

## Appendix 8: Commonwealth Disability Strategy— the Tribunal’s performance in employer role

Performance indicator	Performance measures	Performance for 2004–05
Employment policies, procedures and practices comply with the requirements of the <i>Disability Discrimination Act 1992</i> .	All employment policies, procedures and practices meet the requirements of the Act.	Policies reviewed and found to comply with the requirements of the Act.
Recruitment information for potential job applicants is available in accessible formats on request.	All recruitment information requested is provided in: <ul style="list-style-type: none"> <li>• accessible electronic formats</li> <li>• accessible formats other than electronic.</li> </ul> Average time taken to provide accessible information in: <ul style="list-style-type: none"> <li>• electronic format</li> <li>• formats other than electronic.</li> </ul>	100% available via fax, email and mail or by downloading from the Tribunal’s website.  As set out in the <i>World Wide Web Access: Disability Discrimination Act Advisory Notes</i> , Website Accessibility Priority 1 and 2 checkpoints have been met.  Telephone typewriter service is also available for use by hearing-impaired job applicants.  All requests, both electronic and otherwise, are dispatched within 48 hours of receipt of requests.
Agency recruiters and managers apply the principle of reasonable adjustment.	All supervisors and managers are provided with information on reasonable adjustment; reasonable adjustments to the workplace are made to accommodate the needs of staff with disabilities.	All staff and managers of the Tribunal have access to information about reasonable adjustment in the Staff Selection Manual, Disability Action Plan and Reasonable Adjustment Policy, available on the Tribunal’s intranet. Adjustments have been made to accommodate hearing-impaired staff.
Training and development programs consider needs of staff with disabilities.	All training and development programs consider needs of staff with disabilities.	All in-house training programs consider the needs of staff and members with disabilities. The Tribunal also ensures that all externally organised events have facilities, if required, for disabled members or staff.
Training and development programs include information on disability issues as they relate to the content of the program.	All training and development programs include information on disability issues as they relate to the program.	All Tribunal in-house training and development courses include information on disability issues where relevant.

## Appendix 8: Commonwealth Disability Strategy— the Tribunal's performance in employer role *continued*

Performance indicator	Performance measures	Performance for 2004–05
Complaints/grievance mechanism, including access to external mechanisms, in place to address issues and concerns raised by staff.	Established complaints/grievance mechanisms, including access to external mechanisms, in operation.	The formal process for dispute resolution is contained in the AAT Agency Agreement 1 July 2003–30 June 2006. In addition, there is provision for internal and external review of actions in the <i>Public Service Regulations 1999</i> .
Providers have established mechanisms for quality improvement and assurance.	Evidence of quality improvement and assurance systems in operation.	The following mechanisms ensure that quality of service to clients is maintained and improved: quarterly reporting and review of timeliness standards; performance management of staff; outreach service to self-represented applicants; and user liaison meetings at local, national and agency head level.
Providers have an established service charter that specifies the roles of the provider and consumer, and service standards that address accessibility for people with disabilities.	Established service charter that adequately reflects the needs of people with disabilities in operation.	The Tribunal has an established charter, which sets out its commitment to providing equitable access to all clients. The charter is available in pamphlet form (including in large print) and on the Tribunal's website.
Complaints/grievance mechanism, including access to external mechanisms, in place to address issues and concerns raised about performance.	Established complaints/grievance mechanisms, including access to external mechanisms, in operation.	The Tribunal has a formal complaints mechanism which includes provision for external complaint to the Ombudsman.