

# Disability inclusion action plan

2020-2023

Sharing  
stories and  
starting  
conversations



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# Message from our CEO



**I am fortunate to lead an organisation of over 1200 passionate people who work to make energy better together.**

Hydro Tasmania is Australia's leading clean energy business, largest producer of renewable energy and largest water manager. Our consulting business, Entura delivers clever solutions in water and energy to clients locally, nationally and internationally. Momentum Energy is a retailer of energy to both residential and business customers.

It gives me great pleasure to present you with our first-ever Disability Inclusion Action Plan (DIAP). This is an important milestone on our journey to nurture a culture of inclusion, where diversity is embraced, and every person feels valued and respected.

We have set ourselves four goals to focus on initially:

- 1. create more opportunities for people with disability to engage with us**
- 2. increase employment opportunities for people with disability**
- 3. change attitudes towards people with disability**
- 4. create more inclusive systems and processes.**

These goals are informed by State, Federal and international law and policy, including the Tasmanian Government's Accessible Island: Disability Framework for Action 2018-2021.

We know that over four million people in Australia have some form of disability, and we know that everyone benefits when we improve opportunities for people with disability to access and contribute to our services.

We have five core values (Our Way) and our DIAP supports every single one of them: keep each other safe, find a way, do the right thing, better together and all about our customers.

We recognise the importance of consulting people with disability and those with a lived experience of disability, and would like to acknowledge the fantastic working relationship we have established with the people at Get Skilled Access during the development of our DIAP.

I extend my thanks to everyone who has contributed to this plan and I look forward to working hard to achieve our goals. Please get in touch if you have any feedback as we continue our conversation on accessibility and inclusion into the future.

Steve Davy  
Chief Executive Officer

# Message from Get Skilled Access



**As Co-Founder of Get Skilled Access (GSA), I'm honoured to help introduce Hydro Tasmania group's first ever Disability Inclusion Action Plan.**

The GSA team and I are looking forward to working with Hydro Tasmania group's 1200+ passionate employees. I recently launched a campaign titled #RemoveTheBarrier around increasing employment opportunities for people with disability and it's fantastic to see this objective play a central role in this DIAP.

I remember being turned away from an interview when I was 18 or 19 simply because it was upstairs. This didn't make sense to me then, and still doesn't now. That is why I'm excited to be working with Hydro Tasmania group to ensure that its workplaces are more inclusive and accessible in every way.

I'm also extremely pleased to see the work that Hydro Tasmania group has done with my Co-Founder Nick Morris on Project Fusion to make its new office space in Melbourne accessible, while implementing Universal Design principles.

At GSA, our mantra is: "Real life disability experience delivered by real life people with disability". It was great to have members of our team with mobility, sensory and intellectual disabilities collaborate with Hydro Tasmania group to develop a DIAP that encompasses a wide range of disability considerations.

I'm confident that together we can achieve the tasks and objectives outlined in this DIAP and in doing so we will build the foundation for long-term positive change in the disability and inclusion space.

I look forward to working together with Hydro Tasmania group in 2020 and beyond.

Dylan Alcott, OAM  
Get Skilled Access Co-Founder

# Our statement of intent

## **We are committed to creating a workforce that is reflective of the communities we serve.**

We acknowledge that, as a large organisation, we have the capacity to make a significant and positive difference to the many Australians who have a lived experience of disability. We can do this through our recruitment practices, our employee experience and the ways in which we support our customers and community members with disability to access our services, venues and recreational spaces.

## **We will promote a human rights-based, social model of disability.**

This approach recognises that all government agencies and organisations are bound to recognise the rights of people with disability as set out in the United Nations Convention on the Rights of Persons with Disabilities (CRPD). It also acknowledges that many challenges faced by people with disability are not due to the functional limitations of individuals but rather, by the failure of society to meet their requirements.

## **We will strive to lead as an employer of choice for people with disability.**

We will build our disability confidence into the future. As our DIAP evolves, we will consult with employees and members of the community with disability and use their feedback and experiences to embed more inclusive and dignified practices.

## **We will embed the principles of social inclusion, dignity and equity throughout all our business practices.**

We recognise that improving the customer experience for people with disability and informing the public about such changes has the potential to attract more customers from diverse backgrounds and result in increased customer satisfaction, and improved design of workplace services and spaces. All our stakeholders will benefit and this will ultimately play a role in positively influencing broader community attitudes towards people with disability.

# Legislative and policy context

## Disability and inclusion action planning is informed by State, Federal and international law and policy.

Our DIAP has been developed to support the Tasmanian Government's commitment to implementing socially just policies and practices for Tasmanians with disability now and in the future, as outlined in Accessible Island: Disability Framework for Action 2018-2021. In addition to supporting key components of this framework, our DIAP will support key commitments of the National Disability Strategy 2010-2020, and it will empower us to satisfy our obligations under the Disability Discrimination Act 1992 (DDA).

The United Nations Convention on the Rights of Persons with Disabilities states that persons with disabilities include those who have:

*'long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.'*

This definition reflects and reinforces the importance of viewing disability as the result of interaction between people living with disability and their physical and social environment. Disability is no longer simply about the individual. The onus to break down barriers to participation and inclusion rests with the whole community.

At the Federal level, the National Disability Strategy 2010-2020 (NDS) sets out a national plan that identifies the Australian Government's key priorities and associated actions to remove barriers. It specifically aims to bring about change in all mainstream services and programs.

As a large organisation and a proud member of the Tasmanian and broader Australian community, we have a vital role to play to break down barriers and create an inclusive, flexible and accessible environment in which people with disability can work, benefit from our services and access our venues and recreational spaces.

# Our goals

## 1. Create more opportunities for people with disability to engage with us

We are committed to setting best practice with respect to accessibility, inclusion and the physical environment. This will include making sure that everyone – including current and future employees – can participate in activities equitably and with dignity.

ACTIONS	RESPONSIBILITY	TIMING
We will review our community engagement activities to optimise their accessibility by all members of the community.	<ul style="list-style-type: none"> <li>Head of Communications and Engagement</li> </ul>	Feb 2020 – Aug 2021
We will facilitate an accessibility and inclusion audit across all our workplaces and identify opportunities for access upgrades, including the provision of universal design access.	<ul style="list-style-type: none"> <li>Head of Business Operations</li> <li>Diversity and Inclusion Manager</li> </ul>	Feb 2020 – Aug 2021
We will provide venue accessibility information for all of our workplaces.	<ul style="list-style-type: none"> <li>Head of Workplace Health and Safety</li> <li>Head of Communications and Engagement (Hydro Tasmania)</li> <li>Head of Marketing and Communications (Momentum Energy)</li> <li>Marketing and Communications Manager (Entura)</li> </ul>	Aug 2021 – Feb 2023
We will implement a dignified and efficient workplace adjustment policy and include information in our onboarding process for new employees.	<ul style="list-style-type: none"> <li>Head of Employee Experience</li> <li>Head of Workplace Health and Safety</li> </ul>	Aug 2021 – Feb 2023

## 2. Increase employment opportunities for people with disability

We are committed to increasing employment opportunities for people with disability. Appreciating that not all barriers are readily apparent, we will review our current practices to ensure equitable access to these opportunities.

ACTIONS	RESPONSIBILITY	TIMING
We will review our recruitment processes to ensure that they reflect principles of equitable access for people with disability.	<ul style="list-style-type: none"> <li>Head of Employee Experience</li> </ul>	Feb 2020 – Aug 2021
We will review our current career development pathways and opportunities for flexible work arrangements to ensure that we can retain existing talent and provide further opportunities for our people – including those with disability.	<ul style="list-style-type: none"> <li>Head of Employee Experience</li> <li>Group Learning and Development Manager</li> </ul>	Feb 2020 – Aug 2021
We will include a statement on all job advertisements to highlight our commitment to access and inclusion – including by welcoming applications from people with disability.	<ul style="list-style-type: none"> <li>Head of Employee Experience</li> <li>Diversity and Inclusion Manager</li> </ul>	Aug 2021 – Feb 2023
We will seek to work with key educational institutions to create employment pathways for people with disability (eg via work experience and internship programs).	<ul style="list-style-type: none"> <li>Talent Partner</li> <li>Group Learning and Development Manager</li> </ul>	Aug 2021 – Feb 2023



### 3. Change community attitudes towards people with disability

We acknowledge that in the wider community and within our organisation there may be unconscious bias towards people with disability in relation to what they can achieve and how they can contribute. We will commit to challenging this bias and, in turn, become an example for the wider community.

ACTIONS	RESPONSIBILITY	TIMING
We will increase the 'disability confidence' of our people by ensuring staff undertake disability awareness training.	<ul style="list-style-type: none"> <li>Group Learning and Development Manager</li> <li>Diversity and Inclusion Manager</li> <li>Head of Employee Experience</li> </ul>	Feb 2020 – Aug 2021
We will create a one page 'accessibility and inclusion' language guide for our people.	<ul style="list-style-type: none"> <li>Diversity and Inclusion Manager</li> </ul>	Feb 2020 – Aug 2021
We will acknowledge and celebrate International Day of People with Disability by inviting inspirational Australians with a lived experience of disability to share their story with our people.	<ul style="list-style-type: none"> <li>Diversity and Inclusion Manager</li> </ul>	Annual
We will facilitate greater awareness of mental health and promote available supports.	<ul style="list-style-type: none"> <li>Head of Workplace Health and Safety</li> </ul>	Feb 2020 – Feb 2023
We will regularly promote our achievements and share positive stories about access, diversity and inclusion across our internal (and, where appropriate, external) communication channels.	<ul style="list-style-type: none"> <li>Head of Internal Communications</li> <li>Diversity and Inclusion Manager</li> <li>External Communication Manager (Hydro Tasmania)</li> <li>Head of Marketing and Communications (Momentum Energy)</li> <li>Marketing and Communications Manager (Entura)</li> </ul>	Feb 2020 – Feb 2023

## 4. Create more inclusive systems and processes

The barriers faced by people with disability can be perpetuated by non-accessible physical and sensory environments. Once these barriers are removed people with disability are free to demonstrate their true capacity to contribute with dignity. We are committed to removing these barriers through more inclusive and accessible systems and processes.

ACTIONS	RESPONSIBILITY	TIMING
We will review our customer and community communications and identify opportunities to enhance their accessibility.	<ul style="list-style-type: none"> <li>• Head of Communications and Engagement (Hydro Tasmania)</li> <li>• Head of Marketing and Communications (Momentum Energy)</li> <li>• Marketing and Communications Manager (Entura)</li> </ul>	Feb 2020 – Jul 2021
We will review our 'first impression' processes and spaces (including security gates and sign-in locations) and consider whether they reflect an environment that is accessible and inclusive.	<ul style="list-style-type: none"> <li>• Head of Employee Experience</li> <li>• Head of Business Operations</li> </ul>	Feb 2020 – Jul 2021
We will implement accessibility upgrades to the Hydro Tasmania, Momentum Energy, and Entura websites.	<ul style="list-style-type: none"> <li>• Brand and Marketing Manager (Hydro Tasmania)</li> <li>• Head of Marketing and Communications (Momentum Energy)</li> <li>• Marketing and Communications Manager (Entura)</li> </ul>	Aug 2021 – Feb 2023
We will include accessibility and inclusion information on the Hydro Tasmania, Momentum Energy and Entura websites.	<ul style="list-style-type: none"> <li>• External Communications Manager (Hydro Tasmania)</li> <li>• Head of Marketing and Communications (Momentum Energy)</li> <li>• Marketing and Communications Manager (Entura)</li> </ul>	Aug 2021 – Feb 2023


# Governance

**Our commitment to Diversity and Inclusion rests with everyone working across our organisation.**

We will communicate the launch of this DIAP to our people. We will also make it available on our intranet sites.

We have established an Inclusion Council comprising representatives from various business units, that is led by our Diversity and Inclusion Manager. Employees with specific responsibility for the goals in this DIAP will provide monthly updates to the Inclusion Council.

Half yearly progress evaluation reports will be provided to our Executive Leadership Team and the Hydro-Electric Corporation board of directors.



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Momentum Energy Pty Ltd ABN 42 100 569 159  
AETV Pty Ltd ABN 29 123 391 613