

NSW Treasury

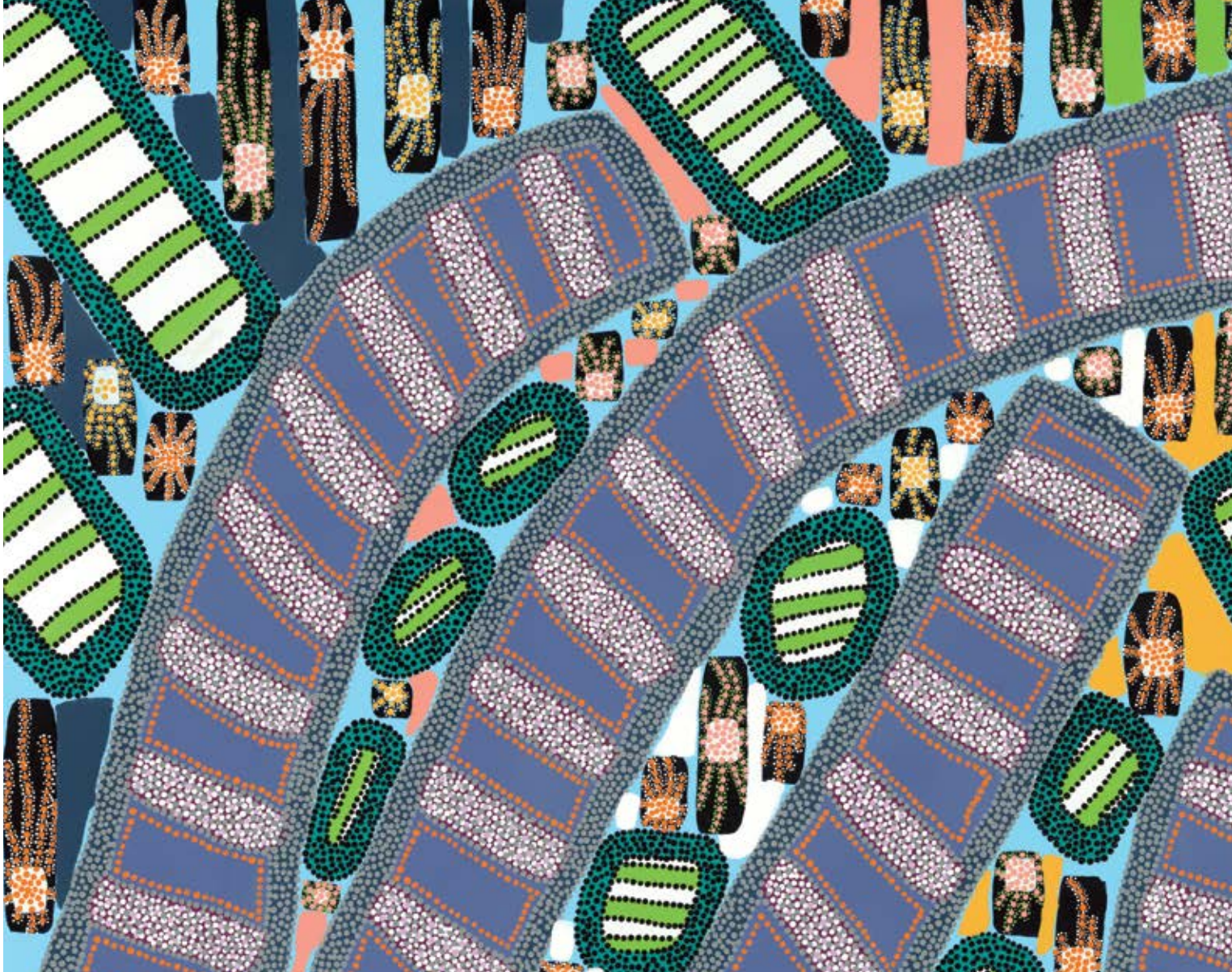
# Disability Inclusion Action Plan



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## Acknowledgement of Country

This report was prepared by NSW Treasury on the traditional lands of the Gadigal people of the Eora Nation.

NSW Treasury acknowledges that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history.

We pay respect to Elders past and present. We recognise Aboriginal and Torres Strait Islanders' continued custodianship of Country - land, seas and skies. We celebrate the continuing connection of Aboriginal and Torres Strait Islander peoples to Country, language and culture.

We acknowledge the historical stewardship of Aboriginal and Torres Strait Islander peoples, and the important contribution they make to our communities and economies.

We reflect on the continuing impact of policies of the past and recognise our responsibility to work with and for Aboriginal and Torres Strait Islander peoples, families and communities, towards better economic, social and cultural outcomes.

*Artwork: 'Regeneration' by Josie Rose 2020*



# 01. Secretary's Message

There is a great untapped talent in employees living with a disability who face barriers in entering, or remaining in, the workforce. At a time when our State's economic growth will benefit from innovative, creative and forward-thinking minds, having a Disability Inclusion Action Plan is not a 'nice to have' – it's a must have – so we can play a part in addressing inequalities in the workforce, and better serve the people of NSW by attracting top talent.

The NSW Treasury Disability Inclusion Action Plan (DIAP) reflects our commitment to achieve the Premier's priority of 5.6 per cent of government sector roles being held by people with disability by 2025. Currently, 2.9 per cent of Treasury employees identify as having a disability. To achieve this target, we must identify and remove the barriers preventing people with disability from having the same opportunities – especially around employment.

In order to embed accessibility and inclusion principles into what we do, we need to do things differently. It requires a collaborative approach and the breaking down of assumptions and misconceptions. This is why the DIAP has been created in consultation with Treasury stakeholders, staff and small business owners with a disability.

Our four-year plan, outlined in these pages, will focus on four core pillars: attitudes and behaviour, inclusive employment, accessibility and inclusive systems and processes, and creating liveable communities and services.

## Our approach includes:

- establishing more accessible and inclusive recruitment methods with our internal talent acquisition team, third-party agencies and disability employment agencies

- creating a central budget for workplace adjustments and working from home self-adjustment information
- inviting employees with a disability to consult on any new major technology implementations at the design stage
- a commitment to accessible in-person and virtual meetings and events; and
- updating and maintaining Flexibility and Leave policies to support the needs of carers of people with disability.

The aim of our DIAP is also to support our customers, with a commitment to disability-inclusive policy development to ensure our services are accessible to the 1.34 million people in NSW with a disability<sup>1</sup>.

The implementation of the DIAP is the responsibility of all Treasury staff and is led by the Disability Inclusion Steering Committee. As a member of the Diversity Council of Australia and the Australian Network on Disability, Treasury is also guided by the support and expert advice given by these national bodies and their memberships.

We all have a role to play in our journey towards greater inclusion.

Our OneTreasury culture focuses on collaboration, inclusivity and flexibility and this is an important step in ensuring everyone within our workforce, and across the State, has the same opportunities to thrive.

**Michael Pratt AM**

Secretary

<sup>1</sup> <https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release>



## 02. Our Vision Statement

**Our vision is for people with a disability to recognise Treasury as an accessible and inclusive employer and business partner.**

**We will create opportunities for people with disability to access all services and activities.**



Attitudes and Behaviours



Accessible and Inclusive Systems and Processes



Inclusive Employment



Creating Liveable Communities and Services

# 03. About NSW Treasury

## What we do

NSW Treasury is proudly the oldest continuing government agency in Australia, established in 1824. Treasury's aim is to ensure the people of NSW have access to services and infrastructure that deliver social and economic benefits, underpinned by a strong and sustainable economic and financial position.

## Our core responsibilities

### Management of NSW finances

- Consistent collection and consolidation of financial information from public entities
- Strong financial management through accurate data, analysis, and advice
- Stewardship of the public sector financial system to enable delivery of outcomes
- Effective delivery of the Budget, Total State Sector Accounts, and other financial reports, on behalf of the Treasurer.

### Analysis, advice, and delivery

- Informed fiscal, economic, commercial, and financial policy advice
- Innovative reforms that support a strong and competitive economy
- Robust risk management and governance frameworks.

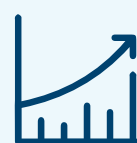
### Management of NSW assets

- Value-creating commercial and financial transactions
- Respected commercial, financial, and service delivery reforms
- Market-leading analysis and advice on private financing of public infrastructure
- Managing, monitoring, and advising on the efficiency and effectiveness of public sector commercial agencies.

## Our outcomes

Treasury is committed to delivering the following outcomes for the people of NSW

### Outcome 1



A strong, resilient, and diverse economy

### Outcome 2



A sustainable fiscal environment enabling delivery of outcomes

### Outcome 3



Stewardship of the public sector performance and financial system

# 04. Definition of Disability

## Our definition of disability reflects the social model of disability

### *Disability Inclusion Act 2014*

The definition of disability in the *Disability Inclusion Act 2014 (NSW)* is what guides our understanding and approach to the DIAP.

It defines disability as: ‘Long-term physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder the full and effective participation in society on an equal basis with others’.

This definition views disability as a result of the interaction between people living with a range of impairments and their physical, attitudinal, communication and social environment. Disability is not just about impairment. The responsibility to break down barriers rests with the whole community. We acknowledge disability may be visible or invisible, ongoing, or episodic, stable or deteriorating. Carers of people with disability have the same rights in the workplace as people with disability.

### **The social model**

The above definition reflects the ‘social model’ of disability that is now internationally recognised in the United Nations Convention on the Rights of Persons with Disabilities as the way to view and address disability.

### **Our legislative and policy context**

This plan has been developed within the context of the following legislations, policies, conventions and guidelines:

- *Disability Inclusion Act 2014 (NSW)*
- *Government Sector Employment Act 2013 (NSW)*
- *Disability Discrimination Act 1992 (Commonwealth)*
- *Anti-Discrimination Act 1977 (NSW)*
- *National Disability Strategy 2010–2020*
- *Jobs for people with disability: A plan for the NSW public sector (2017)*
- *United Nations Convention on the Rights of Persons with Disabilities*
- *NSW Strategy for Mentally Healthy Workplaces 2018–22*
- *NSW Premier’s Priorities – World Class Public Service*
- *NSW Disability Inclusion Action Plan Guidelines*
- *Australian Network on Disability – Sharing and monitoring Disability information in your workforce*





# 05. Our Journey

## Overview

The *Disability Inclusion Act 2014 (NSW)* and the NSW Disability Inclusion Action Plan 2015<sup>2</sup> require NSW public authorities make their communities more inclusive and accessible for people with disability now and into the future. This is monitored through the development of sector-wide disability inclusion action plans that outline the required activity needed to achieve these outcomes.

This document represents Treasury's plan. It considers previous plans from across the NSW public sector and outlines our commitment to improving accessibility and inclusion from 2022 to 2025. It also builds on the success of our previous DIAP and individual agency achievements up to this point.

On 14 September 2020, Treasury completed the Australian Network on Disability (AND) Access and Inclusion Index Comprehensive Self-Assessment. We received an overall score of 18 per cent, indicating Treasury is still very much in its infancy on its journey towards inclusion of people with a disability. From July 2020 to September 2021, we undertook significant consultation to form the DIAP.

This DIAP ensures Treasury will continue its journey and become an employer of choice, where employees feel safe, respected, and valued.

## Where we are now

In Australia, there are currently over 4.4 million people who have some form of disability.<sup>3</sup> That equates to around one in five people, or 20 per cent of the population. Treasury currently employs 759 people. Of the 759 employees, 2.9 per cent identify as being a person with a disability.



**From July 2020 to September 2021,**

we undertook significant consultation to form the DIAP.



To reach the Premier's Priority target of

**5.6 per cent by 2025,**

we would need 43 roles to be held by people with disabilities.



Currently

**2.9 PER CENT**

of Treasury employees identify as a person with disability.

<sup>2</sup> Communities and Justice 2015, NSW Disability Inclusion Action Plan, viewed 25 August 2021, <https://www.facs.nsw.gov.au/inclusion/disability/overview>

<sup>3</sup> Australian Institute of Health and Welfare (AIHW) 2020, People with disability in Australia, viewed 25 August 2021, <https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia>

## Where we are going

To reach the Premier's Priority target of 5.6 per cent by 2025, we would need 43 roles held by people with disabilities. This means the recruitment of an additional 21 personnel with disability in three years, or seven per year. Alternatively, by encouraging a more inclusive culture at Treasury, it may result in existing staff identifying that they too have a disability.

## Our commitment and approach

Through our DIAP, we seek to become disability inclusive so that:

### People with a disability

- recognise us as an accessible and inclusive employer, and entity to do business with
- have equal access to information
- feel supported and included
- see us as an employer of choice.

### Broader community

- know us as a disability inclusive business and employer.

### NSW Treasury

- creates opportunities for people with disability to access all services and activities
- recognises and accommodates the specific needs of people with a disability
- provides better outcomes
- staff are 'disability confident'
- values everyone's contribution.



# 06. Our Approach

## Interviews, workshops, drafts, and research

A number of consultation channels were used:

- meetings with eight Treasury business units to complete the Australian Network on Disability Access and Inclusion Index and to ideate, iterate and confirm actions (from July 2020 to August 2021)
- human-centred design workshop with 24 Treasury employees including solution owners, people with a disability, carers and allies in December 2020
- two human-centred design workshops with 18 external stakeholders, most of whom were small business owners with a disability in February 2021
- targeted interviews with key stakeholders such as the Council of Small Business Organisations Australia and the NSW Indigenous Chamber of Commerce in early 2021
- anonymous online staff survey from April to May 2021 with 139 completions representing 18 per cent of Treasury's total staff. 13 per cent of respondents identified 'as someone with a disability/lived experience of a disability' and a further 19 per cent as having a family member and/or close friend with a disability.

Three drafting rounds ensured the views of all stakeholders were accounted for in the DIAP. We obtained feedback from stakeholders with a disability and had strong engagement from the functional areas that will help us deliver our action plan. As part of our quality assurance process, we benchmarked our DIAP against the action plans of five other NSW public sector agencies.

The DIAP includes specific actions for ongoing consultation with Treasury stakeholders and staff who have a disability.



**Meetings** with eight Treasury business units



**Human-centred design workshop** with 24 Treasury employees



**Two human-centred design workshops** with 18 external stakeholders



**Targeted interviews** with key stakeholders



Anonymous online **staff survey**

<sup>2</sup> 2020-21 actuals are based on projected full year expenditure when initial data was collected in May 2021.

# 07. Our Plan

Our actions and commitments are split across four pillars:



## Attitudes and Behaviours

Inclusion for people with disability by creating a psychologically safe culture through increased disability awareness and education.



## Accessible and Inclusive Systems and Processes

To remove barriers caused by our facilities, systems and processes to ensure people with disability, their leaders and teams can easily and efficiently access these services and opportunities within Treasury.



## Inclusive Employment

To have 5.6 per cent of roles held by people with disability by 2025 and Treasury recognised as an employer of choice for people with disability.



## Creating Liveable Communities and Services

To ensure our services to the public are accessible and inclusive for all people that access them.



## 08. Attitudes and Behaviours

**Inclusion for people with disability by creating a psychologically safe culture through increased disability awareness and education**

### **1. Establish DIAP governance steering group to enable ongoing oversight of deliverables and realise commitment from Treasury leadership towards disability inclusion**

- Disability Inclusion Steering Committee reviews plan quarterly
- Disability Inclusion leaders and champions appointed across different divisions to empower and drive change within Treasury
- Key responsibilities written in employee KPIs and publicly available.

### **We will measure success in this area by**

- Disability Inclusion Steering Committee meets four times per year
- the appointment of Disability Champions across each Treasury group. A group, for context, is the organisation that sits under each Deputy Secretary, currently: Economic Strategy and Productivity, Policy and Budget, Commercial and Procurement, and Corporate Services
- key role KPIs updated with DIAP responsibilities.

### **Responsibility**

- Lead Area: HR
- Executive Sponsor: Executive Champion Disability Inclusion

## **2. Develop a DIAP implementation plan to deliver and review progress to ensure transparency and accountability**

- Treasury staff are informed on DIAP progress quarterly
- Publish the DIAP on Treasury's public website and intranet
- Send a copy of DIAP to the Disability Council, NSW Public Service Commission (PSC) and the Australian Human Rights Commission
- Publish recruitment policies and workplace adjustment policies on our public websites.

### **We will measure success in this area by**

- reporting progress to Treasury's Broader Leadership Team (BLT) and create a report summary to post on the intranet
- all progress and outcomes are communicated as part of management reporting
- ensuring progress is made in accordance with the plan schedule and governance
- there is an increased awareness of access and inclusion at Treasury as measured by the annual People Matter Employee Survey (PMES) or equivalent.

### **Responsibility**

- Lead Area: HR
- Executive Sponsor: Chief People Officer



**3. Treasury's Disability Employee Network is recognised as the official employee voice of people with disability and is given a seat at the table during the development of any new policy, practice, procedure, or decision that impacts on people with disability.**

- Disability Employee Network (DEN) meets at least quarterly
- DEN invited to DIAP governance stream reviews to provide feedback, advice, and consultation on the plan's progress.

**Responsibility**

- Lead Area: HR
- Executive Sponsor: Chief People Officer

**4. Undertake Australian Network on Disability benchmarking exercise every two years**

- Audit undertaken every two years with improved results across all ten key areas used in the index/audit (target: ten per cent increase in total score on average across all ten index areas between audits).

**We will measure success in this area by**

- results are shared with NSW Treasury by the Disability Inclusion Steering Committee
- participation is published on intranet and social media channels.

**Responsibility**

- Lead Area: HR
- Executive Sponsor: Chief People Officer



## 5. Senior leaders and organisational communications publicly support disability inclusion

- Promotion of workplace adjustments
- Implement an annual ‘always on’ communication plan to raise awareness and increase inclusion of visible and invisible disability
- Minimum twice yearly communications campaign to encourage employees to update their diversity data in their employee record, including a direct email to employees. Internal communications to include a minimum of four features per year around disability inclusion
- Internal communications team to update image bank to authentically represent people with disability and diversity across Treasury
- Leaders to champion disability-related

content in communications with their teams (e.g., spotlight on staff members, showcase disability employment efforts, including workplace adjustments)

- Promote regular updates from disability champions and celebrate success stories through communication channels
- Treasury to regularly facilitate internships for people with disability.

### We will measure success in this area by

- the development and implementation of a communications plan
- measures reflected in performance plans of key personnel
- number of stories and open rates are tracked and reported.

### Responsibility

- Lead Area: HR and Communications
- Executive Sponsor: Executive Director Communications





## **6. Increase awareness around disability and create an environment where all employees feel comfortable sharing information about their disability**

- Training to support leaders in normalising the process of offering and asking for workplace adjustments
- Disability inclusion eLearning modules are mandatory (including new starters), with existing staff to complete by the end of FY22 and new starters within three months of commencement
- Implement disability awareness training on workplace flexibility and carers' needs
- Staff offered role-specific training to promote disability confidence
- Disability-related information, priorities and programs communicated throughout Treasury
- Intranet is updated with resources for employees and managers to find information regarding supporting employees with disability
- Quarterly communication of workplace adjustments across NSW Treasury through a variety of communications channels.

### **We will measure success in this area by**

- the number of people sharing their disability status on SAP increases until it aligns with number of people on PMES
- SBS Inclusion e-Learning module targets for completion are cascaded to Extended Leadership Team (ELT) level and reported at that level to drive accountability, target completion rate of 90 per cent by 31 March 2022
- leaders' inclusive and accessible attitudes and behavioural improvement demonstrated by PMES results.

### **Responsibility**

- Lead Area: HR Diversity and Inclusion
- Executive Sponsor: Chief People Officer



# 09. Inclusive Employment

To have 5.6 per cent of roles held by people with disability by 2025 and NSW Treasury recognised as an employer of choice

## 1. Develop and implement a comprehensive talent acquisition strategy

- Establish accessible and inclusive recruitment methods for the internal talent acquisition team and third-party agencies. All briefs to third-party agencies will specify that we seek diverse candidates, including with disability, and require that reasonable adjustments are provided for these candidates. Develop relationships with, and use, disability employment agencies and networks
- Ensure our sourcing works with Government Sector Employee rule 26, including publication and dissemination across Treasury of a clear process for understanding and applying this rule for people with disabilities
- Identify prioritised positions for people with disability (e.g. programs for people who are neurodiverse)
- Commit to a guaranteed interview for all applicants that share their disability status and meet essential requirements, including provision of feedback to those who are interviewed but do not get the role

- Ensure that people with disability can start their career with Treasury through targeted internships and placements in the graduate program.

### We will measure success in this area by

- achieving and maintaining annual AND Disability Confident Recruiter status
- increasing the number of roles advertised that are targeted to candidates with a disability
- annual increase in the number of people with disability proceeding to interview
- online assessment is Web Content Accessibility Guideline (WCAG) compliant
- at least one graduate with disability through the PSC graduate program per year
- at least two interns per year through AND's Stepping Into program (increasing to four by the third year).

### Responsibility

- Lead Area: Corporate Services - HR, IT, Financial and Operations Group
- Executive Sponsor: Chief People Officer

## 2. Map the current and desired employee experience for people with disability and identify any gaps

- Engage with people with disability across Treasury to understand the current and desired experience from recruitment and onboarding, right through to departure. This will ensure that support and advocacy actions are in place for new employees with disability to maximise their success, and that gaps in the current experience are identified and addressed.

In addition, all people with disability that leave Treasury will be encouraged to complete exit interviews and asked about their experience of access and inclusion.

### We will measure success in this area by

- engagement and satisfaction rates of employees with disability (through PMES)
- exit interviews for all people with disability when they leave.

### Responsibility

- Lead Area: HR
- Executive Sponsor: Chief People Officer

## 3. Access to career development opportunities and career support for employees with a disability, including mentoring and coaching

- All learning and development opportunities, as well as career mentoring and coaching, will be disability-inclusive, and we will explore mandating that all employees with disability are paired up with a mentor/buddy.

### We will measure success in this area by

- put Performance Development Plans in place for people with disability
- raising awareness of support available through the Disability Employee Network
- improved employee engagement for people with a disability in the PMES. All learning and development is accessible and WCAG compliant.

### Responsibility

- Lead Area: HR
- Executive Sponsor: Chief People Officer

“We are proud to be launching Treasury’s Disability Inclusion Action Plan. This is an extension of our culture of being inclusive – providing a workplace where all of our people can be themselves, thrive, and be supported to reach their potential.”

– Chief People Officer, NSW Treasury

#### 4. Workplace adjustments

- We will implement the voluntary workplace adjustment passport to enable greater employee mobility and career progression. Assistive technology will be provided upon request
- We will cost and confirm a central budget for workplace adjustments and ensure that managers know about this budget and the resources available to support their team members with disability
- Working from home self-adjustment information will be made available to all staff.

##### We will measure success in this area by

- employees with disability reporting that they have the support they need to do their job
- workplace adjustments are recorded and reported
- all approved workplace adjustments, support and advocacy are fulfilled within an agreed timeline
- any workplace incidents raised through Protecht will be reviewed every six months and action taken to resolve any issues
- personal Emergency Evacuation Plan (PEEP) system will be updated and communicated to staff at least twice a year.

##### Responsibility

- Lead Area: Corporate Services - HR, IT, Financial and Operations Group
- Executive Sponsor: Chief Finance and Operations Officer

#### 5. Update and maintain Flexibility and Leave policies to support needs of carers of people with disability

- We will undertake a biannual review of HR policies and FAQs with a disability-inclusive lens, including the needs of carers.

##### We will measure success in this area by

- reporting in the PMES that 'my organisation' supports me to work flexibly.

##### Responsibility

- Lead Area: HR
- Executive Sponsor: Chief People Officer

#### 6. Enhance data collection for people with disability

- Treasury's Diversity and Inclusion dashboard will include:
  - number of people reporting disability applying for roles
  - number of people requesting adjustments in the recruitment process
  - success rates of both groups being offered roles
  - number of workplace adjustments provided and not provided
  - number of staff with disability and their levels of seniority.

##### Responsibility

- Lead Area: HR
- Executive Sponsor: Chief People Officer



## 10. Accessible and Inclusive Systems and Processes

To remove barriers caused by our facilities, systems and processes to ensure that people with disability, their leaders and teams are able to easily and efficiently access all services and opportunities within Treasury

### 1. Facilities are inclusive

- Ensure oversight of the entire property portfolio and report on the accessibility of current facilities against the latest accessibility standards
- Ensure that plans are made to achieve beyond compliance and improve the user experience of facilities for people with disability
- List site access, including features and barriers, on the Treasury website to ensure that visitors are able to navigate their way around Treasury buildings
- Ensure that new property leases meet Property NSW's latest accessibility standards NSW's accessibility guidelines regarding new premises.

### We will measure success in this area by

- property refits improve building accessibility by addressing feedback from staff with a disability
- all major facilities changes including fit-out, leasing and purchasing decisions include consultation with employees with a disability.

### Responsibility

- Lead Area: Facilities
- Executive Sponsor: Chief Finance and Operations Officer



## 2. Premises inclusivity policy

- Implement policy on the requirements for existing and new facilities to provide accessibility.

### We will measure success in this area by

- premises inclusivity policy is implemented.

### Responsibility

- Lead Area: Facilities
- Executive Sponsor: Chief Finance and Operations Officer

“It has been encouraging to see the commitment, and enthusiasm across Treasury in the development of this DIAP. There has already been a visible cultural shift, creating an open conversation to ensure we are a disability inclusive organisation.”

– Executive Champion for Disability Inclusion

## 3. Treasury ensures that its corporate website, intranet, and digital assets meet latest Web Content Accessibility Guidelines (WCAG) Standards at a minimum of AA

- Update Treasury’s external website to WCAG 2.1 AA guidelines or latest equivalent
- All new IT suppliers required to meet WCAG 2.1 AA guidelines or latest equivalent
- Assess/rank vendors on level of compliance, and use WCAG compliance to inform decision making
- Ensure that where the website includes a feedback channel/contact, that this channel is available across more than one medium
- Review existing vendor compliance and plan for improving compliance where necessary.

### We will measure success in this area by

- WCAG 2.1 AA compliance or latest equivalent within 12 months of the standard being released
- Treasury website and intranet content meets Treasury’s accessibility guidelines.

### Responsibility

- Lead Area: Communications
- Executive Sponsor: Executive Director Communications



#### 4. Digital assets and scoping items for IT

- Employees with a disability are invited to consult on any new major technology implementations at the design stage and carry out user testing
- Feedback is sought about ICT adjustment requests and accessibility issues from employees, customers, clients, and service users with disability
- Monitor internal ICT standards and guidelines to ensure they are in line with the latest standards and technology
- Take stock of how compliant our artefacts and applications are and what the best practices for accessibility are.

##### **We will measure success in this area by**

- consultation is conducted prior to introducing new ICT products and or carrying out ICT upgrades
- compliance is measured by biennial Australian Network on Disability (AND) index assessment.

##### **Responsibility**

- Lead Area: IT
- Executive Sponsor: Chief Information Officer

#### 5. Publications and media are accessible with information available across multiple mediums

- Updated Treasury Brand Guidelines to provide 'how to' guidance on accessibility (including accessible, instructional documents and videos) with feedback sought and incorporated from staff with a disability
- Communications to act as a gatekeeper and review all publicly released reports to ensure they meet Treasury's accessibility guidelines
- All policies provided on the website to be provided in accessible formats.

##### **We will measure success in this area by**

- improved PMES score for Q2 on 'My team is equipped with the right tools to provide good customer service'
- all Treasury communications templates and publicly released reports meet accessibility guidelines by the end of FY22
- policies and procedures provided in multiple formats by the end of FY23.

##### **Responsibility**

- Lead Area: Communications
- Executive Sponsor: Executive Director Communications

## 6. Accessible events and meetings

- A guide in place on how to make in-person, online and hybrid meetings accessible
- Promotional campaign about the guide
- All meeting invites updated to include a notice to contact the organiser for any accessibility/alternative format needs (for example, through updating the Teams notice for all meeting requests)
- Checklists provided to Town Hall event speakers guiding them on how to present accessibly
- After all major events feedback is sought on accessibility.

### We will measure success in this area by

- all events and meetings are conducted accessibly with attendees provided an opportunity to make accessibility requests
- presenters at Town Hall events to present accessibly.

### Responsibility

- Lead Area: IT, Communications
- Executive Sponsor: Chief Information Officer







# 11. Creating Liveable Communities and Services

To ensure our services to the public are accessible and inclusive

## 1. Disability-inclusive policy development

- Policies developed or approved by Policy and Budget group consider the impact on people with a disability
- Develop a checklist to be used for all Policy and Budget proposals to assess the impact on people with a disability
- Induct and upskill one subject matter expert per Policy and Budget team to promote the inclusion of people with a disability through policy
- Consideration of a framework to assess the economic benefit of programs that improve the lives of people with a disability.

## We will measure success in this area by

- all policy proposals developed or reviewed by Policy and Budget group consider the impact on people with a disability by the end of FY23.

## Responsibility

- Lead Area: Policy and Budget Communications
- Executive Sponsor: Deputy Secretary Policy and Budget



## 2. Support disability inclusion through major projects

- Support NSW Procurement’s development of a whole of government (WOG) approach to sustainable procurement that aims to support positive social, economic, and environmental outcomes through procurement
- Be a key connection through authorising channels to major projects in NSW Government with respect to consultation relating to sustainable procurement.

### We will measure success in this area by

- monitor that procurement policy targets are embedded and appropriately evaluated by Agencies in major infrastructure procurements supported by ISFU
- people with a disability are supported in a WOG approach to sustainable procurement.

### Responsibility

- Lead Area: NSW Procurement supported by Infrastructure and Structured Finance Unit
- Executive Sponsor: Deputy Secretary Commercial and Procurement

## 3. Support disability inclusion through social impact investment

- Embed disability inclusivity considerations throughout the lifecycle of social impact investments.

### We will measure success in this area by

- short term (1-2 years): Completion of an OSII internal review of social impact investments processes (tendering, development, and evaluation) to identify improvements to embed disability inclusivity considerations
- medium to long term: Process improvements identified in the OSII internal review are implemented and inclusivity considerations are embedded throughout the lifecycle of social impact investments, including tendering, development, and evaluation.

### Responsibility

- Lead Area: Office of Social Impact Investment
- Executive Sponsor: Deputy Secretary Commercial and Procurement



#### 4. Expand and promote procurement

- Expand and promote procurement of businesses that support people with a disability
- Track (and, over the long term, report) annually on Treasury's spend with ADE's
- Maintain an up-to-date list of disability suppliers from whom all agencies, including Treasury, can procure
- Identify areas of capability and capacity where disability suppliers can assist Treasury
- Use the AND Accessible Procurement Taskforce as a resource
- Explore how government procurement can be used as a lever to support people living with a disability
- Create better opportunities for Treasury staff to achieve social outcomes through procurement.

#### We will measure success in this area by

- WOG sustainable procurement policy including businesses operated by or supporting people with disability
- Treasury's procurement policy commits to working with businesses that employ people with disability and produce accessible products and services
- tracks spend with businesses supporting people with a disability and increase over time
- all procurements include consideration of accessibility requirements and inclusion of people with a disability.

#### Responsibility

- Lead Area: Procurement
- Executive Sponsor: Deputy Secretary Commercial and Procurement

## 5. Programs, events, and advisors

- Programs, events and advisors are accessible to business operators with disability
- Review and ensure Business Connect advisors and events, webinars, training materials are accessible to, and inclusive of, business operators with disability
- Facilitate identification of businesses operated by people with disability in the Business Connect program
- Promote inclusion throughout business advisory network events and webinars, including AUSLAN translation
- Promote case studies and success stories of businesses operated by people with disability within the Business Connect network.

### We will measure success in this area by

- participation rate of business operators with disability in programs and events
- number of business operators with disability accessing Business Connect advisor services.

### Responsibility

- Lead Area: Business Connect
- Executive Sponsor: Deputy Secretary Economic Strategy and Productivity

## 6. Customer and community touchpoints are inclusive and accessible

- Inclusion and promotion of businesses operated by people with a disability in Small Business Month activities
- Investigate further opportunities for Treasury to deliver disability-inclusive initiatives for customers, the community and through services
- Identify additional actions to support people with a disability.

### We will measure success in this area by

- actions identified and implemented across all Treasury groups
- participation of people with disability operating small business in programs and events.

### Responsibility

- Lead Area: Small Business Commission, Customers, Community and Services delivery stream
- Executive Sponsor: Deputy Secretary Economic Strategy and Productivity



## 12. Governance and Delivery

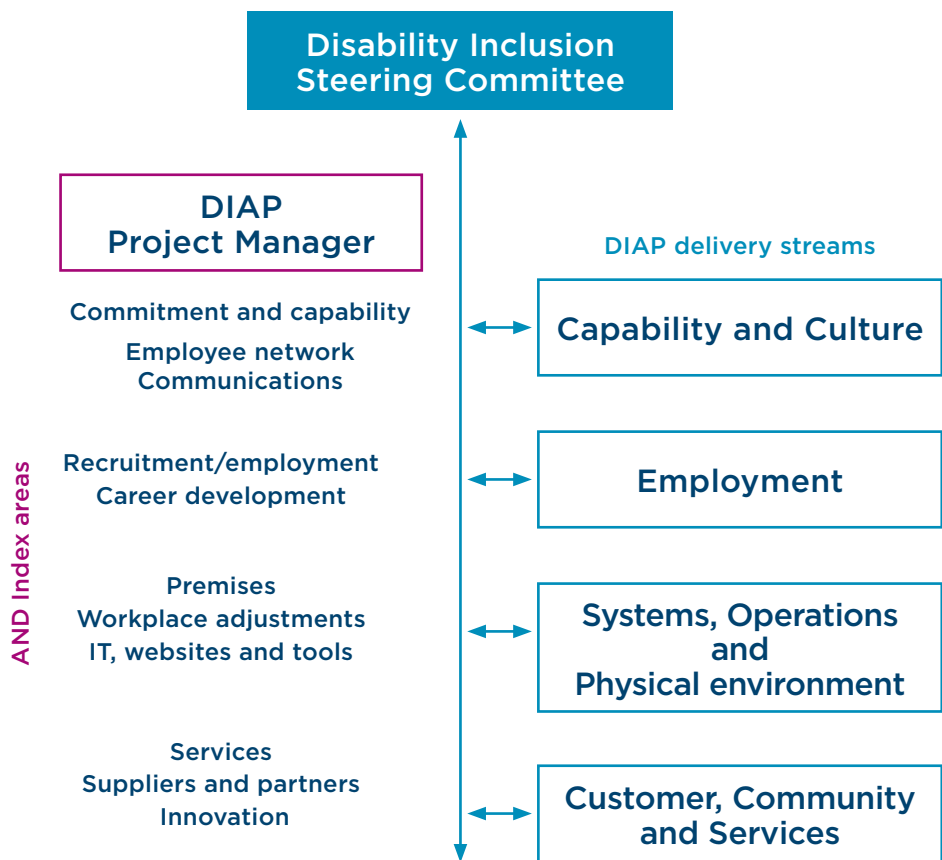
**We have executive commitment in place to monitor, review, and report on our progress**

**NSW DIAP guidelines state that actions to prepare the monitoring and evaluation strategy should:**

- Design a measurement and evaluation framework for the Action Plan, including identifying indicators for every action
- Identify all data sources required to regularly report the progress against each action, including developing strategies for additional data collection
- Determine the frequency, format and responsibility for reporting on the indicators against each action in the plan and the arrangements for collating this data
- Seek executive level approval and sign-off on the monitoring and evaluation strategy, to encourage support and commitment across the department.

## Progress against the plan will be monitored by the following

- Undertaking the AND Index every two years
- Annual reporting to the Treasury executive
- Accountability of the Executive Sponsor
- Disability Inclusion Steering Committee monthly meetings
- DIAP delivery stream fortnightly meetings
- Regular consultation with people with lived experiences of disability and carers of people with disability to review outcomes of the plan
- Annual PMES results used as a way to measure success (including understanding the unique experiences of employees with disability).





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