

Disability Inclusion Action Plan 2020-2024

2023-2024 Progress Snapshot



Better systems and processes

Technology Operations and the Disability Employee Network (DEN) teamed up with the Centre



for Inclusive Design to conduct focus groups and interviews with DCJ employees who use assistive technology.

This initiative aims to identify barriers and challenges and explore opportunities for improvement.

Increased focus on disability inclusion

101 dedicated projects

282 other initiatives embedded in 'business as usual'

Employment

6.3% of DCJ's staff have disability, an increase from 6.1% in 2022-2023¹

7.6% of those who work in senior executive positions have a disability²

Embedding disability inclusion

Youth Justice staff are adapting its communication styles to meet the needs of young people.

The Campaigns, Strategy & Events team ensures all their events are accessible and inclusive.

DCJ continues to partner with disability employment service providers and employment portals to advertise vacancies.

¹ NSW Public Service Commission Workforce Profile — Diversity Data 2023 quoted in Department of Communities Annual Report 2022-2023

² Disability representation by percentage and salary range – Percentage of employees (actuals, Workforce Profile Date) 2023-2024, NSW Premier's Department

The purpose of this snapshot

This snapshot reports on the progress of the Department of Communities and Justice's Disability Inclusion Action Plan 2020-2024 (DCJ DIAP) which supports the aims of the NSW Disability Inclusion Plan 2021-2025 (DIP).

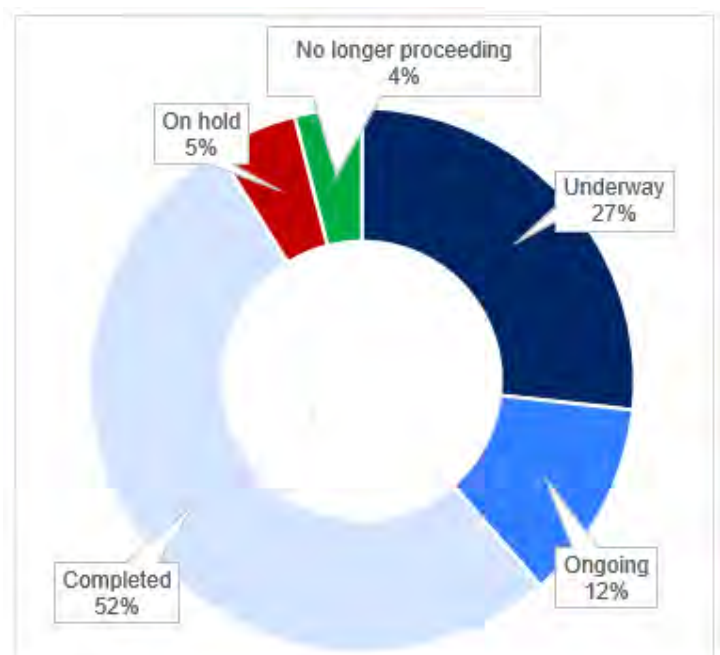
The DIP and associated Disability Inclusion Action Plan are the NSW Government's guiding documents for building inclusion for people with disability in NSW.

The DIP has four focus areas:

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

Status of DCJ's projects

- 52% of projects are complete
- 39% projects are progressing or ongoing as planned
- With 4% projects the initiative is no longer proceeding due to other priorities
- 5% projects are on hold.



Our achievements

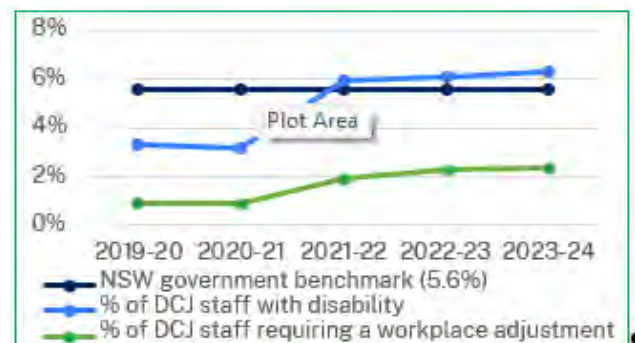
Making a positive impact on disability inclusion

- Increased employment opportunities and progression for people with disability
- Improved accessibility on DCJ websites
- Improved accessibility in DCJ offices including customer access, clear signs, Bindi maps and other initiatives
- More staff being trained in website and document accessibility
- More staff trained in disability inclusion
- Improved data on the needs of clients and customers with disability to better guide staff
- More internal and external documents in Easy Read.
- DCJ was recognised for championing disability inclusion at the Australian Disability Network's 25th annual Disability Confidence Awards, ranking first among 37 state and territory government organisations in the Disability Access and Inclusion Index and placed second overall

nationally out of 44 public and private sector organisations.

- DCJ was also named a Top Performer in two key areas:
 - Workplace Adjustments, earning a perfect 100% score for supporting staff with disability; and
 - Candidate Experience, recognising the Department's efforts to remove barriers in recruitment and provide appropriate adjustments.

% of DCJ staff with disability and % of DCJ staff needing a reasonable adjustment



Where DCJ aims to improve

- **designing projects with impact in mind** – we will improve how projects are planned, tracked, and reported using clear outcomes for people with disability
- **simplifying DIAP actions and measures** and allow more flexibility in implementation – we will increase the opportunity for success in a changing workplace and department landscape
- **aligning internal plans and strategies** to avoid duplication and strengthen impact on people with disability department-wide
- **showcasing more success stories** across DCJ to boost visibility and awareness of disability inclusion initiatives.

How DCJ is going to do this

We will leverage the findings of the:

- Get Skilled Access consultation report which reviewed the current DCJ DIAP
- DCJ submission to the Access and Inclusion Index 2024 undertaken to retain DCJ's Disability Confident Status with the [Australian Disability Network](#), [Disability Royal Commission](#) and the [NDIS review](#).

We will establish a Disability Inclusion Steering Committee (DISC) to monitor the next DIAP. The DCJ Disability Employee Network Chair and others with lived experience of disability will sit on the DISC.

DCJ's understanding of disability is and will continue to be based on both social and rights-based models of disability.

We will increase coverage of disability projects across DCJ by including initiatives targeted at carers and specific groups of people with disability.

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

Below and over the following pages are some highlights of the progress made during 2023-2024 under each of the four focus areas.

Positive attitudes and behaviours

3 projects

18 complete

Disability Training for DCJ staff

- Youth Justice has developed and delivered staff training to enhance their capacity to support young people with disability:
 - Supporting young people with disability eLearning
 - Working with young people with disability face to face training
 - Youth Justice and the NDIS training.

Since 2021, nearly 1,000 Youth Justice staff have completed the eLearning course, and almost 100 have attended the face-to-face training.

District Disability Inclusion Resource Kit

- The Illawarra, Shoalhaven, and Southern NSW District's Resource Kit offers various resources on disability inclusion. It provides district staff

with the information needed to create a disability-confident and inclusive environment.

- DCJ's Disability Employee Network reviewed the Kit before it was published.

The Resource Kit has been published on DCJ's intranet site.

Training for front line staff working in the justice systems staff to work with people with cognitive impairments

- The Justice Advocacy Service (JAS), provided by the Intellectual Disability Rights Service and funded by DCJ, supports people with cognitive impairments who interact with the NSW criminal justice system.
- JAS has delivered training to help better identify, work with, and respond to people with cognitive impairments.

Nearly 470 frontline staff from various agencies in the justice and disability sectors attended this training during 2023-2024.

Liveable communities

38 projects

17 complete

Hearing amplification

- DCJ has installed 22 hearing augmentation units, 64 hearing loops and 15 counter loops across frontline services and central offices.

This improves access for clients and staff who are deaf or hard of hearing.

Court Accessibility User Group

- Courts and Tribunal Services, along with Infrastructure and Assets, are part of a Court Accessibility Group aimed at improving the accessibility of courthouses and court services.

This accessibility group includes practitioners who either have disability or are allies/advocates for enhancing accessibility.

Funding for vulnerable victims of sexual violence

The NSW Sexual Violence Project Fund is a grants program that supports projects addressing sexual violence in high-priority groups, including people with disability.

One recipient, The Northcott Society, is delivering the 'Love Rights' project, which targets gaps in practical sexual violence prevention for people with disability.

'Love Rights' offers awareness education, peer-informed and accessible resources for people with disability, and an evidence-based training program for disability support workers.

Access to meaningful employment

26 projects

16 complete

Emotional intelligence workshops to increase empathy

- DCJ's People Unit has partnered with the Global Leadership Foundation to offer a series of workshops specifically for leaders.
- These workshops aim to help and support managers to show more empathy, making it easier for them to engage effectively with employees who have disability.

Ongoing training and resources are available to DCJ

- Paid internships for university students with disability

- The Australian Disability Network's Stepping Into internship program connects university students and recent graduates with disability to member organisations for paid internships.

In 2023-24 DCJ hosted 11 interns. Some interns secured employment with DCJ after completing the program.

Anti-Discrimination NSW Workplace adjustments series

- ADNSW has published some [case studies](#) and podcasts on their website.

These case studies and podcasts help hiring managers and employees understand the importance of workplace adjustments

Access to mainstream services through better systems and processes

62 projects

36 complete

Capturing person-centred information to better support children with disability

- DCJ is developing a Person-Centred Profile (PCP) for children and young people in the child protection and Out of Home Care systems.
- The PCP is a two-page document designed to enhance caseworker practices by capturing individualized, person-centred information, including disability information, to better support these children and young people.

Information collected includes the child or young person's communication methods, trusted relationships, and their likes and dislikes.

Disability Accessibility and Inclusion Guidelines

- These guidelines help DCJ staff ensure inclusion and accessibility for people with disability when creating and reviewing policies, programs, processes, tools, and other resources.
- These guidelines were published on DCJ's intranet, providing a suite of resources for staff.

Resources include information on inclusive language, how to ensure materials are in accessible formats and a disability accessibility and inclusion checklist.

Online resource helping stakeholders with accessible communications and websites

DCJ's Digital Experience Unit has created a [website](#) to guide both internal and external stakeholders in producing accessible websites.

This site will guide everyone involved in creating website and intranet content and inform vendors on delivering DCJ-compliant digital products, such as interactive forms, websites built through external partnerships, and online applications.

The website offers tips on creating accessible layouts, templates, and features for new content. It also provides practical advice on testing website content and features for accessibility.



Next steps

Collaboration and partnership

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

2025-2029 DIAP

The DCJ DIAP will be reviewed and remade during 2025, in consultation with our people and customers with disability.

The next iteration of the DCJ DIAP will:

- take into account actions expected to be included in the NSW Disability Inclusion Plan, which will be remade during 2025
- incorporate major reforms such as those arising from the Disability Royal Commission and NDIS reviews including the NSW Government responses.

Links to resources

DCJ Disability Inclusion Action Plan

bit.ly/DCJDIAP

NSW Disability Inclusion Plan

bit.ly/NSWDIAP

NSW Public Authorities DIAP register

bit.ly/DIAPRegister

Public Authorities DIAP progress reports

bit.ly/DIAPReports

Disability Inclusion Act 2014

bit.ly/DIALegislation

For further information

For further information about the DCJ DIAP please visit the Department of Communities and Justice DIAP website. You can also email actionforinclusion@dcj.nsw.gov.au or call 02 9716 2612.

