

Commonwealth Disability Strategy

Examples

COMMONWEALTH DISABILITY STRATEGY

EXAMPLES

This document contains examples of reporting, goal setting and action for each of the performance indicators in the Commonwealth disability Strategy Performance Reporting Framework.

It has been designed to help you with your agency's reporting and to offer some suggestions on ways to improve your agency's performance in meeting the needs of people with disability over time. The examples used are by no means exhaustive and agencies are encouraged to set goals and actions that reflect the particular nature and priorities of their business.

If you require assistance with any aspect of the Commonwealth Disability Strategy, please contact:

Disability Policy and Coordination Branch
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Visit our website at www.facsia.gov.au/cds

POLICY ADVISOR ROLE PERFORMANCE INDICATOR # 1

Role Description: Policy advisors develop policy for Commonwealth programs and services. In doing this, they consider the needs of different groups and sectors and the desired impacts and outcomes to be achieved for the community.

OBJECTIVE OF THIS INDICATOR

To ensure that the needs of people with disability are considered during policy / program development or review.

ISSUES TO CONSIDER

- Do you know what the impact of your new or revised policies / programs will be for people with disability?
- Do you consider how the impact of your proposal may vary between people with different types of disabilities?
- Do you consult with people with disability, their representatives or other relevant agencies to determine the likely impact of any changes?
- How do you document that you have considered disability access issues as part of the policy development /review process?
- Remember** – this indicator applies to all mainstream Commonwealth policies and programs not just those that are ‘disability specific’.

RESOURCES TO HELP WITH THIS INDICATOR

- The CDS website lists a range of national peak disability organisations who may be able to advise on the impact of your proposed policy or program on people with disability – see www.facsia.gov.au/cds

POLICY ADVISOR ROLE PERFORMANCE INDICATOR # 1

Performance Indicator	Performance Measure	Current level of performance 2008-2009	Goals for 2009-2010	Actions for 2009-2010
<p>New or revised policy / program proposals assess impact on the lives of people with disability prior to decision.</p>	<p>Percentage of new or revised policy / program proposals that document that the impact of the proposal was considered prior to the decision making stage.</p>	<p>Example</p> <p>Agency developed 5 new policy proposals A-E* and revised 3 programs F-H.</p> <p>Agency assessed the impact of policies A, B, C and program F on people with disability during the development / review phase.</p> <p>Agency used feedback from community consultations and advice from peak bodies and other relevant organisations when assessing impact.</p> <p>This is documented on file / on new policy proposal / on cabinet submission / etc.</p> <p>Policies D, E, G & H did not document that the impact of policy / program change on people with disability had been considered.</p> <p>Performance measure = 50%</p>	<p>Example</p> <p>75% or more of all new or revised policies / programs will document that the impact of the proposal on people with disability was considered prior to decision making.</p>	<p>Example</p> <ol style="list-style-type: none"> 1. Budget Branch will update the 'new policy proposal template' to prompt branches to record how the impact on people with disability was considered, by October 2010. 2. Ministerial Branch will update the cover sheet for Executive Board & Ministerial Submission papers to prompt branches to record how the impact on people with disability was considered, by October 2010. 3. Strategic Planning Branch will develop a checklist for branches on the steps to take to meet this indicator' by August 2009.

* You may wish to list the relevant policies and programs by name in your reporting

POLICY ADVISOR ROLE PERFORMANCE INDICATOR # 2

OBJECTIVE OF THIS INDICATOR

To ensure that people with disability are identified and included as stakeholders during policy / program development or review.

ISSUES TO CONSIDER

- In defining your target audience for consultation, do you consider whether some members of your audience will be people with disability?
- Are there any barriers in your consultation methods which would prevent a person with disability from participating in the process. eg: inaccessible venue for public consultations, lack of information in accessible formats, restricted timeframes for providing input?
- Do you seek input from organisations that represent the views of people with disability?
- Do you invite people with disability to be part of your reference or focus groups when developing / reviewing policies or programs?
- Remember** – this indicator applies to all mainstream Commonwealth policies and programs not just those that are ‘disability specific’.

RESOURCES TO HELP WITH THIS INDICATOR

- See *“Inclusive consultation – a practical guide to involving people with disability”* in the CDS Kit
- The CDS website lists a range of national peak disability organisations you may wish to consult during policy /program development or review - see www.facsia.gov.au/cds

POLICY ADVISOR ROLE PERFORMANCE INDICATOR # 2

Performance Indicator	Performance Measure	Current level of performance 2008-2009	Goals for 2009-2010	Actions for 2009-2010
<p>People with disability are included in consultation about new or revised policy / program proposals.</p>	<p>Percentage of consultations about new or revised policy / program proposals that are developed in consultations with people with disability.</p>	<p>Example</p> <p>Agency developed 5 new policy proposals A-E* and revised 3 programs F-H.</p> <p>Agency conducted community wide consultations on policies A – E and program F-H.</p> <p>Agency sent material for comment to disability peak bodies for policies A, B & C.</p> <p>Agency sent material for comment to disability peak bodies for program F.</p> <p>Performance measure = 50%</p>	<p>Example</p> <p>75% of new or revised policy / program proposals are developed in consultation with people with disability.</p>	<p>Example</p> <ol style="list-style-type: none"> 1. The Media and Public Relations Team will update Agency’s guidelines on conducting community consultations to include advice on consulting with people with disability, by October 2009. 2. The Media and Public Relations Team will ensure all advertisements announcing reference or focus groups (for the purposes of policy or program review); encourage people with disability to be involved, by January 2010.

* You may wish to list the relevant policies and programs by name in your reporting

POLICY ADVISOR ROLE PERFORMANCE INDICATOR # 3

OBJECTIVE OF THIS INDICATOR

To ensure that public announcements about new or revised policies or programs are accessible to all members of the community.

ISSUES TO CONSIDER

- If your intended audience is the Australian community, are you routinely planning for and producing relevant materials in a range of accessible formats?
- Do you promote the availability of information in accessible formats as part of your communication or marketing strategies?
- If your announcement includes a public event, are you providing Auslan interpreters for deaf and hearing impaired members of your audience? Do you ensure any relevant promotional videos or TV advertisements are captioned?
- Does your agency's website meet the criteria for accessibility as outlined in the *Government Online Strategy*?
- If you receive a request for information in an accessible format do you know how to action it in a timely manner?
- Would all staff in your agency know how to handle such a request? Is there a need to raise people's awareness about accessible formats?

RESOURCES TO HELP WITH THIS INDICATOR

- See '*Better information and communication practices*' in the CDS Kit.
- See the '*Register of providers of accessible formats*' at www.facsia.gov.au/cds. The register lists companies able to convert information into accessible formats such as Braille, easy English, large print, audio cassette and accessible electronic formats.
- For advice on accessible electronic formats (and web design) see www.agimo.gov.au/publications/2000/04/govonline or visit AusInfo's '*Guidelines for Commonwealth information published in electronic formats*' at www.agimo.gov.au/information/publishing/formats.

POLICY ADVISOR ROLE PERFORMANCE INDICATOR # 3

Performance Indicator	Performance Measure	Current level of performance 2008-2009	Goals for 2009-2010	Actions for 2009-2010
<p>Public announcements of new, revised or proposed policy / program initiatives are available in accessible formats* for people with disability in a timely manner.</p>	<p>Percentage of new, revised or proposed policy / program announcements available in a range of accessible formats.</p> <p>Time taken in providing announcements in accessible formats.</p>	<p>Example</p> <p>Agency made 10 public announcements of new policies and programs. Of these 10:</p> <p>5 were available as ASCII (or .txt) files on disc and on the Internet in html. Performance measure for electronic formats = 50%.</p> <p>None were produced in Braille (p.m. = 0%) Audio cassette (p.m. = 0%) Large print (p.m. = 0%) Easy English (p.m. = 0%)</p> <p>2 announcements included public events. One of these included Auslan interpreters (p.m. = 50%)</p>	<p>Example</p> <p>100% of electronic information is available in an accessible format at the times of the public announcement.</p> <p>25% of all public announcements to be available in more than one format at the time of announcement.</p> <p>100% of customers requesting information in accessible formats (other than electronic) will be advised of the expected delivery date of their preferred format within five days of the request.</p>	<p>Example</p> <ol style="list-style-type: none"> 1. The Media and Public Relations Team and Webmaster will distribute guidelines on planning for and producing materials in accessible formats, by January 2010. 2. The Learning and Development Team will ensure all managers are aware of procedures for handling a request for information in accessible formats in a timely manner, by February 2009. 3. The Media and Public Relations Team will keep a log of all requests for information in accessible formats and the timeframes involved, by August 2009.

*Accessible electronic formats include ASCII (or .txt) files and html for the web. Non electronic accessible formats include Braille, audio cassette, large print and easy English. Other ways of making information accessible include video captioning Auslan interpreters.

REGULATOR ROLE PERFORMANCE INDICATOR # 1

Role Description: Regulators are usually involved with the enforcement of legislation or other government rules that influence the way people behave. These are not limited to primary or delegated legislation. They also include quasi-regulation such as codes of conduct, advisory instruments or notes which involve compliance.

OBJECTIVE OF THIS INDICATOR

To ensure that people who require information in an accessible format receive it in a timely manner.

ISSUES TO CONSIDER

- Before releasing information publicly, do you assess whether you should also prepare the information in an accessible format/s?
- Do you promote the availability of information in accessible formats as part of your communication or marketing strategies?
- If your announcement includes a public event, are you providing Auslan interpreters for deaf and hearing impaired members of your audience? Do you ensure any relevant promotional videos or TV advertisements are captioned?
- Does your agency's website meet the criteria for accessibility as outlined in the *Government Online Strategy*?
- If you receive a request for information in an accessible format do you know how to action it in a timely manner?
- Would all staff in your agency know how to handle such a request? Is there a need to raise people's awareness about accessible formats?

RESOURCES TO HELP WITH THIS INDICATOR

- See '*Better information and communication practices*' in the CDS Kit.
- For advice on accessible electronic formats (and web design) see www.agimo.gov.au/publications/2000/04/govonline or visit AusInfo's '*Guidelines for Commonwealth information published in electronic formats*' at www.agimo.gov.au/information/publishing/formats.

REGULATOR ROLE PERFORMANCE INDICATOR # 1

Performance Indicator	Performance Measure	Current level of performance 2007-2008	Goals for 2008-2009	Actions for 2008-2009
<p>Public available information on regulations and quasi-regulations is available in accessible formats*for people with disability.</p>	<p>Percentage of publicly available information on regulations and quasi-regulations as requested and provided in:</p> <ul style="list-style-type: none"> • Accessible electronic formats; and • Accessible formats other than electronic <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> • Electronic format; and • Formats other than electronic 	<p>Example</p> <p>Agency received two requests for a .txt version of a set of regulations, which were both provided within three weeks.</p> <p>Performance measure electronic formats = 100% Average time = three weeks</p> <p>Agency received two requests for information in large print which were both provided within a month.</p> <p>Performance measure non electronic formats = 100% Average time = one month</p>	<p>Example</p> <p>100% of requests for electronic information to be fulfilled within two weeks.</p> <p>100% of customers requesting information in accessible formats (other than electronic) will be advised of the expected delivery date of their preferred format within five days of the request.</p>	<p>Example</p> <ol style="list-style-type: none"> 1. The Media and Public Relations Team and Webmaster to distribute guidelines on producing materials in accessible formats, by January 2009. 2. The Learning and Development Team to ensure all managers are aware of procedures for handling a request for information in accessible formats, by February 2009. 3. The Media and Public Relations Team to keep a log of all requests for information in accessible formats and the timeframes involved, by August 2008.

*Accessible electronic formats include ASCII (or .txt) files and html for the web. Non electronic accessible formats include Braille, audio cassette, large print and easy English. Other ways of making information accessible include video captioning Auslan interpreters.

PURCHASER ROLE PERFORMANCE INDICATOR # 1

Role Description: Purchasers act as agents of the policy adviser. Having been advised of the desired outcomes, purchases determine the precise outputs to be purchased and nominate the providers. Service providers may be public, private or not for profit organisations.

OBJECTIVE OF THIS INDICATOR

To ensure that people who require information in an accessible format receive it in a timely manner.

ISSUES TO CONSIDER

- Before releasing information publicly, do you assess whether you should also prepare the information in an accessible format/s?
- Do you promote the availability of information in accessible formats as part of your communication or marketing strategies?
- Does your agency's website meet the criteria for accessibility as outlined in the *Government Online Strategy*?
- If you receive a request for information in an accessible format do you know how to action it in a timely manner?
- Would all staff in your agency know how to handle such a request? Is there a need to raise people's awareness about accessible formats?

RESOURCES TO HELP WITH THIS INDICATOR

- See '*Better information and communication practices*' in the CDS Kit.
- For advice on accessible electronic formats (and web design) see www.agimo.gov.au/publications/2000/04/govonline or visit AusInfo's '*Guidelines for Commonwealth information published in electronic formats*' at www.agimo.gov.au/information/publishing/formats.

PURCHASER ROLE PERFORMANCE INDICATOR # 1

Performance Indicator	Performance Measure	Current level of performance 2007-2008	Goals for 2008-2009	Actions for 2008-2009
<p>Publicly available information on agreed purchasing specifications are available in accessible formats* for people with disability.</p>	<p>Percentage of publicly available purchasing specifications requested and provided in:</p> <ul style="list-style-type: none"> • accessible electronic formats; and • accessible formats other than electronic <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> • electronic format; and • formats other than electronic 	<p>Example</p> <p>Agency ran 10 open tender processes during 2007-2008.</p> <p>Agency received five requests for tender documents as a .txt file all of which were supplied within three weeks.</p> <p>Performance measure electronic formats = 100% Average time for electronic formats = three weeks</p> <p>Agency received two requests for a tender document in large print both of which were supplied within a month.</p> <p>Performance measure non electronic formats = 100% Average time non-electronic formats = one month</p>	<p>Example</p> <p>100% of requests for electronic information to be fulfilled within two weeks.</p> <p>100% of customers requesting information in accessible formats (other than electronic) will be advised of the expected delivery date of their preferred format within five days of the request.</p>	<p>Example</p> <ol style="list-style-type: none"> 1. The Media and Public Relations Team and Webmaster to distribute guidelines on producing information in accessible formats, by January 2009. 2. The Learning and Development Team to ensure all managers are aware of procedures for handling a request for information in accessible formats, by February 2009. 3. The Media and Public Relations Team to keep a log of all requests for information in accessible formats and the timeframes involved, by August 2008.

*Accessible electronic formats include ASCII (or .txt) files and html for the web. Non electronic accessible formats include Braille, audio cassette, large print and easy English. Other ways of making information accessible include video captioning Auslan interpreters.

PURCHASER ROLE PERFORMANCE INDICATOR # 2

OBJECTIVE OF THIS INDICATOR

To ensure that the Commonwealth purchases services which reflect the needs of people with disability.

ISSUES TO CONSIDER

- Before going to tender or developing a purchasing agreement, do you consider whether people with disability will use the goods or services being purchased?
- Do you assume that because the goods or services are not 'disability specific' that people with disability won't use them? Is this valid?
- Are the goods and services being purchased likely to have a different impact on the lives of people with disability as opposed to other members of the community?
- If so, do you liaise with people with disability or their representatives to ensure that the goods and services will be accessible and appropriate before finalising the purchase?

RESOURCES TO HELP WITH THIS INDICATOR

- See *'Inclusive consultation – a practical guide to involving people with disability'* in the CDS Kit.
- The CDS website lists a range of national peak disability organisations you may wish to consult when preparing to purchase goods or services – see www.facsia.gov.au/cds

PURCHASER ROLE PERFORMANCE INDICATOR # 2

Performance Indicator	Performance Measure	Current level of performance 2007-2008	Goals for 2008-2009	Actions for 2008-2009
<p>Processes for purchasing goods or services with a direct impact* on the lives of people with disability are developed in consultation with people with disability.</p>	<p>Percentage of processes for purchasing goods or services that directly impact on the lives of people with disability that are developed in consultation with people with disability.</p>	<p>Example</p> <p>Agency conducted 10 tender processes during 2007-2008.</p> <p>2 of the 10 proposed purchases were assessed as having a direct impact on the lives of people with disability.</p> <p>In one case, advice was sought from select disability peak bodies on the proposed purchase specifications. In the other case, no consultation was undertaken.</p> <p>Performance measure = 50%</p>	<p>Example</p> <p>100% of all tender processes will be assessed in terms of their impact on people with disability</p> <p>Of those assessed as having a direct impact, 75% of the proposed purchases with a direct impact will be developed in consultation with people with disability.</p>	<p>Example</p> <ol style="list-style-type: none"> 1. The Purchasing Policy Team will develop a checklist for assessing the degree of impact of proposed purchases on people with disability, by April 2009. 2. The Purchasing Policy Team will update the tendering and purchasing templates to prompt branches to record whether people with disability have been consulted as part of the process.

*Direct impact means those goods and services which will have an explicit consequence, effect or influence on people with disability. It includes the purchase of mainstream goods and services as well as specialist disability services.

PURCHASER ROLE PERFORMANCE INDICATOR # 3

OBJECTIVE OF THIS INDICATOR

To ensure that the Commonwealth builds accountability for the delivery of accessible goods and services into its purchasing agreements* with providers.

* Purchasing agreements can include contracts, memoranda of understanding and service level agreements.

ISSUES TO CONSIDER

- Is the *Disability Discrimination Act 1992* mentioned by name in your tender and contract?
- Would a tenderer realise you were serious about purchasing goods and services that offer equity of access for people with disability from your tender documents?
- Do you ask tenderers to specify how they will comply with the *Disability Discrimination Act 1992* in their submissions?
- Do your contracts need to elaborate on your expectations regarding compliance with the *Disability Discrimination Act 1992*?

RESOURCES TO HELP WITH THIS INDICATOR

- The Human Rights and Equal Opportunity website provides comprehensive information on the *Disability Discrimination Act 1992* – see www.humanrights.gov.au/disability_rights

PURCHASER ROLE PERFORMANCE INDICATOR # 3

Performance Indicator	Performance Measure	Current level of performance 2007-2008	Goals for 2008-2009	Actions for 2008-2009
<p>Purchasing specifications and contract requirements for the purchase of goods and services are consistent with the requirements of the <i>Disability Discrimination Act 1992</i>.</p>	<p>Percentage of purchasing specifications for goods or services that specify that tender organisations must comply with the <i>Disability Discrimination Act 1992</i></p> <p>Percentage of contracts for the purchase of goods and services that require the contractor to comply with the <i>Disability Discrimination Act 1992</i>.</p>	<p>Example</p> <p>Agency conducted 10 open tender processes during 2007-2008.</p> <p>None of the requests for tender specifically stated that the successful tenderer would need to comply with the <i>Disability Discrimination Act 1992</i>.</p> <p>Performance measure = 0%</p> <p>None of the 10 contracts offered specifically stated that the contractor would need to comply with the <i>Disability Discrimination Act 1992</i>.</p> <p>Performance measure = 0%</p>	<p>Example</p> <p>100% of purchasing specifications and contracts issued will clearly state that the successful tenderer must comply with the <i>Disability Discrimination Act 1992</i>.</p>	<p>Example</p> <p>1. The Purchasing Policy Team and the Contracts Team will amend all standard contracts to include a clear statement that the successful tenderer must comply with the <i>Disability Discrimination Act 1992</i>.</p>

*Direct impact means those goods and services which will have an explicit consequence, effect or influence on people with disability. It includes the purchase of mainstream goods and services as well as specialist disability services.

PURCHASER ROLE PERFORMANCE INDICATOR # 4

OBJECTIVE OF THIS INDICATOR

To ensure that people with disability can talk directly with the purchaser about a provider's performance.

ISSUES TO CONSIDER

- Are your agency's complaint handling processes accessible for people with a disability?
- Do you and your colleagues know how to handle a complaint when it is received?

RESOURCES TO HELP WITH THIS INDICATOR

- The '*Client Service Charter Principles 2000*' issued by the Department of Finance and Administration provides guidance on designing effective and accessible complaints handling processes.
- See also '*Better Information and Communication Practices*' and '*Better Physical Access*' from the CDS Kit.

PURCHASER ROLE

PERFORMANCE INDICATOR # 4

Performance Indicator	Performance Measure	Current level of performance 2007-2008	Goals for 2008-2009	Actions for 2008-2009
<p>Complaint / grievance mechanisms, including access to external mechanisms, in place to address concerns raised about provider's performance.</p>	<p>Established complaints / grievance mechanisms, including access to external mechanisms, in operation.</p>	<p>Example</p> <p>Agency has an established complaints / grievance process for handling concerns about provider's performance.</p> <p>Customers are able to take complaints to the Commonwealth Ombudsman and the Human Rights and Equal Opportunity Commission if so desired.</p> <p>Analysis of complaints received indicates no particular disability related issues have been raised about the service provider's performance.</p>	<p>Example</p> <p>To review the accessibility of the Agency's complaints handling process for people with disability.</p>	<p>Example</p> <p>1. The Customer Support Team will review the Agency's complaints handling process and advise on potential barriers for people with disability, and make recommendations on removing potential barriers, by January 2009.</p>

PROVIDER ROLE PERFORMANCE INDICATOR # 1

Role Description: Providers deliver the services they have been contracted to provide under specific conditions.

OBJECTIVE OF THIS INDICATOR

To ensure that service providers continually improve on their performance in meeting the needs of customers with disabilities.

ISSUES TO CONSIDER

- Do your quality improvement and assurance processes capture the needs of people with disability?
- Do you use feedback from customers with disabilities to improve your agency's performance?

RESOURCES TO HELP WITH THIS INDICATOR

- The Human rights and Equal Opportunity Community's website contains a number of resources to help service providers better understand and respond to the needs of people with disability - see www.humanrights.gov.au/disability_rights
- See also '*Better Information and Communication Practices*' and '*Better Physical Access*' from the CDS Kit.

PROVIDER ROLE PERFORMANCE INDICATOR # 1

Performance Indicator	Performance Measure	Current level of performance 2007-2008	Goals for 2008-2009	Actions for 2008-2009
<p>Providers have established mechanisms for quality improvement and assurance.</p>	<p>Evidence of quality improvement and assurance systems in operation.</p>	<p>Example</p> <p>Agency used feedback from the Customer Satisfaction Survey 2006 and reviewed the complaints made during 2006, to identify priority areas for improvement in meeting the needs of people with disability.</p> <p>The key issues to emerge regard to service provision were:</p> <ul style="list-style-type: none"> • The accessibility of premises, particularly in regional areas. • Flexible service provision, particularly outside standard business hours. • Courteous and prompt customer service. 	<p>Example</p> <p>To develop strategies to meet the needs of people with disability in terms of:</p> <ul style="list-style-type: none"> • The accessibility of premises, particularly in regional areas. • Flexible service provision, particularly outside standard business hours. • Courteous and prompt customer service. <p>To repeat the customer Satisfaction Survey 2006 to measure progress in meeting the needs of people with disability.</p>	<p>Example</p> <ol style="list-style-type: none"> 1. The Customer Service Team will make recommendations on ways to better meet the needs of people with disability in the three key areas listed, by January 2009. 2. The Customer Service Team will ensure that people with disability are surveyed as part of the Customer Satisfaction Survey at the end of 2009.

PROVIDER ROLE PERFORMANCE INDICATOR # 2

OBJECTIVE OF THIS INDICATOR

To ensure that agencies recognise people with disability as customers.

ISSUES TO CONSIDER

- Do you know what the needs of people with disability are in relation to your service?
- Do you ensure all aspects of your service are accessible to people with disability?
- Does your Service charter reflect your commitment to access for people with disability?

RESOURCES TO HELP WITH THIS INDICATOR

- The '*Client Service Charter Principles 2000*' issued by the Department of Finance and Deregulation provides guidance on designing Service charters that reflect the needs of people with disability.
- The CDS website lists a range of national peak disability organisations you may wish to consult when developing your Service charters or customer service standards – see www.facsia.gov.au/cds

PROVIDER ROLE PERFORMANCE INDICATOR # 2

Performance Indicator	Performance Measure	Current level of performance 2007-2008	Goals for 2008-2009	Actions for 2008-2009
<p>Providers have an established service charter that specifies the roles of the provider and consumer and service standards which address accessibility for people with disability.</p>	<p>Established service charter that adequately reflects the needs of people with disability in operation.</p>	<p>Example</p> <p>Agency currently has a Customer Service Charter in place which specifies the roles of the Agency and its customers.</p> <p>However, current Service Standards do not fully address the needs of people with disability.</p>	<p>Example</p> <p>Agency Service Standards to be reviewed to include a commitment to meeting the needs of people with disability, particularly in relation to*:</p> <ul style="list-style-type: none"> • The accessibility of premises, particularly in regional areas. • Flexible service provision, particularly outside standard business hours. • Courteous and prompt customer service. 	<p>Example</p> <ol style="list-style-type: none"> 1. Customer Service Team to prepare revised Customer Service Standards by January 2009. 2. Draft Customer Service Standards to be distributed to national disability peak bodies for comment, by February 2009.

*These examples are not exhaustive. Providers are encouraged to consult with their customers as to the key disability issues for their particular service.

PROVIDER ROLE PERFORMANCE INDICATOR # 3

OBJECTIVE OF THIS INDICATOR

To ensure that customers with disabilities are able to have their issues and concerns addressed.

ISSUES TO CONSIDER

- Do you inform all customers about their options in raising issues and concerns, including formal complaint processes?
- Are your complaint handling processes accessible for people with a disability?
- Does all your staff in your agency know how to handle a complaint when it is received?

RESOURCES TO HELP WITH THIS INDICATOR

- The '*Client Service Charter Principles 2000*' issued by the Department of Finance and Deregulation provides guidance on designing accessible complaints handling processes.
- See also '*Better Information and Communication Practices*' and '*Better Physical Access*' from the CDS Kit.

PROVIDER ROLE

PERFORMANCE INDICATOR # 3

Performance Indicator	Performance Measure	Current level of performance 2008-2009	Goals for 2009-2010	Actions for 2009-2010
<p>Complaints / grievance mechanisms, including access to external mechanisms, in place to address concerns raised about performance.</p>	<p>Established complaints / grievance mechanisms, including access to external mechanisms, in operation.</p>	<p>Example</p> <p>Agency has an established complaints / grievance process for handling concerns about our performance.</p> <p>Customers are able to take complaints to the Commonwealth Ombudsman and the Human Rights and Equal Opportunity Commission if so desired.</p> <p>Analysis of complaints received indicates no particular disability related issues have been raised about our performance.</p>	<p>Example</p> <p>To review the accessibility of the Agency's complaints handling process for people with disability.</p>	<p>Example</p> <ol style="list-style-type: none"> 1. The Customer Support Team will review the Agency's Service charter and complaints handling process and advise on potential barriers for people with disability, and make recommendations on removing potential barriers, by January 2010.

EMPLOYER ROLE PERFORMANCE INDICATOR # 1

This reporting requirement has now been removed from the CDS and will now be done through the State of the Service report survey conducted by the Australian Public service Commission.

While the Employer Role remains a part of the overarching framework of the CDS, from 1 July 2008 agencies will only report on employer role activities through the Australian Public Service Commissions (APSC) State of the Service agency survey and not the agencies annual report. This removes an area of duplication in Government reporting, addressing one of the recommendations in the Department of Finance and Administration's *Report on red Tape in Internal Australian Government Administration (2006)*.

The APSC monitors the employment of people with disability in the Australian Public Service (APS) through the annual State of the Service report. This report tracks employment rates, separation rates and survey data (e.g. Job satisfaction) on staff with disability for the APS as a whole. In response to the Management Advisory Committee (MAC) report 6, The APSC is also undertaking work to improve the rate of employment of people with disability in the APS including those with complex needs.

Resources to Assist with the Employer Role.