NSW DISABILITY NETWORK FORUM

Eliminating Discrimination and Embracing Diversity: Effective Disability Inclusion Action Planning in NSW

ABOUT THE NSW DISABILITY NETWORK FORUM

The NSW Disability Network Forum comprises non-government, non-service provider peak representative groups whose aim is to promote the interests of people with disability. The Disability Network Forum aims to build capacity so that the interests of people with disability are advanced through policy and systemic advocacy.

NSW Disability Network Forum Member Organisations:

Aboriginal Disability Network NSW	Multicultural Disability Advocacy Association of NSW
Association of Blind Citizens of NSW	NSW Consumer Advisory Group - Mental Health
Brain Injury Association NSW	NSW Council for Intellectual Disability
Deaf Australia NSW	NSW Disability Advocacy Network
Deaf Society of NSW	People with Disability Australia
DeafBlind Association NSW	Physical Disability Council of NSW
Deafness Council (NSW)	Positive Life NSW
Information on Disability and Education Awareness Services	Self Advocacy Sydney
Institute For Family Advocacy	Side By Side Advocacy Incorporated
Intellectual Disability Rights Service	Council of Social Service of NSW

More information and updates from the Disability Network Forum are available at:
www.ncoss.org.au

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NSW Disability Network Forum

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INTRODUCTION

Disability Inclusion Action Plans (DIAPs) play a vital role in ensuring that agencies promote an ethos of access and equity by eliminating discrimination. Implementing an effective DIAP in place has a number of benefits, not only for people with disability, but also the agency and the wider community. Action plans are good business, as they encourage broader participation, boost reputation and may lead to increased consumer and/or client satisfaction. In addition, compliance with universal design principles benefits all of society, while participation by a diverse range of people greatly enhances all aspects of community life. As DIAPs help to eliminate discrimination, they might also reduce complaints. Therefore although DIAPs are only compulsory for public authorities,[1] all organisations and businesses stand to benefit from having an effective action plan in place. This resource has been produced by the NSW Disability Network Forum to encourage better Disability Inclusion Action Plans that improve access and inclusion for people with disability.

What is disability?

Disability is:

> *long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder… full and effective participation in society on an equal basis with others.*[2]

Disability is the result of the interaction between people living with impairments and barriers in the physical, attitudinal, communication and social environment. Disability is not just the impairment itself. This is known as the social model of disability.

Disability can involve a wide range of impairments, including Deafness, brain injury, Cerebral Palsy and Autism. It is the barriers and restrictions that people with these impairments come across that results in disability.

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[1] *UN Convention on the Rights of Persons with Disabilities*, Article 1.
[2] *Disability Inclusion Act 2014* [NSW] s 7.

General points to remember when developing a DIAP

Terminology

The terminology used in DIAPs must show respect for the dignity and autonomy of people with disability. In addition to undermining the purpose of DIAPs, failure to do so may be upsetting and offensive. While there is no one 'correct' way in which to refer to people with disability, the phrase used must put the person first (e.g. 'person with physical disability').

The words 'care' and 'carers' need to be avoided for similar reasons. 'Care' has a negative connotation which suggests that people with disability are merely passive recipients. A preferable replacement for the word 'care' is 'support', a term which implies that people with disability play an active role in leading their lives but may require some form of assistance to do so.

'Aboriginal and Torres Strait Islander people' must be used rather than the acronym 'ATSI'. 'Aboriginals', 'Aborigines', and other objectifying language must not be used. The plan must consider the Aboriginal and Torres Strait Islander communities who the DIAP will relate to, and use appropriate language to refer to the relevant nations or language groups (e.g. the Gadigal people).

'Culturally and linguistically diverse' or 'CALD' is a jargon term used in government policy to refer to people whose ancestry is not Anglo-Saxon, Anglo Celtic, Aboriginal or Torres Strait Islander. Many people are not familiar with the acronym, so it can be confusing. Rather than relying on this shorthand, it would be useful to consider the target groups the plan is referring to, and select the term that most accurately reflects this group, such as 'people whose first language is not English' or 'recently arrived migrants'.[3]

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[3] See the Terminology Guide from the NSW Community Relations Commission at crc.nsw.gov.au/mpsp/terminology.

Clarity and consistency

DIAPs must be written clearly and easily understood by a broad audience. As the reader may be someone outside of the agency, jargon and acronyms should be avoided.

Consistent terminology should be used for ease of reading and to prevent confusion. For example, the phrase 'people with disability' should be used throughout a plan, rather than variously referring to 'people with a disability', 'people with disabilities' or 'people living with a disability'.

Integration of DIAPs

The Disability Network Forum recommends that actions and initiatives in DIAPs are integrated into other organisational plans and policies.

PARTICIPATION & CONSULTATION

Agencies must ensure that people with disability are involved in the process of creating a DIAP, as they can provide valuable insight into their practical needs. Furthermore, participation gives recognition and respect for people's lived experiences, empowering people with disability to take control of their lives. The life experience of people with disability also makes them well-placed to recognise discrimination and to formulate possible solutions. Agencies need to pay particular attention to ensure barriers are removed or lowered as much as possible to give everyone the opportunity to be involved in and influence decisions that affect them. Failure to enable people with disability to be involved in the development of DIAPs creates a risk that the plan will not achieve its intended aims.

Participation

Effective participation requires:[4]

- Commitment - there must be support for participation by people with disability at all levels of the agency.

- Rights – people affected by a decision have the right to be involved in the decision-making process, as well as the right to choose not to participate.

- Time – adequate time must be given to promote meaningful participation. Engagement should occur at the early stages of the development of a DIAP, prior to any major decisions being made. Participants must also be allowed sufficient time to access the relevant information.

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[4] See *Have your say – but how? Improving public participation in NSW*, listed in Appendix 2.

• Inclusion – people with an interest in a decision must have the opportunity to participate in decision-making. It is therefore necessary for appropriate support to be provided to ensure that people with disability are able to be involved (e.g. support workers).

• Resources – there must be sufficient resources available to meet the objectives of participation and to implement results.

• Clarity and transparency – the purpose of participation should be clearly explained to participants and there should be openness about any limitations. All relevant information should be provided in accessible formats.

• Accountability – feedback should be given to participants so that they understand how their input was used.

• Continuous learning and evaluation – the participation process should support learning and development for those involved. Evaluation of the process should be undertaken to inform future participation.

Representative organisations of and for people with disability can play a valuable role in developing DIAPs. They can engage their members, provide feedback on issues and potential solutions for people with disability who experience additional barriers to participation, such as people at risk of homelessness, and share good practice. In working with representative organisations, the agency should consider the resources required and whether participation of representative organisations needs to be resourced.

Examples of ways in which people with disability could participate in the development and implementation of a DIAP include:

• Providing feedback about their experiences using buildings and services, as well as possible strategies for improvement.

• Trialling new measures designed to increase access, to test whether they achieve their purpose.

It is important to consider that there are many barriers which may make it difficult for people to participate. People with disability may encounter problems specifically related to their impairment (e.g. where a sign language interpreter is not provided). However they may also be excluded from participation due to a broader range of economic, social and cultural factors. For example, a person with disability impacted by poverty may be unable to participate due to the time and cost involved, or lack of transport. For information about how barriers to participation can be overcome, see the NCOSS report listed in Appendix 2.

While these best practice principles should be followed, it is worth noting that there is no 'one size fits all' approach to participation. What form participation should take and who should be involved will depend on the particular issue and agency. There are a wide range of different models and tools that can be utilised where appropriate.

Consultation

DIAPs must provide an explanation of the consultation process undertaken.[5] Information such as the following should be included as part of the consultative process when preparing a Disability Inclusion Action Plan (DIAP):

• A designated contact person and contact details.

• Brief details about consultation process.

• Completion date.

• Relevant stakeholders.

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[5] *Disability Inclusion Act 2014* (NSW) s 12(3)(c).

It is also useful to plan ongoing strategies for participation and consultation, and to outline how feedback will be incorporated into future action plans.

A number of important principles for consultation can ensure that it is effective. These include that:

• Consultation must be appropriately focused.

• All publications prepared for the purposes of consultation, including Terms of Reference, Frequently Asked Questions and Issue Papers, must be available in a number of different formats and be available in printed and electronic formats (e.g. Braille, Auslan, Easy Read and audio).

• A designated person is responsible for the implementation of the consultation process and that the consultative process is manned by a designated employee.

• All feedback obtained as part of the consultation process is considered seriously.

Consultation can take a variety of different forms, such as an Access Committee, Disability Advisory Committee, Reference Group or Working Party. Consultation can also be undertaken by inviting submissions on draft DIAPs from members of the public, surveys or holding a public forum. Each agency should consider factors like size, available resources and the types of services or activities it undertakes to determine the most effective process.

DEVELOPING EFFECTIVE STRATEGIES

Access to buildings, events and facilities

People with disability have the right to participate fully in all aspects of life and to have equal access to buildings, transportation and facilities.[6] Accordingly, DIAPs must contain strategies to ensure people with disability do not encounter barriers to their access to buildings and facilities, nor on their ability to participate in events. Such strategies should include:

- Using fully accessible buildings (not only 'when needed' or 'as required').

- Making buildings, events and facilities accessible to people with non-physical types of disability, such as Deafness or intellectual disability. This is important because certain barriers, such as poor signage, would not be addressed by strategies aimed solely at improving physical accessibility.

- Concrete timeframes and specific deliverables.

- Using best practice emergency procedures. These include safe evacuation procedures and the use of appropriate equipment, such as evacuation chairs for people using wheelchairs. For more information about evacuation procedures for people with disability, please see resources listed in Appendix 2.

- Considering how easily people with disability will be able to get to a particular building or venue. This is a critical factor, as issues like lack of close public transport may significantly restrict access, even though the building itself is accessible.

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[6] *United Nations Convention on the Rights of Persons with Disabilities*, Article 9, www.un.org/disabilities/default.asp?id=259 (*'UNCRPD'*).
See also the *Disability (Access to Premises—Buildings) Standards 2010* (Cth).

Access to information

People with disability have the right to equal access to information.[7] Agencies and organisations are thus obligated to ensure that these rights can be exercised. To achieve this, information must be provided in a range of formats and languages. Relevant principles include:

• Strategies must focus on making all public information accessible, not just 'key' information.

• It is a requirement to make information accessible; therefore DIAPs must include specific requirements for accessible information. Phrases like 'where available' do not meet this requirement.

• Agencies must provide information in relevant community languages. Determining which languages must be based on research about the relevant population.

• Any information that may be critical to a person must not solely be provided on websites, as people with disability may not have internet access or may require support to access the internet.

• Strategies must have a specific timeframe, with interim milestones set to ensure timely progress.

Accommodating the specific needs of people with disability

DIAPs must include actions that promote equality by providing services and programs which accommodate the specific needs of people with disability.[8] What will be appropriate will depend on the particular authority and how it engages with people with disability. Some strategies will be appropriate for all

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[7] *UNCRPD*, Articles 9 and 21.
[8] *UNCRPD*, Article 5.

authorities, such as requiring staff members to undertake disability awareness training. However other actions will need to be specific to the activities of the authority. Strategies should also ensure that services are provided using a person centred approach.

By accommodating the specific needs of people with disability, strategies which address this outcome area ensure that people with disability are able to exercise their rights under the UN CRPD. The DIAP must specify which Articles of the CRPD the authority is required to address, e.g. the right to education, enjoyment of the highest attainable standard of health and to an adequate standard of living and social protection.[9]

Examples of such strategies could include:

• Increasing disability awareness within the organisation and providing disability competency training for staff in order to increase their confidence and competence in interacting with people with disability.

• Accepting complaints from people with disability in a range of different formats.

An effective complaint mechanism

A complaints mechanism must be in place for any public authority. Complaints must be accessible to all, including people with disability who have low literacy, do not speak English as a first language, or if they require support to make a complaint. Complaint mechanisms must offer people with disability information about independent advocacy that can support them through the complaint process. Other feedback mechanisms should be developed so that people with disability can provide both positive and negative feedback.

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[9] *UNCRPD*, Articles 24, 25 and 28.

An effective complaints mechanism is a good source of feedback for future improvement.

Supporting employment of people with disability

People with disability also have the right to work in an open, inclusive and accessible environment.[10] Authorities are therefore required to make reasonable accommodation to ensure that the needs of people with disability are met.[11] As such, DIAPs must contain strategies which support and increase the employment of people with disability. Examples include:

- Making sure that application processes are non-discriminatory.

- Appropriate alterations to job roles and/or work spaces (e.g. altering desk height for a person using a wheelchair).

- Development of specific roles which accommodate the skills and capabilities of people with disability.

- Providing career pathways and opportunities for people with disability at all levels.

DIAPs must have meaningful performance measures focused on outcomes, such as:

- Reports of improvements in career progression opportunities.

- Increase in the number of people with disability employed.

If there has been a decline in the proportion of people with disability employed, a DIAP should include a discussion of the reasons, and strategies for an improved employment outcome in future. For more information about

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[10] *UNCRPD*, Article 27.
[11] *UNCRPD*, Article 5.

relevant considerations and best practice strategies in relation to employment of people with disability, see the Ability at Work guide listed in Appendix 2.

Access to the full range of services and activities in the community

People with disability have the equal right to access services and to participate in the community.[12] They also have the right to take part in cultural life, recreation, leisure and sport on equal basis with others.[13] DIAPs must encourage and create opportunities for people with disability to access the full range of services and activities available in the community. Agencies should consider how they can partner with others to ensure this occurs. Independent advocacy and independent information agencies[14], or Ability Links NSW[15], can be useful to achieving inclusion through the broader community.

Promoting inclusion in funding agreements

Any goods or services that public authorities provide through contracts with non-government organisations, especially human services, must also be inclusive. This includes inclusive employment, ensuring access to information, and making sure that feedback and complaint mechanisms are inclusive. Public authorities can also promote inclusion through giving preference to providers that have inclusive practices in place.

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[12] *UNCRPD*, Articles 9 and 19.
[13] *UNCRPD*, Article 30.
[14] See NSW Ageing, Disability and Home Care's directory for more information: www.adhc.nsw.gov.au/individuals/support/directing_my_own_life/advocacy_and_information_services
[15] See www.adhc.nsw.gov.au/__data/assets/file/0019/302383/ALNSW-Information-Sheet.pdf

It is vital that the language used in DIAPs clearly conveys the agency's commitment to the plan and specifies who will be accountable for each action. Appropriate methods for monitoring and evaluation must be included to ensure that the effectiveness of the plan can be measured and that any problems can be identified and addressed.

Active commitment

DIAPs may contain a vision statement or general principles which express the organisation's commitment to people with disability and outline what it hopes the plan will achieve. While these are a commendable inclusion, it is important that they are worded not as aspirations but as assurances. For example, statements such as 'need to focus on' and 'needs to be recognised' convey aspirations; whereas 'must focus on', 'have the right to' and 'must be recognised' contain active commitments. Using the latter types of phrases will better convey the organisation's high level of commitment to these principles.

Resources

To determine the efficacy of the DIAP, all actions contained in the DIAP need to identify the resources required for implementation. Agencies must have resources specifically dedicated to the development and implementation of their DIAP.

Accountability

DIAPs should state who is responsible for each action to ensure accountability. The NSW Disability Network Forum recommends that a senior officer is responsible for the development and implementation of the DIAP through their performance agreement. The plan should also specify the individual or group responsible for the overall implementation and monitoring of the plan.

Reporting

A framework for annual reporting must be included in DIAPs. Actions and goals need to be reported in the authority's annual report to ensure accountability. The publication of baseline measures along with DIAPs would also help to facilitate greater transparency.

Measuring outcomes

Outcome indicators must be specified so that the success of strategies can be properly measured. To ensure that meaningful information is obtained, it is essential that the performance indicators measure outcomes rather than outputs. For example, an appropriate indicator for the success of a strategy aimed at educating staff about how to engage with colleagues with disability should not only be how many people have received competency training. It should also include the number of staff members who report feeling competent having completed the training, as well as the number of employees with disability who report feeling accepted and understood.

Access: the ability for people with disability to use goods, services, facilities, premises, events and information. For example, a lift may facilitate access to a multi-level building.

Accessible formats: information which is presented in a range of formats which differ from the standard form. Examples include Braille, large print, Easy Read, pictorial materials, audio or use of subtitling.

Barriers: things which may restrict people with disability. Barriers may take a variety of different forms, such as physical and attitudinal.

Disability discrimination: refers to a person with disability being disadvantaged or treated less favourably because of their disability. Disability discrimination may be unlawful under the Disability Discrimination Act 1992 (Cth) and the Anti-Discrimination Act 1977 (NSW). Disability discrimination may be direct or indirect.[16]

Public authority: a public authority refers to a government department or local council.[17]

Reasonable adjustment: an adjustment is a reasonable adjustment unless making it would impose an unjustifiable hardship.[18]

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[16] For more information, visit: disabilitylaw.org.au/disability-discrimination/what-is-a-disability/explanations#direct/.
[17] *Disability Inclusion Act 2014* (NSW) s 7(1).
[18] *Disability Discrimination Act 1992* (Cth) s 4.

Social model of disability: regards disability as the result of the interplay between disability and various social factors. According to this view, most of the difficulties experienced by people with disability are not caused by the impairment itself, but rather by the environment and attitudes of society. Accordingly, this model seeks to 'change society in order to accommodate people living with impairment', rather than trying to change people with impairments to accommodate society.[19]

Universal design: refers to the principle that buildings, products and the environment should be designed so that they are functional and user-friendly for everyone. For example, wider, level pathways will benefit a range of users, such as people in wheelchairs, people who use mobility scooters and pedestrians pushing prams or with rolling luggage.

Unjustifiable hardship: what amounts to an unjustifiable hardship is determined on a case-by-case basis. The considerations that are taken into account when determining whether a hardship is unjustifiable are listed in s 11(1) of the Disability Discrimination Act 1992 (Cth).

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[19] People with Disability Australia, *The Social Model of Disability*, www.pwd.org.au/student-section/the-social-model-of-disability.html.

APPENDIX 1:
Disability inclusion action plan checklist

LEGISLATIVE REQUIREMENTS	TICK
Does the DIAP contain strategies which ensure that people with disability will have equal access to buildings, events and facilities?	
Does the plan contain strategies which ensure that people with disability are able to exercise their right to access information?	
Does the DIAP accommodate the specific needs of people with disability?	
Does the plan include strategies which support the employment of people with disability?	
Does the DIAP encourage and create opportunities for people with disability to access the full range of services and activities available in the community?	
Does the plan include the details of the authority's consultation about the plan with people with disability?	
Does your DIAP provide an explanation of how the plan supports the goals of the State Disability Inclusion Plan?	
If your organisation is a public authority, has a copy of the plan been given to the Disability Council of NSW?	
If your organisation is a public authority, has the plan been made publicly available?	

TERMINOLOGY	TICK
Does the plan use appropriate terminology which respects the dignity and autonomy of people with disability?	
Has clear and consistent language been used throughout the plan?	
Would an external reader understand all of the terminology used?	
Is the plan available in languages other than English and accessible formats? (e.g. Easy Read, Auslan)	
PARTICIPATION & CONSULTATION	
Have people with disability had opportunities contribute input in a range of ways?	
Have people with disability participated in the development of the DIAP?	
Did opportunities for participation comply with best practice principles? (see p.4)	
Has your organisation consulted with people with disability and representative organisations in preparing its DIAP?	
Does the DIAP specify that consultation will occur:	
– When preparing a formal response on a draft proposal or reviewing a project	
– As part of providing ongoing feedback as part of any service delivery	

PARTICIPATION & CONSULTATION (CONT.)	TICK
Was the information/documentation relevant to consultation provided in accessible formats and various languages?	
Were advocates, interpreters and personal care made available whilst attending consultation processes?	
Have the views that were expressed during consultation been taken into consideration in the development of the plan?	
Does the plan provide for ongoing consultation with people with disability?	
ACTION ITEMS	
Have you created strategies which address each of the barriers you identified?	
Does the plan include specific actions and explain how they will be measured?	
Do the performance indicators measure outcomes in addition to outputs?	
Is the timeframe for each action specified, realistic and appropriate?	
Does the plan assign responsibility for each action?	
Have you allocated appropriate resources to each action?	

MONITORING, EVALUATION & REPORTING	TICK
Are any vision statements in the plan worded as active commitments?	
Does the plan identify an individual or group responsible for the overall implementation and monitoring of the plan?	
Has a framework for annual reporting been included in the plan?	
Does the plan include strategies about how feedback from monitoring and evaluation will be used to improve the plan?	

Legislation

The legislation below may be useful for organisations developing DIAPs: Disability Inclusion Act 2014 (NSW) (particularly Part 2, Division 3) www. legislation.nsw.gov.au/sessionalview/sessional/act/2014-41.pdf

Disability Discrimination Act 1992 (Cth) www.austlii.edu.au/au/legis/cth/ consol_act/dda1992264/

Anti-Discrimination Act 1977 (NSW) www.austlii.edu.au/au/legis/nsw/consol_ act/aa1977204/

Disability Action Plans

The Human Rights Commission has produced specialised guides to developing action plans for Commonwealth and State government departments and authorities, businesses, the tertiary education sector and non-government organisations: www.humanrights.gov.au/our-work/disability-rights/standards/ action-plans-and-action-plan-guides

The NSW Department of Ageing, Disability and Home Care has published guidelines for disability action planning by NSW government agencies: www. adhc.nsw.gov.au/publications/policies/documents_by_topic/disability_action_ plan

The Department of Social Services website provides a framework for businesses developing Disability Action Plans: www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/general/disability-action-plan-framework-for-business?HTML

Disability

The United Nations Convention on the Rights of Persons with Disabilities can be found here: www.un.org/disabilities/default.asp?id=259

The People with Disability Australia website provides further information about the social model of disability: www.pwd.org.au/student-section/the-social-model-of-disability.html

Appropriate language

People with Disability Australia has a guide to language relating to disability: pwd.org.au/library/guide-to-reporting-disability.html

The Physical Disability Council NSW has produced a guide to language: pdcnsw.org.au/images/stories/documents/wm_2010r_web.pdf

The guide was produced by the NSW Government for the Don't DIS my ABILITY campaign: www.dontdismyability.com.au/get_involved/resources/whatshotwhatsnot

The former NSW Department of Ageing, Disability and Home Care produced The disability language A-Z guide: www.scic.org.au/wp-content/uploads/2012/04/The-Disability-Language-A-Z-Guide.pdf

Participation and consultation with people with disability

The International Association for Public Participation provides several resources about public participation: www.iap2.org/?page=A5

NCOSS has produced a research report on public participation, Have your say – but how? Improving public participation in NSW: ncoss.org.au/resources/141128-participation.pdf

A report on consultation with people with disability by the Disability Council NSW is available here: www.disabilitycouncil.nsw.gov.au/__data/assets/pdf_file/0008/258416/Consultation_and_pwd.pdf

The Human Rights Commission guide to developing an action plan contains detailed information about effective consultation: www.humanrights.gov.au/our-work/disability-rights/standards/action-plans/developing-effective-action-plan#8

The Victorian Department of Human Services has produced a guide for inclusive consultation and communication with people with disability: www.daru.org.au/wp/wp-content/uploads/2013/05/Inclusive-Consultation-and-Communication-with-People-with-a-Disability_04.pdf

Access to buildings, events and facilities

The Human Rights Commission has published guidelines and information about access: www.humanrights.gov.au/publications/access-guidelines-and-information

The Human Rights Commission website also has advisory notes on access to premises: www.humanrights.gov.au/advisory-notes-access-premises

The Australian Network on Disability website has information about evacuation procedures for people with disability: www.and.org.au/pages/evactuation-procedures.html

The Department of Human Services in Victoria has produced a checklist that may be useful when assessing the accessibility of buildings and facilities: www.dhs.vic.gov.au/for-business-and-community/community-involvement/people-with-a-disability-in-the-community/accessible-goods,-services,-facilities-and-events/accessible-facilities-and-events/accessible-facilities-checklist

The website of the NSW Department of Premier and Cabinet provides information about inclusive event planning: www.events.nsw.gov.au/event-starter-guide/11-accessibility/

The Disability (Access to Premises—Buildings) Standards 2010 outline the standards for accessibility of public buildings: www.comlaw.gov.au/Details/ F2010L00668

Access to information and services

Resources about providing accessible information can be found here: www. dhs.vic.gov.au/for-business-and-community/community-involvement/people-with-a-disability-in-the-community/accessible-goods,-services,-facilities-and-events/accessible-information-products

The Victorian Department of Human Services has produced a guide for inclusive communication with people with disability: www.daru.org.au/wp/ wp-content/uploads/2013/05/Inclusive-Consultation-and-Communication-with-People-with-a-Disability_04.pdf

The Department of Family and Community Services has produced a guide for effective communication for people with a sensory disability: www.facs.nsw. gov.au/__data/assets/file/0009/298071/FACS_effective_communication_for_ disability_July2014.pdf

The Human Rights Commission website has advisory notes about the accessibility of websites and other web resources for people with disability: www.humanrights.gov.au/our-work/disability-rights/standards/world-wide-web-access-disability-discrimination-act-advisory

The W3C Web Content Accessibility Guidelines explain how to make web content accessible: www.w3.org/TR/WCAG10/

The Commonwealth Ombudsman has developed a Better Practice Guide to Complaint Handling to assist agencies with complaint processes: www. ombudsman.gov.au/pages/publications-and-media/better-practice-guides/ complaint-handling.php

Employment

The Australian Public Service Commission has produced Ability at Work, a good practice guide to promoting diversity and supporting people with disability in the workplace: www.apsc.gov.au/__data/assets/pdf_file/0017/6452/abilityatwork.pdf

The Department of Family and Community Services website contains information about employing people with disability: www.adhc.nsw.gov.au/individuals/inclusion_and_participation/in_the_workplace/employing_people_with_disability

JobAccess supports the employment of people with disability by providing information and advice for people with disability and their employers: www.jobaccess.gov.au/home

The Disability Employment website has collated resources about how to ensure that a workplace is an inclusive and supportive environment for people with disability: disabilityemployment.org.au/for-employers/disability-confident-workplaces/

This resource was compiled by Jacqui Nash for a workplace placement as part of a course of study in Social Inquiry at the University of Technology, Sydney. The NSW Disability Network Forum and NCOSS thank Jacqui for her valuable effort on this resource.

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