



# Accessibility Action Plan 2014 - 2017:

An Inclusive Future For All Abilities



# CEO Message

I am pleased to launch BUSY At Work's inaugural Accessibility Action Plan. I believe we must actively contribute to reducing the barriers faced by people with disability by building a respectful community and delivering accessible and inclusive workforce practices.

Our Accessibility Action Plan reflects our Values of Loyalty, Integrity, Accountability, Respect, Teamwork, Service and Safety and our Vision to have more people in jobs, more people learning new skills and more communities exposed to positive change, in partnership with employers and Industry.

BUSY At Work is committed to working together with people with disability, stakeholders and the community, to overcome the difficulties and challenges faced daily.

Through the development of our Accessibility Action Plan we aspire to work together on bridging the physical, social, and organisational barriers between people with disability and the broader Australian community in building a more inclusive future.



Paul Miles  
Chief Executive Officer  
Board Member

BUSY At Work



# Our Business

BUSY At Work is a not-for-profit organisation providing apprenticeship, employment and community programs. We were established in 1977 to deliver training and employment to homeless young people on the Gold Coast. BUSY is an acronym of Backing Unemployed Southport/Surfers Youth.

Since small beginnings, BUSY At Work has had significant growth and have established various programs and services across Australia with offices throughout Queensland, Victoria, Canberra, Newcastle and Perth. We have a reputation as the specialists in apprenticeship services and our key service areas deliver a cooperative approach to apprentice, employee and community needs. We provide our clients with a complete end-to-end planning approach that sets us apart from any other provider.

Our comprehensive programs are designed to provide skilling solutions and services to businesses and the community while profits are injected directly back into the local community with emphasis on people faced with challenges including youth.

BUSY At Work as an organisation has nearly 250 employees. It is the intention as part of our Accessibility Action Plan (AAP) that all employees build their knowledge and understanding of disability and BUSY At Work becomes recognised as an inclusive workplace.



# Our Current Services

## Apprenticeship Services

BUSY At Work Apprenticeship Services is an Australian Apprenticeships Centre and is contracted by the Australian Government to provide advice on apprenticeships and traineeships and to promote and administer the Australian Apprenticeships Incentive Program.

## Managed People Services

Managed People Services is a suite of unique innovative workforce development solutions that are designed to support an organisation's workforce plans.

## Job Services

Job Futures BUSY At Work is funded through Job Services Australia, an Australian Government initiative of the Department of Employment. We strive to achieve career outcomes for the long term unemployed by providing a professional and positive experience for jobseekers and employers with a focus on individually tailored support.

## National Disability Coordination Officer

The National Disability Coordination Officer (NDCO) program is an Australian Government initiative funded by the Department of Education to work with stakeholders to assist people with disability aged 15 – 64 years to access and participate in further education and employment. Through a national network of 31 officers, the NDCO in Region 19 (South East Queensland including Gold Coast) works to improve linkages and increase opportunities in the local community.

## Regulatory Field Services

BUSY At Work provides Apprenticeship and Traineeship Regulatory Field Services in Victoria. BUSY At Work Authorised Officers improve the effectiveness of the Apprenticeship and Traineeship system by providing a field service to the Victorian apprenticeship regulator – the Victorian Registration and Qualifications Authority. This service assists the regulator to resolve disputes between parties and to make determinations on matters such as duration of the training contract. In addition field staff provide a proactive visit program to improve quality and compliance with regulations.

## Parliament and Civics Education Rebate

The Parliament and Civics Education Rebate (PACER) is an initiative of the Australian Government which provides some financial assistance for students in Years 4-12 across Australia to travel to Canberra, the nation's capital, as part of a civics and citizenship education excursion. BUSY At Work promotes and administers this rebate.

## Indigenous Employment

We provide employment opportunities for Aboriginal and Torres Strait Islander Australians by delivering pre-employment training, mentoring and job placement services to organisations and individuals.

## Busy Beat

Busy Beat operates at Ipswich and the Gold Coast.

Busy Beat is a social enterprise centre giving local jobseekers an opportunity to complete work experience and training within our café, catering, and training facilities. The focus of Busy Beat is to give local jobseekers an opportunity to undertake real world work experience and pre-apprenticeship training, provide employment opportunities and a transition into the workforce in a supportive environment.



# Our Locations

## Head Office

GOLD COAST

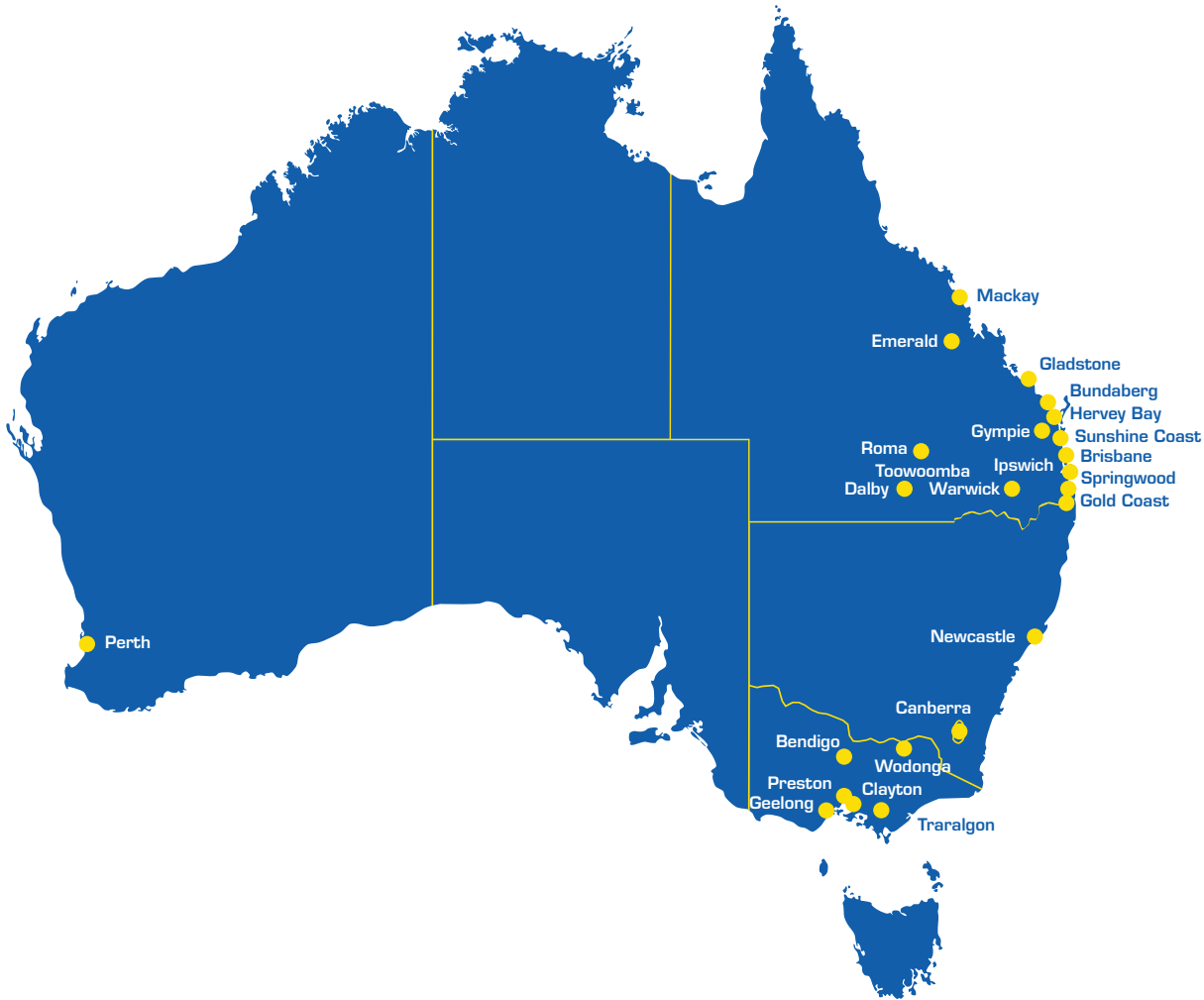
Suite 6/45 Nind Street  
SOUTHPORT QLD 4215

P: 13 28 79

F: 07 5571 0192

[busy@busyatwork.com.au](mailto:busy@busyatwork.com.au)

[www.busyatwork.com.au](http://www.busyatwork.com.au)



# The Purpose of Accessibility Action Plans

An Accessibility Action Plan is a formal public document that outlines an organisation's intentions and commitment to an accessible and inclusive workplace for people with disability. An Accessibility Action Plan is underpinned by the provisions of the Disability Discrimination Act 1992 (DDA) which requires that people with disability are not discriminated against and are given equal rights and opportunities to participate and contribute fully in their community.

An Accessibility Action Plan can assist organisations to identify any barriers to accessing and delivering their services to people with disability, as well as establish goals and targets to enhance and improve their current service practices.

BUSY At Work launched its inaugural organisational Disability Policy in September 2013 during Disability Action Week. This was the first step towards recognising the important contribution that people with disability make to the community and to the workplace. The Accessibility Action Plan 2014-2017 aims to reinforce the commitment that BUSY At Work has in maintaining its corporate vision:

*“To have more people in jobs, more people learning new skills and more communities exposed to positive change, in partnership with employers and Industry.”*

BUSY At Work will do this by ensuring that:

- Workplace and services reflect accessible and inclusive practices and programs that improve the experiences of people with disability
- People with disability recognise and trust BUSY At Work as an inclusive organisation

The Accessibility Action Plan (AAP) has been considered and fully endorsed by the Executive Management Team.

The AAP Working Group was initiated by the CEO, Paul Miles in consultation with Executive Management. The Working Group is a collective group of representatives from various business areas who are committed to ensuring tasks required to formulate the AAP development, ongoing monitoring and reviews are completed and that all goals are achieved over the next 3 years.

Paul Miles, BUSY At Work CEO will be actively promoting our AAP both internally and externally, as will all staff along with our AAP Working Group.

The BUSY At Work AAP Working Group members are:-

- Ann Lye, Human Resources Manager
- Suzanne Schilg, Contracts and Policy Manager
- Radmila Desic, Regional Manager – Brisbane Metro North
- Roslyn Englund, Employment Consultant/Hub Coordinator (Ipswich)
- Justin McPherson, Head Office Administration Officer
- Alisha Larkin, AAP Champion, National Disability Coordination Officer

## Our Commitment to Inclusion

At BUSY At Work we stand for equal opportunities for all people with disability, both within our organisation and externally through those that we provide quality service delivery to, which assists in achieving long term employment outcomes.

The intention for BUSY At Work to develop an AAP is to work towards laying the foundations for building stronger meaningful relationships with people with disability, communities and stakeholders. We will be focusing on breaking down the barriers to inclusion by increasing our organisation's awareness of disability and mental health, and the impacts they may have to gaining and sustaining training and employment.

BUSY At Work is committed to:

- Raising staff awareness and knowledge of disability and mental health issues
- Encouraging diversity in our employment
- Working collaboratively with disability organisations to achieve successful employment outcomes and engage with suppliers for business requirements
- Promoting anti-discrimination and social inclusion in our workspaces
- Increasing disability awareness and appreciation
- Improving accessibility of the BUSY At Work website, intranet and program services for people with disability in the community and within BUSY At Work



# Our Community Partnerships

Through the NDCO Program, BUSY At Work has partnered with schools, disability employment services, community services and businesses to deliver pilots of the national 'Ticket to Work' program to students from selected schools on the Gold Coast and Redlands area. The pilots will form a roll-out to other schools across the rest of the Southern East Queensland region. Together this broad network of organisations are working to raise employment aspirations and opportunities for students with disability throughout Australia.

The NDCO has also formed a Disability Employment Network on the Gold Coast which aims to share information to services about current and emerging issues and opportunities, as well as form a collaborative network to address barriers to successful transition for people with disability when they wish to enter further education, training or employment.

Job Futures BUSY At Work, have a friendly and professional team who are highly skilled and experienced in helping jobseekers and people with disability re-enter the workforce. Through our personalised assistance, our team helps find and maintain employment. To enhance the experience and support for people with disability, BUSY At Work partners with independent health specialists to provide assistance on site.

BUSY At Work has two community hubs, known as Busy Beat. These hubs, located on the Gold Coast and Ipswich, provide the community with pre-employment training in a range of industries as well as assistance with looking for employment and our youth program "R U BUSY?".

Within the community hubs we have provided space for people to come and look for employment and talk to our experienced consultants regarding options in the local areas. In the Ipswich Hub we have a café where people can gain experience through the work experience program, which includes customer service and hospitality skills. Current and past work experience partnerships have come through Claremont Special School and Endeavour Foundation.

These hubs have been an important service for disengaged young people with disability to gain the confidence needed to identify and pursue their goals.

# Relationships

BUSY At Work is committed to fostering meaningful relationships with people with disability, communities and stakeholders that support them, by engaging in collaborative partnerships and relationships that will strive to deliver effective services to improve the social equity and positively change attitudes towards disability.

Priority	Responsibility	Timeline	Action
1.1 AAP Working Group actively monitors AAP development, implementation, progress and evaluation	CEO NDCO Human Resource Manager Policy and Contracts Manager	December 2014	AAP Working Group oversees the development, endorsement and launch of the BUSY At Work AAP. AAP is submitted and endorsed by the Australian Human Rights Commission. The AAP is made publicly available on the AHRC website.
	AAP Working Group	May 2015 - then every 6 months until December 2017	Meet at least twice a year to ensure AAP initiatives are implemented, reviewed and continuous improvement processes are in place.
1.2 BUSY At Work to develop external relationships	Industry Training Consultants Regional Managers Field Staff Busy Beat National Disability Coordination Officer (regional)	Ongoing	BUSY At Work will develop a list of disability and inclusive community organisations and stakeholders within all BUSY At Work regions.
	NDCO	December 2015	Scope and develop a plan using lists created of disability and inclusive community, organisations and stakeholders within the local Gold Coast area or sphere of influence to form productive and mutually beneficial relationships.

Priority	Responsibility	Timeline	Action
1.3 Celebrate Disability Action Week (DAW)	NDCO	Annually – September (14th-20th)	BUSY At Work staff are encouraged to attend a community DAW event.
	NDCO Regional Offices		Host a DAW event within the BUSY At Work head office and encourage all regional offices to host a DAW event.
1.4 BUSY At Work will raise internal awareness of the AAP with all employees	CEO General Managers AAP Working Group	December 2014	BUSY At Work will develop a plan and implement throughout the organisation to raise awareness of AAP commitments, particularly with all key internal stakeholders.
	CEO	December 2014	A presentation on BUSY At Work commitments is given to all relevant areas of our business to ensure they have an understanding of how their area can contribute to our AAP.
	Human Resource Manager	December 2014	BUSY At Work current staff will be encouraged to view the organisation's AAP available on the intranet and public website. All new staff will be required to read the Disability Policy along with other policies upon induction.
	Marketing/ Business Support	Ongoing – as required	Hard copies of the AAP will be made available for promotion to the community at expos and to employer contacts.



# Inclusion

BUSY At Work is committed to providing a workplace culture that is safe, supportive and inclusive to people with disability. We believe in acknowledging the important contribution that people with disability make to our diverse workplace and seek to highlight the achievements and benefits of an inclusive community.

BUSY At Work will endeavor to make our services and processes accessible to people with disability to facilitate increased participation in employment. We will also aspire to engage Australian disability enterprises and social enterprise suppliers and/or businesses through our service provider procurement processes.

Priority	Responsibility	Timeline	Action
2.1 BUSY At Work staff have an improved understanding of disability and mental health	NDCO External Disability Consultants	December 2014	Develop and implement disability and mental health awareness online training for all BUSY At Work staff.
	Human Resource Manager	December 2015	100% of BUSY At Work staff have completed disability and mental health awareness online training.
2.2 Celebrate International Day of People with Disabilities (IDPwD)	CEO	1 December 2014	Launch inaugural AAP on IDPwD 2014.
	NDCO	Annually	NDCO and BUSY At Work staff encouraged to participate in local community IDPwD celebrations and events in each region.
	NDCO Marketing	Annually	Host an IDPwD event within the BUSY At Work head office that recognises BUSY At Work disability partnerships and their achievements for the year. Promote these achievements via the public website.
	General Managers Marketing	Ongoing	Increase awareness of disability issues and opportunities via our email communications eg. NDCO Newsletter, JSA Newsletter, Community Newsletter.

Priority	Responsibility	Timeline	Action
2.3 Expand and support the employment of people with disability	Human Resource Manager	2014	BUSY At Work will perform an annual diversity survey to capture baseline and continual data on current employees with disability.
		Ongoing	BUSY At Work will monitor the progress of people with disability from application to continuing employment, to identify opportunities to improve recruitment and employee management processes.
	Human Resource Manager	2015	Identify and pilot targeted advertising of BUSY At Work and external roles with relevant disability network groups and websites.
	NDCO		Ensure that all advertisements reflect BUSY At Work's diversity commitments.
2.4 BUSY At Work to investigate opportunities to increase supplier diversity	Human Resource Manager Business Support Manager NDCO	February/March 2015	BUSY At Work will develop and implement disability supplier diversity program utilising Australian disability enterprises and social enterprise where possible.
2.5 Ensure our communication is accessible for people with disability	Marketing External Disability Consultants	2015	BUSY At Work will investigate and develop a business case for updating the public website and intranet to be accessible to people with disability. This will be presented to the CEO and General Managers for consideration of approval.
		2016	The website will then be trialled by people with varying disabilities to ensure accessibility.
2.6 BUSY At Work acknowledge the achievements of their employees (inc. people with disability)	General Managers Marketing	Ongoing	Celebrate the achievements of employees with disability on the intranet.

Priority	Responsibility	Timeline	Action
2.7 Ensure the workplace and premises are customised and accessible to ensure the safety of people with disability.	Human Resource Manager	Annually	Review and amend emergency procedures to include measures that ensure the safety of people with disability during emergency situations.
	Business Support Manager		
	Regional Managers	2016	Investigate and identify accessibility barriers to premises.  Develop a proposed plan to address any barriers across the BUSY At Work service outlets for CEO and General Managers' consideration.



# Monitoring and Reporting

The AAP Working Group will meet twice a year to ensure that implementation of the deliverables is occurring, that target timelines are being met and that continuous improvement of processes are documented to assist the ongoing inclusion of people with disability.

Priority	Responsibility	Timeline	Action
3.1 Build support for the BUSY At Work AAP	Contracts and Policy Manager	2015	Define available resources for the implementation and delivery of the BUSY At Work AAP.  Our data collection is able to measure our progress and successes of the BUSY At Work AAP.(eg. Diversity surveys, online training completion, Call Centre queries)  BUSY At Work AAP progress is reported and available to the community via the BUSY At Work public website.
		3.2 BUSY At Work review, update and refresh of AAP	NDCO AAP Working Group
3.3 Ownership of the BUSY At Work AAP	BUSY At Work CEO and General Managers	October 2014	Communicate and discuss BUSY At Work AAP commitment at management and team meetings.
	Marketing	December 2014	Upload AAP to the BUSY At Work public website and intranet. BUSY At Work AAP is communicated in organisation corporate newsletters.
	CEO or NDCO	Annually	BUSY At Work Board of Directors are presented with an AAP update to be informed on the tracking and progress of the AAP implementation.

# Contact:

Alisha Larkin  
National Disability Coordination Officer  
AAP Champion  
P: 13 BUSY (13 28 79)  
M: 0418 757 714  
alisha.larkin@busyatwork.com.au

The Accessibility Action Plan is endorsed and promoted by the board of BUSY  
At Work. For more information contact 13 BUSY (13 28 79).

ABN: 17 575 363 535

ACN: 168 870 326