

Disability Inclusion Action Plan

January 2019 - 2021

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1. Message from the CEO

The Destination NSW Disability Inclusion Action Plan outlines the strategies, actions, accountabilities and timeframes for Destination NSW to deliver on areas identified to ensure inclusion of people living with a disability in its workplace, and the inclusion and consideration of disabled people in its business activities.

The Plan and the approach taken to the implementation of its priorities have the full support of my organisation. We acknowledge the contribution that people living with a disability have made and continue to make in our workplace, and more broadly to NSW society. It is critical that our organisation both reflects and engages with people living with a disability, and to ensure the success of our initiatives in promoting NSW. We also understand that supporting people living with a disability, and promoting access and inclusion, is all about our approach and attitude.

I look forward to working with our team and stakeholders on the progressive implementation of the plan and seeing the benefits it will bring to the broad range of businesses, industries, visitors and the communities we serve.

Steve Cox

Chief Executive Officer

2. Guiding Principles

Destination NSW is committed to ensuring that:

- People with disabilities have the right to be treated with dignity and respect as individuals, and to realise their individual capabilities;
- People with disabilities are consulted to determine the level and type of adjustment for their individual needs;
- People with disabilities have rights to privacy, confidentiality and individual choices about disclosure;
- People with disabilities have the right to work in environments free from all forms of discrimination and harassment, consistent with the relevant legislation outlined in the Plan.

The following outcome areas, articulated in the Disability Inclusion Action Plan (DIAP), reflect the practical approaches that Destination NSW will take to deliver on these broad commitments:

Attitudes and Behaviours

1. Deliver training to engage and educate staff so they can help build an inclusive workplace culture.

Liveable Communities

1. Ensure Destination NSW's internal and external events, services and information programs are accessible
2. Make our buildings and facilities physically accessible and suitable.

Employment

1. Be known as an accessible employer.

Systems and Processes

1. Ensure accessibility to Destination NSW's systems and information.

3. Policy and legislative context

The NSW Disability Inclusion Act 2014 continues the Government's commitment to improving the lives of people with disability and reaffirms the state-wide focus on building a truly inclusive community.

The dedicated NSW Disability Inclusion Plan provides a whole –of-Government strategy to support the objects and principles of the Act setting out:

1. Whole-of-Government goals to support the inclusion in the community of people with disability and to improve access to mainstream services and community facilities by people with disability; and
2. Requirements for collaboration and coordination among public authorities in the provision of support and services.

The Disability Inclusion Act 2014 creates an obligation for public authorities to develop Action Plans. An Action Plan is a statement of commitment to inclusion in line with the vision of the NSW Plan. Action Plans must also function as practical plans, setting out how the authority will realise the Government's vision for NSW.

4. Inclusion

Destination NSW is committed to removing barriers to access and participation for people with a disability to create a more inclusive community. Destination NSW recognizes its requirements to comply with the NSW Disability Services Act 1993 (DSA) and the Disability Inclusion Act 2014. Destination NSW developed this plan in accordance with information captured in the various policy and legislative documents. Destination NSW intends to highlight areas within the business where significant changes can be made in establishing a more inclusive organisation.

Destination NSW is an international business operating from 13 offices world-wide. People who work at Destination NSW assist a range of businesses across NSW to advance tourism growth and investment, and to promote economic growth. This Disability Action Plan addresses the requirements for a NSW Government Disability Action Plan and seeks to:

- Improve the attitude of all its people and stakeholders, in promoting access for those people living with a disability
- Increase investment and growth in tourism and tourism related jobs
- Develop a positive visitor experience in NSW
- Assist tourism and major event-related businesses to promote access in their provision to services and product delivery.

5. Consultation and governance

The Destination NSW Government objectives have been considered when developing this DIAP for Destination NSW and the progression for Disability Inclusion throughout major events for NSW. The four objectives are highlighted below:

- (1) Develop positive community attitudes and behaviours
- (2) Create liveable communities
- (3) Support access to meaningful employment
- (4) Improve access to mainstream services through better systems and processes.

The aim of this Plan is to outline the strategies that Destination NSW will use to ensure that all people, including those living with a disability, have equal access to the services provided by us.

Destination NSW:

- Respects the independence of people with disability
- Recognises the right of people with disability to be in control of their lives and to make or be involved in decisions that affect them
- Seeks to ensure that people living with a disability can participate fully in the community.

6. Attitudes and behaviours

Outcome: Deliver training to engage and educate staff so they can help build an inclusive workplace culture

Aim	Action	Timeframe	Unit Responsible	Evaluation Method
Promote the DIAP and update staff regularly on outcomes and success stories	<ul style="list-style-type: none"> Develop an internal training and communication plan to promote the DIAP and ensure the implementation process is transparent and accessible to all staff 	Ongoing	Corporate Services	Percentage increase in number of staff self-identifying with a disability
Develop disability confidence (both visible and invisible)	<ul style="list-style-type: none"> Include disability awareness training in all Induction programs Provide resources to staff and managers Include disability confidence training into current manager training Identify and implement mental health workplace initiatives Develop resource for front line staff on support available to accommodate the needs of customers with disability 	Ongoing	Corporate Services	<p>Evidence that Induction programs include disability awareness information</p> <p>Mental health workplace initiatives are provided to all business units</p> <p>Fact sheet developed, information on intranet</p>
Senior Leadership are committed to access and inclusion	<ul style="list-style-type: none"> Senior Executive team undertakes disability confidence and awareness program Senior Executives champion and raise the profile of the DIAP 	<p>Ongoing</p> <p>Ongoing</p>	Senior Management	Implement SE Disability Awareness Program
Raise awareness and early response to assist people experiencing mental illness in the workplace	<ul style="list-style-type: none"> Provide resources to employees on 'mental health in the workplace' and managing and supporting employees with mental illness Promote resources available to support staff and managers. 	<p>Ongoing</p> <p>Ongoing</p>	Senior Management	<p>People Matter Employee Survey results</p> <p>Information available on intranet.</p>

7. Liveable communities

Outcome 1: Ensure Destination NSW's internal and external events, services and training programs are accessible and suitable

Aim	Action	Timeframe	Unit Responsible	Evaluation Method
Our events, including consultations and training programs, are welcoming and inclusive of people with disability	<ul style="list-style-type: none"> Create Access Friendly guidelines and checklists for internal events and training sessions Ensure all invitations from Destination NSW ask invitees about any accessibility requirements and these requests are responded to 	Ongoing	Destination NSW Business Units	Guidelines developed
Develop opportunities for staff to engage with the disability sector	<ul style="list-style-type: none"> Explore opportunities for staff to volunteer with the Disability Sector 	Dec 2019	Senior Management & Corporate Services	Number of staff given opportunities

Outcome 2: Make our building and facilities accessible and inclusive to all staff and visitors

Aim	Action	Timeframe	Unit Responsible	Evaluation Method
Ensure our building and facilities comply with the Building Code of Australia & Australian standards for access and mobility	<ul style="list-style-type: none"> Ensure all new and refurbished spaces are compliant Include consultation with people with disability as part of design and planning phase for any workplace refurbishment 	Ongoing	Corporate Services	Compliance requirements met
Safety standards are in place for emergency evacuation processes (PEEPs)	<ul style="list-style-type: none"> Create and promote process for all staff with disability to develop Personal Emergency 	Dec 2019	WHS	Percentage of staff identified with a disability have a PEEP
Ensure budget availability for minor and major workplace adjustments	<ul style="list-style-type: none"> Audit previous expenditure data Scope and implement a central budgeting process for workplace 	Dec 2019	Corporate Services	Budgeting process established

8. Employment

Outcome: Be known as an accessible employer

Aim	Action	Timeframe	Unit Responsible	Evaluation Method
Recruitment processes are inclusive and barrier free to people with disability	<ul style="list-style-type: none"> Complete an audit of the recruitment process to identify and remove any barriers to people with disability Recruitment staff trained to give advice on access and inclusion to hiring 	June 2019 June 2019	Corporate Services Corporate Services	Audit report submitted for approval Training completed
Provide a supportive working environment to people with disability	<ul style="list-style-type: none"> Complete an audit of the on-boarding process to identify any barriers to people with disability Managers and supervisors are aware of how to effectively manage and support employees with visible and invisible disability L&D registrations 	Dec 2019 Dec 2019	Corporate Services & Destination NSW Business Unit Senior Management	Audit report submitted for approval Number of complaints reduced from staff with disability
Make reasonable adjustment opportunities available to all staff	<ul style="list-style-type: none"> Launch and promote updated policy and procedure 	Dec 2019	WHS	Track and record number of workplace adjustments

9. Systems and processes

Outcome 1: Ensure accessibility to systems and information

Aim	Action	Timeframe	Unit Responsible	Evaluation Method
Create support process and resources for staff with disability to be able to resolve access and inclusions issues in a timely manner	<ul style="list-style-type: none"> Identify team of 'experts' or 'go-to' people who can answer questions in relation to access and inclusion (facilities and premises, ICT etc.) 	Dec 2019	Senior Management	Feedback loop establish

10. Contact

If you have any questions in relation to this Action Plan or would like to receive this publication in an accessible format, please contact our Chief Operating Officer on: (02) 9931 1111.