

NSW Department of Communities and Justice

Disability Inclusion

Action Plan 2020-24



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Welcome

See how we're building a culture of accessibility and inclusion for our staff and the communities we work with

Secretary's foreword



At the Department of Communities and Justice (DCJ) we often work with people at critical times in their lives.

Our work can be challenging, confronting and confusing for those we work with. It is essential that we behave with respect and compassion.

We have a duty to be inclusive, and the NSW Government recognises that people with disability are too often excluded and denied dignity because of insensitive design and uninformed attitudes.

DCJ aims to help create a more inclusive community through our first Disability Inclusion Action Plan (DIAP). It has four focus areas:

- Attitudes and behaviours
- Liveable communities
- Meaningful employment
- Systems and processes

The two agencies that merged to form DCJ in 2019 had promised to work better with staff with disability.

We've made considerable progress on this, thanks to the impressive work of our ever growing Disability Employee Network (DEN).

And while we still have a way to go, together we'll get there.

We will use our DIAP to help create an organisational culture where everyone is aware of, and responds to, the needs of people with disability in our workplaces and in our community.

I will champion this DIAP and our department will actively support it.

Michael Coutts-Trotter
Secretary

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Why a Disability Inclusion Action Plan?

The Disability Inclusion Act 2014 (*the Act*) commits the NSW Government “to creating a more inclusive community in which mainstream services and community facilities are accessible to people with disability to help them achieve their full potential.”

The Act requires the NSW Government to develop a Disability Inclusion Plan (NSW DIP). It sets out how to create a more inclusive society across the state and requires public agencies in NSW to create and implement disability inclusion action plans (DIAPs).

The NSW DIP established the four focus areas that is also used in DIAPs. These were developed in consultation with people with disability and provide a guide for all public sector agencies in NSW.

Focus areas

Developing positive community attitudes and behaviours

- How we (public sector agencies) behave towards colleagues with disability.
- How we treat clients and community members with disability.
- How we can have a positive influence in the community in general – improving how people with disability are perceived and included.

Creating liveable communities

- How we work to ensure the physical environment and services operating in our communities are accessible.
- How we respond to the needs people with physical and sensory disabilities, to ensure these individuals have full access to their community and activities.

Supporting access to meaningful employment

- As part of the Premier’s Priorities, we want to employ more people with disability across DCJ.
- How we ensure staff with disability feel included and have equal access to career development opportunities.

Improving access to mainstream services through better systems and processes

- This covers a range of technical accessibility matters. This includes forms, the internet and other means of contacting us, or accessing our information and services.
- Ensuring everybody has access to the right information, so staff, the community and public sector agencies can all communicate clearly and effectively with each other.

The case for inclusion

Disability is a part of our lives

- In NSW there are over 1.3 million people living with disability.
- Disability may be acquired at birth or early in life; or it can be the result of accident, illness or injury at any later stage.
- Disability rates increase substantially as we age, with close to 40 per cent of us having some form of disability by the time we're 70.
- We experience a range of impacts because of disability, with just under six per cent of the population experiencing profound or severe disability.
- Disability is caused by a range of conditions. This includes intellectual, physical, cognitive, sensory, and neurological impairments or mental illness.
- What disabilities have in common is the disadvantage and discrimination that many experience as a result.

What does 'inclusion' mean?

- Inclusion is about respect and action.
- To be inclusive, is to take steps so that a person can meaningfully contribute in their workplace, community and society and have a sense of belonging.

Benefits of inclusion

- In recent years there have been significant changes in disability policies in Australia. At the heart of these changes is recognising that people with disability have the right to full and effective participation in society.
- An inclusive society doesn't only benefit people with disability either, it benefits everyone.
- As a community, we are strengthened by our diversity and are enriched through activities that promote inclusion.
- Inclusion reduces disadvantage, isolation and discrimination. It has far reaching positive impacts across all aspects of life, including health, welfare, education and employment. These are felt beyond the individual as well, with families and the broader community all benefitting from an inclusive society.¹
- There are strong economic reasons for increasing the inclusiveness of our society. Analysis indicates that there are significant financial gains for both individuals and for the economy by assisting people with disability into productive and fulfilling employment.²

¹ Disability, Ageing and Carers, Australia: Summary of Finding, Australian Bureau of Stastics, 2012.

² The Economic Benefits of Increasing Employment for People with Disability, Deloitte Access Economics, 2011

Our Disability Inclusion Action Plan

Our first Disability Inclusion Action Plan (DIAP) as a department learns from the individual plans of our former agencies. It also acknowledges the challenge to ensure that our plan is integrated as part of core business, not an add-on competing for attention and resources.

Our aims

Over the four year DIAP we want to see organisational changes within our culture and practices. To achieve this, we commit to:

- We will be constantly aware of, proactive and responsive to disability matters.

This will ensure we are inclusive of people with disability in our workplaces and in our engagement with the community.

- 'Action for Inclusion'

We will take deliberate steps to identify challenge areas and take planned and resourced actions to address them. This will come in the form of projects.

Our approach

Projects are at the heart of our DIAP

- Many projects will be identified at Board, Division or Directorate level as priorities.
- Other projects can be developed by groups such as our Disability Employee Network (DEN) and staff committed to bringing about positive cultural change in their areas.

Ongoing consultation

- To address the needs of staff with disability effectively, we will directly engage our people.
- All projects must engage with key stakeholders in a meaningful way through the life of the project – from design to evaluation.
- The DEN will be consulted about all projects impacting staff with disability. Key disability stakeholders will be engaged with for all service-related projects.

Focus areas

Our plan is to achieve the following aims under the four focus areas set by the NSW Disability Inclusion Plan.

Positive attitudes and behaviours

- We will continue to develop a workplace culture in which we think and act inclusively.
- We commit to continuing to develop disability awareness skills in our frontline workers across our range of services to ensure we engage with community members with disability with sensitivity and respect.

Stronger communities

- Through our services, we will support and contribute to actions that make our communities physically accessible and socially inclusive.
- We will work with people with disability who are involved with our services to support them to be successful in living safe and rewarding lives in their communities.

Meaningful employment

- We will continue to refine our recruitment methods to ensure that people with disability experience accessible and fair selection processes.
- We will continue to develop a workplace culture in which people with disability have equal access to career development opportunities.
- We aim to be an employer of choice for people with disability.

Better systems and processes

- We commit to ensuring our systems and processes are universally accessible.
- We commit to employing the principles of inclusive or universal design to shape all our systems and processes.

Why our DIAP is web-based

Our DIAP will evolve throughout the life of the plan. Having it online helps to ensure it's:

- accessible - user-friendly and easy to understand.
- up-to-date - so we can keep you informed about projects and successes.
- accountable - it will help you see what progress is being made.

Accountability

How we support DIAP projects

We will ensure projects stay on track by supporting them in a range of ways.

- Each project will have a registered Executive Sponsor who will provide progress reports at agreed intervals.
- A Senior Executive Governance Group (SEGG) reviews all project proposals and all subsequent progress reports. The Chair of our Disability Employee Network (DEN) is a member of this group and there are representatives from each division of our department.
- The Disability Inclusion team will be available to provide information, guidance and advice.
- By posting project details and progress reports online, we affirm our commitment to transparency and accountability.
- There is a dedicated mailbox that will ensure any inquiry is addressed promptly.

How you'll know progress is being made

The DIAP has a number of ways to ensure accountability:

1. All projects proposals must detail:
 - a. The project objective – what the project seeks to achieve and what outputs will be delivered.
 - b. The challenge – what change challenge will the project address.
 - c. Why this is important – the benefits envisioned and why they are important.
 - d. What success will look like – what changes a successful project will deliver.
 - e. How success will be measured.
2. The SEGG has set four-monthly meetings at which it will review progress reports from all active, or completed, DIAP projects. It will also meet at other times as needed.
3. All registered projects will be posted online; and will be updated with progress reports at least at six-monthly intervals.
4. An annual 'How are we doing?' report will be posted online, with our Secretary's endorsement.
5. The consultation strategy will ensure that internal and external stakeholders are invited to review the DIAP's progress annually.

All completed projects must be reviewed. We will ask whether the project has succeeded, and what we can learn to inform future work to improve what we do.

Consultation and engagement

Why it's important

Engagement helps us better understand what is important to people with disability, how decisions are made, and what influences those decisions.

DCJ is committed to ensuring that we consult effectively with people with disability. Our Disability Inclusion Action Plan (DIAP) is designed for ongoing consultation with staff and the community.

We will create pathways so that people with disability, and those who support or care for them, can have their voices heard in the clearest way by the people who can act on their concerns.

How we'll do it

The DIAP has an overall consultation strategy. This will ensure that consultations are well managed, and they are appropriately targeted to give meaningful input and review. These will be conducted by:

- building consultation partnerships with disability peak organisations, disability advocacy groups, service providers and other stakeholders.
- Have Your Say online surveys
- consultation workshops
- emails to actionforinclusion@facs.nsw.gov.au.

Each DIAP project is required to have consultation built into its project design. By involving people with disability, we can empower and support them to shape and influence their own lives and the services they access. When we effectively engage with them we are building relationships and trust, and receive insights that can help drive improvement in people's lives.

All projects which impact DCJ staff with disability are required to consult with our strong and active Disability Employee Network (DCJ DEN).

Provide feedback

If you have any feedback on current projects or suggestions for new projects email us at: actionforinclusion@facs.nsw.gov.au

Laws and systems

The context for all NSW disability inclusion actions plans is embedded in the below conventions and laws.

International

- UN Convention on the Rights of Persons with Disabilities

Australian

Federal

- Disability Discrimination Act 1992 (Commonwealth)
- Disability Services Act 1986 (Commonwealth)
- National Disability Insurance Scheme Act 2013 (Commonwealth)
- National Disability Insurance Scheme

State

- Anti-Discrimination Act 1997 (NSW)
- Disability Inclusion Act 2014 (NSW)
- Government Sector Employee Act 2013 (NSW)
- NSW Disability Inclusion Plan
- NSW Public Sector Capability Framework

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APPENDICES

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Key outcomes areas and actions

(as of 1 September 2021)

Develop positive attitudes and behaviours

| Project Title | Project Objective | What Will Success Look Like | Area | Current Status |
|---|---|--|--|----------------|
| Increase competency of Court Services staff in working with and supporting people with a cognitive disability | In partnership with Justice Advocacy Services deliver face to face training for registry staff who interact with the public | Staff in customer facing roles receive training Justice Advocacy Services see an increase in referrals to their service | Courts Services - Courts, Tribunals and Service Delivery | Progressing |
| Best Practice Standards for Working with a Cognitive Impairment. | Assurance that people with a cognitive impairment are supported and provided with tailored support when interacting with DCJ: <ul style="list-style-type: none"> Development of a tool which outlines best practice principles for DCJ programs, policies and services to align with when working with people with a cognitive impairment Embedded practices and strategies across the Department to improve responses to people with a cognitive impairment. | Agencies aligning their policies with the best practice standards <ul style="list-style-type: none"> Improved outcomes for people with a cognitive impairment when in contact with the Stronger Communities cluster Improved understanding of cognitive impairment and disability across the Cluster | Office of Community Safety & Cohesion, Strategy Policy & Commissioning | Progressing |
| Disability Awareness and Inclusion Basics E-Learning | The existing Justice E-Learning module - Disability and Flexible Service Delivery will be updated and modified as part of a broader cultural awareness and inclusion change strategy designed to specifically build DCJ staff inclusion capabilities. | The E-Learning is positively received across the breadth of the Department and staff members actively seek to engage in the E-Learning. Staff enhance their capabilities in particular Value Diversity and Commit to Customer Service. | Strategy Policy & Commissioning | Progressing |

| Project Title | Project Objective | What Will Success Look Like | Area | Current Status |
|--|---|--|---------------------------------|----------------|
| | Service Delivery a practical course focusing on reasonable adjustments and tailors training to business centres core business and its clients with disability. | | | |
| Flexible Service Delivery (providing reasonable adjustments for people with disability) | Training is offered and tailored to a specific business centre or location's needs to ensure that they can provide a seamless disability inclusive service. It builds staff capabilities to problem solve and is skills based on providing reasonable adjustments in a client centric manner for clients with disability. | Staff are knowledgeable and are able to implement seamless reasonable adjustments for clients with disability. | Strategy Policy & Commissioning | Pending |
| Promote Departmental resources to NSW community to support those who work or care for people with decision-making disabilities | NSW Community is aware of the Capacity Toolkit and the free E-Learning Decision-making and capacity. | A targeted communication plan is implemented and sees an increase in NSW community accessing the E-Learning 'Decision-making and Capacity' and requesting the Capacity Toolkit. | Strategy Policy & Commissioning | Pending |
| Refresh and extend ACCESSlink a database containing client inclusion information across DCJ | Up to date inclusion information reflective of our work and clients and has improved usability and is available to all staff at DCJ. | Staff from across DCJ are accessing the site and finding it useful. | Strategy Policy & Commissioning | Progressing |
| Review NSW Capacity Toolkit and development of Supported Decision-Making Resources | Updated information and resources are available to ensure decision-making capacity is assessed in accordance with the NSW law and that supported decision-making is understood and implemented across the legal, medical, financial, disability, aged care, and mental health sectors, NSW government staff, the community, older people and people with disability (including psychosocial disability) | Increased use of supported-decision-making across sectors. Increased understanding of the law of decision-making in NSW, leading to more effective capacity assessments. Less substitute decision-makers appointed for people with decision-making disability. | Strategy Policy & Commissioning | Progressing |

| Project Title | Project Objective | What Will Success Look Like | Area | Current Status |
|--|--|---|--|----------------|
| Training and capacity building for frontline justice staff | Develop a schedule of training to be delivered to frontline justice agencies on identifying and responding to the needs of people with a cognitive impairment in contact with in the criminal justice system. | Uptake of training across the sector. Improved understanding of cognitive impairment and disability across frontline staff in the justice sector particularly for police officers across the state. Development of embedded an training strategy for working with people with a cognitive impairment across the sector. | Office of Community Safety and Cohesion, Strategy Policy & Commissioning | Progressing |
| Implementation of the Murrumbidgee, Far West and Western NSW Districts Disability Action Plan (DIAP) | <p>MFWWNSW districts are committed to:</p> <ul style="list-style-type: none"> Ensuring people with disability have the same right to choose the way to live their lives, to access the same opportunities and enjoy the benefits of living and working in our society. Achieving a culture of genuine inclusion and equity, both internally for our staff and externally for our clients and community members to access our services. | | Murrumbidgee, Far West and Western NSW Districts, Housing Disability and District | Pending |
| Western Sydney Nepean Blue Mountains Disability Advisory Committee (DAC) | <p>The DAC will provide staff with new communication channels, peer group support and an increased understanding of issues faced by people with a disability in the workplace, as well as focusing on key action areas including support for staff with disability and promoting mental health awareness.</p> <p>Quarterly meetings to provide the District with an overview of how best to</p> | | Western Sydney Nepean Blue Mountains, Child Protection Permanency District and Youth Justice | Progressing |

| Project Title | Project Objective | What Will Success Look Like | Area | Current Status |
|--|---|---|---|----------------|
| | support, retain and employ people with disabilities in our district. | | | |
| Office of the Deputy Secretary Corporate Services (ODS) Disability Inclusion Action Plan | ODS will develop a stand-alone ODS DIAP with actions for improving inclusiveness of ODS BAU activities. | This will ensure all team members in ODS are being effectively supported and the accessibility needs of all people ODS supports are being proactively considered. | Office of the Deputy Secretary Corporate Services | Progressing |

Create liveable communities

| Project Title | Project Objective | What Will Success Look like | Area | Current Status |
|---|--|---|--|----------------|
| Disability recording in ChildStory | <p>To align disability recording in ChildStory with data points for the NDIS.</p> <p>Adding a validation in ChildStory to make identifying disability a mandatory requirement</p> | <p>Users of the ChildStory system will routinely consider disability issues as part of their work, and children/ young people with disability will have their information appropriately and accurately identified and recorded</p> <p>This work is due for completion in 2021</p> | Child Protection and Permanency, District and Youth Justice Services | Progressing |
| Develop an Inclusive Design workshop to build organisational capability in best practice consultation and proactive accessibility assessment. | <p>Pilot inclusive design workshops with Band 1 leads for Corporate Services areas to build knowledge/capability in inclusive design of new initiatives. More skill in this area will avoid expensive retro-fits of accessibility, or exclusive practices that then need rectification.</p> <p>The workshops have been developed in conjunction with the Australian Network on Disability, who are co-facilitating with People team and the DEN Chair. The workshops have been fully funded through the use of DCJ's AND membership 'hours' to date.</p> | If pilot is successful, will seek to expand to other Divisions and explore building a 'how to' toolkit in 22/23. | Inclusion and Diversity, People, Corporate Services | Progressing |

Supporting access to meaningful employment

| Project Title | Project Objective | What Will Success Look Like | Area | Current Status |
|---|---|--|--------------------|----------------|
| Commitment to access and inclusion in DCJ content | Ensuring DCJ People strategies, intranet and internet content outlines our clear commitment to access and inclusion for people with disability as employees and potential employees. | Incorporating a clear commitment statement into key strategy documents, on the external DCJ careers website and internally on the Inclusion and Diversity Disability Employment intranet page. The commitment to access and inclusion can also be circulated in any key communication pieces related to disability employment, such as Workplace Adjustments or any future DIAP emails. | Corporate Services | In progress |
| Disability Confident E-Learning Update | <p>People team to partner with the Disability Employee Network (DEN) to conduct a review and update the two existing Disability Confident eLearning courses (for managers and employees) in order to reflect DCJ specific context and environment, include further information about the DEN, and how the DEN can provide support to the Department.</p> <p>People team to include the updated Disability Confident (for Managers) eLearning as a mandatory course within the DCJ Manager Induction Pathway.</p> <p>People team to include the updated Disability Confident (for employees) eLearning as mandatory courses within the DCJ enterprise wide Employee Induction.</p> | <p>Providing engaging eLearning courses that accurately reflect the roles, diversity, environments and service experiences of our Department and provide useful, clear information about the DEN.</p> <p>New starters and managers having greater understanding of their role in actively upholding the principles of the DIAP and contributing to a more inclusive work environment at DCJ.</p> <p>Managers are equipped with the skills and knowledge to competently manage and communicate with employees with a disability and support inclusion across the employment cycle.</p> <p>Increased understanding across the Department about the DEN and their role.</p> | Corporate Services | In progress |

| Project Title | Project Objective | What Will Success Look Like | Area | Current Status |
|---|--|---|--------------------|----------------|
| Disability Employee Network (DEN) Manager Program | Empower existing and aspiring managers with a disability by providing them with the skills and experience to perform effectively in leadership positions. Increase the amount of leaders across DCJ who have a disability. Improve career development opportunities for employees with a disability. Improve the Access and Inclusion Index rating for DCJ. Improve feedback from the DEN on career development for employees with a disability | Success would see the management capability of employees with a disability increase as well as an increase in staff with a disability moving into leadership positions and/or gaining more opportunities for career development. The Access and Inclusion Index of DCJ would also improve. | Corporate Services | In progress |
| Engaging staff through emotional intelligence | <p>Improve engagement and the employee experience for people with a disability.</p> <p>Increase the inclusiveness of teams by better supporting people with a disability.</p> <p>Increase manager awareness and confidence in working with people with disability.</p> <p>Improved manager confidence and decision making when responding to requests from staff with a disability.</p> <p>Improve feedback to/from the Disability Employee Network (DEN) around manager capability in working with staff with a disability.</p> | <p>Success would see employees with a disability having a better employee experience, be more engaged in their work, and feel as though their disability is not a barrier in their role.</p> <p>Employees with a disability would also experience increased inclusiveness within their teams and feel more supported by their manager through quicker and more meaningful responses to requests.</p> <p>Success would also see managers reporting an improvement in disability awareness and understanding of the needs of employees with a disability through their increased understanding of emotional intelligence and how to apply it.</p> | People Branch | In progress |

| Project Title | Project Objective | What Will Success Look Like | Area | Current Status |
|---|--|--|--|----------------|
| Learning Management System Accessibility | This project will ensure the new LMS and eLearning content is fully accessible to staff with disability. It will also aim to increase board member and business stakeholder understanding of the Web Content Accessibility Guide (WCAG) to ensure that the design, development and administration of eLearning content meets the AA level standards. Finally, it will seek to improve the Access and Inclusion Index rating for DCJ. | The project will be successful when all staff with disability, disclosed or not, can access and engage in eLearning courses on the Learning Management System. Additionally, there will be understanding of the WCAG standards by the Board and stakeholders involved in the design, creation and administration of eLearning. Finally, staff with disability will be able to access all content on the LMS in a meaningful way. | People Branch, Organisational Learning and Development, Corporate Services | Progressing |
| Powering Up Women, delivered by The Flagstaff Group Limited | <p>Flagstaff's "Powering Up Women" program provides a holistic and practical approach for women with disabilities to develop life and employment skills. The program builds self-esteem, inner health, employment skills and life training, through practical skills and mentoring in a 12-week online and face to face program.</p> <p>The self-development program will help women with disabilities through workshops and tools to build confidence and control in their life, health and wellbeing and relationships that, in turn, support employment and life skills. This aims to increase participation and inclusion in the workforce and community connectivity for women with disability.</p> | <p>The program will create training resources and online modules that once developed, will be able to be utilised for training and development in the future.</p> <p>Program resources can be used within the organisation in other employment programs e.g. the School Leaver Employment Support Program as well as our internal people and Culture team.</p> <p>The project develops local capacity and effective partnerships with businesses that may show an interest in women to help fund the program through sponsorship.</p> <p>Increased marketing on the program will also generate interest in the future for a fee for service basis allowing</p> | Women NSW, Ageing and Carers, Strategy, Policy and Commissioning | Progressing |

| Project Title | Project Objective | What Will Success Look Like | Area | Current Status |
|---|---|--|---|-------------------------------|
| | | <p>other areas of the state, through other not for profits.</p> <p>Finally, self-sustainability will continue through funding internally driven by our social enterprises</p> | | |
| Workplace Adjustment jobseeker information | <p>Making Workplace Adjustments available to prospective employees with disability. Preparing an accessible externally-facing document will showcase DCJ as a safe and inclusive environment for people with disability by promoting adjustments throughout the recruitment process and into onboarding.</p> <p>This was an opportunity identified through the Access and Inclusion Index through the Australian Network on Disability (AND).</p> | <p>Success will be an increase in candidates requesting adjustments throughout the recruitment process. This will mean that more people with disability are engaged with DCJ as an employer and will be provided the right adjustments to allow them to perform at their best throughout recruitment.</p> | Workforce Strategy, Inclusion and Systems; People Branch, Inclusion and Diversity, Corporate Services | Have been consulting with DEN |
| Sydney South Eastern Sydney and Northern Sydney (SSESN) District DIAP | <p>Our purpose is to create a workplace where difference is normalised. A workplace where people with a disability feel happy and all staff feel confident to work together</p> | <p>Improved staff awareness of disability demonstrated by positive attitudes and behaviours</p> <p>Managers support staff with disability pro-actively and respectfully</p> <p>Workplace adjustments that assist employees with disability to feel like they are treated fairly and perform at their best are provided when asked for.</p> <p>Recruitment practices are optimised to ensure equal participation of people with disability.</p> | SSESN, Housing Disability and District Services | Progressing |

| Project Title | Project Objective | What Will Success Look Like | Area | Current Status |
|---|--|-----------------------------|---|-------------------|
| South Western Sydney Diversity and Inclusion Plan | <p>As part of our Diversity Inclusion Plan, South Western Sydney District has set a target to increase disability representation to 5.6% by 2025. To achieve this the District has committed to the following actions:</p> <ul style="list-style-type: none"> • Advertising of all positions to specialist Disability recruitment portals and media • Include a statement encouraging applications from people with disability in all job advertisements • Prototype Rule 26 (GSE (General) Rules) • Implement listening circles with Disability staff • Promote Disability Confident (for Managers) e-Learning • Formal Support plan / Reasonable adjustment implemented for disability employees | | South Western Sydney District, Child Protection Permanency District and Youth Justice | Development stage |

Improving access to mainstream services through better systems and processes

| Project | Title Project | What Will Success Look Like | Area | Current Status |
|--|--|---|---|----------------|
| Audit of CSNSW cells, programs/education rooms and visits to determine compliance with standards and accessibility | <p>Reduce Reoffending - The project will increase the number of offenders engaging in education, programs and potentially employment. It will do this by ensuring offenders can access these locations.</p> <p>Increase support for offenders with complex needs - A comprehensive review of accessibility spaces within CSNSW Correctional Centre's will assist with offender placements. Offender mobility needs can be accommodated in appropriate cell placements.</p> <p>The project will reduce cost in terms of transferring offenders to different correctional centres.</p> | <p>Health and Safety Reps (HSR's) review, cells, programs/education rooms and visits to determine compliance with standards and accessibility.</p> <p>Compile a database with access requirements for each location.</p> <p>Offender Classification - timely, appropriate placements</p> <p>Programs and Education - timely and appropriate placements at goals to facilitate rehabilitation.</p> | Corrective Services NSW | Progressing |
| Building Access for Women with Disability, delivered by People with Disability Australia | <p>Building Access for Women with Disability is a four year project supported by the NSW Government Domestic and Family Violence Innovation Fund and delivered by People with Disability Australia. The key objective of this project is that women with disability and their children will have greater access to domestic and family violence (DFV) services. This will in turn increase their safety, and may reduce their likelihood of returning to violent situations or being at risk of homelessness.</p> | <p>A successful project will deliver improved responses for women with disability experiencing violence and their children, and ultimately increase the safety of this cohort. Improved responses mean greater access to DFV services and may reduce their likelihood of returning to violent situations or being at risk of homelessness.</p> <p>People with Disability Australia expect to see changes in knowledge, attitudes, skills practices and actions for services</p> | Women NSW, Ageing and Carers, Strategy Policy & Commissioning | Progressing |

| Project | Title Project | What Will Success Look Like | Area | Current Status |
|---------|--|---|------|----------------|
| | <p>The Innovation Fund is delivering \$20m for 20 innovative projects across two rounds. The Fund supports innovative projects addressing prevention, early intervention and crisis response to DFV. Projects target a variety of priority communities, including people with disability.</p> <p>The Building Access for Women with Disability project is receiving funding (\$516,418) over four years, from 1 July 2017 to 30 June 2021. The project provides DFV services with information, support and resources to increase the accessibility of services for women with disability. Each year, five services across the state are selected and supported to audit their own physical environment, informational resources, policies, procedures and attitudinal accessibility, with support from women with disability who are recruited to assist in the process.</p> <p>The project supports services to provide appropriate and necessary assistance to women with disability experiencing violence through the collaborative development of disability inclusion action plans, and the creation of a disability inclusion Community of Practice.</p> | <p>and staff involved with the Building Access for Women with Disability project.</p> <p>Cross-sector collaboration between disability and DFV services also provides an opportunity to address gaps in knowledge between sectors and increase the support offered to women with disability and their children experiencing violence.</p> | | |

| Project | Title Project | What Will Success Look Like | Area | Current Status |
|---|--|---|---------------|----------------|
| Development of a Youth Justice Disability Action Plan - Improving outcomes for young people with a disability involved with Youth Justice | <p>This project seeks to:</p> <ul style="list-style-type: none"> • examine the current ways in which other criminal justice jurisdictions work with young people with disabilities • develop a Disability Action Plan using the Disability Issues Paper, staff consultation, data analysis and literature review. • document the current Youth Justice initiatives, formal and informal, that work effectively with young people with disabilities. • provide advice on future actions required relating to service delivery, programming and training to improve service provision to young people with disabilities. | <p>With the development of the Disability Action Plan, Youth Justice will have a clear direction to improve it's service to young people with a disability. At the end of implementation of the Plan Youth Justice will be a more youth-centric service which listens to the individual needs of each young person with a disability and their family, and will respond in a culturally sensitive, therapeutically targeted manner to ensure best outcomes for each young person.</p> <p>Youth Justice will have implemented routine screening of all young people involved with Youth Justice to ensure timely identification, diagnosis and referral. Youth Justice staff will also be more skilled to recognise and correctly progress any presenting disability issues, and provide ongoing referral, support and advocacy for each young person with disability. Using accessible resources, interventions and programs which meet the individual needs of each young person, Youth Justice will provide a more equitable service to young people with a disability and their families. Data collection will also be streamlined to identify and respond to young people with a disability more efficiently and effectively.</p> | Youth Justice | Progressing |

| Project | Title Project | What Will Success Look Like | Area | Current Status |
|--|--|--|--|----------------|
| Domestic and family violence information for people with intellectual disability | This project will deliver accessible communications materials for people with intellectual disability that focus on raising awareness of domestic and family violence and the help that is available to people experiencing violence. | A successful project will deliver communications materials for people with intellectual disability that are accessible and appropriate, and overcome barriers to accessing support for people with intellectual disability | Women NSW, Ageing and Carers, Strategic Policy & Commissioning | Progressing |
| Improving support to offenders with disability | <p>The project aims to create an inclusive environment for all inmates.</p> <p>The project will reduce reoffending and provide reintegration support into the community.</p> <p>It will increase support for offenders with complex needs.</p> <p>The project will remodel the different units by providing Assessment Unit and Treatment Pathway Unit.</p> <p>A section will be dedicated to the Violent Offender Treatment Program – Specific Needs</p> <p>Pre-release unit - connecting offenders with external agencies to support the their transition into the community</p> | <p>All inmates have a case plan regardless of sentence status</p> <p>Assessment conducted</p> <p>Functional Needs identified</p> <p>Case plans also reflect disability supports.</p> <p>Include NDIS funding and support coordinators, behavioural specialists.</p> <p>Intervention Pathways identified regardless of sentence status because of complex needs. Pathway includes:</p> <ul style="list-style-type: none"> • Capacity building • Resilience building • Desistance • Life Skills • Critical thinking • Problem Solving • Cultural Programs • Support from NGO's <p>Cultural Programs - Aboriginal Policy and Strategy Unit (APSU)</p> | Corrective Services NSW | Progressing |
| Reducing reoffending through improved access to technology | The project aims to reduce reoffending for offenders with disabilities by increasing opportunities to engage | <p>Reduction in reoffending</p> <p>Increased engagement for offenders with a disability</p> | Corrective Services NSW | Progressing |

| Project | Title Project | What Will Success Look Like | Area | Current Status |
|---|---|---|---|----------------|
| | <p>with criminogenic programs and case planning regardless of correctional centre location.</p> <p>The Specific Needs portfolio includes offenders with disabilities and acute mental health. Services and Programs Officers in both the State-wide Disability Service and Mental Health Screening Unit are specialized staff, responsive and inclusive to inmates with a disability. The ability to access technology to engage with inmates State-wide increases intervention pathways and support for inmates with a disability.</p> | <p>Seamless case planning with Increased state-wide support for offenders with disabilities</p> <p>Specialized advice and support for staff supporting offenders with disabilities</p> <p>Specialized advice and support for staff supporting offenders with disabilities</p> <p>A wider range of programs and more frequent programs provided to offenders with disabilities</p> <p>Increase in program dosage</p> | | |
| Shared Services Performance & Risk Support Services for Staff with disability | Create a high level of support for staff with disability across DCJ that ensures they are assisted to access support in relation to queries about Payroll and Finance Services. | <p>Best service and support the SSPR Support Desk can offer</p> <ul style="list-style-type: none"> • with personal service by trained Subject Matter Experts • to DCJ staff with disability. This will lead to increased productivity and customer satisfaction. | Service Desk, Customer and Office Services, Corporate Services | Progressing |
| Easy Read Training for Youth Justice staff | Council Intellectual Disability NSW run 4 one-day Easy Read workshops, providing training to 40 Youth Justice staff. | | Strategy and Engagement, Youth Justice, Child Protection, Permanency District and Youth Justice | Progressing |

| Project | Title Project | What Will Success Look Like | Area | Current Status |
|--|---|--|---|----------------|
| Client information management system (CIMS) upgrade | Upgrade CIMS to capture information relating to the disability and support needs of each young person fully and accurately. | | Strategy and Engagement, Youth Justice, Child Protection, Permanency District and Youth Justice | Progressing |
| Disability training for Youth Justice staff | Enhance workforce capacity to support young people with disability, mental illness, a history of trauma, or any combination of these, through development and delivery of a targeted training module for Youth Justice staff. | | Strategy and Engagement, Youth Justice, Child Protection, Permanency District and Youth Justice | Progressing |
| Caseworker Development Program | This is the induction training for all new caseworkers to child protection. This includes learning about children and parents with disability. | | Office of the Senior Practitioner, Youth Justice, Child Protection, Permanency District and Youth Justice | Progressing |
| IT Live Chat - A new channel to engage IT customer support | <p>Information and Digital Services (IDS) provide customer service and support, through the IT Service Desk team to help employees with IT issues and fulfillment of IT requests.</p> <p>To improve accessibility and customer experience, IDS will introduce a new Live Chat contact channel for customers who prefer to engage and get support through text. Customers will be able to access the IT Live Chat feature in the ServiceNow web portals by clicking a button that opens a chat box. This starts an interactive conversation with the IT Service Desk team.</p> | Staff are able to chat with IT through IT Live Chat. | IT Service Desk, IDS – Information and Digital Services, Corporate Services | Progressing |

| Project | Title Project | What Will Success Look Like | Area | Current Status |
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| Accessibility for Digital Communications Policy implementation – Online learning | <p>Accessibility is an essential feature of all digital content produced by government bodies. People may not have a choice when using a public sector website or mobile app, so it's important that they work for everyone.</p> <p>The purpose of this project is to create an implementation plan for the rollout of the DCJ Accessibility for Digital Communications Policy.</p> <p>Online Engagement will create an education program to inform the staff about their responsibilities related to policy compliance requirements.</p> | <p>The policy will ensure the department's digital communications:</p> <ul style="list-style-type: none"> are accessible and inclusive of all users regardless of their ability and environment meet the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standard meet the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standard comply with legislative requirements under the Disability Discrimination Act 1992 and the UN Convention on the Rights of Persons with Disabilities comply with Government accessibility standards for ICT align with the DCJ Disability Inclusion Action Plan 2020 - 2024, ensuring that people with disability are aware of, and can use information services and programs. <p>Online Engagement will include:</p> <ul style="list-style-type: none"> eLearning modules to inform staff about the accessibility for digital communications requirements eLearning modules on how to make document formats (word, pdf, excel) accessible | Online Engagement, Communications, Corporate Services | Progressing |

| Project | Title Project | What Will Success Look Like | Area | Current Status |
|--|---|---|--|----------------|
| | | <ul style="list-style-type: none"> • face-to-face training for digital content writers and publishers • fact sheets, frequently asked questions and checklists. | | |
| Inclusive design pilot project for NAIDOC Week | Teams to develop projects based on inclusive design principles to inform delivery | | Communications, media, events and online engagement, Events, Corporate Services. | Progressing |

Activities promoting inclusion since 2015

The Department of Family and community Services (FACS) and Department of Justice (DOJ) amalgamated in July 2019 to form the Department of Communities and Justice. Prior to the amalgamation both former department's had their own Disability Inclusion Action Plans (DIAPs) prior to producing the current plan (DCJ DIAP 2020-2024). Throughout the previous FACS and DOJ DIAPs many activities were undertaken under the following four focus areas:

- Positive attitudes and behaviours
- Stronger communities
- Meaningful employment
- Better systems and processes

The following list are some of these activities:

Develop positive attitudes and behaviours

- The Ability Links NSW Program (ALNSW) continued to support the NDIS reforms in NSW by delivering outcomes for people with disability. The ALNSW is producing a return of \$3 for every dollar invested. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- Over 40 Aboriginal Readiness Yarn-ups were held across NSW targeting Aboriginal people with disability, their carers, family and community to raise awareness about disability and the introduction of the NDIS, and to build capacity among Aboriginal people with disability and their carers to access supports to help them achieve their life goals. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- In May 2018 the Minister for Disability, the Hon. Ray Williams, tabled the update report on the implementation of the NSW Disability Inclusion Plan in the NSW Parliament. The report highlights the progress made to date across the 10 priority actions, as well as other activities undertaken as part of the NSW Disability Inclusion Plan. (<https://www.facs.nsw.gov.au/download?file=637241>)
- FACS has partnered with the Public Service Commission to produce the NSW DIP, DIAP guidelines and a series of workshops to support development of DIAPs by state government agencies and councils. (https://www.facs.nsw.gov.au/__data/assets/file/0004/341608/FACS_Annual-Report_20142015.pdf)
- Feature videos of the 2016 Don't DIS my ABILITY Campaign attracted over one million social media views. As part of the campaign, the Access All Areas Film Festival provided opportunities for over 10,000 people to experience accessible Australian cinema in 61 screenings across NSW. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)

- With the success of the 2018 Employable Me series, a second series screened in 2019, attracting an audience of 831,000, 31 per cent of which was aged under 50. The aim of the series was to continue to promote and inspire a national conversation about disability employment by highlighting the experience of people with disability as they navigate the journey of employment. Once again, audience impressions of the series were extremely positive. (<https://www.facs.nsw.gov.au/download?file=727849>)
- FACS funded the 2015 Don't DIS my ABILITY campaign to produce pervasive public awareness messages, such as 'Say it to my face' and 'Day in the life', which had over 600,000 views. (<https://www.facs.nsw.gov.au/download?file=387334>)
- The FACS Procurement Management Plan was updated to encourage ongoing improvement in diversity and inclusion. FACS widely promoted the engagement of disability businesses wherever possible for goods and services through our network with National Disability Services organisations. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- FACS continued to implement resources of the Good to Great Framework across FACS-operated disability accommodation support services. This has enhanced outcomes for people with disability, especially in the areas of health and safeguarding. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- Annual events were held to recognise International Day of People with Disability (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/department-of-justice-annual-report-2018-19.pdf>) and (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
- LAHC's maintenance contracts focused on social outcomes and over 6.3 per cent of work was undertaken by disability enterprises or community service providers. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0005/637241/2017-18-Volume-1-Performance-and-activities-report.pdf)
- Lifestart School Age Years Inclusion Program (SAY) for young people (9–18 years) worked with children and young people with disability, their families/carers, and mainstream and community-based programs at key life stages and transition points to support inclusive practices within mainstream services and settings. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- The Aboriginal Housing Office worked to ensure that Aboriginal Community Housing Providers are aware of changes to the provision of service for people with a disability within the NDIS through targeted communications and newsletters.
- FACS provided funding to NOVA Employment to support their extremely successful Focus on Ability Short film festival. The target audience is high-school-aged students and the aim of the festival is to highlight the ability of

people with disability, with particular emphasis on the pervasive issue of bullying, which impacts all students. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)

- NSW Trustee and Guardian had eight roles targeted at people with disability (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
- In partnership with Create NSW and the Sydney Film Festival, FACS sponsored several 'Screenability' Film Festivals, which included works written, directed or produced by people with disability and which, through creative and challenging works, raised issues faced by individuals with disability. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)
- See The Possibilities social media campaign was a peer-to-peer disability awareness campaign developed by FACS and launched midway through the life of the DIAP. The campaign encourages employers to commit to employing more people with disability. The campaign tells the story of employers who have seized the opportunity to empower employees with disability and give them the chance to shine. Over 92,000 LinkedIn members saw the campaign and over 400,000 impressions were generated." (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)
- Supported Decision Making (SDM) Workshops Carers NSW and Mirri Mirri continued to deliver Supported Decision Making (SDM) workshops for 14–18-year-olds with disability, their families and carers. The workshops focused on building the capacity of adolescents with disability to make supported decisions, while also providing a framework for building the capacity of families and carers to step away from substitute decisionmaking, towards SDMs that were more person-centred. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- The Northcott FundAbility provided a range of micro-grants to community organisations to fund or subsidise initiatives/projects to build skills, resources and knowledge and to alter practices to be more inclusive of children and young people with disability in their local community. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- The Supporting Transitioning and Independence in the Leaving Care Program delivered by the CREATE Foundation, ran workshops targeting young people with disability in the Leaving Care Program, their carers and disability sector staff. The workshops aimed to build positive attitudes around the ability of young people with disability to speak up, be empowered and make informed decisions about their future and goals. (https://www.facs.nsw.gov.au/__data/assets/file/0010/387334/FACS_Annual_Report_2015-16_Volume_1_Performance_and_activities_report.pdf)
- Upholding the rights of people with disability a training package for the NSW Public sector was jointly developed, launched and delivered jointly by FACS

and the Australian Human Rights Commission. It promotes positive attitudes towards disability. (<https://www.facs.nsw.gov.au/download?file=387334>) 150 NSW Government policy, project and human resources managers have completed the training. (<https://www.facs.nsw.gov.au/download?file=535256>)

- FACS regularly promoted to the NSW Government Procurement Leadership Group the need to improve inclusivity in procurement practices. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- The department's DIAP Steering Committee met regularly to monitor progress against the DIAP and work collaboratively on disability inclusion issues (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
- The Ability Project, run by the CREATE Foundation, continued in 2016–17 to deliver workshops across NSW targeting young people with disability in the Leaving Care Program, their carers and disability sector staff. The workshops focussed on building positive attitudes around the ability of young people with disability to speak up, be empowered and make informed decisions about their future and goals. A total of 127 young people and 63 support workers attended the life skills and empowerment workshops in 2016–17. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- FACS participated in the Access Network on Disability (AND) PACE Mentoring program. As part of this program our senior leaders mentor people with disability external to DCJ (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/798256/2019-20-Volume-1-Performance-and-activities-report.pdf)
- FACS participated in the Access and Inclusion Index to identify areas of strength and areas requiring additional focus in DCJ to support employees with disability. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/798256/2019-20-Volume-1-Performance-and-activities-report.pdf)
- Membership of the Staff with Disability Network was promoted throughout the year. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>)
- Improving attitudes and awareness of disability in our workplace through the Disability Employee Network (<https://www.facs.nsw.gov.au/download?file=798256>)
- Stepping Into participating in the Australian Network on Disability (AND) Stepping Into Internship program (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/798256/2019-20-Volume-1-Performance-and-activities-report.pdf)
- The Department of Justice Disability & Flexible Service Delivery (FSD) program was developed. It is a training program that provides staff with the framework, skills and resources to make reasonable adjustments for individuals with a disability without needing to be an expert. The principles include never assume - always ask, equal treatment does not ensure equity and know that ins most

situations there is a variety of flexible ways that a service can be delivered. Training programs and resources include:

- e-learning module
- face-to-face Flexible Service Delivery training
- a component part of induction training
- an online resource on providing good customer service to people with disability
- information on using the infrared hearing assistance kits, using Auslan interpreters and service provision to clients who are blind or who have a vision impairment.
- the social model of disability and communication with customers who have a cognitive impairment.
- information on the National Disability Insurance Scheme
- understanding responsiveness issues for young people with disability, Mental Health First Aid and working with young people with intellectual disability (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- The department's Diversity Services developed new resource materials on providing good client service to people with a lived experience of mental illness (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
- The Department's Diversity Services also developed a brochure called Just Ask encouraging individuals with disability to request reasonable adjustments. The unit also updated their Request for Court Assistance and Can You Hear in the Courtroom brochures. (https://www.justice.nsw.gov.au/diversityservices/Pages/divserv/ds_people_disab/ds_disa_publication.aspx)
- FACS worked with AND to develop two e-learning programs to raise the disability confidence and awareness of our managers and employees. FACS employees with disability will feature in the programs to showcase their experiences as FACS employees. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)

Create liveable communities

- FACS initiated a lift upgrade and installed an audio prompt system at one of its Sydney CBD leased sites to improve accessibility for people with visual impairment. The upgrade benefited all users of the building. (<https://www.facs.nsw.gov.au/download?file=535256>)
- FACS funded upgrades to the Bidwill Uniting Community Centre in Western Sydney. A ramp was added to the building, and the bathroom was upgraded to meet accessibility standards. (<https://www.facs.nsw.gov.au/download?file=535256>)

- All Department of Justice new construction projects delivered in 2016-17 were fully compliant with the Building Code of Australia and the Disability Discrimination Act 1992 (Commonwealth). (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>)
- Accessibility was a key consideration in the relocation of the NCAT Guardianship Division from Balmain to Sydney CBD in April 2016. Applications to the Division may concern people with dementia, intellectual disability, brain injury or mental illness. Clients of the Division represent a broad cross-section of the community. The Division's external disability stakeholders were consulted during the planning phase for the move where a consultant, experienced in designing accessible facilities, was engaged to ensure the new registry environment makes people coming to the Tribunal feel at ease. The new Guardianship Division Registry premises on Level 6 of the John Maddison Tower Goulburn Street Sydney, was officially opened by the Attorney General in May 2016. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- The Department of Justice continued to improve accessibility of courthouse facilities around NSW when undertaking new construction or upgrade works. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- All Department of Justice's new construction projects delivered in 2017-18 were fully compliant with the Building Code of Australia and the Disability Discrimination Act 1992 (Commonwealth) (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
- FACS delivered 118 new homes in the community for people living in outmoded large residential centres, enabling over 500 people to move into new homes where they live more independently and closer to family and the local community. (<https://www.facs.nsw.gov.au/download?file=535256>)
- A capital program delivered new contemporary residential accommodation to support the closure of LRCs. This allows residents to move from outdated modes of accommodation to contemporary purpose-built accommodation that provides them with greater choice, independence and community connection. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- Through Communities Plus, ageing social housing dwellings will be replaced with properties that meet the seven core design elements from the Liveable Housing Design Guidelines. These elements aim to make homes easier and safer to use for all occupants, including people with disability. (<https://www.facs.nsw.gov.au/download?file=535256>)
- Land and Housing Corporation (LAHC) commenced lift facility upgrades in the social housing portfolio buildings to make lifts safer for clients with disability, enabling ease of movement around buildings and making lifts being more adaptable to the changing abilities of clients. (<https://www.facs.nsw.gov.au/download?file=535256>)

- LAHC aims to construct up to half of its new social housing dwellings with elements that make them easier to move around, safer to live in and more adaptable to the changing abilities of residents. (<https://www.facs.nsw.gov.au/download?file=535256>)
- The FACS Lift and Change Facilities Trial provided funding to establish 10 accessible facilities, each including a ceiling hoist, a height-adjustable change table and an accessible toilet. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0005/637241/2017-18-Volume-1-Performance-and-activities-report.pdf)
- The Department's websites are regularly reviewed for accessibility. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>)
- FACS worked with a building industry representative organisation and sponsored awards to recognise inclusive design in public and private buildings. The awards were presented at UNSW in June 2017. (<https://www.facs.nsw.gov.au/download?file=535256>)
- FACS continued to work with Sport NSW, Clubs NSW, the NSW Business Chamber and Settlement Services International to build access and inclusion among their members. Highlights included the holding of the first NSW Inclusive Sport Conference, the commencement of a disability-inclusive business category on the NSW Business Chamber annual awards, and the successful application by three of the organisations for over \$3 million in funding from the NDIS Information, Linkages and Capacity Building (ILC) program to support inclusive programs into the future. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)
- Prior to the introduction of the NDIS, FACS supported a number of community projects to increase inclusion for people with disability through small grants and sponsorships. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0005/637241/2017-18-Volume-1-Performance-and-activities-report.pdf)
 - Wheelchair Sports NSW to conduct the annual 'Oz-Day 10K', promoting disability sports and raising community awareness.
 - The Sargood Foundation to complete building works to aid disability access to Collaroy Beach, which had suffered severe storm damage in the previous year.
 - Special Olympics NSW to conduct their community awareness and participation day 'Roar and Soar' at Eastern Creek Raceway.
- In May 2017, FACS held the Live, Work, Play: NSW the State of Inclusion conference at the International Convention Centre, Sydney, attracting over 600 people with disability, inclusion policy leaders, practitioners, community stakeholders and people from all levels of government. (<https://www.facs.nsw.gov.au/download?file=535256>)
- Design Guidelines for Group Accommodation was published to provide guidance in the design of new contemporary residential accommodation and to support

professionals designing accommodation for people with disability. (https://www.facs.nsw.gov.au/__data/assets/file/0010/387334/FACS_Annual_Report_2015-16_Volume_1_Performance_and_activities_report.pdf)

- FACS worked with Local Government NSW (LGNSW) to ensure that all local councils were able to achieve their obligations to prepare and implement disability inclusion action plans across the 128 local council areas of NSW. (<https://www.facs.nsw.gov.au/download?file=727849>)
- All local councils across NSW developed DIAPs through consultation with people with disability. This represents an unprecedented alignment of disability planning priorities across State and local government in NSW, driving mobilisation around the needs of people with disability in a way that is unique in Australia. (<https://www.facs.nsw.gov.au/download?file=535256>)
- During 2016-2017 FACS continued to fund Sport NSW, Clubs NSW, the NSW Business Chamber and Settlement Services International to build access and inclusion among their members. The collaboration has raised awareness of disability inclusion and planning, creating more jobs, growing social and sporting opportunities, and building the business case for inclusive tourism and the promotion of inclusive programs. More than 25,000 organisations have been directly engaged through this project. (<https://www.facs.nsw.gov.au/download?file=535256>)
- In 2016-2017 the Surf Life Saving Project funded three NSW beach precincts to administer grants to help make beachside experiences more accessible, develop capacity and offer inclusive beach and water activities in a mainstream setting for people with disability. (<https://www.facs.nsw.gov.au/download?file=535256>)
- During 2016-2017 FACS continued developing its Inclusive Tourism Plan to expand the inclusive tourism market, which will create local jobs and business opportunities and build local awareness of access and inclusion. (<https://www.facs.nsw.gov.au/download?file=535256>)
- The 'Lift and Change' facilities trial was highly successful in providing people with disability with opportunities to access the community with ease and dignity, with five facilities opened as at 30 June 2017. (<https://www.facs.nsw.gov.au/download?file=535256>)
- The Liveable Communities Grants Program delivered the \$4 million commitment of the NSW Government to supporting the development of liveable communities across NSW. Many of the grants had a combined ageing and disability focus. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)
- The NSW Companion Card program continued to support people with lifelong disability to participate in the community through free access to venues and events for a companion. At 30 June 2019, there were more than 31,000 Companion Card holders and 1,100 affiliate businesses in NSW. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)

- Community Justice Centres included information about accessibility in its venue policy. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>)
- Community Justice Centre created a new fact sheet for clients on how to utilise a support person in mediation, including specific information for people with disability. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
- The Strengthening Supports for Children 0–8 Years and their Families strategy significantly increased opportunities for children with disability aged 0–8 years and their families to participate and be included in their communities by making specialist supports accessible in mainstream settings where children live. (<https://www.facs.nsw.gov.au/download?file=387334>)
- The HR Policy Development Framework ensured that people with disability, as well as other diversity groups, were included as key stakeholders and subject matter experts during our HR policy consultation process. (https://www.facs.nsw.gov.au/__data/assets/file/0010/387334/FACS_Annual_Report_2015-16_Volume_1_Performance_and_activities_report.pdf)
- The FACS Office Accommodation and Design Guidelines were updated to include accessibility considerations and requirements in line with the Disability Inclusion Act. (<https://www.facs.nsw.gov.au/download?file=535256>)
- In 2016-2017 the Department of Justice developed a communications plan to promote workforce diversity and inclusion. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>)

Supporting access to meaningful employment

- The Working Together website was established to provide information and support for employees with disability during the disability reforms. It is fully compliant with FACS' accessibility requirements. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- During 2018-2019 FACS partnered with Australian Network on Disability to develop the Access and Inclusion Index, a tool to measure, compare and improve access and inclusion practices within an organisation. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)
- In 2014–15, FACS invested over \$1.9 million to support the employment of adults with an intellectual disability. Under the Employment Enablement Strategy, FACS allocated 125 individual support packages to develop job-readiness skills. Work also commenced to build the capacity of employers to support the employment of people with an intellectual disability. (https://www.facs.nsw.gov.au/__data/assets/file/0004/341608/FACS_Annual-Report_20142015.pdf)
- From 2015-2016 invested \$2 million in the Employment Enablement Strategy; the Strategy resulted in 275 Employment Enablement Packages – 50 over the

target – being provided to adults with disability, as well as collaboration with eight employers in a range of industries to create opportunities for employees with disability. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)

- In 2014–15, FACS spent \$565.6 million which continued the delivery of Ready Together: a better future for people with disability in NSW, which aimed to expand individualised supports and provide people with disability with greater flexibility, choice and control. (<https://www.parliament.nsw.gov.au/tp/files/37682/FACS%20Annual%20Report%202014-15%20Volume%201%20Performance%20report.pdf>)
- During 2015-2016 the Rent Choice Start Safely Program funded 40 private rental specialist workers across NSW to support women escaping domestic violence, including those with disability, to assist with education and employment to support financial independence. (<https://www.facs.nsw.gov.au/download?file=387342>)
- During 2015-2016 the Transition to Work program continued to help students with disability move from school to work. Since its inception, the program has supported nearly 3,000 young people with disability to get employment. (https://www.facs.nsw.gov.au/__data/assets/file/0010/387334/FACS_Annual_Report_2015-16_Volume_1_Performance_and_activities_report.pdf)
- During 2015-2016 FACS supported the NDIA to trial School Leaver Employment Supports, which are based on the Transition to Work program. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- During 2015-2016 FACS, in partnership with the NSW Public Service Commission, established the Disability Employment Advisory Committee (DEAC) to develop a strategy to increase employment for people with disability across the NSW public sector. (https://www.facs.nsw.gov.au/__data/assets/file/0010/387334/FACS_Annual_Report_2015-16_Volume_1_Performance_and_activities_report.pdf)
- During 2015-2016 FACS lead the creation of job opportunities for people with disability as part of Jobs for the Future. This whole-of-government strategy focuses on job creation for people with autism and vision impairment, job matching for people with disability, vocational planning for students, pathways from volunteering to employment, and engagement across the sector. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- During 2015-2016 the Minister for Disability Services, the Hon. Ray Williams MP, launched the See the Possibilities disability employment marketing campaign at the Live, Work Play: NSW the State of Inclusion conference. The campaign tells the story of employers who have seized the opportunity to let employees with disability shine. This business-to-business campaign highlights the benefits that disability employment can bring to businesses and shares the positive experiences of employers who have employed people with disability. (<https://>

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- During 2018-2019 FACS, in partnership with the Public Service Commission, lead on improving employment outcomes for people with disability across the state through Jobs for People with Disability: A plan for the NSW Public Sector, a plan that aims to increase the number of people with disability employed across the NSW public sector from an estimated 2.7 per cent to 5.6 per cent by 2025. (<https://www.facs.nsw.gov.au/download?file=727849>)
- The Justice Disability Advisory Council meets quarterly to provide advice to the department on best practice for working with people with disability. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>, <https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
- As part of its 2015 State of the Sector reviews, DOJ Strategic Human Resources produced workforce diversity baseline reports that were presented to each Head of Division. The reports included a detailed analysis of the current representation of people with a disability within each of the divisions while also proposing recommendations and strategies for improving representation in under-performing areas. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- New disability employment metrics and analytics were developed. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>)
- In April 2016, the Department of Justice launched its new department-wide Reasonable Adjustments Guidelines. The guidelines ensure that all managers and staff are made aware of their responsibilities including how to identify, request and obtain reasonable adjustments in the workplace where needs are identified. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- LAHC's new Asset Maintenance Services (AMS) contract, which commenced in April 2016, has a focus on social outcomes. Maintenance contractors must engage organisations registered with National Disability Services as Australian Disability Enterprises (ADEs), or with the Australian Charities and Not-for-profits Commission as not-for-profit Community Service Providers (CSPs). ADEs and CSPs must undertake no less than five per cent of the contract price each year. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- During 2018-2019 the FACS Disability Employee Network worked with the Executive Leadership team through a series of roundtables to significantly grow awareness of issues that impact on staff with disability in their workplaces. The roundtables gave staff with disability the opportunity to talk with executives about their workplace experiences. This led to the number of Disability Champions in FACS growing from one to 20 during a five-month period. (<https://www.facs>)

nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)

- During 2018-2019 FACS achieved and maintained Disability Confident Recruiter (DCR) status. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)
- The Department of Justice offered three internships for students with a disability at NCAT, Courts and Strategic Human Resources under the Stepping Into program hosted by the Australian Network on Disability. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- The Department of Justice continues to offer Australian Network on Disability 'Stepping Into' internships for tertiary students with a disability (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
- FACS continued to participate in the Australian Network on Disability's (AND) Stepping into Internship program for university students with disability, employing 14 interns in 2017–18 and a further 13 in 2018–19. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)
- Department of Justice Strategic Human Resources implemented a new recruitment practice requiring all job advertisements include a diversity statement encouraging applications from candidates with a disability and information on where to get assistance for adjustments during the recruitment process. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- All role descriptions were monitored by Department of Justice's Strategic Human Resources to ensure that they do not disadvantage people with a disability. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>)
- In March 2016, the Department of Justice completed its one-year partnership with the National Disability Recruitment Co-ordinator (NDRC) to review its recruitment processes and help identify and address any barriers to the employment of people with a disability. The Department has integrated the recommendations into the employment initiatives set out in the Disability Inclusion Action Plan. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- The Department of Justice continued to offer Australian Network on Disability 'Stepping Into' internships for tertiary students with a disability. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>)
- A number of areas in the Department of Justice targeted roles for people with disability, successfully promoting the vacancies via the National Disability Recruitment Coordinator's network of Disability Employment Service providers. There are also opportunities for young people with disability to participate in

the Transition to Work Program. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)

- During 2017-2018 Agencies across the Department of Justice continue to offer roles targeted to people with disability. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
- FACS successfully employed three graduates in the 2017 FACS Graduate Program, targeted for people with disability. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- During 2015-2016 Department of Justice Strategic Human Resources worked with a number of divisions to ensure that their restructures took into account the impact on staff with disability and that a number of targeted roles were retained for people with disability and possible redeployment opportunities within the Department were identified. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- Department of Justice Strategic Human Resources published an extensive range of disability-specific fact sheets and resources on the Department intranet. The information provided includes practical information for hiring managers and staff on how to appropriately support and communicate with staff with a disability. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- In December 2015, the Department of Justice's Staff with a Disability Network held its annual conference to recognise International Day of People with Disability. The network appointed a new Executive Committee and held regular meetings throughout the year to plan for future activities and events. The network completed an online survey of its members to inform its future direction and focus. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
- During 2018-2019 the FACS Disability Employee Network established a 15-member Guidance and Action Team to ensure it has the capacity to drive positive cultural change within Sydney and the regions, through providing expert advice and support across a range of disabilities. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)
- In May 2019, the work of the FACS Disability Employee Network was recognised by the AND through an invitation to present at the Annual National Conference in Melbourne. Anne Skewes, Deputy Secretary LAHC and Executive Disability Champion, and Michael Patterson, the Disability Employee Network chair, gave a joint presentation. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)
- Department of Communities and Justice participated in the AND Positive Action towards Career Engagement (PACE) Mentoring Program, in which four senior leaders from DCJ are partnered with jobseekers with disability; the program is

designed to raise disability awareness within the department while offering a valuable mentoring opportunity to a jobseeker with disability. (<https://www.facs.nsw.gov.au/download?file=798256>)

- During 2015-2016 FACS created an e-learning module for employees and funded service providers to improve understanding of the NSW Disability Service Standards. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- FACS worked with AND to launch two e-learning programs in May 2019. The e-learns were designed to raise the disability confidence and awareness of our managers and employees. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/727849/FACS-Annual-Report-2018-19-Volume-1.pdf)
- During 2019 FACS continued to provide self-directed digital learning in the Disability Confidence for Managers Program, with 116 managers completing the program; 241 employees completed the Disability Confident Workforce Program. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0010/798256/2019-20-Volume-1-Performance-and-activities-report.pdf)
- Easy English booklets were distributed to assist people with disability in their decision-making regarding accommodation choices provided through NGOs. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)

Improving access to mainstream services through better systems and processes

- In 2014–15, FACS invested over \$1.9 million to support the employment of adults with an intellectual disability. Under the Employment Enablement Strategy, FACS allocated 125 individual support packages to develop job-readiness skills. Work also commenced to build the capacity of employers to support the employment of people with an intellectual disability. (<https://www.facs.nsw.gov.au/download?file=341608>)
- The Employment Enablement Strategy provided \$6 million over three years to get more people with disability into work, and to build the capacity and confidence of business to employ people with disability. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- In 2014–15, FACS spent \$565.6 million continuing the delivery of Ready Together: a better future for people with disability in NSW, which aims to expand individualised supports and provide people with disability with greater flexibility, choice and control.” (<https://www.parliament.nsw.gov.au/tp/files/37682/FACS%20Annual%20Report%202014-15%20Volume%201%20Performance%20report.pdf>)
- The FACS Rent Choice Start Safely Program funded 40 private rental specialist workers across NSW to support women escaping domestic violence, including those with disability, to assist with education and employment to support financial

independence. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)

- The Transition to Work program continued to help students with disability move from school to work. Since its inception, the program has supported nearly 3,000 young people with disability to get employment. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- FACS supported the NDIA to trial School Leaver Employment Supports, which are based on the Transition to Work program. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
- New disability employment metrics and analytics have been developed (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>).
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- The Minister for Disability Services, the Hon. Ray Williams MP, launched the See the Possibilities disability employment marketing campaign at the Live, Work Play: NSW the State of Inclusion conference. The campaign tells the story of employers who have seized the opportunity to let employees with disability shine. This business-to-business campaign highlights the benefits that disability employment can bring to businesses and shares the positive experiences of employers who have employed people with disability. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf)
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 - The Justice Disability Advisory Council meets quarterly to provide advice to the department on best practice for working with people with disability. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>) and (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
 - As part of its 2015 State of the Sector reviews, Department of Justice Strategic Human Resources produced workforce diversity baseline reports that were presented to each Head of Division. The reports included a detailed analysis of the current representation of people with a disability within each of the divisions while also proposing recommendations and strategies for improving representation in under-performing areas. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>)
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- In 2015-2016 the Department of Justice offered three internships for tertiary students with a disability at NCAT, Courts and Strategic Human Resources under the Stepping Into program hosted by the Australian Network on Disability. The department continues to offer ‘Stepping Into’ internships. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>) and (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)
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- All role descriptions were monitored by Department of Justice Strategic Human Resources to ensure that they do not disadvantage people with a disability. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/justice-nsw-annual-report-2016-17.pdf>)
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- During 2015-2016 a number of areas in the Department of Justice targeted roles for people with disability, successfully promoting the vacancies via the National Disability Recruitment Coordinator’s network of Disability Employment Service providers. There are also opportunities for young people with disability to participate in the Transition to Work Program. (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/JusticeAnnualReport2015-16.pdf>). Since then agencies across the Department of Justice continued to offer roles targeted to people with disability (<https://www.justice.nsw.gov.au/Documents/Annual%20Reports/dept-justice-annual-report-2017-18.pdf>)

- FACS successfully employed three graduates in the 2017 FACS Graduate Program, targeted for people with disability. (https://www.facs.nsw.gov.au/__data/assets/pdf_file/0008/535256/FACS-Annual-Report-Volume-1-Performance-and-activities-report.pdf 7)
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NSW Department of Communities and Justice have written and formatted this document so assistive technology users can read it using their software. At DCJ we encourage all people who produce documents for their organisation and/or the public to make their documents fully accessible to people with disability.

This publication will also be produced in Auslan and Easy English.

Alternative formats

This publication can be provided in alternative formats such as Braille, audio or large print. Please contact:

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