agency visit to two Australian Disability Enterprise sites in Southern Tasmania, Oakdale Industries in Warrane and TasTex in Glenorchy (October 2019).

DoE

- Committed to promoting and raising awareness of National Disability Services to support inclusive employment practices.

DoH/THS

- Cites response to 3.2 above. However, **PDAC notes** the response does not address opportunities for procurement in the health sector.

DoJ

- Exploring programs to support the employment of people with disability such as JobsAccess and the State Service Disability Employment Program.

DPIPWE

- Engaging Colony47 to assist on SAP. Utilises Hamlet café for catering purposes.

DPAC

- Continued relationship with Walkabout Industries and WISE Employment which are associated with the BuyAbility initiative.

State Growth

- No response provided. As noted above, given the Agency’s funding of JobsAbility, it is concerning that no project outcomes have been referenced.

TasTAFE

- Procurement from Blueline and Devonfield (\$4,850).

²⁹ State Growth advised the JobsAbility project ceased in December 2019.

Treasury

- As above, participated Accessibility Day 2019, hosted one DES participant.
- The Agency's DAP notes its management Head Deed for the supply of goods and services from National Disability Services. PDAC queries how this initiative has progressed.

3.10 Completed - Consider the findings of the Council on the Ageing Tasmania (COTA) Recruiting for Life project on ways to improve participation in the workforce, and to promote age-diverse and inclusive employment and workplace planning practices.

***DPAC**

- Completed. In-principle support provided by Agencies to implement the recommendation from Financial Literacy project, but advised substantial work was required to implement which was not feasible.
- A toolkit for Inclusive Workplace Practices drafted based on the findings of the Recruiting for Life project. Funding required to enable finalisation and implementation of the toolkit.

***State Growth**

- Report published on COTA website (2018). COTA received funding Training & Work Pathways Program in 2019 for the Getting to Work: Mature Age Work project which resulted in the launch of the Work 45+ website in May 2020.

Action Area

Progress the Tasmanian Affordable Housing Action Plan 2015-2019 (1 action)

3.11 Progress 19 Government Actions that will deliver new affordable supply (broad prevention actions), better access into affordable homes (targeted early intervention actions) and rapid assistance out of homelessness (responsive actions).

***Communities Tasmania**

- Action Plan 2 was announced in March 2019 with an additional investment of \$125 million. PDAC notes no data on affordable housing provision is provided.

Action Area

Provide education about guardianship and power of attorney (1 action)

3.12 Consider recommendations from the Australian Law Reform Commission (ALRC) in relation to powers of attorney and continue to educate people about guardianship and power of attorney issues.

***DoJ**

- All jurisdictions are progressing their response to the ALRC recommendations. Under the National Plan to Respond to the Abuse of Older Australian 2019-2023, states and territories will consider developing options for harmonising enduring powers of attorney.

Outcome Area 4 | Personal and Community Support



Action Area

Transition to the National Disability Insurance Scheme (4 actions)

4.1 Completed - Support the transition of eligible participants to the NDIS and ensure: bilateral participant intake targets are met; and continued provision of quality and safe services for clients of specialist disability services in accordance with the Quality Assurance and Safeguards Working Arrangements during the transition to a Full Scheme NDIS.

***Communities Tasmania**

- As of 1 July 2019, NDIS fully implemented in Tasmania.

4.2 Completed - Promote continuous improvement and sector workforce development by: managing the implementation of four statewide Commonwealth Sector Development Fund projects³⁰; maintaining a consultative approach and partnerships with the sector during reforms; and implementing the review of Disability and Community Services workforce structure to support transition to the NDIS.

***Communities Tasmania**

- As noted in the previous Report, this action has been completed.

4.3 Completed - Undertake an independent review of children's therapy services in Tasmania with a view to: ensuring that children and young people with disability and their families have access to universal and specialist therapy services so that opportunities for developing and learning are optimised within the child's environment and the community.

***Communities Tasmania**

- As noted in the previous report, Communities Tasmania, DoE and DoH reviewed Children's Therapy Services in Tasmania. No additional information provided.

4.4 Work in collaboration across government during the transition to the NDIS. Current cross-agency work priorities are the review of transport arrangements and development of nationally consistent NDIS worker screening.

***DPAC**

Transport

- Previously coordinated the Tasmanian Government response to national NDIS transport policy issues, with a focus on NDIS participants receiving

³⁰

http://www.dhhs.tas.gov.au/disability/National_Disability_Insurance_Scheme/information_for_service_providers/sector_development_fund_fact_sheet

adequate transport funding in their plans. State Growth and DoE are now leading this work with the NDIA.

- National policy work on the transition of state taxi subsidies to the NDIS is ongoing.

Worker screening

- Provided support to DoJ in working with the Australian Government to finalise the categorisation of offences included in the intergovernmental agreement. Delayed (July 2020) - Federal Minister announced that the National Worker Screening process to be implemented from February 2021.
- **PDAC notes** DPAC's advice that the transition to full-scheme NDIS complete, Communities Tasmania will lead future Tasmanian Government collaboration on NDIS matters.

Note: TasTAFE does not currently report against Outcome 4. However, it notes that it will assess actions 4.5 – 4.7 to see whether it can make positive contribution.

Information will be included in TasTAFE's next iteration of its Disability Action Plan.

PDAC acknowledges TasTAFE's proactive approach.

Action Area

Provide culturally appropriate services (2 actions)

PDAC notes that these two actions appear to have lapsed with no information provided in the 2018 and 2019 reporting cycles.

4.5 Work with the Tasmanian Aboriginal community and disability services to better understand service issues, improve data collection and service delivery for Tasmanian Aboriginals with disability.

***Communities Tasmania**

- Advises that there has been no progress on the action to date due to other priorities and issues.' PDAC notes that similar advice was provided in the agency's previous report which suggests it may have lapsed.

4.6 Work with culturally and linguistically diverse communities to ensure people with disability can access culturally responsive government services.

***Communities Tasmania**

- No response provided. **PDAC notes** a Nil response was also provided in the agency's previous report which suggests it may have lapsed.

Action Area

Support and promote mental health (1 action)

4.7 Pursue opportunities to support and promote mental health of Tasmanians and help reduce stigma under Rethink Mental Health, Better Mental Health and Wellbeing: A Long-Term Plan for Mental Health in Tasmania 2015-2025.

***DoH/THS**

- Ongoing implementation of the Rethink Plan including funding the Mental Health Council of Tasmania to deliver Mental Health Week and funding of Connecting with People suicide mitigation training program.
- THS Health Promotion Coordinator, Arts and Health Project facilitates partnerships between SMHS, disability and mental health organisations, Arts Tasmania, the cultural sector and local government to increase access to all art forms that contribute to better health and wellbeing for people with disabilities.
- As noted above in 3,8, MHADD is also working in partnership with Primary Health Tasmania, SMHS and key sector stakeholders, including consumers and carers, to update the Rethink Mental Health Plan. This includes broad consultation on the development of implementation actions for the period 2021-2025, including actions to address stigma within the community.

Action Area

Acknowledge and support the role of families and carers (1 action)

4.8 Implement the Tasmanian Carer Policy 2016 and Action Plan 2017-2020.

***Communities Tasmania**

- Implementation is monitored by the Carer Issues Reference Group which meets twice a year.
- As noted in the agency's 2019 report, SSMO launched the Tasmanian State Service Carers Toolkit in October 2019.

Action Area

Improve the application process for the Tasmanian Companion Card (1 action)

4.9 Make the application process for a Companion Card easier by offering on-site assessments for disability support services, support schools and aged care service providers that support large numbers of people with a life-long disability.

***Communities Tasmania**

- Notes the consistent and significant increase in the number of cards issued each year since the NDIS rollout. In 2019-2020, 394 cards were issued. On-site assessments were not offered in the reporting period.
- PDAC queried the use of the term 'special schools' in its 2019 Report and is **pleased** to note that this has been addressed.

Outcome Area 5 | Learning and Skills



PDAC again thanks DoE for addressing its concern in previous reports that the Accessible Island actions and reporting structure did not accurately reflect the scope of DoE's activity. DoE now provides additional actions and information in relation to both compulsory schooling and the services and programs provided by Libraries Tasmania.

Additional Action

Provide a range of high quality, specialist programs and services to support learners with disability across DoE.

DoE

- In 2020 across all Tasmanian Government schools. there were 5,811.77 FTE (Full Time Equivalent) students with disability, with 298.5 FTE students with disability enrolled in the Northern, North-West and Southern Support Schools.
- Early Childhood Intervention Services which provide support for children with a disability or developmental delay from birth to school entry, and their families. In 2020, 199.4 FTE children were enrolled across the four ECIS Centres.
- In 2020, implemented new Educational Adjustments funding model to better provide for the individual needs of students with disability. \$34 million allocated implement the new model from 2019 to 2023 – with more students to receive disability funding from 2020 and additional (28 FTE) support teachers.
- Funded Specialist programs:
 - Autism Specific Program is currently operating in six schools, at May 2020, 46 students were enrolled.
 - Hearing Services team offers state-wide specialist support for children aged from 0 to 18 years who have a hearing loss. Supports students in their local school. Supported 240 students state-wide in 2020.
 - Vision Services – Supported 85 students state-wide in 2020.
 - Inclusion and Access Coordinators work with support staff and teachers in schools to provide advice in relation to manual tasks and best practice in supporting students with physical disability, including speech therapists and occupational therapists to integrate use of assistive technologies into individual student learning plans.
- Supports for Students with Disability during COVID lockdown - students with disability were provided with a variety of options including face to face, online (where applicable), and concrete learning tasks in hard copy or a combination of options aligned to the learning outcomes identified in their Individual Learning Plan. Two case studies are provided.
- However, **PDAC notes** that no information about support for students using Auslan or who are Blind through online classes is provided. Given the high level of audio and visual dependence of these systems, were students requiring Auslan support able to be provided interpreters in online classes?

Action Area

Support students with disability to access further education, training and employment (11 action)

5.1 Provide support for the transition of students from school into post-school education, training or employment for people with disability.

*DoE

- Supports transition planning for students with disability on an annual basis; undertaken locally in response to student transition needs.
- Works with NDIS to ensure students have information and access to the NDIS School Leaver Employment Supports (SLES) Program. SLES previously connected to students in the college system, now shared with extension schools to encompass all eligible year 11 and 12 programs.
- Case studies from the NW Support School and Launceston Library/TasTAFE included.

5.2 Continue to implement a range of programs and initiatives to address the key priority areas as outlined in the Ministerial Taskforce Report, Improved Support for Students with Disability (revised).

*DoE

- Implemented a significant number of reforms aligned to the Ministerial Taskforce recommendations on Improved Support for Students with Disability. Most significant reform is the new Educational Adjustments disability funding model, implemented across all Tasmanian government schools in 2020.
- Since 2017, staff across the state have been able to further their professional learning through the Graduate Certificate in Inclusive Education, delivered by the University of Tasmania in partnership with the Professional Learning Institute. At the time of reporting, 84 staff had completed the Graduate Certificate.
- All students with disability are required to have a Learning Plan if they receive Educational Adjustments above Quality Differentiated Teaching Practice. All Learning Plans are stored in the Student Support System by the end of first term of the school year or by the end of the term that a student enrolls at a school. As at 15 July 2020, 90% of students with a disability requiring a learning plan had a current Learning Plan available in the online Student Support System.
- Developing a new resource to support inclusive practice and risk management across DoE schools, Guide for Inclusive Practice. Draft was available for staff feedback through an open consultation process in 2020.

Additional Action

Continue to improve the accessibility and distribution of information to schools and families in relation to disability support, policy, programs and initiatives to ensure quality educational outcomes for students with disability.

DoE

- Training sessions delivered to staff in 2020 to build capacity in accessibility and readability.
- Draft Assistance Animals in Schools factsheet provides best practice guidance and support for School Principal's decision making in relation to the use of assistance animals by students with disability in Tasmanian Government schools. Consultation with school staff in Term 4 2020. Case study provided.

Additional Action

Continue to undertake annual learning plan quality assurance process with DOE staff to support schools to become increasingly inclusive and achieve optimal outcomes for student with disability.

DoE

- PDAC has previously queried the quality assurance process for Learning Plans. DoE provided a detailed analysis of the quality assurance process, the feedback cycle to schools and range of activities and professional development undertaken to support schools to develop, monitor and review student Learning Plans.

Additional Action

Continue to collect feedback from DoE schools, staff, families and students on an annual basis in relation to support for students with a disability.

DoE

- Planning an evaluation process of the new Educational Adjustments model, scheduled for early 2021 and will incorporate feedback from key stakeholders.
- In September 2020, the Ministerial Advisory Council requested information from Government and non-Government education sectors in Tasmania on the experience of students with disability during COVID-19. Findings due end of November 2020.
- **As noted in the 2019 report**, the findings of the feedback exercises would be of interest to PDAC.

Additional Action

Continue to provide specialised Information and Communication Technology (ICT) support and equipment to meet the learning needs of student with disability.

DoE

- Report details the range of support provided. Inclusion and Access Coordinators developing a Canvas Page to provide information and resources to Support Teachers and other DoE staff in relation to ICT and equipment for students with disability.

Additional Action

Continue to support students, families and schools in relation to the intersect between education and the NDIS.

DoE

- Senior Officers work collaboratively with the NDIS, including membership of the Tasmanian Government NDIS Steering Committee and the NDIS Transition Steering Committee.
- DoE's [NDIS website](#)³¹ provides information about the supports provided in relation to the intersects with the NDIS.

Additional Action

Provide opportunities for all Tasmanians to participate and engage in learning and be able to contribute to their local community and pursue life opportunities.

DoE

- Report notes that Libraries Tasmania provides free universal access to inclusive spaces, learning, information and the internet through its sites, services and programs. Unique in providing multi-dimensional responses to the needs of people of all ages.

5.3 Completed - Promote TasTAFE's obligations under the DDA (including the Disability Standards for Education 2005) and the specific needs of students with disability.

***TasTAFE**

- As noted in the 2019 Report, this action has been completed.
- Ongoing continuous improvement strategies in 2020 to promote DDA obligations included short video showcasing student support services (August 2019); updates to the Student Support Hub (intranet) review; and updating the

³¹ <https://www.education.tas.gov.au/supporting-student-need/national-disability-insurance-scheme-ndis/>

Students with Disability Policy.

- Partnered with UTAS to offer Inclusive Practices in Education Settings unit (commenced May 2020).

5.4 Completed - Ensure that suitability, selection and enrolment procedures do not discriminate against people experiencing disability, and lead to applicants being selected into suitable courses.

***TasTAFE**

- Implemented Entry to TasTAFE policy and procedure which outlines a transparent consistent process across all products; follows anti-discrimination guidelines; and underpins the central admissions process and electronic application and enrolment system.

5.5 Completed - Provide and promote opportunities to disclose disability throughout the student lifecycle.

***TasTAFE**

- Framework in place to ensure opportunities to disclose disability throughout the student lifecycle which includes prospective and enrolling students; pre-enrolment 'career conversations', involvement of specialist support staff in student inductions; the application process (disclosing disability generates an automated email); and 'participation and progress' discussions with students.

5.6 Completed - Provide specialist staff to coordinate support for students with disability.

***TasTAFE**

- Four permanent DLOs (3 full-time equivalents) work from major campuses (Burnie, Devonport, Alanvale and Campbell Street, Hobart) with regular visits to Clarence. Outlying campuses are serviced as needed.
- DLOs liaise with government colleges to support Year 12 students in transition; provide a range of services to students with a diagnosed disability; actively support teaching staff; and work closely with Aboriginal Support Officers and Counselling staff.

5.7 Completed - Provide a comprehensive range of supports and reasonable adjustments that lead to learning and assessments which are fair, flexible, valid and reliable for students with disability.

***TasTAFE**

- DLOs work with students to provide an extensive range of supports and reasonable adjustments for students. Individualised support and advice

occurs in a range of areas, including:

- Specialist equipment and assistive technology
 - Alternative formatting
 - Liaison with teachers
 - Access to designated parking spaces
 - Alternative methods of assessment support
 - Flexible attendance and mode of deliver
 - Note takersy
 - Tutorial assistance
 - Interpreters
 - Library and reference material assistance.
- TasTAFE provide sighted guiding training for DLOs and counsellors during reporting period to improve support to visually impaired students.

5.8 Completed - Build strong connections with schools and colleges to better support students at the point of transitioning to post-school options.

***TasTAFE**

- DLOs maintain strong relationships with school/colleges and support students transitioning into TasTAFE Programs, including Work Pathways Programs. Each DLO maintains networks that support the transitioning of year 12 students.

5.9 Create Skills for Growth by fostering flexible, high quality and innovative VET opportunities for people with disability.

***State Growth (Skills Tasmania)**

- 15 Training and Work Pathways Program projects approved in 2020, one of which supports Tasmanians with disability.
- Participants with a disability will gain two qualifications within one program: Certificate I in Access to Vocational Pathways, and one of 3 additional streams - Certificate I in Business, Retail or Hospitality. Creates a supported pathway to further education and employment.

5.10 Ensure access to wrap-around support services, aimed at reducing barriers to access and participation in post-compulsory education.

***State Growth (Skills Tasmania)**

- Created two separate programs from the existing Skills Fund grant program in 2019. Skills Fund program - for existing workers which allows employers to train staff who are either working with people with a disability or to train staff who have a disability.

- New Adult Learning Fund supports jobseekers and pre-jobseekers to engage in training that leads to employment. Provides subsidies that incorporate wrap-around services, particularly for those learners that need additional support, including long term unemployed, those with a disability, or a migrant background.
- Internal Skills Tasmania data indicates that 125 apprentices and trainees in training identified as people with disability at 30 June 2020.

5.11 Develop evidence-based VET pathways for people with disability to improve employment opportunities by developing real skills for real jobs.

***State Growth (Skills Tasmania)**

- As noted above, 15 Training and Work Pathways Program projects approved in 2020, one of which supports Tasmanians with disability. New Fund includes additional subsidy loadings to allow registered training organisations to apply for higher subsidies to provide wrap-around services to support learner's needs.

Outcome Area 6 | Health and Wellbeing



Action Area

Develop opportunities for Tasmanians with disability to participate in sport, recreation and physical activity (1 action)

6.1 Work with sport and active recreation providers and disability service organisations to develop, support and promote opportunities for Tasmanians with disability to participate in sport, recreation and physical activity.

*Communities Tasmania

- Coordinates twice-yearly Disability Sport and Active Recreation Network forums which provide opportunities for representatives from state sporting organisations and disability service organisations to share knowledge and identify opportunities to work together. **PDAC seeks** more information on the engagement and participation strategies for people in rural and regional areas.
- Supports New Horizons Tasmania facilitate the Tasmanian Inclusive Sport Alliance (the Alliance) to promote collaboration and information sharing on inclusive sport in Tasmania.
- The Tasmanian Government committed \$50,000 per year over four years from 2019-20 to the Sporting Competitions Access Fund to support athletes with disability to access sporting events. Launched in September 2020, the fund supports athletes with different needs and higher costs including transport and support for athletes with disability.
- The Tasmanian Institute of Sport offers coaching scholarships and other support to high performance athletes with disability. Deon Kenzie has qualified for the 2020 Paralympics (to be held in Japan in 2021)³².

Action Area

Promote community health and wellbeing (3 actions)

6.2 Support the implementation of the Healthy Tasmania Five Year Strategic Plan.³³ Healthy Tasmania has four priority areas: smoking; healthy eating and physical exercise; chronic condition screening and management; and community connections.

*DoH/THS

- As for 6.3 below - 2019-2020 activity in the four priority areas.

³² Note that since the TIS report was provided, Todd Hodgetts and Alex Viney also competed.

³³

https://www.dhhs.tas.gov.au/_data/assets/pdf_file/0008/224567/Healthy_Tasmania_Strategic_Plan_Web_v8_LR.pdf

***DPAC**

- Provided secretariat support for the Premier's Health and Wellbeing Advisory Council. Four Meetings were held in the reporting period.

6.3 Support all Tasmanians to live healthier lives through coordinated care for people suffering chronic disease under the Healthy Tasmania Five Year Strategic Plan.

***DoH/THS**

- Lists an extensive range of actions taken in 2019-2020 across the four priority areas Including:
 - First round of the Healthy Tasmania Fund (HTF) funded 26 organisations for a total of nearly \$2.2 million. Projects run from January 2020 - December 2021.
 - Healthy Tasmania web portal redesigned with a new look and content - all material on the Public Health Services websites, including Healthy Tasmania and Healthy Ageing, meet WCAG standards.
 - As a result of COVID-19 and the cessation of face-to-face groups, the Overcoming Pain Living Life (OPALL) project used remote technology to provide biopsychosocial support.
 - Partnered with PWS on Healthy Parks Healthy People programs. PWS worked with NDS Tasmania to create an inclusive event at Mt Field National Park for people of all abilities that engaged over 300 visitors.
 - Partnered with Relationships Australia Tasmania to help reduce social isolation and build community connections by supporting Neighbour Day 2020. Due to COVID-19 restrictions, there was an emphasis on the 'Everyday can be Neighbour Day' message.

***DPAC**

- Agency advised completed.

Treasury

- Fourteen COVID-19 health and wellbeing webinars were made available to employees when offsite. Topics included managing sleep and health, maintaining motivation, gut health and the immune system, mindfulness, leading remote teams and financial self-care.
- Engaged Employee Assistance Provider to deliver a confidential, phone-based support service to check-in with managers to identify any potential areas of risk for themselves and/or within their teams.

6.4 Deliver health and wellbeing programs to State Service employees, including Mental Health First Aid (MHFA) courses.

***Communities Tasmania/ DoH/THS**

- As noted above in 4.7, in 2018-2019 MHFA internal instructors trained 307 employees across three agencies (DoH, THS and Communities) with very positive feedback from participants.

DoH

- Delivery in 2019-20 difficult due to COVID-19 restrictions - delivered training to 150 staff in the 2019-20 financial year.

***DPIPWE**

- Delivered a range of wellness and mental health programs and webinars to employees.

DPAC

- Promotion of activities and events for Safe Work Month, Mental Health Week and World Mental Health Day. Promoted public/community health activities including RUOk Day and World Sleep Day.

***DPFEM**

- **PDAC commends** DPFEM for its commitment to the mental health training and supports for front line staff and volunteers.
- 364 staff members have completed MHFA training since 2016. Awarded 'Gold MHFA Skilled Workplace Status' by MHFA Australia. Every police and fire recruit is enrolled in the course as part of their recruit training.
- MHFA complemented by rollout of Mental Health and Wellbeing training targeting 400-500 Emergency Services managers.
- 'My Pulse' launched September 2019 online wellbeing hub for emergency services personnel including volunteers. **PDAC queries** what level of WCAG compliance the My Pulse site has?

TasTAFE

- 17 employees completed MHFA.

Treasury

- 6 employees attended MHFA training.
- In conjunction with State Growth (November 2019) ran a session to assist people achieve a mentally healthy retirement - focus on strategies to foster wellbeing during older adulthood.

Action Area

Ensure our health services are designed to meet the needs of people with disability (4 actions)

6.5 Strengthen health care planning, training and the capacity of universal health care providers to diagnose and treat the health conditions of people with disability.

*DoH

- July 2019 DoH developed a revised THS Performance Framework, aimed at strengthening performance monitoring and reporting processes at a local level to support local decision-making and accountability while maintaining statewide strategy and planning within One Health System.

DoH

- Statement of Purchaser Intent (SoPI) is a policy and planning suite that is structured as a framework that enables the systematic and holistic development of health policy and subsequent commissioning of services. SoPI prioritises those conditions that contribute to the highest burden of disease for Tasmanians. It integrates these priorities with the various roles of healthcare sectors within the system by care type and care setting. SoPI achieves this through an integrated Complexity Model that accounts for system and community complexity.
- While the SOPI outline remains very high level, **PDAC hopes** that future reports will demonstrate how the SoPI has contributed to diagnosis and treatment of health conditions of people with a disability.

6.6 Ensure a strong interface between disability services and THS, including hospitals and primary health services, to respond to the needs of people with disability and provide comprehensive, accessible and flexible services;

AND

6.7 Work with services to improve access to coordinated health, community care and disability services.

*DoH

- Processes are in place to monitor and support effective communication, care planning and flexible service provision between disability services and THS (hospital and primary health) services.
- Liaison occurs at an individual service and clinician level with key disability and community service providers.
- Introduction of NDIS-funded Health Liaison Officer (HLO) in Tasmania in January 2020. HLO attends relevant THS NDIS working group and Key Lead meetings. HLO role was critical during COVID-19 in assisting in the transfer of a number of long-stay NDIS participants into medium- or long-term accommodation arrangements from Tasmanian hospitals.

- THS Launceston General Hospital (LGH) Integrated Operations Centre has extended its trial of a Complex Care Coordinator role until April 2021. Trial has also been extended to incorporate a new Complex Care Coordinator role with the LGH Emergency Department in 2019-20.
- THS has a monthly NDIS Working Group made up of nurses, allied health, and finance staff from acute, subacute and community sectors. In 2019-20, the NDIS Key Leads group was formed –multidisciplinary clinicians regularly working with NDIS participants with a higher level of knowledge of NDIS processes. Discusses education priorities for THS staff, case discussion and escalates issues to be considered in local and national forums related to the NDIS Health Interface.
- COVID-19 presented challenges in ensuring people with disabilities are best supported. Consideration in 2019-20 of the ability to provide COVID testing to participants with difficulties accessing testing, and the development of outbreak management plans with the disability sector; this work will continue in 2020-21.

*In its 2019 report, **PDAC noted** that a THS/NDIS protocol had been developed including trouble shooting and escalation methods to identify and address service and access issues/gaps. PDAC considered that commentary on the impact of this protocol would be of interest in future reports. However, it is not clear if this Protocol continues to be in place?

6.8 Establish new and enhanced services under the One Health System reforms for geriatric services, palliative care and rehabilitation services.

***THS**

- Continues to monitor progress against these reforms, which focus on enhancing geriatric services at the LGH and subacute services and related services at the Mersey Community Hospital.
- Working to review existing services and explore opportunities to develop and enhance THS provided rehabilitation, palliative care and geriatric services to ensure they effectively meet the needs of people with a disability. Provides a number of examples of projects and new funding statewide for geriatric and palliative care.

Action Area

Provide timely comprehensive and effective prevention and early intervention health services for people with disability (2 actions)

6.9 Further develop the evidence base for the social and environmental determinants of health and ensure it informs the development and implementation of programs and policies.

***DoH**

- Premier's Health and Wellbeing Advisory Council (the Council) was established to provide advice to the Premier and Government on cross-sector and collaborative approaches to improving the health and wellbeing of Tasmanians. One of the objectives of the Council is to foster and support a Health in All Policies (HiAP) approach for Tasmania.
- HiAP is an evidence driven strategy, derived from the World Health Organisation, to develop healthy public policy. HiAP helps agencies to better understand and consider the health impacts of their policies and to develop long term solutions to address the social and economic factors that influence health.
- In August 2020, Premier Gutwein and the Council signed the [Tasmania Statement](#) which is a statement of commitment by the Government to collaborate across government and with communities to address the social and economic factors that influence health and wellbeing.

6.10 Ensure key public health strategies meet the needs of people with disability, such as: dental programs; nutrition and physical activity programs; mental health; and drug and alcohol and sexual and reproductive health programs.

***DoH/THS**

Oral Health Services Tasmania (OHST)

- Support School Screening Program – OHST dentists and therapists visited all four Department of Education Support Schools across Tasmania in 2019 to screen the students, provide non-invasive dental treatment and referrals for treatment. 2020 visits cancelled due to COVID-19.
- Millbrook Rise Outreach Program – OHST provided general dental care to residents of Millbrook Rise out of the New Norfolk Dental Clinic.
- Procurement of Dental Vans – Three new specialised dental vans for school-based programs with wheelchair access.
- Staff Education – in 2019-20 included sessions on autism spectrum disorder and development of an online training module for staff covering autism in dentistry.

Public Health Services

- All material on the PHS websites (such as Healthy Kids, Healthy Aging) meet WCAG standards. Accessible content is created to be easily read by software for low vision or non-sighted readers. This also includes descriptive text for any images on the webpages.
- All videos developed include SubRip Subtitle files which ensures videos contain subtitles to make them more accessible for viewers with low or impaired hearing.
- PHS develops online training for early education providers and community aged care services to help reduce barriers for people with disabilities. These resources are self-paced, free, and can be accessed by anyone within their own environment.
- **PDAC queries** whether there is any data on take-up of this training?
- PHS also develops website and online training content to help increase access to food and nutrition advice for children and older people. Provides advice on addressing behaviours, symptoms or nutrition risks that may be associated with a disability. For example, the Healthy Kids toolkit provides information on key eating behaviours (including fussy eating and sensory issues) that may be seen in children with Autism Spectrum Disorder. The Appetite for Life resource also addresses nutrition risks that may be linked with disability.
- **PDAC queries** whether there is any data on take-up of this training?

Background - National Disability Strategy 2010-2020

The NDS identifies six outcome areas:

1. Inclusive and accessible communities
People with disability live in accessible and well-designed communities with the opportunity for full inclusion in social, economic, sporting and cultural life.
2. Rights protection, justice and legislation
People with disability have their rights promoted, upheld and protected.
3. Economic security
People with disability, their families and carers have economic security, enabling them to plan for the future and exercise control over their lives.
4. Personal and community support
People with disability, their families and carers have access to a range of support to assist them to live independently and actively engage in their communities.
5. Learning and skills
People with disability achieve their full potential through their participation in an inclusive, high-quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives.
6. Health and wellbeing
People with disability attain highest possible health and wellbeing outcomes throughout their lives.

Table 9 - Accessible Island Checklist – Responses provided to Actions for ‘ALL’ agencies in 2020 reports

Action	DCT	DoE	DOH	DoJ	DPFEM	DPAC	DPIPWE	State Growth	TasTAFE	Treasury
1.5	Y	Y	Y	Y	Y	Y	Y	#	Y	Y
1.6	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
1.19	Y	Y	N	Y	Y	Y	Y	N	n/a	N
1.20	N	Y	Y	#	#	n/a	Y	N	n/a	N
1.23	Y	Y	N	Y	#	Y	#	N	Y	Y
1.24	Y	Y	N	Y	Y	Y	Y	N	n/a	#
1.32	N	Y	Y	Y	#	#	Y	#	Y	#
1.33	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.1*	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.2	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.3	Y	Y	#	Y	Y	Y	Y	Y	Y	Y
3.4	#	#	#	Y	#	Y	Y	Y	Y	Y
3.5	Y	N	Y	Y	#	Y	Y	Y	Y	Y
3.7	#	#	Y	#	#	#	n	N	Y	Y
3.9	Y	#	#	Y	N	Y	Y	N	Y	#

N/a – Agency view that this action was outside its remit

* PDAC notes that not all data items were provided - see Tables 7 and 8.