

NSW Department of Communities and Justice

# Accessible communications policy

Easy Read version



## How to use this policy



**Policies** are:

- government plans for how to do things
- where rules come from.



The NSW Department of Communities and Justice wrote this policy.

When you see the word 'we', it means the Department of Communities and Justice.



We wrote this policy in an easy to read way.

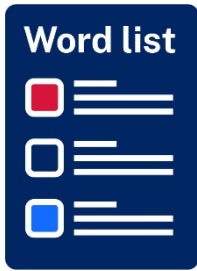
We use pictures to explain some ideas.

**Bold**

We wrote some important words in **bold**.

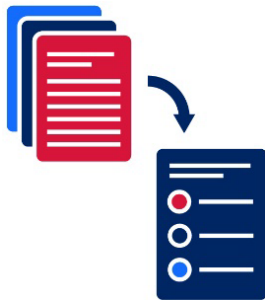
Not bold

This means the letters are thicker and darker.



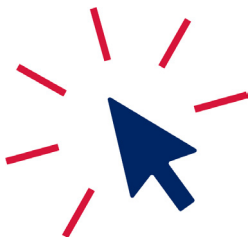
We explain what these words mean.

There is a list of these words on page 23.



This is an Easy Read summary of the Accessible Communications Policy.

This means it only includes the most important ideas.



You can find the full policy on our website.

<https://dcj.nsw.gov.au/accessibility/accessible-communications-policy.html>



You can ask for help to read this policy.

A friend, family member or support person might be able to help you.

# What's in this policy?

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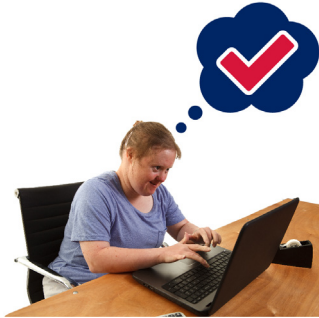
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## What is this policy about?



We want to make sure our information is **accessible**.



When information is accessible, it is easy to:

- find and use
- understand.



We understand that people need to use information in different ways.



This policy will help us get better at making our information accessible.



It will also help us share information with people in ways that work for them.

This includes information for:



- people who use our services



- people who work for us.

When we make our information accessible, everyone can:



- use our documents



- use our website



- use our social media.

It can also help people:



- take part in meetings and events



- have their say about the work we do



- know what to do in an **emergency**.

An emergency:



- is a dangerous situation
- is a thing we don't expect to happen
- can put people's health and safety at risk.

## Who this policy is for



This policy is for everyone who:

- creates information for us
- helps us share information.



Everyone must understand and follow this policy.

This includes:



- people who work for us



- other organisations we work with



- service **providers**.

A provider supports people by delivering a service.



## What information needs to be accessible

This policy is about the information we share with:



- the community



- the people we work with.

It includes information we print, such as:



- documents



- signs



- posters.

It also includes digital information we share online,  
such as:



- PDF documents



- pictures and videos



- audio recordings



- social media – like YouTube or Instagram



- our website.

This policy also includes:



- the computer programs we use – like email



- events and meetings where we share information.

# How will we make our information accessible?

## When we look for services



We have rules about how to find providers.

We will follow these rules when we look for accessible service providers.

This includes:



- thinking about how accessible services are



- checking that providers can follow our rules



- finding other ways to support the community when something is not accessible.

## Before we make information



We will do research about how different groups in our community use our information.

We will find out when we need to share information in different ways.

For example, we could share information in:



- Easy Read
- Auslan
- languages other than English.



And we will check if we need to change something to make a meeting accessible for the people who will come.

## When we create information



When we create information, we will make sure it is easy to understand.

This includes creating information:



- in plain English



- using language that respects who people are and their experiences.



We will also make sure we use images that celebrate the ways people in our community are different.



And we will make the information we share at events accessible.



We will follow the rules for making online content accessible for everyone.

These rules are called the Web Content Accessibility Guidelines.



We will also make it easier for people to ask us to make information more accessible for them.

## Supporting our staff to build their skills



We want to support our staff to build their skills in creating accessible information.

This will include sharing:



- information about how to make content accessible
- tools to help our staff do this.

We will also help our staff share information in more ways.

For example:



- Easy Read
- Auslan
- languages other than English.



We will also make sure we test how accessible our information is before we share it.

## Checking how well this policy works



We will keep track of how well our policy works.



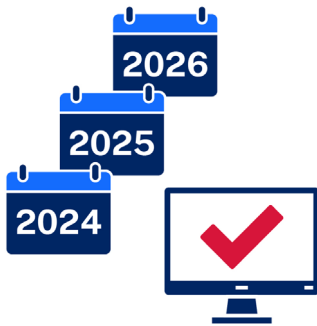
This includes listening to what the community says about it.





We will also make a plan to check:

- what works well
- what could be better.



We will check how accessible our website is every year.



And we will check how well our staff understand what accessible information is.

# What do I need to do?



This policy explains what everyone who works for us must do.



You must make sure information is accessible.

You should understand:



- why we need accessible information



- how to get support to make accessible information.



You must also do training about this policy.



You must also make sure other people follow this policy.

This includes providers.



You must report anyone who might not follow this policy.



You can do this by sending us an email.

[accessibility@dcj.nsw.gov.au](mailto:accessibility@dcj.nsw.gov.au)



The policy explains some more rules that managers must follow.



Managers must make sure other staff:

- know about this policy
- understand this policy.



Managers should also provide training about accessible information.

They should also support staff to:



- fix issues with accessible information



- work with the community when someone makes a **complaint**.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.

# What laws do we follow?



We must follow the NSW Disability Inclusion Act 2014.



It explains how people with disability have the **right** to find and use information.

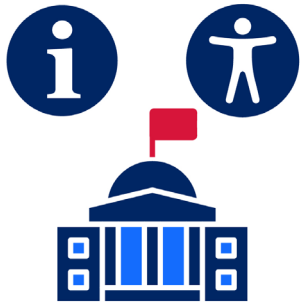


Rights are rules about how people must treat you:

- fairly
- equally.



We must also follow the Disability Discrimination Act 1992.



It explains that governments must make their information accessible.



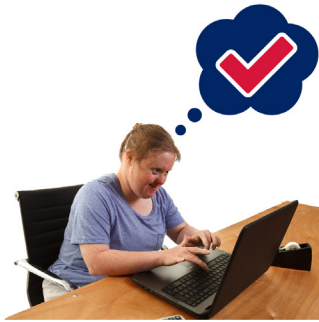
We must also follow the NSW Anti-Discrimination Act 1977.



It explains that people must treat people from different backgrounds fairly.

# Word list

This list explains what the **bold** words in this document mean.



## **Accessible**

When information is accessible, it is easy to:

- find and use
- understand.



## **Complaint**

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.



## **Emergency**

An emergency:

- is a dangerous situation
- is a thing we don't expect to happen
- can put people's health and safety at risk.



## Policy

Policies are:

- government plans for how to do things
- where rules come from.



## Provider

A provider supports people by delivering a service.



## Rights

Rights are rules about how people must treat you:

- fairly
- equally.



## More information for the community



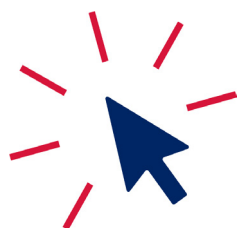
You can call us.

**(02) 9377 6000**



You can write to us.

Locked Bag 10  
Strawberry Hills  
NSW 2012



You can visit our website.

**[www.dcj.nsw.gov.au](http://www.dcj.nsw.gov.au)**

## More information for our staff

### FACS ServiceNow



You can call FACS ServiceNow.

**(02) 9765 3999**



You can call:

- Monday to Friday
- from 8 am to 6 pm.



Internal staff can log in to the FACS website.

[facs.okta.com](https://facs.okta.com)

## Justice ServiceNow



You can call Justice ServiceNow.

**(02) 8688 1111**



You can call:

- Monday to Friday  
from 7:30 am to 6 pm
- Saturday and Sunday  
from 7:30 am to 4 pm.



You can log in to the Justice website.

[justicensw.okta.com](https://justicensw.okta.com)



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