

Disability Inclusion Action Plan FY22-23

29 April 2021

Introduction

The icare NSW FY22-23 Disability Inclusion Action Plan (DIAP) has been designed to build on our foundations to improve customer outcomes and our employee’s experience at work. The design of the DIAP’s objectives takes into consideration legislative instruments, policies and icare’s strategic plan:

- NSW Disability Inclusion Act 2014
- UN Convention on Rights of Persons with Disabilities
- National Disability Insurance Scheme (NDIS)
- National Disability Strategy; and
- Disability Discrimination Act (1992).

The UN Convention on Rights of Persons with Disabilities adopts a broad definition that is known as the social model of disability. Article 1 of the Convention defines disability as ‘...those who have long-term physical, mental, intellectual or sensory impairments which in interactions with various barriers may hinder their full and effective participation in society on an equal basis with others’.

The DIAP supports icare’s commitment to the effective service and support icare’s customers who identify as having a disability and the creation of a workplace that is inclusive. The plan supports the establishment and embedding of inclusive behaviours, processes and policies, as well as stretch objectives to ensure continuous improvement.

The FY22-23 DIAP has a set of key initiatives and identifies specific outcomes for targeted action.

icare strategic objective	NSW DIP objective
Customer outcomes	1. Improved access to mainstream services
	2. Creating liveable communities
Operations	3. Developing positive community attitudes and behaviour
	4. Supporting access to meaningful employment

icare strategic objective: customer outcomes

As the state’s social insurer, we are committed to delivering empathetic experiences and fair outcomes for the people and businesses we serve and the community we protect. We keep our customers at the centre of everything we do and actively use our capabilities, scale and influence to improve customer outcomes and experiences.

icare observes and applies the National Standards for Disability Services:

Rights
Participation and Inclusion
Individual Outcomes
Feedback and Complaints
Service Access
Service Management

icare’s customer conduct principles as set out by the regulator are:

Be easy to engage and efficient
Act fairly, with empathy and respect
Resolve customer concerns quickly, respect customers time and be proactive
Have systems in place to identify and address customer concerns
Be accountable for actions and honest in interactions with customers

icare’s customer design principles will be included in future tender processes and Scheme Agent and third-party contracts. The customer design principles are:

We demonstrate empathy in action
We make things transparent
We make it simple
We collaborate for better outcomes
We set the bar

These principles underpin the human centred design approach of services and products for icare customers, particularly those who have a health condition or disability.

icare strategic objective – customer outcomes

icare objective – Customer outcomes	Actions year 1 FY 22	Actions year 2 FY 23
1. People with disability can access icare information	<ul style="list-style-type: none"> • Seek expert feedback from people with disability and organisations on accessibility of information and all communications e.g. Easy and Plain English, videos, readability of key website content, business letters and proformas sent to customers • Conduct an audit of website and social media sites’ accessibility to seek current state compliance status and recommendations for improvement • Ensure communication preferences of customers are recorded and implemented: <ul style="list-style-type: none"> ○ for example, NRS users, Braille, personal contact ○ ensure icare understands and can respond to customer cultural identity and observes any associated protocols, for example those of First Nations Peoples. 	<ul style="list-style-type: none"> • Produce Easy and Plain English alternative pages for all current key high visibility website pages • Provide internal training to appropriate staff in writing Easy and Plain English level material • Require all new pdfs posted on the website to be accessible and review and prioritise historic documents which need conversion
2. People with disability can access icare premises, facilities and events	<ul style="list-style-type: none"> • Maintain commitment to accessibility of icare premises for people with disability (mobility, auditory and sensory) including external venues for events and consult with people with disability on any changes 	<ul style="list-style-type: none"> • Audit FY2021-22 experience and identify any areas of improvement

	<p>to design</p> <ul style="list-style-type: none"> • Review the accessibility checklist used by the events team and make it, and any supporting equipment e.g. hearing loops, available to any icare staff organising an event or meeting 	
<p>3. Vulnerable Lifetime schemes participants are safeguarded</p>	<ul style="list-style-type: none"> • Review the adequacy of the current plan's services and support provided to the most vulnerable Lifetime Schemes participants and workers during national disaster emergencies • Implement consistent processes to identify customers at risk of vulnerability because of their disability and ensure appropriate actions are taken for safeguarding 	<ul style="list-style-type: none"> • Embed planning processes for vulnerable customers with a disability via My Plan and share learnings with other schemes • Ensure emergency plans include coordination protocols with other government agencies who may be providing assistance to icare's customers
<p>4. Accessibility standards are embedded in contracts with scheme agents, claim agents and other third parties</p>	<p>Review current procurement policy, processes and contract content to incorporate icare's customer conduct principles (where applicable) and accessibility standards</p>	<p>Incorporate social procurement principles and processes in vendor selection and engagement</p>

icare strategic objective: operations outcomes

We will continuously uplift operational efficiency, drive financial performance and ensure effective governance and risk management.

icare strategic objective: Operations outcomes	Actions year 1 FY 22	Actions year 2 FY 23
<p>5. icare people leaders have the skills and knowledge to support members in their teams who have a disability</p>	<ul style="list-style-type: none"> • Introduce compulsory disability confidence training for Hiring Managers, Talent Acquisition, Employee Relations team and HR Partnering. Training will include understanding bias, selection assessment options, reasonable adjustment, provision of support and building team cohesiveness to support the hiring, onboarding and employment lifecycle of people with disability • Review and improve recruitment policy and processes, ensuring that roles are accessible and inclusive of people with disability and offer adjustments to the 	<ul style="list-style-type: none"> • Expand training in supporting team members with disability to all people leaders • Review inclusive recruitment processes for the candidates and hiring manager are consistently rated as excellent and continuous improvement initiatives are discussed and considered quarterly

	<p>assessment process to support fairness and equitable decision making</p> <ul style="list-style-type: none"> • Provide opportunities for people leaders to lift awareness and capability in workplace health and wellbeing through events 	
<p>6. The profile of people with disability working in icare is increased</p>	<ul style="list-style-type: none"> • Promote the use of the NSW Public Service Commission’s “Age of Inclusion” resources to support the achievement of the NSW Government target • ‘Bias to yes’ in the approach taken to applying the Working Flexibly policy • Explore options to increase accessibility of induction, learning and enterprise communication, for example closed captions, colour choices etc. • Use annual external membership engagement to leverage network connections and specialist content 	<ul style="list-style-type: none"> • Consider internships for student/graduates with disability and supported employment initiatives • Ensure career pathway programs support opportunities for training and career development for icare employees who have a disability • Make progress towards achieving the NSW Government 2025 target of 5.6% of the workforce identifying as having a disability • Implement solutions to increase accessibility of learning and communications • Use annual external membership engagement to leverage network connections and specialist content
<p>7. DIAP implementation is supported by Executive leadership</p>	<ul style="list-style-type: none"> • Identify an Executive sponsor by September 2021 • Ensure the active membership of the Diversity and Inclusion Council to govern and advocate the DIAP • Incorporate all FY22-23 DIAP initiatives in icare strategic and business plans as appropriate • Promote icare sponsored celebration of International Day of People with Disability and encourage employee-led celebrations and activities relating to disability 	<ul style="list-style-type: none"> • Celebrate FY22 DIAP achievements • Promote icare sponsored celebration of International Day of People with Disability and encourage employee-led celebrations and activities relating to disability

