



Office of the
Children's Guardian

DIAP

Disability Inclusion Action Plan 2018

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Disability Inclusion Action Plan

Background

Under the *Disability Inclusion Act 2014 NSW* the NSW Government must develop a four-year State Disability Inclusion Plan (DIAP) to guide how the whole government works towards the inclusion in the community of people with disability and how it improves access to mainstream services and community facilities.

The Act also requires NSW government departments, local councils and some other public authorities to develop and implement a DIAP. The plans must be consistent with the State Disability Inclusion Plan and include strategies to increase access and participation. In developing and reviewing their plans, public authorities must consult with people with disability.

The *Disability Inclusion Act 2014 NSW* reinforces:

- people with disability have an inherent right to be respected for their worth and dignity
- people with disability have the right to participate in and contribute to social and economic life and should be supported to develop and enhance their skills and experience
- all Australians must respect people with disabilities right to privacy and confidentiality
- people with disability have the right to access information in a way that is appropriate in relation to their disability and cultural background and so they're able to make informed choices.

The OCG DIAP also reinforces the NSW Disability Inclusion Plan.

The Office of the Children's Guardian's (OCG) purpose is to create safe places for children. Our DIAP focuses on what our influence and role is within these parameters.

OCG Role and Stakeholders

In developing the DIAP, we have given consideration to our internal processes and documents but also those areas where we have influence.

Our role and key responsibilities are:

- Promote the quality of child safe practices
- Regulate organisations and individuals providing services to children
- Educate employers and organisations about their responsibilities
- Monitor organisations and individuals to achieve ongoing, child-centred culture and compliance
- Facilitate sector wide cultural change to achieve safer spaces for children.

Given our role, the DIAP for the OCG includes giving consideration to all these areas, reviewing our existing systems and processes to ensure they are accessible, as well as thinking about future work where we could develop resources to support our stakeholders to encourage them to give consideration to how they encourage and include those living with disability.

Our stakeholders are varied but focus on any area of the community that provides services for children. This includes sporting and other extra-curricular organisations (dance, theatre groups), clubs, religious groups, schools and educational bodies and individuals (such as tutors), ranging to all parents.

Developing our DIAP

To develop our DIAP, the OCG has held a number of workshops with staff and key managers to consider what we currently do and could be doing in the four areas set by the *Disability Inclusion Act 2014 NSW*.

OCG's DIAP will be circulated to NGOs and other agencies with expertise in the disability field for their information. The OCG will review its DIAP with consideration to feedback from these organisations.

The OCG is already undertaking some work to support children and families living with disability, such as the Safe Space resources to support parents with the implementation of National Disability Insurance Scheme (NDIS).

The timeframe for each initiative is given as short (implemented within a year), medium (within two years) or long term (within five years).

The Plan has four focus areas which aim to create a long term change and will require consistent efforts from government to drive change in the wider community. The four focus areas are:

- Developing positive community attitudes and behaviours
- Creating liveable communities
- Supporting access to meaningful employment
- Improving access to mainstream services through better systems and processes

Once finalised, the DIAP will be officially launched and the plan communicated to all relevant stakeholders.

FOCUS AREA 1: Developing positive community attitudes and behaviours

Aim: To build community awareness of the rights and abilities of people with disability, and to support the development of positive attitudes and behaviour towards people with disability.

Outcome	Action	OCG Initiative	Stakeholders	Timeframe
Raise community awareness with our stakeholders	1.1 Public awareness campaign focusing on children and young people living with disability to our stakeholders.	Provide training for staff and more detailed training for managers to give better understanding of living with disability so they can consider additional actions that could be made in their area.	Staff, managers	Short term
		Promote existing resources for disability sector	Child Safe Organisations, Media and Communications. Sector organisations (with resources provided)	Short term and ongoing
		Consult with disability advocacy and Peak agencies on the Disability Inclusion Plan draft to ascertain OCG is meeting the needs of people with disabilities.	Peak Disability agencies including: Council for Intellectual Disabilities People with Disability Australia Disability Council NSW Australian Network on Disability Disability Employment Network Children with Disability Australia MDAA	
		Promote and support key actions of OCG's DIAP using relevant awareness raising days and events on OCG Website, Intranet and social media.	Media and Communications	
		Actively work to use images and stories that show or include children living with disability as part of the communication mix.	Media and Communications	Short term and ongoing

Outcome	Action	OCG Initiative	Stakeholders	Timeframe
Improve inclusive practices	1.1 Public awareness campaign focusing on children and young people living with disability to our stakeholders.	Liaise with external services re: information around WWCC risk assessment process in relation to disabilities (E.g. NSW Forensic Mental Health, Support Services).	WWCC	
		Give consideration to developing additional resources targeting stakeholders by sector to support them in thinking about and improving accessibility of the services they provide	Child Safe Organisations, Media and Communications, Compliance, Accreditation, Child Safe Organisations	Long term
		Review OCG's contacts list and target audience (Service providers and disability sector) and maintain the list to ensure all stakeholders receive relevant information.	All staff responsible for contact lists and databases	Short term and ongoing
Better understanding of rights that underpin inclusion across the NSW public sector and the broader community.	1.2 Human rights learning and development resources	Resources disseminated to OCG employees included for their professional development.	HR, Line Manager, Supervisor	Short term and ongoing
		OCG's Employee Induction Program includes information about the NSW Disability Inclusion Action Plan.	Business and Executive Services	Short term and ongoing
		OCG engages a provider to train managers and those with customer facing roles (Customer Service, trainers etc.) to improve their understanding of disability and mental health and techniques in approaching customers with disability and mental health conditions (E.g. Vicarious Trauma).	Service provider to be determined. E.g. Mental Health Commissions, CSOCAS or Dale Tolliday.	Short term and ongoing
		An internal Fact Sheet or Script developed for employees providing customer service.	WWCC – Business Support, Customer Service	Short term and ongoing

Outcome	Action	OCG Initiative	Stakeholders	Timeframe
		Provide training on accessible writing, web and collateral to be able to meet government standards for accessibility.	Media and Communications team (Good training providers through Vision Australia)	Short term and ongoing
		Develop a script to support employees with administering and successfully communicating the outcome of a WWCC application to clients who have a disability and/or have a support person available when WWCC decisions are communicated.	WWCC, Customer Service	Short term and ongoing
		Develop a workflow diagram to track points at which contacts occur between applicants and OCG.	WWCC, Child Safe, Accreditation, Customer Service	Short term and ongoing
		Develop OCG guidelines (internal) and Fact Sheet to increase awareness and opportunity for people with disability to access OCG services.	All teams to have input. Media and communications to promote. Customer Service to use.	Short term and ongoing
		Develop and implement and OCG Expert Advisory Panel with membership of professionals with expertise/ experience in disability.	Education, Psychologists, Occupational Therapists, Nurses, relevant NGOs	Short term and ongoing
		Collaborate with key stakeholders to exchange information, support initiatives and share resources.	Education, Psychologists, Occupational Therapists, Nurses, relevant NGOs	Short term and ongoing

FOCUS AREA 2: Creating liveable communities

Aim: To increase participation of people with disability in all aspects of community life, through targeted approaches to address barriers in housing, learning, transport, health and wellbeing.

Outcome	Action	OCG Initiative	Stakeholders	Timeframe
Creative solutions are developed that support liveable communities	2.1 Ensure access to services and information	Managers to consider children with disability as high-risk group in all areas of the OCG.	Managers	
		Brand guidelines reviewed for accessibility.	Media and Communications	
		OCG materials are reviewed to bring into line with accessibility standards.	All teams, Media and Communications	
		Relevant resources translated into Easy English and assessed for usability by accessibility expert.	All teams, Media and Communications	
		OCG premises accessible for people with disability.	Facilities team	
		Consider location for training and book those with disabled access and facilities wherever possible.	Child Safe organisations	
		Ensure TTY (text telephone) is available for people with hearing impairment.	Business and Executive Services, Customer Service	
		www.kidsguardian.nsw.gov.au website is compliant to WCAG 2.0 AA standards.	Media and Communications	
		Consider video use and provide script or subtitles where possible.	Media and Communications, Child Safe Organisation	

Outcome	Action	OCG Initiative	Stakeholders	Timeframe
		Consult and engage with disability specific advocacy agencies to make sure our resources are appropriate.	Media and Communications, all teams	
Coordinated planning improves access and inclusion across local councils and NSW Government	2.2 Coordinated planning for access and inclusion	Review corporate documents (Vision, purpose, business plans) to include consideration for those living with disability as appropriate.	Executive	Medium
		OCG to ensure we are included in any whole of government initiatives around or targeting disability sector so that our information and perspective can be included.	Children's Guardian, Executive	Short
		OCG to develop and share information and resources for children and young people living with disability with other Government agencies for inclusion in government publications.	Children's Guardian, Executive, NSW Government cluster agencies	Medium–long
		OCG liaises with Council Engagement Officers before attending workshops in communities (to understand, access and put in place any disability inclusion options).	Child Safe training, Out of Home Care, Accreditation, Media and Communications	Medium
		Establish and maintain relationships with key NSW government agencies to distribute OCG resources (and future disability resources).	Teams as relevant; Agencies including DPC, NDIA, Education, Justice, Health and Transport	Short, long

Outcome	Action	OCG Initiative	Stakeholders	Timeframe
Adoption of innovative models of community engagement and involvement of new partners to address community focused issues	2.3 Cross-sector partnerships in key areas	OCG collaborates with Housing NSW, Mental Health Association, University of Sydney, UTS and Department of Education to consider opportunities to create liveable communities for people with disabilities (e.g. providers of group homes, NGOs and other peak bodies (NCOSS, ACWA etc.) and to consider engagement approach across whole-of-government.	Children's Guardian, WWCC, Compliance, Child Safe	Medium
		OOHC providers have accessible accommodation as part of their range.	OOHC	Long

FOCUS AREA 3: Supporting access to meaningful employment

Aim: To increase the number of people with disability in meaningful employment, thereby enabling people with disability to plan for their future and exercise choice and control as a result of economic security.

Outcome	Action	OCG Initiative	Stakeholders	Timeframe
Increased workforce diversity across the NSW Government	3.1 NSW Government agencies plan for workforce diversity	Set targets in business planning documents to increase the proportion of employees who identify as having a disability.	Executive	
		Review our employment, recruitment policies and processes to encourage applicants with disability and to ensure they are accessible.	HR, Hiring Managers, Business and Executive Services	
		Develop adjustment policy to make more roles available to those living with disability.	HR, Hiring Managers, Business and Executive Services	
		OCG identifies roles which can be targeted to candidates with a disability.	HR, Hiring managers, Facilities, IT	
Identification of strategies and partners across NSW Government, business and the broader community to support employment of people with disability	3.2 Cross-sector disability employment forum	OCG to consider offering cadetships to Universities (and TAFEs) targeted to students with a disability (Stepping Into program).	Hiring Managers, Business and Executive Services	
		Engage with disability employment agencies (including Disability Employment Services) to explore where OCG could target roles for people with disability.	HR, Hiring Manager	

Outcome	Action	OCG Initiative	Stakeholders	Timeframe
Improved engagement and support for people with disability in public sector workplaces	3.3 Develop relationships with Disability employee, recruitment, placement organisations to build network https://seethepossibilities.nsw.gov.au/home	Identify and contact organisations that support people living with a disability to find employment to build a network for OCG.	HR	
		OCG engages with Disability Employment Services to facilitate or support future placement.	Business and Executive Services	
		On employing a person with disability, review resources that would support them at work, as well as if training would help support their colleagues.	Directors, Business and Executive Services	
		Ensure managers are appropriately supported and trained to manage employees with disability.	Line Managers, Supervisors	
		Ensure there is opportunity for employees with a disability to seek and request support and resources as they require.	HR, Line managers, Supervisors	

FOCUS AREA 4: Improving access to mainstream services through better systems and processes

Aim: To ensure that people with disability are able to make informed choices about available services and to easily and efficiently access mainstream government services and opportunities in the community.

Outcome	Action	OCG Initiative	Stakeholders	Timeframe
More accessible process for ongoing consultation and feedback.	4.1 Develop systems and contacts that focus on supporting those living with disability	OCG to participate in cross-agency collaboration.	Children's Guardian, other teams as relevant	
		OCG to consider developing a regular advisory group/forum with disability sector advocates interested in child safe cultures.	Children's Guardian, Executive	
		Review WWCC system and information to make sure it is accessible.	WWCC	
Create seamless pathways through the service system.	4.2 Support people with disability access services and information	Develop and Implement simple resource to provide guidance for people with disability to access services and information easily.	Media and Communication, all teams	
		Refresher training provided to Customer Service employees in dealing with clients with a disability, and availability resources.	HR, Customer Services Team	