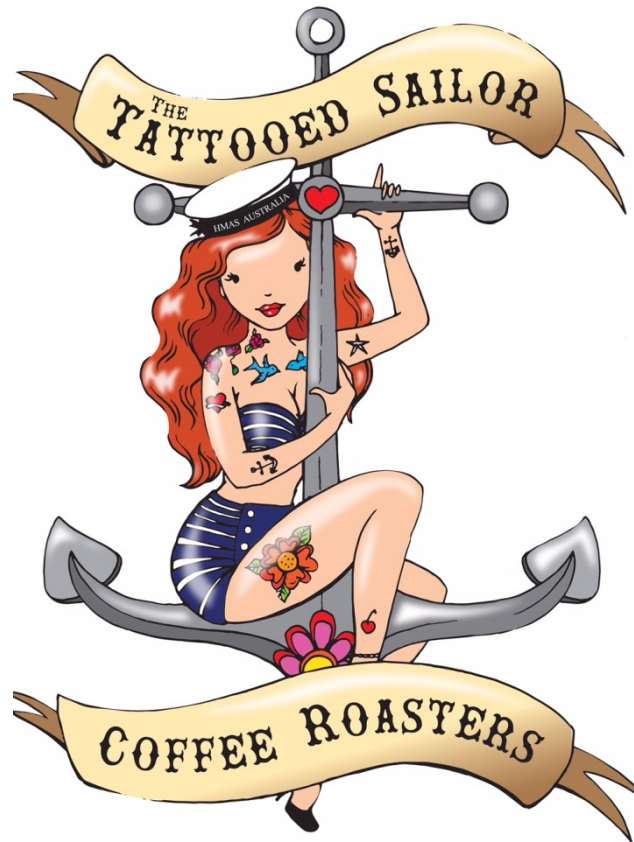


Access and Inclusion
Equal Employment Opportunity
Action Plan 2016 -2020



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Key to Terminology:

- Plan – Access & Equity and Equal Employment Opportunity Plan
- Business – The Tattooed Sailor Coffee Roasters
- LOTE – Language other than English
- ADCQ – Anti Discrimination Commission Queensland - Queensland Anti-Discrimination Act 1991
- HREOC – Human Rights and Equal Opportunity Commission
- DDA – Disability Discrimination Act 1992
- EEO – Equal Employment Opportunity

FOREWORD BY THE DIRECTORS

The Tattooed Sailor Coffee Roasters (TSCR) are proud to present this Access & Equity and Equal Employment Opportunity Plan to support improved access, inclusion and employment opportunities for people who speak language other than English (LOTE), people with and without disabilities and our veteran community.

TSCR will continue to manage, support and promote the issues affecting people with disabilities; including overcoming barriers to equitable participation and employment in all walks of life and looking at how they - people from LOTE backgrounds, with disabilities veterans and their supporting communities interface to create opportunities for all.

TSCR will rise to the challenge of meeting the needs of people with disabilities, particularly in respect to accessing our roasting and barista operations. We are pleased to say that we are sourcing equipment that creates opportunities for all and will continue to do so.

Ensuring equitable access, inclusion and employment have important benefits for the whole community - it creates stronger social networks ensures quality of life, self-pride, achievement and a sense of place and belonging. Community wellbeing is also enriched through improved access to community.

This Plan demonstrates TSCR's ongoing commitment to developing inclusive communities, where community participation and access is enabling people to engage in our region with dignity, pride and independence. The Plan provides a systematic approach to addressing the needs of employees with disabilities, veterans or from LOTE backgrounds.

Developed by the TSCR, the plan will provide a framework for systematically addressing needs over a period of time with evaluation and review checkpoints.

TSCR is committed to working in partnership with the wider community to ensure inclusion and access in the region and to promote the benefits of employing and training members of the community with diverse needs.



Ian Chill
Director



Oliver James
Director

MISSION STATEMENT:

“To enhance inclusion for everyone within our diverse customer, staff and trainee base through excellence of service training, mentor and leadership”.

BACKGROUND

PURPOSE OF THIS PLAN

The purpose of this plan is to promote, protect and ensure the full and equal enjoyment of all human rights and broader social justice considerations by all persons with diverse backgrounds, to promote respect for their inherent dignity and to provide a framework to enable TSCR to comply with the goals of the Anti-Discrimination Commission Queensland's (ADCQ) Anti-Discrimination Act 1991 and the Commonwealth Disability Discrimination Act 1992 (*DDA*) as practicably possible within our means.

- To enhance and facilitate equitable access for all members of the community
- As sound business practice in that the implementation of such plans improves TSCR's performance in fulfilling its customer service responsibilities
- To reduce the likelihood of complaints lodged with Anti-Discrimination Commission Queensland and the Federal Government's Human Rights and Equal Opportunity Commission (HREOC); and
- To eliminate discrimination

TSCR's commitment to meeting the needs of people from diverse backgrounds is solid and this is reflected in our approach to social enterprise and supporting our diverse disability, LOTE, veteran and emergency services community.

DEFINITION OF DISABILITY

For the purposes of this Action Plan, “disability” is defined in accordance with the definition provided by the *Disability Discrimination Act 1992*:

- a) Total or partial loss of the person's bodily or mental function
- b) Total or partial loss of a part of the body
- c) The presence in the body of organisms causing disease or illness
- d) The presence in the body of organisms capable of causing disease or illness
- e) The malfunction, malformation or disfigurement of a part of the person's body

- f) A disorder or malfunction which results in the person learning differently from a person without the disorder or malfunction
- g) A disorder, illness or disease which affects a person's thought processes, perception of reality, emotions or judgements in which results in disturbed behaviour
- h) The disability presently exists
- i) The disability previously existed but no longer exists
- j) The disability may exist in the future
- k) The disability is imputed to a person

The TSCR understands “accessible” to mean services, functions and facilities that are open and available to people with disabilities which affords them the same opportunities, rights and responsibilities enjoyed by all other people in the community.

Our community is made up of a wide range of people from Indigenous and Torres Strait Islander, diverse backgrounds – elderly, youth single, in partnerships, veterans, male, female, from culturally and linguistically diverse backgrounds, just to name a few – and people with disabilities are represented in all of the groups mentioned with all of the differences that implies. In the group “people with disabilities” are a diversity of needs, abilities, strengths and weaknesses.

People with disabilities face many barriers in their daily lives – barriers that limit their participation in community life. Many of these barriers are created through the design of the environment in which we live and the attitudes we have to disability; barriers that are disabling. These barriers are not created by the disability the individual may have but by the design of the built environment (e.g buildings, footpaths, stepped entries) and the attitudes of exclusion that imply inclusive design and service provision is expensive unnecessary or benefits only a small minority group. Inclusive design benefits everyone.

MONITORING AND EVALUATION OF THE PLAN'S IMPLEMENTATION

The TSCR will conduct a regular review and update of the plan and its implementation where Key Performance Indicators will be assessed.

LEGAL FRAMEWORK

The objectives of the Anti-Discrimination Commission Queensland's (ADCQ) Anti-Discrimination Act 1991 and *Disability Discrimination Act 1992* are:

- (a) to eliminate, as far as possible, discrimination against persons on the grounds of disability in the areas of:
 - (i) work, accommodation, education, access to premises, clubs and sport; and
 - (ii) the provision of goods, facilities, services and land; and existing laws; and
 - (iii) the administration of Commonwealth laws and programs; and
- (b) to ensure, as far as practicable, that persons who speak LOTE or with disabilities have the same right to equality before the law as the rest of the community; and
- (c) to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

The Act provides a prohibition on disability discrimination in various areas, particularly relating to:

- (a) employment
- (b) education
- (c) access to premises
- (d) goods, services and facilities
- (e) accommodation
- (f) sport.

Within the scope of Legislation, there is an understanding that meeting the objective of the elimination of discrimination may not be possible and provision has been made for situations where full compliance would result in “**unjustifiable hardship**”.

For the purposes of this Act, in determining what constitutes unjustifiable hardship, all relevant circumstances of the particular case are to be taken into account including:

- (a) the nature of the benefit or detriments likely to accrue or be suffered by any persons concerned; and
- (b) the effect of the disability of a person concerned; and
- (c) the financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship; and
- (d) in the case of the provision of services, or the making available of facilities – an action plan given to the Commission under section 64.

The provisions dealing with “unjustifiable hardship” point to the need for an action plan which, as set out in the Legislation, must include provisions relating to:

- (a) the devising of policies and programs to achieve the objects of this Act; and
- (b) the communication of these policies and programs to persons within the service provider; and
- (c) the review of practices within the service provider with a view to the identification of any discriminatory practices; and
- (d) the setting of goals and targets, where these may reasonably be determined against which the success of the plan in achieving the objects of the Act may be assessed; and
- (e) the means, other than those referred to in paragraph (d), of evaluating the policies and programs referred to in paragraph (a); and
- (f) the appointment of persons within the service provider to implement the provisions referred to in paragraphs (a) to (e) (inclusive).

One of the areas referenced to in the Act pertains to employment and there is a strong correlation to the *Equal Employment Opportunity Plan* (EEO).

REVIEW OF POLICIES and PRACTICES

A review of TSCR's policies and practices relating to Disability Discrimination and EEO will be undertaken by the Directors annually.

Findings from the review will be discussed to gain a user perspective of information, services, products and facilities, and will provide the basis of the information on which the A&E and EEO Action Plan will move forward.

Assessment of Disability Needs

Disability	Issues	Solutions
Mobility	<ul style="list-style-type: none"> • Access to premises • Use of toilet facilities by people with disabilities 	<ul style="list-style-type: none"> • Installation of ramps • Specific design of toilets to provide suitable facilities to people with disabilities • Ensure that staff are trained and aware of clear paths of travel in and around the premises
Sight	<ul style="list-style-type: none"> • Signage/menus • Visual information 	<ul style="list-style-type: none"> • Braille and tactile signage • Audio information (web site) • Staff trained to assist with the explanation of information to people who are blind or vision impaired
Hearing	<ul style="list-style-type: none"> • Poor acoustics • Signage/menus 	<ul style="list-style-type: none"> • Reduce ambient noise where practicable when a customer is having difficulty hearing • Create Auslan coffee menu/staff have basic Auslan menu understanding • Staff trained to assist with the explanation of information to people who are deaf or hard of hearing
Physical	<ul style="list-style-type: none"> • Access • Tripping Hazards • Obstructions 	<ul style="list-style-type: none"> • Ramps and paths • Tactile indicators through environmental design • Ensure that staff are trained and aware of clear paths of travel in and around the premises
Intellectual	<ul style="list-style-type: none"> • Access to information 	<ul style="list-style-type: none"> • Easy English information and visual aids • Staff trained to assist with the explanation of information to people with intellectual disabilities

METHODOLOGY IN ASSESSING PRIORITIES

In order to determine priorities a number of criteria have been developed including:

- (a) Demonstrated extent of demand by people with disabilities from information received
- (b) The cost of compliance ranked in terms of high, medium and low cost
- (c) Usage of the facility by the general public
- (d) Degree of difficulty in compliance

It is proposed that the identified needs be assessed in terms of the criteria listed above to ensure that access can be provided as reasonably practicable.

ACCESS & EQUITY and EEO ACTION PLAN

The Tattooed Sailor Coffee Roasters are committed to:

- (a) Provide information, services, products and facilities in a manner that eliminates, as far as reasonably practicable, discrimination of any person on the grounds of disability or who speak a language other than English (LOTE)
- (b) Implement the programmes outlined in the Access and Equity Action Plan within the framework of TSCR's financial commitments; and
- (c) Ongoing consultation with individuals and disability groups as required.

STRATEGIES:

Strategy 1:

People with disabilities and from diverse backgrounds have the same opportunities as other people to access the services of, and any events organised by, the Business where practicably possible.

Goal	Strategy	Task	Responsibility	Timeline
1.1 Ensure equitable access to services and events.	<ul style="list-style-type: none"> Develop and implement an Access & Equity and EEO Action Plan. Develop Risk Assessment tool. 	<ul style="list-style-type: none"> Review the plan annually. Ensure use prior to any event being held. 	Directors.	December 2016.
1.2 Provide people with disabilities an opportunity to comment on access to services.	<ul style="list-style-type: none"> Make the Plan available to, and encourage feedback from, the local community. Seek expert advice from appropriately qualified consultants and engage disability networks as required. 	<ul style="list-style-type: none"> Provide plan to individuals, groups and organisations for feedback. Engage with consultants as required. 	Directors. Directors.	2016 and ongoing. 2016 and ongoing.
1.3 Provide people with disabilities an opportunity to access services in a dignified manner.	<ul style="list-style-type: none"> Provide on-line sales and information. Ensure web-site compliance with W3 Standards. Continue to offer personal assistance to customers when requested. 	<ul style="list-style-type: none"> Ensure web sales function with web design team. Research W3 compliance. Work with web design team to ensure compliance. 	Directors. Web Developers. Directors/Management/ Staff.	2016. 2016. Ongoing.

Strategy 2:

People with disabilities have the same opportunities as other people to access the premises where safe and or other facilities of the Business.

Goal	Strategy	Task	Responsibility	Timeline
2.1 Ensure that our premises are accessible to people with disabilities.	<ul style="list-style-type: none"> • Continue current commitment to meet “Inclusion for All” and prescribed requirements in the Australian standards. • Monitor and respond to emerging physical access issues. • Ensure that staff are trained to be aware of access requirements. 	<ul style="list-style-type: none"> • Design and include access for all to existing and new premises where practicable. • When necessary engage an external consultant to provide access advice. • Develop Toolbox Talk (TBT) for staff and deliver at team meetings and to new staff. 	<p>Directors and Consultant as required.</p> <p>Directors/Management.</p> <p>Directors/Management.</p>	<p>December 2016 Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p>

Strategy 3:

People with disabilities receive information from the Business in a format that will enable them to access the information as practicably possible and as readily as other people are able to access it.

Goal	Strategy	Task	Responsibility	Timeline
3.1 Ensure that customers receive information in the most appropriate format to meet their needs.	<ul style="list-style-type: none">• Develop large print format menus and information about services.• Develop AUSLAN menus and information about services.• Where practicable develop Braille menus and information about services.	<ul style="list-style-type: none">• Provide information in alternative formats upon request where practicable.• Continue to explore the potential of new and emerging technologies.	Directors/Management and Staff. Directors.	Ongoing. Ongoing.

Strategy 4:

People with disabilities receive the same level and quality of service by staff and ensure that inclusive language is used and the Business is seen as an industry leader in the region.

Goal	Strategy	Task	Responsibility	Timeline
4.1 Ensure that Staff are aware of and responsive to the needs of people with disabilities.	<ul style="list-style-type: none"> Develop Tool Box Talk on disability awareness. 	<ul style="list-style-type: none"> Provide TBT for all Staff. 	Delivered by Directors/Management.	Disability awareness training package created.
4.2 Ensure that Staff are aware of and understand the Business' Plan.	<ul style="list-style-type: none"> Provide ongoing training for all staff on quality customer service that meets the needs of all customers. 	<ul style="list-style-type: none"> Provide Plan briefing to all Staff. Provide a copy of the Plan to all new Staff. 	Directors/Management. Directors/Management.	Ongoing. Ongoing.
4.3 Use appropriate terminology at all times within the business.	<ul style="list-style-type: none"> Develop TBT to address inappropriate language and terminology. 	<ul style="list-style-type: none"> Provide TBT to new staff. Provide TBT at regular team meetings. 	Directors/Management. Directors/Management.	Ongoing. Ongoing.

Strategy 5:

People with disabilities and diverse backgrounds have the same opportunities as other people to make complaints to the Business.

Goal	Strategy	Task	Responsibility	Timeline
5.1 Ensure that people with disabilities and who speak LOTE have access the complaints system of the Business.	<ul style="list-style-type: none">• Provide an inclusive complaints mechanism for all customers of the business.• Staff to be aware of the multi format complaints system in place.	<ul style="list-style-type: none">• Complaints may be made in a variety of ways including in person, by phone, SMS, on-line or email.• Provide new staff with information on complaints handling.	Directors/Management and Staff. Directors/Management.	Ongoing. Ongoing.

Strategy 6:

People with disabilities and diverse backgrounds have the same opportunities as other people to seek employment with the Business.

Goal	Strategy	Task	Responsibility	Timeline
6.1 Investigate strategies to improve access to employment opportunities for people with disabilities and from diverse backgrounds.	<ul style="list-style-type: none"> Commit to and implement Equal Employment Opportunity principles. Investigate the potential of offering employment opportunities via disability and migrant employment organisations. 	<ul style="list-style-type: none"> Ensure that the recruitment selection process is inclusive for all members of the community. Work with specialist recruitment agencies to provide inclusive employment opportunities. 	<p>Directors.</p> <p>Directors/Management and Consultants.</p>	<p>Currently in practise.</p> <p>Ongoing.</p>
6.2 Provision of access for all staff to their workplace.	<ul style="list-style-type: none"> Provide access and or equipment for all staff to their workplace within the business as far as practicably possible. Where practicably possible seek OT or other qualified consultant/persons assistance. 	<ul style="list-style-type: none"> Seek grants for workplace modifications to provide access for staff. Research accessible equipment alternatives that provide opportunities for staff. 	<p>Directors.</p> <p>Directors.</p>	<p>Ongoing/As required.</p> <p>Ongoing/As required.</p>

Strategy 7:

Procurement - the Business to address accessibility as a major consideration when procuring equipment for the operation of the roastery or administration of the business where practicably possible.

Goal	Strategy	Task	Responsibility	Timeline
7.1 That new equipment may not be accessible to staff or members of the public, e.g. coffee work stations, coffee roaster operating station, public seating or serveries.	<ul style="list-style-type: none">Ensure that any proposed procurement of equipment has been assessed for accessibility	<ul style="list-style-type: none">Research availability of accessible equipment that will create an inclusive workplace for all.	Directors	Ongoing

Strategy 8:

Action Plan Review and Update - the Business to review plan to ensure currency and that strategies are adapted to reflect changes in legislation and meet the needs of community.

Goal	Strategy	Task	Responsibility	Timeline
8.1 The business will monitor changes may occur in legislation and ensure they are implemented in the plan where applicable.	<ul style="list-style-type: none">• Implement legislation changes within the plan where practicable.• Communicate changes to the plan with staff.	<ul style="list-style-type: none">• Monitor Human Rights and Equal Opportunity Commission and Anti-Discrimination Commission Queensland for changes to legislation and report/implement as necessary.	Directors. Directors/Management and or Consultant.	Annually/as notified.