

Appendix G – Commonwealth Disability Strategy

Policy adviser role

Performance indicator # 1 – New or revised policy / programs assess impact on the lives of people with disabilities prior to decision

<i>Performance measure</i>	<i>Current level of performance 2008–09</i>	<i>Goals for 2009–10</i>	<i>Actions for 2009–10</i>
Percentage of new or revised policy/program proposals that document that the impact of the proposal was considered prior to the decision making stage	About 90%, as most new or revised policy and program proposals took into account the physical, mental and social wellbeing of all members of the veteran and defence force communities. Projects are designed to conform to disability legislation and Australian standards.	Maintain current performance standards.	Ensure continued consultation with representatives of organisations that represent people with disabilities and continue the current process of considering the impact of new/ revised policy on those people.

Performance indicator # 2 – People with disabilities are included in consultation about new or revised policy / program proposals

<i>Performance measure</i>	<i>Current level of performance 2008–09</i>	<i>Goals for 2009–10</i>	<i>Actions for 2009–10</i>
Percentage of consultations about new or revised policy / program proposals that are developed in consultation with people with disabilities	About 90%, as most of DVA's new or revised policy/program proposals included consultation with ex-service organisations that represent, among others, veterans with disabilities. Representatives of the Repatriation Commission and the Military Rehabilitation and Compensation Commission participated in policy formulation and development processes affecting veterans with disabilities. Projects are designed to conform to disability legislation and Australian standards.	Maintain current performance standards.	Ensure continued consultation with representatives of organisations that represent people with disabilities and continue the current process of considering the impact of new/ revised policy on those people.

Policy adviser role, continued

Performance indicator # 3 – Public announcements of new, revised or proposed policy / program initiatives are available in accessible formats for people with disabilities in a timely manner

Performance measure	Current level of performance 2008–09	Goals for 2009–10	Actions for 2009–10
<p>Percentage of new, revised or proposed policy / program announcements available in a range of accessible formats</p> <p>Time taken in providing announcements in accessible formats</p>	<p>About 90%, as announcements are made available with a view to their accessibility by the veteran community, including people with disabilities, and are publicised in a number of formats. Following public broadcasts, DVA managers conduct face-to-face briefings for representatives of the veteran community, send letters to affected clients, place material on the DVA website, and undertake radio and promotion through Vetaffairs, which is distributed as a tabloid newspaper, on audio cassettes and via the DVA website as a PDF file. Information is given in a clear and concise format and written in plain English.</p>	<p>Maintain current performance standards.</p>	<p>Ensure continued consultation with representatives of organisations that represent people with disabilities and continue the current process of considering the impact of new/ revised policy on those people.</p>

Regulator role

Performance indicator # 1 – Publicly available information on regulations and quasi-regulations is available in accessible formats for people with disabilities

Performance measure	Current level of performance 2008–09	Goals for 2009–10	Actions for 2009–10
<p>Percentage of publicly available information on regulations and quasi-regulations requested and provided in:</p> <ul style="list-style-type: none"> • accessible electronic formats • accessible formats other than electronic <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> • electronic format and • formats other than electronic 	<p>About 50%, as DVA's website contains significant information in HTML format about the Department, its services and veterans' entitlements. Information on regulations and quasi-regulations is published in PDF format.</p> <p>Accessibility of information on the DVA Facts system, the DVA Forms system, and the Consolidated Library of Information and Knowledge (CLIK) has not changed.</p> <p>The DVA website contains advice on how to obtain information that cannot be accessed online. DVA's website contains information about how to make website content more accessible.</p> <p>Information about regulations and quasi-regulations is publicised through non-electronic formats such as direct mail, Veterans Affairs newspaper and face-to-face briefings, and is available at VAN offices.</p> <p>The average time to print material, such as pamphlets and booklets, varies depending on the media requested and size of a document.</p>	<p>Maintain current performance standards.</p>	<p>Continue to ensure publicly available information on regulations and quasi-regulations is available in accessible electronic and hard copy formats, and is made available in a timely manner.</p>

Performance indicator # 2 – Publicly available regulatory compliance reporting is available in accessible formats for people with disabilities

Performance measure	Current level of performance 2008–09	Goals for 2009–10	Actions for 2009–10
<p>Percentage of publicly available information on regulations and quasi-regulations requested and provided in:</p> <ul style="list-style-type: none"> • accessible electronic formats; and • accessible formats other than electronic <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> • electronic format; and • formats other than electronic 	<p>100%, as regulatory reporting information is available in DVA's annual reports, published in HTML format on DVA's website and in booklet format, in plain English.</p> <p>The Office of Australian War Graves' performance information is also reported in the DVA annual report.</p> <p>DVA's annual report is published on the DVA website in accessible PDF format after the printed copy is tabled, in accordance with deadlines set out by Department of the Prime Minister and Cabinet.</p>	<p>Maintain current performance standards.</p>	<p>Continue to ensure publicly available regulatory compliance reporting is available in accessible electronic and hard copy formats, and is made available in a timely manner.</p> <p>Continue to review DVA's annual reports to seek to improve accessibility formats.</p>

Purchaser role

Performance indicator # 1 – Publicly available information on agreed purchasing specifications are available in accessible formats for people with disabilities

<i>Performance measure</i>	<i>Current level of performance 2008–09</i>	<i>Goals for 2009–10</i>	<i>Actions for 2009–10</i>
<p>Percentage of publicly available purchasing specifications requested and provided in:</p> <ul style="list-style-type: none"> • accessible electronic formats and • accessible formats other than electronic. <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> • electronic formats and • formats other than electronic 	<p>100%</p> <p>Publicly advertised requests for tender (RFTs) are available from either the AusTender website, sponsored by the Department of Finance and Administration, or the DVA website.</p> <p>Both provide the tender documents in MS Word format, via an HTML page. The HTML page contains a description of the tendered services and contact details, should a person wish to request the RFT in a different format. To date, there have been no requests for RFTs in a different format. The DVA RFT template includes the requirement for prospective tenderers and contractors to comply with the <i>Disability Discrimination Act 1992</i>.</p>	<p>Maintain current performance standards.</p>	<p>Continue to ensure publicly available information on agreed purchasing specifications is available in accessible formats for people with disabilities.</p>

Performance indicator # 2 – Processes for purchasing goods or services with a direct impact on the lives of people with disabilities are developed in consultation with people with disabilities

<i>Performance measure</i>	<i>Current level of performance 2008–09</i>	<i>Goals for 2009–10</i>	<i>Actions for 2009–10</i>
<p>Percentage of processes for purchasing goods or services that directly impact on the lives of people with disabilities that are developed in consultation with people with disabilities</p>	<p>100%</p> <p>DVA's purchasing arrangements include consultation with ex-service organisations that represent, among others, veterans with disabilities. Representatives of the Repatriation Commission and the Military Rehabilitation and Compensation Commission participate in purchasing processes affecting veterans with disabilities. Contractors are obliged to conform to relevant disability legislation and Australian standards.</p> <p>DVA also consults through feedback from individuals such as day club participants, liaison with representative groups such as ex-service organisations, formal evaluations such as the review of Queensland day clubs, and purchasing of services from representative organisations.</p>	<p>Maintain current performance standards.</p>	<p>Ensure continued consultation with representatives of organisations that represent people with disabilities and continue to consider the effects of new or revised policy.</p> <p>Continue the range of direct consultation and expand programs to ensure consistency.</p>

Purchaser role, continued

Performance indicator # 3 – Purchasing specifications and contract requirements for the purchase of goods and services are consistent with the requirements of the Disability Discrimination Act 1992 (DDA)

<i>Performance measure</i>	<i>Current level of performance 2008–09</i>	<i>Goals for 2009–10</i>	<i>Actions for 2009–10</i>
Percentage of purchasing specifications for goods and services that specify that tender organisations must comply with the <i>Disability Discrimination Act 1992</i>	About 90% of purchasing specifications. 100% of purchasing agreements require compliance with the DDA.	Maintain current standards.	Continue to ensure purchasing specifications and contract requirements are consistent with the DDA.
Percentage of contracts for the purchase of goods and services that require the contractor to comply with the DDA	The DVA standard templates for RFTs and service agreements include a standard clause for compliance with the DDA. All written purchasing agreements initiated by DVA are based on these templates.		

Performance indicator # 4 – Publicly available performance reporting against the purchase contract specifications requested in accessible formats for people with disabilities is provided

<i>Performance measure</i>	<i>Current level of performance 2008–09</i>	<i>Goals for 2009–10</i>	<i>Actions for 2009–10</i>
Percentage of publicly available performance reports against the contract purchasing specification requested and provided in: <ul style="list-style-type: none"> • accessible electronic formats • accessible formats other than electronic Average time taken to provide accessible material in: <ul style="list-style-type: none"> • electronic formats • formats other than electronic 	100% Contract reporting information is available in DVA's annual report and in the Office of Australian War Graves journal. DVA's annual report is published on the DVA website in accessible PDF format with HTML cover page after the printed copy is tabled. The average time to provide accessible material varies depending on the media requested and size of a document.	Maintain current performance.	Monitor effectiveness of performance reporting.

Purchaser role, continued

Performance indicator # 5 – Complaints / grievance mechanisms, including access to external mechanisms, in place to address concerns raised about provider's performance

Performance measure	Current level of performance 2008–09	Goals for 2009–10	Actions for 2009–10
<p>Established complaints / grievance mechanisms, including access to external mechanisms, in operation</p>	<p>DVA's Feedback Management System records and analyses feedback about providers. Accessibility issues are recorded and analysed, and information directed to the relevant area to address.</p> <p>DVA treatment monitoring committees, in all states and at the national level, include representatives from the veteran community and DVA. They meet regularly and review complaints from the veteran community. Members of the veteran and defence force communities can also take complaints to the Commonwealth Ombudsman and Human Rights and Equal Opportunity Commission, or to their Member of Parliament, who may make representations to the Minister or the Secretary. The DVA Ministerial Correspondence System tracks these letters to monitor progress.</p> <p>DVA's established complaints and grievance handling mechanisms include contractual obligations requiring contractors to provide relevant information. DVA ensures that information about relevant external complaints handling bodies is provided to clients.</p>	<p>Maintain current complaints and grievance mechanisms.</p>	<p>Monitor effectiveness of existing mechanisms.</p> <p>Ensure contracting arrangements maintain requirements to facilitate complaint and grievance mechanisms.</p>

Provider role

Performance indicator # 1 – Providers have established mechanisms for quality improvement and assurance

Performance measure	Current level of performance 2008–09	Goals for 2009–10	Actions for 2009–10
Evidence of quality improvement and assurance systems in operation	<p>DVA's quality improvement and assurance mechanisms for service delivery include the following:</p> <ul style="list-style-type: none"> • Feedback Management System reports are used to identify areas for improvement. • Service delivery is being enhanced as a result of improvements suggested in the Veterans' Satisfaction Surveys (VSS) 2007–08 • Quality Improvement and quality assurance clauses are elements of all DVA purchasing arrangements. 	<p>Enhance the quality of feedback data while designing a new feedback system.</p> <p>Undertake a veterans' satisfaction survey (VSS) in late 2009.</p> <p>Ensure that all new contracts contain relevant clauses.</p>	<p>Improve compliance by staff with DVA's procedural feedback policy</p> <ul style="list-style-type: none"> • Raise staff awareness of the need to record all feedback • Ensure that staff are aware of their obligations to provide additional assistance to those with special access needs. <p>Continue to implement improvement measures.</p> <p>Monitor existing contracts. Work with providers to improve performance.</p>

Performance indicator # 2 – Providers have an established service charter that specifies the roles of the provider and consumer and service standards which address accessibility for people with disabilities

Performance measure	Current level of performance 2008–09	Goals for 2009–10	Actions for 2009–10
Established service charter that adequately reflects the needs of people with disabilities in operation	<p>The DVA Service Charter reflects the needs of all clients, including those with disabilities. The Service Charter is available in print form and on the DVA website.</p> <p>DVA's contracted providers are required to adhere to DVA's Service Charter standards and all Australian Government legislation, including the <i>Disability Discrimination Act 1992</i>.</p> <p>Major providers, such as other government agencies, are also required to adhere to their own service charter standards.</p>	<p>Measure performance against the Service Charter commitments through the VSS.</p>	<p>Evaluate the Service Charter and update as necessary.</p>

Provider role, continued

Performance indicator # 3 – Complaints / grievance mechanisms, including access to external mechanisms, in place to address concerns raised about performance

Performance measure	Current level of performance 2008–09	Goals for 2009–10	Actions for 2009–10
Established complaints / grievance mechanisms, including access to external mechanisms, in operation	Established complaints/grievance mechanisms, including access to external mechanisms, are in operation. The DVA website contains a complaints link. The Feedback Management System, incorporating complaints management, was reviewed in 2007–08 by the ANAO and recommendations for improvements are being addressed.	Implement an improved framework for handling complaints and compliments.	<p>Promulgate a Complaints Management Policy and updated procedures that specifically address those who have difficulty accessing complaints mechanisms.</p> <p>Raise the profile of complaints among internal and external stakeholders.</p> <p>Ensure that staff are familiar with DVA's complaints management policy and processes.</p>