



TAC Disability Action Plan

“Our mission is to become the world's leading social insurer and the TAC Disability Action Plan is another important part of achieving this goal.”

Joe Calafiore
Chief Executive Officer



An important role of the TAC is to help people to get their lives back on track after a transport accident.

We are passionate about this work, particularly when it comes to supporting those who have life changing injuries. Many of the TAC's severely injured clients have acquired a significant and permanent disability from their accident. Our focus is to support our clients on their road to independence.

The TAC's Independence Division works with our most severely injured clients. We put the needs of our clients first; strive to be at the forefront of contemporary disability practice and make a valued contribution to the disability reform agenda in Australia.

The *TAC Disability Action Plan* is an extension of this work and outlines how we will interact, not only with our clients and their providers, but with our employees and the wider Victorian community to become a more inclusive organisation.

Over the coming years our goal is to become as equally well known for being an inclusive employer at the forefront of contemporary disability practice as we are for our road safety campaigns. Our mission is to become the world's leading social insurer and the *TAC Disability Action Plan* is another important part of achieving this goal.

Joe Calafiore
Chief Executive Officer

Access

We are aware of the barriers to enjoying the full rights and freedoms of inclusion that societal and community activities create for people with disabilities. At the TAC, we are committed to doing our part to reduce and remove such barriers. We are working hard to ensure the voice of the client is present in all that we do; that our facilities are welcoming and easy for people to access and that our systems and processes make it easy to do business with us.

Liz Cairns
Head of Independence



What

How

Our facilities	Review all of the TAC's facilities and remove barriers to access meeting rooms, office space, amenities and buildings.
	Develop an events guide and a dignified access checklist to ensure people with disability can participate equally at events.
Our processes and services	Review and update the feedback and complaint systems to ensure they are accessible.
	Implement a best practice model to ensure accessibility is considered in our procurement decisions.
	Update our employee training to strengthen our service delivery for people with disability.
Our systems	Ensure accessibility requirements are specified in 'Statement of requirement' documents for new software, hardware and ergonomics.
	Create a user group of employees to consult and guide decision making that will enhance accessibility during the design and testing phases of new ICT products and upgrades.
	Develop a systemised approach to ensure all TAC external and internal websites are WCAG 2.0 AA compliant.

/Who: People and Culture, Community Relations, Information Technology Shared Services, Rapid Recovery, Business Enablement

Employment

We continue to work on improving our recruiting to make it an accessible process. We are also ensuring that our employees work in an accessible and inclusive environment. We are proud of our diverse workforce and our aim is to further strengthen this area and become an employer of choice for people with disability.

Jane Barker
Head of People & Culture



What

How

Recruitment	Review and remove any barriers in our recruitment and selection process. Provide training for hiring managers and recruiters on the changes made.
	Achieve Disability - Confident Recruiter with the Australian Network on Disability.
	Develop criteria that recruiting agencies we partner with will need to meet to demonstrate their disability competence.
	Review traineeship programs to include trainees with disability.
Employee retention	Develop and implement an employment attraction strategy that recruits suitably skilled people with disability.
	Provide our people leaders with the training and resources required to effectively manage and support employees with disability.
Learning and development	Develop best practice employment policies to support employees with disability.
	Develop a guide for facilitators to accommodate the access and adjustment requirements for employees with disability.
Our workplace	Form an employee network that will be consulted and provide a strategic focus on disability and inclusion.
	Review our workplace adjustment policy and procedure and benchmark it against best practice.

/Who: People and Culture, Community Relations, Rapid Recovery, Business Enablement

The community

The TAC is committed to promoting inclusion and making it part of our work in the community. We aim to be a leading organisation in disability best practice and through our actions we aim to influence and change attitudes so that inclusion is a normal part of everyday life.

Amanda Bavin
Head of Community Relations



What

How

Make the inclusion of people with disability part of business as usual

Use our existing community engagement and education forums to promote inclusion of people with disability.

Identify opportunities where people with disability can have a 'voice at the table' through reference groups and decision making forums.

/ **Who:** People and Culture,

Changing attitudes

The TAC aims to be a leading organisation when it comes to inclusion of people with disability. Through our actions we aim to influence and change attitudes so that inclusion is part of everyday life.

What

How

To lead by example and become a champion for the inclusion of people with disability in the workplace

Our communication channels will be used to share stories that will help to influence positive changes in attitudes towards people with disability.

Ensure that accessibility and inclusion are considered in all activities or events that are sponsored by the TAC

Develop criteria for access and inclusion for people with disability for sponsored activities and events.

/ **Who:** People and Culture, Community Relations.

Governance

The actions set out in this plan are carried out by the Disability Action Plan Steering Committee which has representatives from across the TAC.

An update is provided to our Executive Leadership Team twice a year.

Feedback

If you have any feedback or suggestions about this plan, you can:

Email us at info@tac.vic.gov.au

Call us on 1300 654 329

Write to us at TAC, Reply Paid 2751,
Melbourne VIC 3001