

Accessibility Action Plan 2020 - 2023:

An Inclusive Future For All Abilities



A Message from our Managing Director

I am pleased to announce our revised and collaborative Accessibility Action Plan for The BUSY Group. I believe we must continue to 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 purpose to have more people in jobs, more people learning new skills and more communities exposed to positive change, in partnership with employers and industry.

The BUSY Group is committed to working together with people with disability, stakeholders and the community, to overcome the difficulties and challenges faced daily. As a provider of Disability Employment Services and a registered NDIS provider (through BUSY Ability), supporting persons with an injury, illness or disability into meaningful employment requires us to be vigilant and committed to this purpose.

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
Managing Director

The BUSY Group



Our Business

BUSY At Work established in 1977 with the simple aim to deliver training and employment programs to homeless youth on the Gold Coast. BUSY stands for Backing Unemployed Southport Youth and was founded by our President Martin Punch who set out to deliver this aim by obtaining funding from the Australian Government to run a community youth support program.

A little over twenty years later in 1998, BUSY successfully tendered for the Australian Government's Apprenticeships Support Services and from then on became known as BUSY At Work. BUSY At Work has remained a not-for-profit association with the same values that have guided our decisions and our behaviour for 40 years. Over this time, we have provided Apprenticeship Support Services to more than 40,000 businesses across Queensland and are the longest serving provider of Apprenticeship Support Services in the state.

In 2017, BUSY At Work merged with ON-Q Disability Services (now rebranded to BUSY Ability). BUSY Ability have been supporting people with a disability for over 30 years. Their experience and knowledge within the disability employment sector is an invaluable asset and together we are able to place more people into jobs across a larger footprint.

In 2019, Skill360 became a part of The BUSY Group. Skill360 is based in Cairns and offers a Group Training Organisation, Registered Training Organisation and a range of recruitment and employment programs connecting jobseekers and businesses in Far North Queensland. Skill360 continues to be driven by its purpose of creating better futures for job seekers and communities in the regions we operate in.

The BUSY Group employs approximately 350 people across 45 offices and are consistently looking at ways to reinvest in initiatives to support communities with skills training and employment opportunities.

Our Mission

- Really understand the employment and skills needs of employers, enterprise and Industry.
- Promote Industry driven training, employment and workforce solutions to jobseekers, students, people seeking to upskill and 'at risk' members of our communities, with particular emphasis on youth.
- Develop a positive, highly motivated BUSY workforce to deliver sustainable employment and apprenticeship outcomes.
- Assist new and existing businesses to grow and prosper through effective employment, apprenticeship and workforce strategies.
- Create and maintain partnerships with industry groups, other providers and Government agencies.

Our Current Services

Corporate Solutions

The BUSY Group Corporate Solutions team work with leading corporate organisations to develop strategic workforce development plans and corporate community engagement strategies that are valuable for both the community and for business. We work in partnership with large organisations to create tailored programs that are seen as best practice for a sustainable and productive workforce. We know that every business is different, and we understand that these large programs need to be tailored to meet the needs of different business and industries.

BUSY At Work

Apprenticeship Services

BUSY At Work is an Australian Apprenticeships Support Network Provider and is contracted by the Australian Government to provide advice on apprenticeships and traineeships, and to promote and administer the Australian Apprenticeships Incentive Program. Partnering with organisations in Western Australia and Far North Queensland, The BUSY Group have formed The Apprenticeship Community, to enable further apprenticeship career support for job seekers.

jobactive

BUSY At Work is a member of CoAct, a national organisation which is dedicated to helping jobseekers find the right job in the continuing battle against unemployment. CoAct BUSY At Work is funded through jobactive, an Australian Government initiative to deliver support to unemployed jobseekers. A five-star provider in many of the regions we operate across the Sunshine Coast and Far North Queensland, we believe our comprehensive suite of service offerings contributes to positive employment outcomes for local jobseekers.

Transition to Work

The Transition to Work program is an Australian Government initiative that provides youth employment services and support for young people to help them gain employment or further education. The service aims to help build skills and confidence to find a suitable career path and employment. We have experience working with young people who have left school early or who have had difficulty entering employment after school.

National Disability Coordination Officer

The National Disability Coordination Officer (NDCO) program is an Australian Government initiative funded by the Department of Education, Skills and Employment (DESE) to work with stakeholders to assist young people with disability to access and transition into tertiary education and subsequent employment. Through a national network of 31 officers, the NDCO in Region 19 (South East Queensland, including Gold Coast, Logan, Redlands Bay and Beaudesert) works to improve linkages and increase opportunities at a national level.

Skills Checkpoint for Older Workers

Skills Checkpoint for Older Workers is a new Australian Government-funded initiative to enable older Australian workers and recently unemployed older Australians to remain in, or re-enter the workforce. The program provides personalised advice and guidance on upskilling for a current job, transitioning into new roles within a current industry or pathways to new careers, including government funded options for relevant education and training. It helps older workers answer the question “What’s my next career move?”

Parliament and Civics Education Rebate (PACER)

The Parliament and Civics Education Rebate is an initiative by the Australian Government which provides financial assistance for schools all across Australia to send their students, years 4-12 to travel to Canberra. Students who learn about civics and citizenship in the classroom can see their knowledge brought to life when they experience Canberra first hand. Students visit Parliament House, Old Parliament House and the Australian War Memorial, and have the opportunity to visit a number of other sites of cultural and historical interest. The PACER team supports schools by administering the available funding.

Victorian Apprenticeships Field Services (VAFS)

VAFS are an approved training agent and work on behalf of the Victorian Registration and Qualifications Authority (VRQA), which regulates apprenticeships and traineeships in Victoria. On behalf of the VRQA, VAFS check in with apprentices and trainees to see how their apprenticeship or traineeship is progressing. VAFS field staff contact workplaces employing Apprentices & Trainees and assess if parties to the training contract are meeting their obligations. The service aim is to confirm that apprentices and trainees in Victoria are receiving high quality training, and experience, to complete their qualification.

Skilling Queenslanders for Work (SQW)

Skilling Queenslanders for Work (SQW) programs are a set of short upskilling courses that are funded and supported by the Queensland Government. These training programs are perfect for people who are unemployed or under-employed, re-entering the workforce after a little while or disadvantaged job seekers.

Commonwealth Scholarships for Young Australians

The Commonwealth Scholarships Program for Young Australians aims to support Young Australians or ex ADF to gain critical employability skills, which are embedded in Vocational Education and Training (VET) qualifications, enabling them to enter and stay in the workforce.

Early Childhood Scholarships and Incentives – Victoria

Funded by the Victorian State Government, the program aims to attract more skills in the industry by providing financial support in the form of scholarships and employment incentives to people looking for a rewarding career in the early childhood sector.

The Australia Awards

BUSY At Work is contracted by the Department of Foreign Affairs and Trade to support the Australia Awards, an International Scholarship and Fellowships program funded by the Australian Government. The Australia Awards offers the next generation of global leaders an opportunity to undertake study, research and professional development in Australia and for high-achieving Australians to do the same overseas. The goal of the Australia Awards is to support partner countries to progress their development goals and have positive relationships with Australia that advance mutual interests.

BUSY Ability

Disability Employment Services

Disability Employment Services is an Australian Government initiative designed to provide eligible people with disability, injury or health condition access to individually tailored employment services. BUSY Ability is one of Australia's most experienced providers of disability employment services delivering flexible, fully-personalised programs.

National Disability Insurance Scheme (NDIS)

The NDIS can provide all people with disability with information and connections to services in their communities such as doctors, sporting clubs, support groups, libraries and schools, as well as information about what support is provided by each state and territory government. BUSY Ability is registered as a support co-ordinator and is primarily focussed on employment supports and providing School Leaver Employment Supports (SLES) to NDIS participants.

Skill360 Australia

Group Training Organisation (GTO)

Skill360, a part of The BUSY Group, is our GTO arm, offering skills training and employment opportunities for Far North Queenslanders. Skill360 also offer a flexible labour hire and apprenticeship workforce management solution for organisations.

Youth Jobs PaTH Industry Pilot

Youth Jobs PaTH Industry Pilot is an Australian Government employment service that helps young people gain the skills and work experience required to get and keep a job. It also supports businesses to trial young people in the workplace and offers a financial incentive when they hire.

RTO

Skill360 is a Registered Training Organisation offering accredited and non-accredited courses for the construction and business administration industries.

BUSY Schools

BUSY Schools is an initiative of The BUSY Group, offering an alternative schooling for disengaged year 11 and 12 students. The schools offer students the opportunity to complete their schooling while also starting a traineeship or apprenticeship pathway. Our inaugural school officially opened in Cairns in 2020, with plans for two more schools to open in Brisbane and the Gold Coast in 2020/21.



Our Locations

QUEENSLAND

Head Office - GOLD COAST

Suite 6/45 Nind Street SOUTHPORT QLD 4215

Australian Apprenticeships Support Network

Brisbane (East)
Bundaberg
Cairns
Caloundra
Dalby
Emerald
Gold Coast (Southport)
Gympie
Hervey Bay
Ipswich
Logan
Mackay
Upper Mount Gravatt
Mount Isa
Northlakes
Rockhampton
Smithfield
Sunshine Coast (Noosaville)
Toowoomba
Warwick

jobactive

Atherton
Smithfield
Emerald
Gympie
Mareeba
Mossman
Noosaville
Port Douglas
Upper Mount Gravatt

Skills Checkpoint Program

Manunda
Southport
Upper Mount Gravatt

Parliament & Education Civis Rebate (PACER)

Southport

Transition to Work

Oakleigh
Nambour
Caloundra
Bokarina
Gympie
Noosaville
Hervey Bay
Kingaroy
Kirwan (under Skill360)
Maroochydore
Murgon (Outreach)
Nanango (Outreach)
Townsville (under Skill360)

Skill360 (GTO, RTO and PaTH)

Cairns
Kirwan
Townsville

BUSY School

Cairns

BUSY Ability Disability Employment Services

Beaudesert
Beenleigh
Boonah
Brisbane
Caloundra
Cleveland
Coomera
Esk
Inala
Ipswich
Logan
Maroochydore
Noosaville
Palm Beach
Southport
Springfield Lakes
Upper Mount Gravatt

Commonwealth Scholarships Program for Young Australians

Maryborough
Townsville

WESTERN AUSTRALIA

Australian Apprenticeships Support Network

Albany
Balcatta
Broome
Bunbury
Derby
Fitzroy Crossing
Kalgoorlie
Kununurra
Perth

Skills Checkpoint for Older Workers

Perth

Commonwealth Scholarships Program for Young Australians

Armadale
Wanneroo

NEW SOUTH WALES

BUSY Ability Disability Employment Services

Ballina (DES and NDIS)
Byron Bay
Casino
Lismore
Murwillumbah
Tweed Heads

Commonwealth Scholarships Program for Young Australians

Gosford
Grafton

VICTORIA

Victorian Apprenticeships Field Services

Mount Waverley

Commonwealth Scholarships Program for Young Australians

Shepparton

Early Childhood Scholarships

Melbourne

TASMANIA

Skills Checkpoint for Older Workers

Hobart

Commonwealth Scholarships Program for Young Australians

Burnie

SOUTH AUSTRALIA

Skills Checkpoint for Older Workers

Adelaide

Commonwealth Scholarships Program for Young Australians

Port Pirie

NORTHERN TERRITORY

Skills Checkpoint for Older Workers

Darwin

Commonwealth Scholarships Program for Young Australians

Alice Springs



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 disabilities. 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 a disability make to the community and to the workplace. The Accessibility Action Plan 2020 – 2023 aims to reinforce the collaborated commitment that The BUSY Group has in maintaining its corporate vision:

Our vision is to have more people in jobs, more people learning new skills, and more communities exposed to positive change, in partnership with employers and industry.

The BUSY Group 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 The BUSY Group and its associated entities, 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 Managing Director, 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, Managing Director, The BUSY Group Ltd will be actively promoting our AAP both internally and externally, as will all staff along with our AAP Working Group.

The BUSY AAP Working Group members are:-

- Elise Nicholas, Group Compliance Manager
- Ben Hugo, National Disability Coordination Officer
- Sarah Hanson, Area Manager Disability Employment Services
- Christina Robertson, National Manager Employment & Programs
- Desma Tauieu, Business Engagement Consultant
- Michelle Ryan, Marketing Coordinator



Our Commitment to Inclusion

At The BUSY Group 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 The BUSY Group is to develop an Accessibility Action Plan that lays the foundation for building stronger, meaningful relationships with people with disability, injuries and illnesses within our communities and amongst our 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.

The BUSY Group 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 and increase successful employment outcomes for financial independence whilst providing ongoing support for business requirements
- Promoting anti-discrimination and social inclusion in our workspaces
- Increasing disability awareness and appreciation
- Improving accessibility of The BUSY Group websites, intranet and program services for people with disability in the community and within The BUSY Group
- Comprehensive complaints management process
- An inclusive recruitment process for identified participants with disabilities for current employment opportunities.
- Understanding disability and how best to accommodate
- Focus on the person not on the impairment
- Change the focus from disability to ability

With over 350 employees, it is the intention as part of the Accessibility Action Plan (AAP) that The Group continues to pride itself on being an inclusive workplace and to build knowledge and understanding of disability within our communities.

Our Community Partnerships

The BUSY Group is focussed on building strong links with our community and we are an enthusiastic adopter of initiatives that strengthen our purpose. For example, we currently provide employment supports in the NDIS; we are a preferred provider of training and employment for the Partners in Recovery initiative on the Gold Coast, a provider of Skilling Queenslanders for Work (Qld Govt.), one of 12 successful applicants (from 52) for the NSW funded Mental Health Innovation Fund and manage the NDCO. These initiatives have created connections and new opportunities such as training, work experience or prep, heightened wage subsidies that increase our ability to achieve positive outcomes.

Our relationships with community agencies including education providers (e.g. TAFE and SEE), allied health practitioners (mental health nurses, GPs & mental health support units), local community centres, advocacy groups and disability groups strengthen support for participants within our programs. Interagency forums allow sharing of information amongst industry related organisations including job service providers and mainstream recruitment organisations.

Through the NDCO Program, The BUSY Group has partnered with schools, disability employment services, community groups and various businesses to deliver a number of pilot programs for students and other relevant stakeholders that aim to provide support and information for students with disability in order to be able to transition into tertiary education. The NDCO has also formed a Disability Employment Network on the Gold Coast which continues to share information to services about current and emerging issues, opportunities as well as form a collaborative network to address barriers for people with disability when they wish to enter further education, training or employment. A series of school and industry network events were created for the same reasons.

The NDCO program created the Gold Coast Fresh Futures Expo, which is now established across several QLD regions that gives post school options to children with disabilities. All five QLD NDCO's are involved in a program called Education Alliance Queensland which delivers support and knowledge to Educators throughout QLD.

Relationships

The BUSY Group (TBG) is committed to fostering meaningful relationships with people with a 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	Managing Director	September 2020	AAP Working Group oversees the development, endorsement and launch of the revised TBG AAP with an accessible version also available. AAP is registered with the Australian Human Rights Commission. The AAP is made publicly available on the AHRC website.
	AAP Working Group	April 2021, then bi-annually	Meet at least twice a year to ensure AAP initiatives are implemented, reviewed and continuous improvement processes are in place.
1.2 TBG to develop external relationships and share within the organisation	Staff and management represented by TBG programs	Ongoing	TBG will develop a list of disability and inclusive community organisations and stakeholders within all regions.
		January 2021	Scope and develop a plan using lists created of disability and inclusive community organisations and stakeholders within TBG program regions to form productive and mutually beneficial relationships. This tool will be centrally located on the Hive for programs to access and use.
		Ongoing	Promote and build awareness of local community organisation supports by publishing event attendance and engagement internally on Yammer.

Priority	Responsibility	Timeline	Action
1.3 Celebrate Disability Action Week (DAW)	AAP Working Group	September 2020 then annually	All staff located in QLD are encouraged to attend a community DAW event. Host a DAW event within TBG head office (or virtually) and encourage all offices to participate.
1.4 TBG will raise internal awareness of the AAP with all employees	Exec Team, AAP Working Group	September 2020	TBG will develop a plan and implement throughout the organisation to raise awareness of AAP commitments, particularly with all key internal stakeholders.
	Human Resources, AAP Working Group	September 2020	TBG current staff will be encouraged to view the organisation's AAP available on the Hive and public websites. New staff to the group will be required to read the plan along with other policies upon induction.
	Marketing	Ongoing, as required	Hard copies of the AAP will be made available for promotion to the community at expos and to employer contacts.
1.5 Promote and inform ongoing awareness through regular newsletter updates	BUSY Ability Marketing	Monthly	Celebrate social and employment outcomes with customers consent on internal and external communications. Regular updates in business, success stories and changes in policy to both internal and external stakeholders.

Inclusion

The BUSY Group (TBG) is committed to providing a workplace culture that is safe, supportive and inclusive to people with disabilities. We believe in acknowledging the important contribution that people with disabilities make to our diverse workplace and seek to highlight the achievements and benefits of an inclusive community.

The Group will endeavor to make our services and processes accessible to people with disabilities 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 TBG staff have ongoing access to training for currency of knowledge	Human Resources	Annually	Staff will be expected to complete the Disability Awareness Training annually via the BUSY Group Academy.
	Human Resources	Annually	100% of staff complete disability online training.
2.2 Promote AccessAbility Day - Australian Government initiative that encourages employers to connect with jobseekers with disability (participants) to see their potential in the workplace.	AAP Working Group Marketing	24th November 2020, then Annually	Promote to internal and external stakeholders, and encourage employer participation.

Priority	Responsibility	Timeline	Action
2.3 Celebrate International Day of People with Disabilities (IDPwD)	AAP Working Group	3rd December 2020, then Annually	Promote and encourage staff to participate in local community IDPwD celebrations and events in each region.
	AAP Working Group	Annually	Host an IDPwD event that recognises TBG disability partnerships and their achievements for the year. Promote these achievements via the public website.
	AAP Working Group	Ongoing	Increase awareness of disability issues and opportunities via our internal Communications e.g. Yammer.
2.4 Expand and support the employment of people with disability	Human Resources	Annually	TBG 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.
		Ongoing	Ensure that all advertisements reflect TBG's diversity commitments.
2.5 Ensure our communication is accessible for people with a disability	Marketing	2020	The BUSY Group has applied Accessibility functions on our apprentice vacancy website Apprenticeship Central and will apply Accessibility functions to all BUSY Group websites before the end of 2020.
2.6 TBG acknowledges the achievements of their employees (inc. people with disability)	Human Resources TBG Management	Ongoing	Celebrate the achievements of all employees including those with a disability on Yammer.

Priority	Responsibility	Timeline	Action
2.7 Ensure the workplace and premises are customised and accessible to ensure the safety of people with disability.	TBG Management	Ongoing	Review and amend emergency procedures to include measures that ensure the safety of people with disability during emergency situations.
	Workplace Health and Safety		
	Business Support	Ongoing	Investigate and identify accessibility barriers to new or renovated premises.
		Ongoing	Develop a proposed plan to address any barriers across the TBG sites identified by the Workplace Inspection checklist.



Monitoring and Reporting

The AAP Working Group will meet quarterly 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 TBG AAP Working Group	Group Compliance Manager	2020	Define available resources for the implementation and delivery of TBG AAP. Our data collection is able to measure our progress and successes of the TBG AAP.(eg. Diversity surveys, online training completion, Call Centre queries) TBG AAP progress is reported and available to the community via TBG websites.
		June 2023	Commence the process of reviewing the success of the 2014-2017 AAP and investigate the development of an updated AAP.
		September 2023	Submit updated AAP to AHRC for registration.
3.2 TBG review, update and refresh of AAP	AAP Working Group	December 2023	Release updated 2024-2027 AAP.
3.3 Ownership of the TBG AAP	TBG Executive Team	September 2020	Communicate and discuss TBG AAP commitment at management and team meetings.
	Marketing	September 2020	Upload AAP to the TBG websites and Hive.
	AAP Working Group	Annually	TBG Boards are presented with an AAP update to be informed on the tracking and progress of the AAP implementation.

Contact:

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The Accessibility Action Plan is endorsed and promoted by the The BUSY
Group Board of Directors.

For more information contact 13 BUSY (13 28 79).