

Foreword

It is my pleasure to introduce the first Disability Discrimination Act Action Plan of the Public Trustee. My Office is one of the largest providers of services to Queenslanders with a disability. This plan acknowledges our commitment to promoting access, equity and eliminating discriminatory practices.

The plan is a statement of our willingness to change and adapt for the benefit of others. It is all too easy to avoid the challenges that change can present. This plan puts in place concrete measures to review, amend and monitor services, policies and programs to promote accessibility. It is also a statement of our obligation to meet the needs of what is potentially the most vulnerable section of our community.

My Office is committed to sharing the experience and knowledge gathered in the development and implementation of this plan with other agencies. I am sure this will promote our common goal of providing excellent and accessible services to all areas of the Queensland community.

I would like to thank Wendy Skitch former Executive Director for Council on the Ageing, Susan Collins Executive Director ACROD and Margaret Hughes of M. A. Hughes and Associates for their assistance in the completion of this plan.



Greg Klein
Public Trustee

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This plan is available in alternative formats on request. The plan can also be viewed on-line at www.pt.qld.gov.au

Introduction

The *Disability Discrimination Act 1992* (DDA) recognises **the right of people with disabilities to equality before the law and makes direct and indirect discrimination based on disability unlawful¹, that people with disabilities have the same fundamental rights as the rest of the community.**

In 1992, the Australian Commonwealth Government enacted the *Disability Discrimination Act* (DDA) that became effective in March 1993. The basis for the development of this Act was the United Nations *Declaration on the Rights of Disabled Persons* (1981) and a number of other United Nations Conventions.

While not legally binding, the *Standard Rules on the Equalisation of Opportunities for Persons with Disabilities* adopted in December 1993 by all member countries of the United Nations, is another supporting instrument urging U.N. member countries to achieve equity in all areas of life for people with disabilities.

In 1998, the Australian Bureau of Statistics (ABS) estimated that approximately 19% of the Australian population was identified as having some kind of disability.

The Act also protects the ‘associates’ of people with disabilities, their relatives, friends, carers and co-workers, against discrimination, because of that association.

The Act provides that government departments/agencies may not discriminate against persons on the basis of a disability in the areas of:

- ❖ work, accommodation, education, access to premises, clubs and sport
- ❖ the provision of goods, facilities, services and land
- ❖ existing laws
- ❖ the administration of Commonwealth laws and programs
- ❖ to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community
- ❖ to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community. (Part 1 Section 3:1)

¹ Refer to Part 1 Sections 5-11 of the Act

Key Definitions

The DDA (Part 1:4) defines 'disability' in relation to a person as meaning:

- ❖ total or partial loss of the person's bodily or mental functions
- ❖ total or partial loss of a part of the body
- ❖ the presence in the body of organisms causing disease or illness
- ❖ the presence in the body of organisms capable of causing disease or illness
- ❖ malfunction, malformation or disfigurement of a part of the person's body
- ❖ a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- ❖ a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour

and includes a disability that:

- ❖ presently exists
- ❖ previously existed but no longer exists
- ❖ may exist in the future
- ❖ is imputed to a person

Disability Discrimination occurs when, because of a person's disability, another person treats or proposes to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Discrimination also exists if the person with a disability is required to comply with a requirement or condition:

- ❖ with which a substantially higher proportion of persons without the disability comply or are able to comply
- ❖ which is not reasonable having regard to the circumstances of the case
- ❖ with which the aggrieved person does not or is not able to comply. (DDA Part 1:6)

DDA Action Plan

The *Disability Discrimination Act 1992* states that departments/agencies/service providers may develop Action Plans to eliminate discriminatory practices (Part 3 section 60:35) and that these may be given to the Human Rights and Equal Opportunity Commission (Part 3 section 64:35).

The development, implementation and on-going review of The Public Trustee's Disability Discrimination Act Action Plan publicly demonstrates the organisation's commitment:

- ❖ to the elimination of discrimination
- ❖ to the promotion of access and equity
- ❖ to ensuring that Programs of The Public Trustee comply with the DDA and other relevant Government Legislation.

While it is not mandatory for The Public Trustee to develop an Action Plan, its implementation should make it less likely for discrimination to occur in service delivery and so reduce the risk of legal action. The Action Plan does not necessarily mean that a complaint to the Human Rights and Equal Opportunity Commission (HREOC) will be unsuccessful, but it will be relevant to the Commission's determination of what constitutes unjustifiable hardship.

This first Disability Discrimination Act Action Plan of The Public Trustee of Queensland is a strategy for eliminating any practices that are or that have the potential to be discriminatory against people with disabilities. It is a blueprint for change and, with the Plan, The Public Trustee works proactively to plan for, implement and monitor change.

The Public Trustee is committed to progressing the development of Action Plans and undertakes to share the Office's experience and knowledge in the development of this plan with other Queensland agencies.

Scope of the Action Plan

The scope of the Action Plan is detailed in Part 3 section 61:35 of the DDA and must include provisions relating to:

- a) the devising of policies and programs to achieve the objects of the Act
- b) the communication of these policies and programs to persons within the service provider
- c) the review of practices within the service provider with a view to the identification of any discriminatory practices
- d) the setting of goals and targets, where these may reasonably be determined against which the success of the plan in achieving the objects of the Act may be assessed
- e) the means, other than those referred to in paragraph (d), of evaluating the policies and programs referred to in paragraph (a)
- f) the appointment of persons within the service provider to implement the provisions referred to paragraphs (a) to (e) inclusive.

The Public Trustee's Action Plan has been developed to meet these provisions. It also recognises the Office's role and responsibility as:

- ❖ a provider of goods and services: Section 24
- ❖ an employer – Section 15 'Discrimination in Employment'

Initiatives developed in the Plan are:

- ❖ congruent with the provisions and the spirit of the *Disability Discrimination Act 1992*
- ❖ built upon existing Public Trustee Service Standards, Programs and Services
- ❖ financially responsible and realistic
- ❖ consistent with The Public Trustee's approach to ensuring quality customer service provision for all current and potential clients.

Consultation for the Action Plan's Development

Significant activities that occurred during the early stages of the development of this Action Plan include two reports developed on behalf of The Public Trustee. Client feedback from both of these reports has been incorporated into this DDA Action Plan.

The reports are:

- ❖ protective management – client service standards by Ernst & Young, November 1998
- ❖ report on feedback from focus groups & client interviews by Directions Australia, June 1999.

Other information, which has informed the Action Plan development, has been collated from surveys distributed to the Public Trustee staff in each office throughout Queensland.

These surveys included questions re:

- ❖ access and awareness
- ❖ public participation and adapting services
- ❖ information provision and collection
- ❖ building and facilities; an audit was conducted of all Public Trustee buildings and facilities by the Property Branch of The Public Trustee.

The survey tool utilised was based on Australian Standards relating to:

- ❖ AS 1428 Design for access and mobility, Part 1 (1998); Part 2 (1992) and Part 3 (1992)
- ❖ AS 1735 Lifts, escalators and moving walks, Part 12 (1994)
- ❖ AS 2390 Parking facilities, Part 1 (1993)
- ❖ The Human Rights Commission Draft Building Standards.

The Action Plan has been guided in its development by an advisory committee chaired by Tim Feely, The Public Trustee's Deputy Director, Community Services & Development.

The advisory committee was comprised of the Executive Officer, ACROD², Executive Director, Council on the Ageing Qld, Manager, Disability Support Unit, Public Trustee Deputy Directors of Property, Legal Services and Human Resource Management Sections, Manager Client Services and The Public Trustee Regional Managers of Southport and Townsville.

² ACROD Ltd Qld Division, Industry Association for Disability Services works as a Peak Body in Queensland for Disability Service Providers

The Public Trustee of Queensland Service Provision

The Public Trustee is the largest trust office in Queensland and one of the largest trustee offices in Australia. Through its various programs, it provides economical and accessible financial, trustee, legal and associated services and acts as an independent and impartial Executor, Administrator, Trustee and Attorney to the people of Queensland.

Its products and services include:

- ❖ provision of an investment fund in conjunction with the Queensland Investment Corporation to assist people with financial planning and investment
- ❖ personal financial management to assist people who cannot look after their own financial affairs because of eg. age or disability. The Public Trustee involvement may include such services as the preparation of a personal financial plan, the payment of accounts, the investment of funds and purchasing decisions
- ❖ trust management
- ❖ will making
- ❖ deceased estate administration
- ❖ enduring power of attorney
- ❖ preparation of deed poll documents
- ❖ property services assisting clients in all aspects of property management ie. rent collection, property inspection, maintenance, Rental Tenancies Authority requirements, advice on rent values and accountability and valuation of real estate and motor vehicles
- ❖ conveyancing service for the buying and selling of property. This service is currently provided from the Gladstone and Mt Isa Public Trustee Offices
- ❖ unclaimed money or property – The Public Trustee is the trustee for unclaimed superannuation, dividends or estates where the next of kin cannot be located and the majority of other unclaimed money in Queensland
- ❖ auctions – ex-government vehicles, surplus state government equipment, computers, furniture and machinery, personal effects and jewellery from deceased estates. The Public Trustee is the motor vehicle auctioneer for Q-Fleet, police, emergency services and some shire councils.

The Public Trustee is represented in major centres of Queensland with sixteen regional offices throughout the state. In addition, the Clerks of the Court and Qld Government Agents (QGAP) provide the services of the Office to people in the most remote areas of the state.

The Public Trustee regional offices are located at:

- ❖ Brisbane North
- ❖ Brisbane South
- ❖ Bundaberg
- ❖ Cairns
- ❖ Gladstone
- ❖ Ipswich
- ❖ Mackay
- ❖ Maryborough
- ❖ Mount Isa
- ❖ Nambour
- ❖ Redcliffe
- ❖ Rockhampton
- ❖ Southport
- ❖ Strathpine
- ❖ Toowoomba
- ❖ Townsville

As at June 2000, The Public Trustee employed 475 people, forty-four (9.3%) of whom were identified as having a disability³. At this time, The Public Trustee acted as Financial Attorney for 309 adults, Administrator for 5,313 adults and as Trustee for 561 adults. The majority of these have a disability and/or are aged people who are unable or who are deemed to be unable to manage their own affairs. The spread of people who have a disability ranges across:

- ❖ intellectual disability
- ❖ psychiatric disability
- ❖ dementia
- ❖ acquired brain injury
- ❖ physical disability
- ❖ dual disabilities.

The Public Trustee recognises the state of Queensland is experiencing an increase in the age of its population as birth rates decline and life expectancy increases. As the population ages, the proportion of people with a disability will increase. The Public Trustee of Queensland is committed to developing and providing accessible services to this growing segment of Queensland's population.

³ Source: EEO Annual Report, 1999

The Public Trustee of Queensland Corporate Plan 2000-2004

This Action Plan is congruent with the stated core values of the Public Trustee of Queensland:

Service

Dedication to the provision of quality client service to meet researched client needs.

Dignity

Treatment of all clients with dignity, respecting each as an individual with unique needs, and acknowledging their right to be included in decision making.

Accountability

Full accountability for the quality and integrity of the Trustee and related services.

Social Justice

Espousal of and support for social justice and equity in the provision of services.

The Action Plan's implementation is supported by and responsive to the Principles guiding the management of the Trust Office business:

- ❖ having an inclusive approach in decisions affecting clients and stakeholders
- ❖ responsiveness to clients' needs
- ❖ fostering partnerships which add value, range and quality in the services available to clients

- ❖ balancing provision of community services and commercial activities in order to maintain financial independence
- ❖ maintenance of high levels of skills, knowledge, business systems and client service standards
- ❖ pursuit of business improvement and benchmarking internal and external operations
- ❖ staff are treated with fairness and equity and encouraged to have a lifestyle balanced between work, family and other pursuits.

Disability Service Standards

The DDA Action Plan is also congruent with the Office's Standards of the Client Service Program which include:

- ❖ promote participation in planning and decision making by clients, their families and other key people
- ❖ clients are treated as individuals
- ❖ recognise and respond to diversity
- ❖ promote independence and quality of life
- ❖ accountability in practices and procedures

Implementation of these Standards is detailed in The Public Trustee's Policy and Procedures.

The General Principles

Other principles by which Public Trust Officers are expected to operate are the General Principles as outlined in the *Powers of Attorney Act 1998* and the *Guardianship and Administration Act 2000* and are as follows:

Presumption of Capacity

1. An adult is presumed to have capacity for a matter.

Same Human Rights

2.1 The right of all adults to the same basic human rights regardless of a particular adult's capacity must be recognised and taken into account.

2.2 The importance of empowering an adult to exercise the adult's basic human rights must also be recognised and taken into account.

Individual Value

3. An adult's right to respect for his or her human worth and dignity as an individual must be recognised and taken into account.

Valued Role as Member of Society

4.1 An adult's right to be a valued member of society, must be recognised and taken into account.

4.2 Accordingly, the importance of encouraging and supporting an adult to perform social roles valued in society, must be taken into account.

Participation in Community Life

5. The importance of encouraging and supporting an adult to live a life in the general community, and to take part in activities enjoyed by the general community, must be taken into account.

Encouragement of Self-Reliance

6. The importance of encouraging and supporting an adult to achieve the adult's maximum physical, social, emotional and intellectual potential, and to become as self-reliant as practicable, must be taken into account.

Maximum Participation, Minimal Limitations and Substituted Judgment

7.1 An adult's right to participate, to the greatest extent practicable, in decisions affecting the adult's life (including the development of policies, programs and services for people who have impaired capacity) must be recognised and taken into account.

7.2 Also, the importance of preserving, to the greatest extent practicable, an adult's right to make his or her own decisions must be taken into account.

7.3 So, for example:

- a) the adult must be given any necessary support, and access to information, to enable the adult to participate in decisions affecting the adult's life
- b) to the greatest extent practicable, for exercising power for a matter for the adult, the adult's views and wishes are to be sought and taken into account
- c) a person or other entity in performing a function or exercising a power under this Act must do so in the way least restrictive of the adult's rights

7.4 Also, the principle of substituted judgment must be used so that if, from the adult's previous actions, it is reasonably practicable to work out what the adult's views and wishes would be, a person or other entity in performing a function or exercising a power under this Act, or an enduring document, must take into account what the person or other entity considers would be the adult's views and wishes

7.5 However, a person or other entity in performing a function or exercising a power under this Act, or an enduring document, must do so in a way consistent with the adult's proper care and protection

7.6 Views and wishes may be expressed orally, in writing or in another way, including, for example, by conduct.

Maintenance of Existing Supportive Relationships

8. The importance of maintaining an adult's existing supportive relationships must be taken into account.

Maintenance of Environment and Values

9.1 The importance of maintaining an adult's cultural and linguistic environment, and set of values (including any religious beliefs), must be taken into account.

9.2 For an adult who is a member of an Aboriginal community or a Torres Strait Islander, this means the importance of maintaining the adult's Aboriginal or Torres Strait Islander cultural and linguistic environment, and set of values (including Aboriginal tradition¹⁰¹ or Island custom¹⁰²), must be taken into account.

¹⁰¹ "**Aboriginal tradition**" means the body of traditions, observances, customs and beliefs of Aboriginal people generally or of a particular community or group of Aboriginal people, and includes any such traditions, observances, customs and beliefs relating to particular persons, areas, objects or relationships - see *Acts Interpretation Act 1954*, section 36.

¹⁰² "**Island custom**", known in the Torres Strait as *Ailan Kastom*, means the body of customs, traditions, observances and beliefs of Torres Strait Islanders generally, or of a particular community or group of Torres Strait Islanders, and includes any such customs, traditions, observances and beliefs relating to particular persons, areas, objects or relationships - see *Acts Interpretation Act 1954*, section 36.

Appropriate to Circumstances

10. Power for a matter should be exercised by an attorney for an adult in a way that is appropriate to the adult's characteristics and needs.

Confidentiality

11. An adult's right to confidentiality of information about the adult must be recognised and taken into account.

Implementation and Governance of the Action Plan

Within the context of the Corporate Vision and values and operating Principles, the Disability Discrimination Act Action Plan becomes another tool assisting the organisation to meet its objectives and outcomes for quality service provision.

The Action Plan's strategies, actions and outcomes become integral to:

- ❖ the development of an inclusive, empowered organisational culture
- ❖ benchmarking of internal and external operations
- ❖ corporate and program planning and policy and procedure development
- ❖ the assessment of responsible officers' performance and appraisal.

As such, the strategies of the Action Plan are to be integrated into the policy, planning and accountability processes of each Program area of The Public Trustee. Information on the progress of goal achievement will be collected in the review and monitoring processes and the Plan defined and redefined accordingly.

Corporate Responsibility

The Public Trustee will have endorsed the Disability Discrimination Act Action Plan and, in conjunction with the Executive Management Team, will have corporate responsibility for the Plan's implementation.

Program Responsibility

Deputy Directors and Managers from the three Program areas of Client Services, Legal Services and Organisational Support

have overall responsibility to ensure the Action Plan's strategies and actions relevant to their Program are implemented. Part of this process will be to include Action Plan initiatives in planning and budget cycles and, where appropriate, to work collaboratively across the Program areas to develop an inclusive organisational culture. Where Program Managers are identified in the Action Plan as having responsibility for specific outcomes, these will be included in their annual Staff Development Plan.

Operational Responsibility

The Deputy Director, Community Services & Development, through the Disability Support Unit, will oversee the operational implementation of the Action Plan. This responsibility includes establishing processes for regional reporting and coordinating meetings of the Internal Working Group comprised of Regional and Program Public Trustee representatives. A designated officer of the Disability Support Unit will have responsibility to provide regular DDA Action Plan updates on the Public Trustee's PTNet site and the staff newsletter, 'Willpower'.

The Deputy Director, Community Services & Development, or delegate, will meet twice a year with the DDA Action Plan Community Reference Group⁴ to identify progress made in relation to Plan outcomes and as part of its ongoing review.

⁴ The Public Trustee DDA Action Plan Community Reference Group will include community representatives of the current DDA Action Plan Advisory Group and people with a disability and who are able to contribute to on-going discussions on accessibility, equity and non-discriminatory practices.

Communication of the Action Plan

Internal to The Public Trustee Management and Staff

Public Trustee staff have a duty to become aware of the purpose and content of the DDA Action Plan and implementation responsibility. Staff have had an opportunity to be involved in and contribute to the Plan's development.

To continue and build upon this awareness, the Action Plan will be distributed to each Public Trust Office and will be available on the PTNet.

Each Director, Deputy Director, Manager and Regional Manager will be assisted to identify their areas of responsibility and will be provided with on-going advice for Plan implementation through the Community Services and Development Sub-Program.

The staff newsletter will be utilised to feature articles relating to the Action Plan.

Information on the *Disability Discrimination Act 1992* and the Action Plan will be incorporated into staff orientation and training programs.

External to The Public Trustee of Queensland

The following activities will be part of the communications strategy to the public:

- ❖ following the approval of the Public Trustee and executive management, the DDA Action Plan will be lodged with the Human Rights and Equal Opportunity Commission
- ❖ following lodgement, the DDA Action Plan will be launched during 2001
- ❖ the Action Plan will be made available to Public Trustee clients, peak disability organisations and other interested parties
- ❖ its availability and periodic updates will be made known through various community publications.

Evaluation and Monitoring of the Action Plan

It is the intention of the Public Trustee that the Action Plan strategies are incorporated into the mainstream activities of each Program area. As such, each Program Manager and Deputy Director has responsibility to monitor the Plan's implementation progress.

The Deputy Director, Community Services & Development meet with the Office's DDA Action Plan's Internal Working Group to measure progress of the Action Plan's strategy implementation against performance measures.

As this is the Public Trustee's first Disability Discrimination Act Action Plan, this meeting will occur on a quarterly basis for the first year and will provide an opportunity to review the Plan and make any necessary modifications ie. re-working of tasks which need to be performed differently.

The ongoing review will be assisted by information from:

- ❖ staff feedback – through a specific site on the PTNet for feedback from staff on an on-going basis and through training evaluations
- ❖ any client grievances received by the Human Rights and Equal Opportunities Commission or the Public Trustee of Queensland
- ❖ client feedback in the course of Client Service Planning as well as general client 'satisfaction' levels

- ❖ DDA Action Plan reference group
- ❖ data collected⁵ by HRM on employment applicants, requests for 'reasonable adjustment' and action taken to proactively respond to 'reasonable adjustment' and responses of 'unjustifiable hardship'
- ❖ inquiries about the DDA Action Plan
- ❖ generic and disability organisations

A review of the Plan's effectiveness will be convened by the Deputy Director/delegate, Community Services & Development, each year in conjunction with the DDA Community Reference Group and Public Trustee Internal Working Group. A summary statement of the Plan progress will be included in The Public Trustee annual report. A new DDA Action Plan will be developed in three years, building upon the achievements of this Plan.

⁵ Data collection activity will be responsive to the issue of confidentiality of EEO data and in accord with relevant policy and procedure.

Disability Discrimination Act Action Plan 2001-2004

Goal

Work practice and
client service provision
is effectively and appropriately
responsive
to the diverse needs of
people who have a disability

STRATEGY 1: TO INCREASE DISABILITY AWARENESS ACROSS THE PUBLIC TRUSTEE MANAGEMENT AND STAFF THROUGH TRAINING AND EDUCATION

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
Staff understanding of the various ways in which people with a disability can be assisted to access the service	Procedure is developed to assist staff to access information in alternative mediums/formats.	Staff of each Regional Office know where to access and how to generate information in alternative formats/ medium.	Disability Support Unit (DSU)/ Operational Support Unit (OSU)/ Human Resource Management(HRM)/ Marketing
	Review of current provision of staff training to include training in equipment use eg. TTY; access to interpreters; expression of Public Trustee information in easy to understand language.	Number of staff who understand how to use different mediums.	HRM
Communication and information for people with a disability and their families is 'user friendly'	Record of client and carers/advocate feedback through the annual review of Individual Service Plans on ease/difficulties of accessing The Public Trustee services/facilities.	Satisfaction of clients requesting information in alternative formats and/or through various equipment.	Regional Managers
		Relevant question is included in the annual review of Individual Service Plans. Collation of feedback is included in annual DDA Action Plan review.	DSU
Staff attitudes and values	Orientation and training. Incorporate elements of the "Building Better Relationships" Program into the orientation and training of new staff and the refresher training for existing staff. These elements need to include:	Continuation of the review of the orientation and training provided to new staff and current staff to incorporate action relevant to disability awareness.	HRM
Interpersonal skills development for staff to relate comfortably and appropriately with people who have a disability	<ul style="list-style-type: none"> ❖ interview techniques ❖ communication skills ❖ appropriate language usage ❖ dealing with clients and their frustration ❖ aggression management. 	Number of staff who express satisfaction with disability awareness skill training.	HRM

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
Differing needs of the diverse range of people who have a disability	Ensure that training for clerical and administration staff includes awareness of the needs of people with a disability and an appreciation of Public Trustee Philosophy, Principles and Standards.	Increased awareness of relevant competencies and roles in servicing people with disabilities.	HRM
	Promote staff input into Training & Development Plan to ensure specific training issues for people with disabilities are addressed.	Inclusion of staff training issues in the Training & Development Plan	HRM
	Review Policy and Procedures re. Training to provide for inclusion of people with a disability as contributing trainers for internal training programs and as a requirements of external training organisations.	Number of internal and external training programs that benefit from input from a person with a disability.	HRM/ Training Committee
	Trial of a Mentoring Program to support staff who relate to clients who have a disability and provide infrastructure support for this to occur.	Mentoring Program is established which includes training of mentors. The Mentoring Program establishes criteria relevant to necessary behaviours and values relating to disability.	HRM/ Client Services
		Number of staff who avail themselves of the program.	
Lack of information on the various areas of disability	Development of an information package addressing issues which Public Trust Officers encounter eg. effective communication with people who have acquired brain injury, psychiatric illness, how to work with Auslan interpreters. This package needs to be easily accessible eg. in form of Frequently Asked Questions (FAQ) accessible through PTNet.	Information package available to all staff. Package is reviewed and updated annually according to research and staff needs.	DSU/HRM

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
Staff understanding of the behaviour of individuals which can be personality and situational or directly linked to the person's disability	The Public Trustee Training Calendar and Regional Office Training Program will include relevant training opportunities available through community agencies eg. working with people who have dementia – to be reviewed annually.	Number of community training events in which Public Trustee Office staff participate.	Regional Managers and Program Directors
	Review Client File format to ensure sufficient and appropriate information from instructing officer is easily accessible re. a person and the impact of their disability.	Review undertaken and adjustments made.	DSU/OSU
		Staff responses to usefulness of file format.	
Client responses to improved service.			
Lack of information on disability services	Development of a Disability and Generic Service and Support Information Reference Mechanism listing services/options/contact information <i>relevant to the local community</i> . This mechanism may be a hard copy Reference Folder or computer/internet based. The important elements of the mechanism is that it contains service and support information relevant to the local area and that someone has responsibility for its regular update.	Each Regional Office has a Community Service and Support Reference Mechanism which is regularly updated.	Regional Managers
		Frequency and outcomes of networking with community agencies.	
Development of an organisational culture that recognises and affirms good practice and goal achievement	Identify and build upon existing Regional staff feedback mechanisms re. initiatives highlighting disability awareness in Public Trust Offices and/or local areas.	Amount of shared regional initiative information	Client Services/ Regional Managers/ Deputy Directors/ HRM
	Identification of ways organisational validation can be given to staff accessing training.	Procedure developed to affirm staff who participate in training events.	

STRATEGY 2: TO IMPROVE PHYSICAL ACCESS TO PUBLIC TRUSTEE BUILDINGS AND FACILITIES

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
<p>Accessibility</p>	<p>Using the information collated from the Building and Facilities Survey and from the Commonwealth Govt. FACS website re. suggestions for ease of access for people with differing disabilities, each region will develop a Plan by which to begin to address physical access issues specific to their region. The Plan development will:</p> <ul style="list-style-type: none"> ❖ Involve people with a disability in each region to advise on the intent of the Plan and necessary changes for a more accessible environment. ❖ Utilise the Universal Design approach which works towards all buildings being 'visitable' to people with a disability. ❖ Develop a costing estimate proposal for modifications to enhance accessibility in the regional office. 	<p>Accessibility Plan for each Region where DDA Draft Building Standards are incorporated.</p>	<p>Deputy Director, Property / Regional Managers</p>
		<p>Significant input and advice from people who have a range of disabilities.</p>	
		<p>Number of changes made to increase building and facility accessibility.</p>	
		<p>Number of complaints re. building access.</p>	
		<p>Clients report increased comfort.</p>	
	<p>Review Public Trustee building requirements 'Checklist for Office Selection' to ensure consistency with DDA and equity for client access.</p>	<p>Checklist priority is given to client access.</p>	<p>Deputy Director, Property</p>

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
Accessibility (cont)	A checklist is used by all regional offices to ensure meeting venues/facilities are consistent with DDA requirements (refer to information on HREOC website and liaise with Disability Services Qld (DSQ) to avail of access checklists which that department may have developed.	A checklist for venue selection is utilised across all regions.	Deputy Director, Property
Public Transport	Negotiate with local councils re. 'set-down' zones outside of Public Trust Offices where required. These negotiations will include use of a 'temporary notice' which Trust Officers can place on their client's car parked in a 'no standing' zone while attending Trust appointments.	Number of Public Trust Offices that have a client 'set down' zone and/or ease of office access from car park.	Deputy Director, Property
	When choosing a location for a new office site, priority is given to the site being easily accessible by and in close proximity to public transport.	<p>Feedback from clients and carers.</p> <p>Benchmarking for 'ease of proximity' to public transport agreed upon and included in the 'Checklist for Office Selection'.</p>	
Private vehicle parking	Using the information collated from the Building and Facilities Survey, undertake a review of client access to Public Trust Office buildings to ascertain efficient and effective availability of public car parking facilities, improvements that can be made and related costs.	Increased provision of car parking facility in regional office locations.	Deputy Director, Property/ Regional Managers/ Marketing

STRATEGY 3: TO IMPROVE ACCESSIBILITY TO PUBLIC TRUSTEE SERVICES AND INFORMATION

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
To ensure clients have access to information they can read and understand	Develop and trial an 'information format' that outlines the core/key information needed by Public Trustee clients who have a disability.	The core/key information for family members and clients of The Public Trustee is produced in alternative formats that are 'user-friendly'.	DSU/ Marketing
	Develop and trial an 'information format' for use with family members of people who have a disability, explaining availability of Public Trustee services and how they can assist families.		
	Trial and provide this information in: <ul style="list-style-type: none"> ❖ Plain "English" ❖ Diagrammatic form ❖ Large print 		
	A statement that information may be available on request in alternative formats is included in publicly available material of The Public Trustee.	Public Trustee information and promotional material contains a statement regarding availability of information in alternative formats upon request.	Marketing
	Record requests made for information to be made available in other formats and/or languages.	Record of requests is kept.	Marketing
Update the list of Public Trust Officers who speak languages other than English and ensure all Public Trust Officers are aware of the assistance they can provide in informal circumstances.	List of relevant Public Trust Officers is circulated to all Offices.	HRM	

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
Responsibility for distribution of information	<p>An information strategy is developed for distribution of information and clarifying the role and responsibility of head office and regional offices relating to:</p> <ul style="list-style-type: none"> ❖ The distribution of information ❖ The type of information for which each area has responsibility ❖ Mediums to be used for information distribution ie. CD roms, videos, local papers/radio /newsletters ❖ Budget for information distribution. 	Information distribution roles and responsibilities are satisfactorily clarified.	Marketing
		Information Strategy is effectively implemented, including a plan for review.	Marketing
Providing a service to clients who are unable to access The Public Trust Offices	Review current service delivery models for people in rural and remote areas and people who are unable to physically access Public Trust Offices.	Review is undertaken.	DSU/ OSU/ Regional Managers
	Upgrade QGAP services through training.	Client satisfaction with access to service provision and service changes made accordingly.	
	Participate in Access QLD trials and electronic service delivery method trials eg. Chat Rooms.		

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
<p>Comfort levels of people with a disability</p>	<p>Review facilities in all Public Trust Offices using the survey feedback and develop a plan to address:</p>	<p>Service and Facility Plan is developed and costed for each Public Trustee Regional Office.</p>	<p>DD, Property/ DSU/ HRM</p>
	<ul style="list-style-type: none"> ❖ service and facility access issues eg. height of counters, access to telephones, access to toilets 	<p>Changes that are made as a result of the service and facility review.</p>	
	<ul style="list-style-type: none"> ❖ needs of clients who become aggravated with perceived 'cluttered' and 'difficult to access' Office areas ❖ meeting venues that are appropriate to meet staff security needs and access and comfort needs of clients who have a disability. 	<p>Satisfaction expressed by clients.</p>	

STRATEGY 4: PLANNING AND POLICY DEVELOPMENT

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
Policy development process needs to systematically take the needs of people with a disability into account	Policy and procedures to be reviewed in the light of potential discriminatory practices that may exist or that are not addressed.	Identification of possible discriminatory practices.	HRM/ Client Services
		Number of policies and procedures reviewed.	
Need for linkage between The Public Trust Office planning systems ie. equity, Disability Support Unit, budgeting process, performance planning	Budgetary planning to include a response to achieving outcomes sought through the DDA Action Plan.	Funds are committed to achieve DDA Action Plan outcomes.	Deputy Directors/ Managers
	Undertake an analysis of the issues and trends emerging across the programs and regions.	A Public Trust Officer has responsibility to collect and to analyse issues and trends.	DSU
The general philosophy of The Public Trustee Disability Service Standards is carried over into Standards of the other Public Trust Programs	Each Public Trustee Program will incorporate performance indicators relating to the relevant Disability Service Standards. These performance standards will be translated and integrated into individual work planning and appraisal.	Each program has developed and incorporated performance indicators relevant to the Disability Service Standards.	Deputy Directors
Sufficiency of the data collection system re. clients and employees	<p>Review the data collection system re. issues relating to:</p> <ul style="list-style-type: none"> ❖ needs of clients with a disability ❖ employees with a disability re. reasonable adjustment undertaken ❖ incident reporting capacity on AURION ❖ requests made by position applicants for reasonable adjustments. 	Efficiency and effectiveness of information gathering from the data system re. needs of and responses to, people who have a disability.	DSU/ HRM/ Information Services (IS)

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
<p>Accessibility of The Public Trustee website – “... Equal access by people with a disability ... is required by the DDA where it can reasonably be provided.” (Advisory Notes 1.2 Australian HREOC)</p>	<p>Review Public Trustee website using “<i>Bobby</i>” as a resource to check Web pages for accessibility, report on problem areas and suggest possible improvements. Another major source of expert literature to inform Public Trustee in this area is the “<i>Web Accessibility Initiative</i>”.</p>	<p>The Public Trust Office website complies with the W3C Standard, Level 1.</p>	<p>Marketing</p>
	<p>Involve various people who have a disability and who have technical and practical knowledge in computer access in trialing the website’s accessibility.</p>		

STRATEGY 5: CONSULTATION AND PARTICIPATION

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
<p>Establishing, resourcing and maintaining the DDA Action Plan community reference group</p>	<p>Identification of people who could credibly represent and provide constructive discussion on issues and ideas relating to possible discriminatory practices. Each of the disability areas would be represented ie. sensory, physical, intellectual, psychiatric, acquired brain injury. Criteria for selection purposes will be developed to assist decision making eg. their ability to network information.</p>	<p>All participants understand the DDA community reference group terms of reference.</p>	<p>DSU</p>
	<p>Terms of Reference for the DDA Community Reference Group are developed which include:</p> <ul style="list-style-type: none"> ❖ purpose of the group ❖ commitment required of members ie. number of meetings annually, communication processes ❖ commitment of The Public Trustee Office to their role ie taking and distribution of minutes, up-to-date information re. DDA Action Plan progress, Community Reference Group-Public Trustee liaison person ❖ support provided for their participation ie. sitting fee, transport assistance, interpreter access, information to be provided in their preferred format ❖ membership terms ie. participation on an annual basis, with participation to be reviewed and renewed according to the Public Trustee's discretion. 	<p>Constructive community reference group meetings are held as regularly as designed ie. significant participant attendance at meetings, changes made to the Action Plan.</p>	

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
Systems through which clients and their families/ carers/ advocates can formally and informally input into systemic and personal support processes	Regional offices will ensure that there are documented formal and informal processes by which clients and families can provide feedback re. their personal support, staff attitudes, access to services, policy changes.	Formal feedback mechanisms ie. client & relevant stakeholder surveys and/or meetings are implemented annually in each region.	Regional Managers
	These processes could include the use of surveys, focus groups, specific meetings. The focus groups and meetings will not only provide outcome feedback from clients but also allow other relevant service providers to identify ways for increased cooperation with Public Trust Officers to achieve quality service outcomes. They will also be an opportunity for Public Trust Officers to inform clients and other stakeholders of information relevant to Public Trustee developments.		
	Issues from the surveys, meetings, focus groups are recorded and addressed in subsequent program and staff planning.	Changes to work practice and job design.	Regional Managers
	Development of a process by which people with a disability and their families/carers/advocates can identify and have their complaints addressed.	Production and distribution of information on the client complaint process.	HRM/Manager of Customer Services
	Information on these processes to be available in alternative formats ie. 'plain English', braille, audio, large print, diagrams, sub-titled video.		
Train staff in process of client complaints (using BBR Program) and how to inform clients of their rights.	Increase staff ability to deal effectively with complaints.		

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
Public Trust Officers have consistent information and understanding of elements of effective community consultation	Liaise with Disability Services Qld (DSQ) to provide an 'Effective Consultation' checklist which includes aspects relating to venue choice, time of consultation, support for people to access consultation, appropriate language, formation of focus groups etc.	An 'Effective Consultation' checklist for community consultation purposes is established, made available on the PTNet and reviewed annually.	DSU/ Marketing/Client Services/HRM
		Feedback on clients' satisfaction.	

STRATEGY 6: EMPLOYMENT IN THE PUBLIC TRUSTEE OF QUEENSLAND

ISSUE/BARRIER	ACTION	PERFORMANCE INDICATOR	POSITION/S RESPONSIBLE
To ensure The Public Trustee EEO policy and report encompasses the DDA Action Plan requirements	Review The Public Trustee EEO Disability Statement.	EEO disability statement reflects adoption of this Action Plan.	HRM
	EEO Action Plan provides strategy and targets.	Targets identified in the EEO Action Plan are achieved.	
To ensure all employment practices are non-discriminatory practices	Review advertising procedures/position information packages to ensure they include information on: <ul style="list-style-type: none"> ❖ the client group for which the advertised position has responsibility ❖ the need for and process by which applicants inform The Public Trustee Office of their requirements that need consideration in the interviewing process. 	Number of advertised position vacancies which include client group.	HRM
		Inclusion of a 'requirement' statement in all position information packages.	
	Utilise information from the HREOC Draft Disability Standards on Employment and Employment advice on working effectively with people with different disabilities to regularly inform and update Regional Managers and inform EEO procedures.	Regular updates are provided to Regional Managers.	HRM
	Number of requests for reasonable adjustments to be made for employees.		
Staff recruitment	Review Recruitment procedures to ensure DDA awareness information is included.	Review undertaken. Number of procedures changed.	HRM
	Review recruitment procedures: <ul style="list-style-type: none"> ❖ to ensure potential employees understand the position expectations and their client population ❖ adequacy of interview and staff selection panels process. 	Review of recruitment procedures undertaken.	HRM
	Number of staff who report compatibility with their position.		