

Disability Inclusion Action Plan 2020-2024

# Annual Progress Report 2022-2023





### Access to meaningful employment

The Department of Communities and Justice (DCJ) continues to lead the public sector in this area and enhance our ability to provide accessible and meaningful employment.

The NSW Government aims to increase the representation of people with disability in the NSW public sector to 5.6%.



### Many initiatives to increase disability inclusion

As well as 98 projects there are 241 initiatives including:

- 118 Business as Usual activities
- 53 proposed projects
- 70 other activities



### Examples of Business as Usual

NSW Civil & Administrative Appeals Tribunal has fact sheets in Easy Read.

Corrective Services NSW run disability awareness, mental health awareness and trauma informed practice courses.

# What are we doing?

We are tracking the progress of the DCJ Disability Inclusion Action Plan 2020-2022 (DCJ DIAP) which supports the aims of the NSW Disability Inclusion Plan 2021-2025 (DIP).

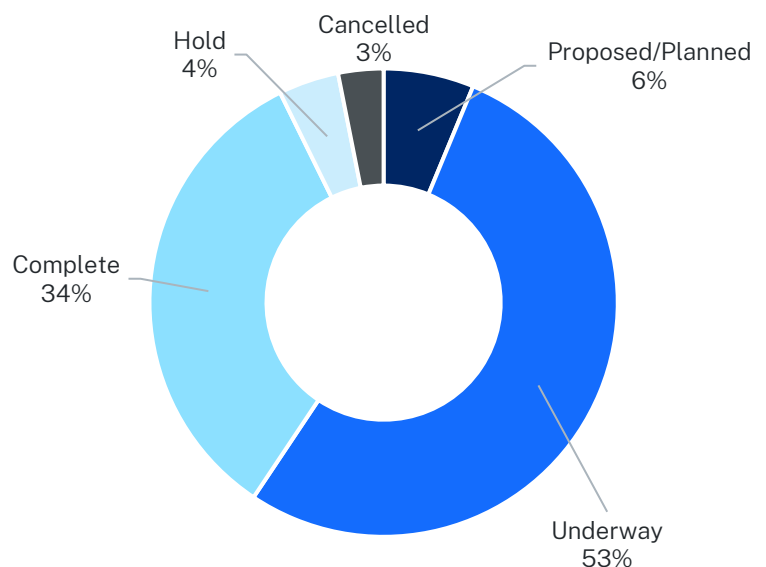
The DIP and associated Disability Inclusion Action Plan (DIAP) are the NSW Government's guiding documents for building inclusion for people with disability in NSW.

The DIP has four focus areas for disability inclusion planning:

1. Positive attitudes and behaviours
2. Liveable communities
3. Access to mainstream services through better systems and processes, and
4. Access to meaningful employment.

# What have we achieved so far?

- 33 projects are complete
- 52 projects are progressing or ongoing as planned
- 6 Projects are proposed/planned
- With 3 projects there is either a problem with the delivery or the initiative is no longer proceeding due to other priorities.
- 4 projects are on hold due to extenuating circumstances.



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# How we facilitate the inclusion of our people and customers with disability

Below and over the following pages are some highlights of the progress made during 2022-2023 under each of the four focus areas

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## Positive attitudes and behaviours

21 projects

11 complete

### Inclusion Playbook

- Organisational Development developed an Inclusion Playbook which provides contemporary digital learning resources to support DCJ employees and managers to better understand inclusion from a disability context.

This playbook was launched in March 2023 and is a digital learning experience on the Department's Learning Management System

### DCJ Accessibility Community of Practice (CoP)

- This CoP is a staff network which connects DCJ colleagues interested in accessibility. Staff share skills, collaborate, generate ideas, solve problems and support each other to deliver accessible communications.
- The CoP has delivered and recorded several training sessions on digital accessibility.

One session was on "Lived experience – Understanding the impact of accessibility", which shared the experiences of users with disability using digital technology.

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## Liveable communities

25 projects

7 complete

### Men's Behaviour Change Program (MBCP) development grants

- MBCPs are mainly group-based programs and services that focus on working with men to enable them to recognise their violent behaviour and develop strategies to stop them from using violence.

Successful grant applicants will tailor:

- a MBCP registered under the NSW Government MBCP Practice Standards and Compliance Framework (Framework) to meet the needs of people with cognitive disability.
- programs for people living with cognitive impairment with the aim of seeking registration under the Framework.

Grants have been provided to three registered MBCPs to tailor their programs to meet the needs of participants with cognitive disability. Projects commenced in June 2023 and will be completed by June 2024.

### Building accessibility for Sydney, South Eastern Sydney and Northern Sydney District

- SSESNS has made modifications to several district buildings. This has included installation of hearing loops in conference rooms, automatic accessible doors, and ramps.

For new locations and relocated sites, accessibility is formally incorporated in the office design and will lead to significant change in district office accommodation.



## Access to meaningful employment

17 projects

5 complete

### Youth Justice Disability Roundtable events

- Three virtual lunchtime events, in partnership with the Disability Employee Network, were delivered to Youth Justice staff between June and December 2022.

These events provided resources to hiring managers to encourage recruitment and retention of staff with disability.



### Murrumbidgee, Far West and Western NSW Districts resource guides

- The districts developed and promoted resource guides for employees and managers on accessing reasonable adjustments in the workplace.

### Youth Justice Disability Champions

- Local Disability Champions, including Aboriginal specific Champions, were established to provide targeted support to staff and resources which meet the individual needs of the young person with disability.
- These Champions also advise Youth Justice of systemic challenges and staff needs.

26 Disability Champions were established across all centres and regions. Champions provide advice and support, and an escalation pathway to enhance the support provided to young people with disability

## Access to mainstream services through better systems and processes

59 projects

20 complete

### IT LiveChat

- IT ServiceDesk, which provides IT support to staff, introduced a new Live Chat contact channel for those who prefer to interact via text. This enables people who are deaf, hard of hearing or have speech difficulties, or simply prefer text-based communication, to engage with IT.
- IT Live Chat is accessed through the ServiceNow web portal by clicking a button that opens a chat box. This starts an interactive conversation.

**The IT Service Desk receives on average, 200 chat interactions per day. In June 2022 the channel was expanded to HR, Finance and other staff support platforms**

### JP Website update

- The JP online project will review the service delivery channels for Justice of the Peace (JPs).

This will include an accessibility review of digital channels to increase accessible documents and content.

- The JP website/online portal has been designed to meet the WCAG Web Content Accessibility Guidelines (WCAG) 2.1 standard.

**The site includes a screen reader, easy to read fonts with a high-contrast colour scheme, a navigation tool for easy access, and provides multiple means of communication.**

### Disability Accessibility and Inclusion Guidelines

- These guidelines were developed to support DCJ staff to embed inclusion and accessibility for people with disability when developing and reviewing policies, mandates, programs, processes, guidelines, tools and other DCJ resources.

**These guidelines were published on DCJ's intranet in late 2022 and provide a suite of resources for DCJ staff..**

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# Next steps

## Collaboration Partnership

The NSW Government will continue ongoing collaboration and partnership between government departments, agencies and local councils to improve outcomes for people with disability.

## 2024-2028 DIAP

The DCJ DIAP will be reviewed and remade during 2024, in consultation with our people and customers with disability.

The next iteration of the DCJ DIAP will continue to focus on people with disability from diverse priority groups including:

- Aboriginal and Torres Strait Islander people
- Lesbian, Gay, Bisexual, Transgender, Intersex, Queer + people
- People from Culturally and Linguistically Diverse Backgrounds
- Women and children with disability

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## Links to resources

DCJ Disability Inclusion Action Plan  
[bit.ly/DCJDIAP](https://bit.ly/DCJDIAP)

NSW Disability Inclusion Plan  
[bit.ly/NSWDIAP](https://bit.ly/NSWDIAP)

Other Government Department Disability Inclusion Action Plans

Local councils Disability Inclusion Action Plans  
[bit.ly/DIAPRegister](https://bit.ly/DIAPRegister)

Disability Inclusion Act 2014  
[bit.ly/DIALegislation](https://bit.ly/DIALegislation)

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## For further information

For further information about the DCJ Disability Inclusion Action Plan please visit the Department of Communities and Justice DIAP website. You can also email [disabilitycouncil@dcj.nsw.gov.au](mailto:disabilitycouncil@dcj.nsw.gov.au) or contact 02 9716 2612.

