

2017

**LEGISLATIVE ASSEMBLY FOR
THE AUSTRALIAN CAPITAL TERRITORY**

**GOVERNMENT RESPONSE TO THE STANDING COMMITTEE ON HEALTH, AGEING AND
COMMUNITY SERVICES REPORT 2**

REPORT ON THE INQUIRY INTO THE EMPLOYMENT OF PEOPLE WITH DISABILITIES

**Tabled by
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Government Response to the Standing Committee on Health, Ageing and Community Service Report 2 – Report on the Inquiry into Employment of People with Disabilities

Introduction

The Standing Committee on Health, Ageing and Community Service (the Committee) announced its Inquiry into the Employment of People with Disabilities (the Inquiry) in March 2017.

The Government submission to the Inquiry was jointly prepared by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) (in relation to information pertaining to the ACT Public Service (the ACTPS)) and the Community Services Directorate (CSD) (in relation to information pertaining to ACT based private enterprise and community organisations). Representatives from the ACTPS attended hearings into the Inquiry in May 2017.

In August 2017 the Chair of the Committee, Mr Chris Steel MLA, released Report 2 (the Report), which outlines the findings of the Inquiry and sets out a total of 32 recommendations divided across three main themes:

- Defining Disability (recommendation 1);
- Current Workplace Practices (recommendations 2 – 16); and
- Best Practice Approaches (recommendations 17 - 32).

The Report was tabled in the ACT Legislative Assembly in August 2017. A summary of the Government's response to the Committee's recommendations is outlined in the following table and addressed in full below:

Completed	7
Completed in Part	0
Agreed	16
Agreed in Part	0
Agreed in Principle	3
Noted	6
Total	32

Responses to Committee Recommendations

Defining Disability

Recommendation 1

1.24 The Committee recommends that the ACT Government adopt a standard definition of disability for use in all training, policies and decision making processes relating to employment, including reasonable adjustment.

Government Response: Noted.

Following consultation with the Australian Network on Disability the ACTPS has adopted the following definition of disability:

“A disability includes any limitation, restriction or impairment which has lasted, or is likely to last, for at least six months, and affects a person’s capacity in some way.”

The Government notes the Committee’s comments in relation to its suggested expansion of this definition to include reference to mild, moderate and profound levels of disability, acknowledgement of mental illness and the removal of the length of time element.

The breadth of this definition in its current form enables it to cover ailments, injuries and mental health issues. Following consultation with the ACT community and the Australian Network on Disability a decision was made not to further break down the definition to take into account the severity or level of disability as this approach could be considered offensive and segregate employees with disability.

Current Workplace Practices

Recommendation 2

3.27 The Committee recommends that the ACT Government have a standalone disability employment strategy for the ACT Public Service developed in consultation with people with a disability, the Disability Reference Group and other stakeholders. This Strategy should include:

- (a) Consideration of any outstanding action items previous strategies, policies and frameworks relating to disability employment in the ACT Public Service;
- (b) Consideration of the **Doing it Differently** “ask the person” approach for service interactions with both employees and service users that disclose a disability;
- (c) A timeline for all ACT Government Directorates to develop Disability Employment Action Plans with clear lines of accountability, monitoring and evaluation;
- (d) Recognition and support for people with mental illness and/or psychosocial disabilities in the workplace;
- (e) A timeline for all ACT Government Directorates to appoint a Disability Inclusion Champion and establish a Disability Employee Network; and
- (f) A timeline for the ACT Government to establish a Practitioner’s Network across all Directorates and Agencies.

Government Response: Completed.

The standalone ACTPS People with Disability Employment Framework (the Framework) has been developed and was launched on 3 October 2017. Consultation was undertaken with Staff and Directorates across the ACTPS as well as consultation with the Australian Network on Disability for guidance and advice.

Consultation was not undertaken at the time with the Disability Reference Group as the consultation had already been undertaken and the Reference Group was still in its initial stages of establishment.

The Framework is a high-level document providing overarching direction on inclusion activities which directorates can implement individually, or participate in at the whole of

government level. Rather than being prescriptive with dates and timelines for activities, this approach has been taken to acknowledge the level of maturity that now exists in this area across the ACTPS.

The Framework clearly outlines the defining statements, pathways, and goals for diversity employment in the ACTPS. By illustrating the commitment and path forward, the ACTPS is striving to demonstrate accountability, moving forward with a renewed whole of government approach to embed long-term sustainable change.

The Frameworks focus on seven key areas of action underpinned by practical strategies, programs, and policies to be implemented across the ACTPS. These key areas are:

- inclusive workplaces;
- recruitment;
- retention;
- capacity building;
- leadership;
- collaboration; and
- recognition and celebration.

The Framework recognises that each directorate already has, or is developing, inclusion employment strategies with the expectation that in-depth information and analysis, including reporting and measures of accountability, are undertaken at the directorate level.

Recommendation 3

3.28 The Committee recommends that the ACT Government encourage the Disability

Reference Group to consider:

- (a) identifying and addressing barriers to employment as part of their forward work plan; and*
- (b) disability employment objectives under the National Disability Insurance Scheme to inform the transition.*

Government Response: Agreed.

(a) Agreed - The Disability Reference Group (the DRG) has identified addressing barriers to employment as a priority of its two year work plan. The DRG will undertake a focussed deep dive on the matter of disability employment with the intent of informing its work plan to outline activities and plans of action from January 2018.

(b) Agreed – The National Disability Insurance Scheme (the NDIS) is a Commonwealth Scheme and the ACT Government influence is largely exercised through its membership of the Disability Reform Council comprising Commonwealth, State and Territory Ministers, and direct advocacy to the Commonwealth Minister and the National Disability Insurance Agency (the NDIA) Board and CEO. The ACT Government is committed to ensuring that the community is well informed regarding elements of the NDIS that participants can access to enable meaningful and sustainable employment opportunities in the ACT. If the DRG identifies, through its planned work on employment, that the implementation of the NDIS is not delivering on the goal of supporting participants to gain and sustain employment, the ACT Government will convey the DRG’s concerns to the Commonwealth Minister and the NDIA.

Recommendation 4

3.65 The Committee recommends that the ACT Government review the NSW High Growth Jobs, Talented Candidates project for implementation in the ACT.

Recommendation 5

3.66 The Committee recommends that the ACT Government consider evaluating the Lead Toolkit from New Zealand for use in a future training program.

Recommendation 6

3.67 The Committee recommends that the ACT Government consider what place-based disability employment initiatives can be implemented as part of future disability employment strategies.

Government Response: Agreed.

The ACT Government will continue to assess new initiatives, programs and ideas for the employment of people with disability in the ACTPS. The NSW *High Growth Jobs, Talented Candidates* project and the *Lead Toolkit* from New Zealand will be assessed.

The ACT Government will continue to liaise and seek input from the ACT community, disability employment experts (including the Australian Network on Disability, Disability Employment Service Providers, APS inclusion employment sources) and from current ACTPS employees.

The ACT Government has entered into an arrangement with the Australian Network on Disability to provide access for all employees to its *Manager's Guide: Disability in the Workplace (2nd Edition)*. This guide provides information on the business benefits of employing people with disability, outlines employer responsibilities, provides guidance on communication and etiquette, tips for accessibility, recruiting new team members, workplace health and safety, learning and development and reasonable adjustments. The guide also provides links to additional resources.

Recommendation 7

3.68 The Committee recommends that the ACT Government consider establishing a paid internship program to build professional skills, provided there are links to an employment pathway, for people with disability, as part of its continuum of disability employment initiatives.

Government Response: Agreed.

The ACT Government has consulted with the Australian Network on Disability and will be placing two interns in the Stepping into Summer 2017-18 Internship Program.

One intern will be placed within the Workforce Capability and Governance Division in CMTEDD and the other intern will be placed in the Office for Disability in CSD. The interns will be placed for a period of 4-8 weeks.

The Whole of Government Inclusion Employment Team will also be actively promoting involvement with the internship program across the ACTPS.

Recommendation 8

3.69 The Committee recommends that the Office of the Legislative Assembly for the ACT be funded to deliver a paid internship program for people with a disability in the ACT Legislative Assembly, provided that there are links with an employment pathway.

Government Response: Agreed in Principle.

The Office of the Legislative Assembly is seeking funding to place an intern through the Australian Network on Disability future Stepping into Summer or Winter Internship Programs in the 2018 calendar year period.

Although ongoing or permanent employment is not a requirement of the Internship it will help to provide participants with the experience, development and confidence for establishing a future career with both the ACTPS and broader employment opportunities.

Recommendation 9

3.70 The Committee recommends that the ACT Government continue successful initiatives at identified entry points, including the graduate and traineeship programs.

Government Response: Agreed.

The ACT Government will continue providing identified positions in the ACTPS Graduate Program. The 2018 Graduate Program had 23 people with disability attend its assessment centres in September where appropriate and necessary adjustments are made. Offers are currently being made to a number of inclusion graduates.

Applications for the 2018 Inclusion Vocational Employment Program (previously the Inclusion Traineeship) for people with disability are currently being sought. The program will commence from April 2018.

Recommendation 10

3.71 The Committee recommends that the ACT Government ensure all procurement guidelines for ICT products purchased by the ACT Government require accessibility features as a standard.

Government Response: Completed.

The ACT Government provides guidance to vendors looking to provide ICT solutions for the Territory in the form of a Technical Reference Manual, which is produced and maintained by Shared Services ICT. The Technical Reference Manuals include guidance on the requirements for the provision of accessibility capabilities for ICT products supplied to ACT Government work environments.

Recommendation 11

3.72 The Committee recommends that the ACT Government review the ACT Government's social procurement guidelines to better support disability employment outcomes.

Government Response: Agreed.

Goods and Services Procurement is the business area within ACT Government which administers the Territory's social procurement policy and associated guideline. As part of Goods and Services Procurement's Annual Report reporting requirements, the Social Procurement Policy is reviewed annually.

In addition to this annual review, a detailed review will be undertaken by the end of the 2017-18 financial year to identify improvements which could be made to the guidelines and associated material to deliver practical, tangible strategies to better support disability employment outcomes.

Recommendation 12

3.73 The Committee recommends that the ACT Government undertake an evaluation of the payroll tax concession scheme and publish this when finalised.

Government Response: Agreed in principle.

An evaluation of the payroll tax concession scheme will be undertaken as part of general review processes.

Recommendation 13

3.74 The Committee recommends that the ACT Government establishes an access committee, comprising of representatives with disabilities, to provide advice and comment on planning and transport policies.

Government Response: Agreed.

The Office for Disability is working with Transport Canberra and City Services (TCCS) and will facilitate an introduction session for TCCS to meet with people with disability who currently actively use transport services in the ACT and allies, to assist in the forming of an access committee.

Recommendation 14

3.75 The Committee recommends that the ACT Government establishes a register for people with a disability with the purposes of matching people with disabilities with board and committee vacancies.

Government Response: Agreed.

CSD is currently developing an ACT Diversity Register, which is an action under the *ACT Multicultural Framework 2015 – 2020*.

The Register will promote the participation of people with disability on boards and committees by connecting them with available opportunities. As well as people with disability, the register will promote the participation of women, people from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander Peoples and people that identify as lesbian, gay, bisexual, transgender, intersex or queer.

Recommendation 15

3.76 The Committee recommends that Healthier Work ACT consider focusing on strategies to improve mental health in ACT workplaces including for people with disabilities.

Government Response: Completed.

Healthier Work provides information on strategies workplaces can undertake to create healthier work environments focusing on: healthy eating, physical activity, social and emotional wellbeing, reduced alcohol use and smoke free environments.

Healthier Work has comprehensive information regarding workplace mental health strategies through their Industry Advisor and their website (<http://www.healthierwork.act.gov.au/supporting-resources/health-information/social-and-emotional-wellbeing/>).

Healthier Work has partnered with Beyondblue to deliver joint events and regularly engages to ensure up to date information is offered to workplaces across the Territory on strategies to focus on mental health.

Recommendation 16

3.77 The Committee recommends that the ACT Government advocate for better employment supports, and in particular, the identification of employment opportunities with the National Disability Insurance Agency.

Government Response: Agreed.

The ACT Government remains committed to advocating for better employment supports and opportunities for people with disability living in the ACT.

The Office for Disability in CSD supports the ACT Inclusion Council to take a peer support approach, to encourage small to medium size businesses to employ people with disability living in the ACT. As identified in the response to Recommendation 7, the Office for Disability and the Workforce Capability and Governance Division in CMTEEDD have joined the

Australian Network on Disability to participate in a Summer Internship Program for people with disability, to develop leadership skills in a government setting and create opportunities across government.

The ACT Government will continue to work with the DRG, disability employment services and people with disability to identify other opportunities for advocacy and action.

The NDIA website notes its commitment towards providing employment of people with disability:

- as an accredited Disability Confident Recruiter;
- through 'Our difference – Our Accessibility Action Plan 2013 – 2017', the National Disability Insurance Agency outlines the NDIA's commitment towards employing people with disability as an integral part of the NDIA's recruitment and retention policies and practices;
- some of the NDIA's positions are only available to people with disability or a particularly type of disability; this provision is called Affirmative Measures – Disability employment.

People with disability wishing to apply for a position with the NDIA are encouraged to visit www.ndis.gov.au/about-us/jobs-ndia/candidates-disability.html or contact 1800 800 110 for more information.

Best Practice Approaches

Recommendation 17

4.16 The Committee recommends that the ACT Government work with the Australian Network on Disability to become a disability confident recruiter.

Government Response: Completed.

Through membership with the Australian Network on Disability the ACTPS has access to services, support, training and advice to promote and develop Disability Inclusion

Employment within the ACTPS. The general principles of the disability confident recruiter program have been adopted in the ACTPS.

The Workforce Capability and Governance Division in CMTEEDD has produced a one page guide to assist directorates gain a greater understanding of the options when considering employment of people with disability. The guide is available on the ACTPS Employment Portal and includes information on:

- making standard merit based recruitment processes more accessible;
- identifying a new or existing position as an identified position for advertising or direct engagement through a disability employment service; and
- taking advantage of existing and upcoming whole of government programs such as the Graduate Program, Vocational Employment Programs (previously referred to as traineeships), Australian School Based Apprenticeships, and the inclusion internship with the Australian Network on Disability.

This was circulated as a Public Sector Standards Commissioner message on 3 October 2017 and provided to all Human Resource Directors to ensure business areas become more confident.

Applicants for ACTPS positions are offered reasonable adjustment for individual recruitment processes on request. For whole of government programs, such as the Graduate Program, the Whole of Government Inclusion Employment Team contacts all inclusion candidates to determine the levels of support or adjustment that may be required during the recruitment process.

Recommendation 18

4.17 The Committee recommends that the ACT Government reviews standardised selection criteria to improve flexibility and reduce barriers for people with a disability.

Government Response: Noted.

Selection documentation (including selection criteria) for ACTPS positions is tailored to individual positions. In developing or updating selection documentation consideration is given to the position's classification, the position's role, the ACTPS Shared Capability Framework and work level standards.

The Whole of Government Inclusion Employment Team works with ACTPS directorates in relation to the identification of positions and provides individualised support for the recruitment of people with disability.

As noted in the response to Recommendation 17, the Workforce Governance and Capability Division in CMTEDD has produced a one page guide to assist directorates gain a greater understanding of the options when considering employment of people with disability.

Recommendation 19

4.18 The Committee recommends that the ACT Government identifies certain positions suitable for people with a disability for selective recruitment and placement in all Directorates and across all levels of employment.

Government Response: Completed.

Provisions for the identification of positions are prescribed in the *Public Sector Management Standards 2016*. Directorates are able to identify positions at all levels and all classifications.

Noted in the response to Recommendation 17, the Workforce Governance and Capability Division in CMTEDD has produced a one page guide to assist directorates gain a greater understanding of the options when considering employment of people with disability.

Recommendation 20

4.19 The Committee recommends that the ACT Government implement the Doing it Differently recommendation of co-designing a developmental performance review system to support public servants with a disability.

Government Response: Agreed.

The ACTPS approach to performance management and development, as set out in the ACTPS Performance Framework Policy Statement and Guidance Statement, is intended to improve the workplace experience of all employees as well as improve the performance and outcomes delivered across the Service.

The ACTPS Performance Framework is currently being refreshed. Consultation on proposed changes will be undertaken with the Australian Network on Disability and the ACTPS Inclusion Practitioner's Network to ensure that public servants with disability are supported.

Recommendation 21

4.20 The Committee recommends that the ACT Government supports people with a disability through an emerging leaders program to support career development into future senior leadership roles.

Government Response: Agreed in Principle.

Consideration is currently being given to the development of a range of inclusion employment programs and initiatives including a leadership program for people with disability.

Recommendation 22

4.38 The Committee recommends that the ACT Government adopt an anonymous reporting process for people employed in the ACT Public Service that is reported on annually in the State of the Service report. The Survey should use terminology consistent with the definition of disability.

Recommendation 23

4.39 The Committee recommends that the ACT Government consider the Washington Group questions to inform future data collection processes.

Government Response: Agreed.

ACTPS employees are able to anonymously update their diversity status on HR21. This data is reported on in the annual State of the Service Report. Regular email campaigns are undertaken to encourage employees to update their diversity status.

In October 2017 the ACTPS, in conjunction with the Australian Network on Disability, conducted a short and completely anonymous staff survey to hear directly from staff, including those living with and without disability, to learn where the ACTPS could make improvements to better meet everyone's needs. Consideration will be given to the Washington Group questions for future surveys. The Washington Group short set questions focus on whether people have difficulty performing basic universal activities (walking, seeing, hearing, cognition, self-care and communication) and were originally designed for use with the general population. The extended question set considers the following functional domains:

- vision;
- hearing;
- mobility;
- cognition;
- affect (anxiety and depression)
- pain
- fatigue
- communication; and
- upper body functioning.

Recommendation 24

4.40 The Committee recommends that the ACT Government and agencies be required to report on disability employment rates and outcomes, as well as progress against disability employment action plans in their annual reports tabled in the ACT Legislative Assembly.

Government Response: Noted.

The *Annual Report (Government Agencies) Notice 2017* requires all directorates and agencies to report on headcounts by diversity group (Aboriginal and Torres Strait Islander Peoples, culturally and linguistically diverse, people with disability). There is no requirement under this instrument to report on progress against disability action plans.

The State of the Service Report, prepared by the Head of Service, includes additional statistical information in relation to the employment of people with disability including employment type, generation, full time/part time employment, separation rate, average salary and median salary.

Recommendation 25

4.53 The Committee recommends that the ACT Government ensure Shared Services ICT, provides timely support for reasonable adjustments in the IT system including hardware and software enhancements.

Government Response: Completed.

Shared Services ICT have been and continue to be active participants in the Inclusion Development journey for the ACTPS. Shared Services ICT works with Directorate HR areas and individual employees to work out the best solution in a timely manner. They also work with the Whole of Government Inclusion Employment Team on new initiatives and programs.

Recommendation 26

4.67 The Committee recommends that the Head of Service set short, medium and long term targets for people with a disability in the ACT Public Service that reflects the broad proportion of people with disabilities in the community.

Government Response: Noted.

In February 2015 the Head of Service set targets for the employment of people with disability in the ACTPS for each financial year out to the end of 2018-19.

Directorate diversity targets are issued in July each year for the financial year ahead. The targets take into account the proportion of the workforce each directorate employs and are based on the remaining growth required to reach the whole of government targets by 2018-19.

Recommendation 27

4.68 The Committee recommends that the ACT Government review performance requirements of senior officers in the ACT Public Service to build in diversity requirements and implementation of disability employment action plans.

Government Response: Agreed.

The ACTPS Shared Capability Framework describes the skills, knowledge and behaviour that can universally be expected of every ACT Public Servant at different organisational levels and in every workplace across the Service. The following table sets out the capability descriptors under the framework for embracing diversity for:

Capability	Team Member	Team Leader/ Semi-Autonomous	Manager/Expert/ Specialist	Executive
Embracing Diversity	I embrace individual and cultural differences by displaying courteous, respectful and non-discriminatory behaviours in all activities.	I challenge my own and my team's cultural assumptions, values and beliefs to increase diversity and inclusiveness.	I foster a culture that recognises and values diversity and uses knowledge of differences to deliver best practice service to all stakeholders.	I create and sustain a workplace culture that actively seeks out and values the contributions, views and ideas of a diverse range of people to drive workplace excellence and innovation.

A range of resources are available to all employees, including senior officers, to help them manage teams. As well as having access to the Australian Network on Disability's *Manager's Guide: Disability in the Workplace (2nd Edition)* as identified in the response to Recommendation 6 above, through the ACTPS Employment Portal, employees are able to access the Manager's Toolkit (the Toolkit). The Toolkit has been developed to provide managers, supervisors and staff with easy access to key resources and policies to assist them understand performance and behaviour principles and expectations in the ACT Public Service. Through the Toolkit Managers and supervisors are able to access information on a range of subjects including:

- Values and Behaviours;
- Performance and Capability Development;
- Respect, Equity and Diversity Strategies; and
- Managing Issues in the Workplace.

As noted in the response to Recommendation 20, the ACTPS Performance Framework is currently being refreshed. Guidance will be provided to directorates in relation to this recommendation.

Recommendation 28

4.69 The Committee recommends that the ACT Government ensure all senior executives have detailed targets for the employment of people with disabilities included in their performance agreements.

Government Response: Agreed.

Since June 2015, directorate diversity targets have been incorporated into Director-General performance agreements adding accountability for inclusion employment in the ACTPS. The Head of Service provides Directors-General with quarterly updates on their directorates' progress towards the targets to ensure ongoing accountability in meeting diversity targets. The quarterly reports include updates on work completed in the previous quarter, upcoming initiatives and an end of quarter headcount for each directorate for both people with disability and Aboriginal and Torres Strait Islanders.

In April 2016, the Strategic Board of Directors-General endorsed the development of governance arrangements to cascade diversity targets to directorate executives. This process is underway.

Recommendation 29

4.70 The Committee recommends that the ACT Government review options to improve data collection from ACT Government contractors around the levels of disability employment for publication.

Government Response: Agreed

In early 2017, the ACT Government partnered with Comensura to implement a new business management solution, Contractor Central, to simplify the management of its contracted workforce. Contractor Central went live across all ACT Government Directorates in August 2017.

Future enhancements to Contractor Central ACT should enable the ACTPS to access diversity data on people working within the Service under third party contracts.

Recommendation 30

4.80 The Committee recommends that the ACT Government considers collecting and publishing data in relation to occasions of bullying and harassment of people with disabilities in the ACTPS.

Government Response: Noted.

Details on the numbers of bullying and harassment complaints across the ACTPS are reported on annually in the State of the Service Report.

Similar to previous years, in 2017-18 there was a large difference in the total number of reported experiences of bullying and harassment compared to the total number of reports of bullying and harassment resulting in a finding of bullying or harassment through a misconduct investigation.

Given the relatively small numbers, specific details regarding bullying and harassment complaints are not currently published so that individuals are not able to be identified which would breach their privacy. In addition, as people may choose not to identify that they have a disability, any further breakdown of the data may not provide an accurate picture.

Recommendation 31

4.89 The Committee recommends that the ACT Government ensure that staff at the Executive Level 1 or 2 equivalent, and all human resource team members, attend compulsory face-to-face disability awareness training and access to a disability employment toolkit. Training should be co-designed by people with disabilities and include reference to mental illness.

Government Response: Noted.

The ACTPS does not use the Executive Level 1 or 2 classification structure. These are APS classifications and equate to the ACTPS classifications of Senior Officer Grade C, B and A (and equivalents).

In August 2017 the Strategic Board of Directors-General endorsed the ACTPS Core Learning Policy (the Policy). The core learning topics prescribed in the Policy have been selected to ensure employees are aware of the fundamentals of working in Government and provide a consistency of core skills development across the ACTPS. The core learning topics are:

- ACTPS Induction Program;
- Performance and Development;
- Respect, Equity and Diversity;
- Family Violence;
- Governance; and
- Workplace Health and Safety.

The Respect, Equity and Diversity training is currently being reviewed and updated. It is intended that Aboriginal and Torres Strait Islander cultural awareness and disability confidence topics will be included.

Under the Policy all employees are required to either undertake the training modules or obtain recognition of prior learning.

All human resource team members involved with inclusion employment across the ACTPS have either already attended disability awareness training or have recognised experience in this area.

The ACTPS Training Calendar has mental health training available. For example, Mental Health Awareness and Mental Health First Aid courses are regular offerings.

Directorates are also active in promoting disability awareness and mental health training and tools for all employees. For example, in CMTEDD the Australian Network on Disability was engaged in June 2017 to deliver its Disability Confident Manager Training and in October 2017 it launched the 'Mental Health Guru' which is an online learning module designed to increase mental health knowledge, decrease stigma and encourage employees to seek help for depression and anxiety.

As outlined in the response to Recommendation 6, all ACT public servants have access to the Australian Network on Disability Managers' Guide Disability in the Workplace on the ACTPS Employment Portal. This Guide provides information on a range of topics, including business benefits, employer responsibilities, communication and etiquette, tips for accessibility, recruiting new team members, learning and development and reasonable adjustments.

Recommendation 32

4.90 The Committee recommends that training includes awareness of Web Content Accessibility Guidelines (WCAG) 2.0 requirements in electronic communication and publishing.

Government Response: Completed.

The ACT Government has committed to meeting Level AA of the Web Content Accessibility Guidelines version 2.0.

Guidance on web accessibility is available for all ACTPS employees on the Shared Services Customer Service Portal. The guidance includes links to useful resources including cheat sheets on Word, PDF, Excel and PowerPoint, tips for making work accessible and links to online training and tools to check and fix accessibility errors.

Training courses on creating accessible documents are available for all ACTPS employees through the ACTPS Training Calendar. The course covers the following key topics:

- document accessibility;
- accessibility options;
- document structure using styles;
- hyperlinks;
- working with tables and objects;
- readability – formatting;
- creating accessible forms; and
- templates and PDFs.