

Appendix 9: Commonwealth Disability Strategy – the Tribunal’s performance

Performance indicator	Performance measures	Performance for 2005–06
Employment policies, procedures and practices comply with the requirements of the <i>Disability Discrimination Act 1992</i> .	Number of employment policies, procedures and practices that meet the requirements of the Act.	All employment policies and procedures have been reviewed and found to comply with the requirements of the Act.
Recruitment information for potential job applicants is available in accessible formats on request.	<p>Percentage of recruitment information 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 information in:</p> <ul style="list-style-type: none"> • electronic format; and • formats other than electronic. 	<p>All recruitment information was available in a variety of electronic and non-electronic formats. In relation to information on the Tribunal’s website, the Tribunal met Website Accessibility Priority 1 and 2 checkpoints as set out in the <i>World Wide Web Access: Disability Discrimination Act Advisory Notes</i>. A telephone typewriter service was available for use by hearing-impaired job applicants. All requests for recruitment information were despatched within 48 hours of request.</p>
Agency recruiters and managers apply the principle of ‘reasonable adjustment’.	Percentage of recruiters and managers provided with information on ‘reasonable adjustment’.	All staff had access to information about reasonable adjustment in the Staff Selection Manual, Disability Action Plan and Reasonable Adjustment Policy, which are available on the Tribunal’s intranet. District Registrars attended a dedicated training session on reasonable adjustment. Adjustments were made to accommodate the needs of staff with disabilities.
Training and development programs consider needs of staff with disabilities.	Percentage of training and development programs that consider the needs of staff with disabilities.	The Tribunal took into account the needs of members and staff with disabilities in relation to all in-house training programs. The Tribunal also ensured that all externally organised events had facilities, if required, for members or staff with disabilities.
Training and development programs include information on disability issues as they relate to the content of the program.	Percentage of training and development programs that include information on disability issues as they relate to the program.	All Tribunal in-house training and development courses included information on disability issues where relevant.

Performance indicator	Performance measures	Performance for 2005–06
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 AAT Agency Agreement 1 July 2003 — 30 June 2006 contains a formal process for dispute resolution. 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 Tribunal conducted a user survey in 2004-05. Issues raised concerning service provision for people with disabilities have been considered and action taken to address them. Regular liaison meetings were held with Tribunal users providing a forum for feedback on service provision.
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.	Established service charter that adequately reflects the needs of people with disabilities in operation.	The Tribunal has a Service Charter which sets out its commitment to providing equitable access to all users. The charter was available in leaflet 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 complaint-handling procedures in place which are set out in the Tribunal's Service Charter. When responding to complaints, the Tribunal advises complainants of external mechanisms relevant to the issues raised, including the Ombudsman and the Human Rights and Equal Opportunity Commission.