



Justice &
Attorney General

Attorney General's Division

Disability Strategic Plan

2010 - 2012

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Alternative Formats

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DISABILITY STRATEGIC PLAN 2010-2012

NSW Department of Justice and Attorney General
Attorney General's Division's
Disability Strategic Plan
2010 – 2012

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**DJAG - ATTORNEY GENERAL'S DIVISION'S
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1. INTRODUCTION¹

The Department of Justice and Attorney General (DJAG) delivers legal, court and custodial services to the people of NSW by

- Managing courts and justice services to resolve civil disputes and criminal matters;
- Promoting social harmony through programs to reduce crime and re-offending, and to protect rights and community standards;
- Managing correctional services in centres and in the community; and
- Provision of law reform, legal representation and prosecution services.

DJAG was established on 1 July 2009 as part of the Government's ongoing public sector reform. The following departments were amalgamated:

- Attorney General's Department, including:
 - NSW Trustee and Guardian
 - Anti-Discrimination Board (ADB)
 - Registry of Births Deaths and Marriages (BDM)
 - Law Reform Commission (LRC)
 - Legal Services Commission (LSC)
 - Legal Profession Admission Board (LPAB)
 - Office of the Sheriff
 - Sentencing Council
 - Victims of Crime Bureau
 - Public Defenders
 - Privacy NSW
 - DNA Review Panel
 - Crown Solicitors Office (CSO)
- Department of Corrective Services, including:
 - Serious Offenders Review Council
 - State Parole Authority

The following statutory bodies are related justice agencies and are supported through DJAG shared corporate services arrangements.

- Legal Aid Commission
- Office of the Director of Public Prosecutions (ODPP)
- Office of the Information Commissioner (OIC)

The new Department includes:

The Attorney General's Division

The Attorney General's Division (AGD) of DJAG:

- Manages and supports the state's court registries and legal jurisdictions;
- Implements crime prevention programs and supports victims of crime;

¹ Excerpts from the Department of Justice and Attorney General's Strategic Plan 2010-2012.

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- Provides accurate research data, legal and policy advice to the NSW Government and the community;
- Provides legal advice and representation to the NSW Government and its agencies, and
- Offers Trustee, adult guardianship, financial management and legal services at minimum cost to the community.

This Disability Strategic Plan relates to the Attorney General's Division of DJAG. For a full list of the AGD's agencies, see the last page of this document.

The Corrective Services Division

The Corrective Services NSW (CSNSW) Division of DJAG:

- Provides custodial and community based correctional services;
- Conducts programs and services that reduce the risk of re-offending;
- Prepares pre and post-sentence reports to assist sentencing and releasing authorities; and
- Supplies prisoner security services at a number of courts, prisoner court escorts as well as video conferencing facilities for prisoner court appearances.

DJAG works closely with the following related justice agencies:

The Office of the Director of Public Prosecutions (ODPP)

ODPP provides for the people of New South Wales an independent, fair and just prosecution service and acts in the public interest. Its key services are to provide effective prosecutions of serious criminal matters in all NSW courts and the High Court on behalf of the Crown, including all child sexual assault summary prosecutions and related proceedings and services.

Legal Aid NSW

Legal Aid NSW aims to ensure that people who are socially and economically disadvantaged can understand, protect and enforce their legal rights and interests as well as appreciate their legal obligations.

The Office of the Information Commissioner (OIC)

The OIC is a newly established office that provides independent oversight of compliance with the Government Information (Public Access) Act 2009. The OIC promotes openness, accountability and transparency by encouraging government agencies to proactively disclose information to the public.

2. THE ATTORNEY GENERAL'S DIVISION AND THE DSP

The Attorney General's Division is fully committed to meeting its obligations under State and Commonwealth anti-discrimination legislation. These laws require all organisations to eliminate discriminatory practices that prevent people with disabilities from having full and equitable access to the Attorney General's Division's services.

The Attorney General's Division has actively demonstrated its commitment to comply with this legislation through the development and implementation of four successive **Disability Strategic Plans** since 1997.

The development of the new **Disability Strategic Plan (DSP) 2010 - 2012** continues and reinforces this commitment to people with disabilities. It builds on the AGD's

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achievements towards ensuring its services, programs and facilities are as accessible to people with disabilities as they are to the rest of the community.

The DSP identifies the AGD's responsibilities, objectives, goals and policies in relation to people with disabilities. It also provides a program of actions and initiatives that will progressively address discriminatory circumstances and practices, and will facilitate the adoption of management and business procedures to create accessible facilities, flexible services and disability friendly workplaces for people with disabilities.

The AGD's obligations to address equity of access for people with disabilities are mandated by three pieces of legislation:

- *Disability Discrimination Act (C'th) 1992*;
- *Anti-Discrimination Act (NSW) 1977*; and
- *Disability Services Act (NSW) 1993* (Guidelines for disability action planning by NSW Government agencies prepared by the NSW Department of Human Services, Ageing and Disability and Home Care in 2009 and responds to the priorities identified by the NSW State Plan).

The *Disability Discrimination Act (C'th) 1992* and the *Anti-Discrimination Act (NSW) 1977* make it unlawful to discriminate against people with disabilities in certain areas of public life (such as employment, premises and access to goods and services). This legislation requires, for example, an employer to reasonably accommodate a person's disability, unless the employer can demonstrate that the removal of the discriminatory practice or circumstance would cause an 'unjustifiable hardship'.

While the *Disability Discrimination Act (C'th) 1992* promotes the development of action plans to eliminate unlawful discrimination against people with disabilities, the *Disability Services Act (NSW) 1993* actually mandates the development of such plans by NSW government departments and agencies.

The DSP operates at a strategic level and includes a section 'Policies and Practices' after each set of strategies. These sections highlight the AGD's established policies and practices around disability issues and demonstrates its commitment to integrating them within its business practice.

The Disability Strategic Plan - objectives and goals

The Attorney General's Division works to provide a safe and just society for the people of New South Wales, which means it has a responsibility to provide its services in a manner that promotes equitable participation by, and outcomes for, people with disabilities. The AGD will accomplish this through the provision of accessible services and reasonable adjustments as required. It aims to meet this responsibility through the effective implementation of the DSP.

The objectives of the DSP reflect the AGD's commitment to ensure:

- all members of the community have equal access to the AGD's services and programs;
- there is no discrimination against people with disabilities in the AGD's services or workplaces;
- disability principles are incorporated into the AGD's policies and practices.

3. CURRENT AND POTENTIAL CUSTOMERS

The services of the AGD are available to all residents and visitors to the state. Clients of the Attorney General's Division include people who approach our services voluntarily such

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as a complainant of the Anti-Discrimination Board or people who are coerced such as defendants in a court matter. According to the 2006 ABS statistics for NSW over 20% of the community have a disability. While in some situations people with disabilities will be underrepresented as our clients there is substantial data that indicates that people with mental health and cognitive disabilities are significantly overrepresented in the courts.

As the first legal officer of the state it is the obligation of the Attorney General to adopt a service delivery approach in line with disability discrimination law that ensures that anyone from the community is able to access services within the mainstream delivery mechanisms.

The AGD works to minimise any barriers to people with disabilities through design and service delivery mechanisms that are as accessible as possible. This perspective also includes the fact that services may need to be offered in a flexible mode, allowing for the individuality of the person. With this in mind the AGD has designed and delivers the Flexible Service Delivery training program, which makes it the responsibility of all staff to provide a flexible service to clients within their sphere of work and provide reasonable adjustments to create equitable outcomes.

The state's 160 courthouses, for example, consist of 360 courtrooms and manage over 425,000 transactions annually. Of these transactions many are provided within an environment that is flexible and responsive to the broadest community possible. The courts can provide an infrared system or amplification device for people with a hearing impairment, so they can participate during court matters.

4. DISABILITY SPECIFIC SERVICES

We also have services designed to specifically assist people with disabilities. These services are those offered by the Public Guardian and the NSW Trustee and Guardian. These are legislatively mandated services administered by the Department of Justice and Attorney General.

The *NSW Trustee and Guardian Act 2009* brings together the *Public Trustee Act 1913* and the *Protected Estates Act 1983* to create a new organisation known as the NSW Trustee and Guardian (NSWT&G). The organisation provides a range of services including financial management services, wills, trusts, powers of attorney and deceased estates administration. Clients of NSWT&G under financial management orders have a disability that reduces their capacity to make decisions.

The new *Act* reflects the general principles of the NSW Guardianship Act that are now mandated in s.39 of the *NSW Trustee & Guardian Act 2009*. The *Act* requires that decisions must be made in the managed person's best interest, and the managed person and relevant stakeholders must be consulted and involved in decision making as far as possible. Another fundamental change is that the former presumption of incapacity has been changed, such that if a person is involuntarily held in a Mental Health hospital they are now presumed to have capacity until proved otherwise.

The Public Guardian is also a disability specific service managed within the AGD. The Public Guardian is appointed by the NSW Guardianship Tribunal as a substitute decision maker for people who have a disability and a need for decisions to be made in areas such as accommodation, health care and services.

The Public Guardian makes decisions and advocates for people under his guardianship to achieve the best possible outcome for the individual. In doing this, the Public Guardian is

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required to act in accordance with the Principles of the NSW Guardianship Act 1987 which state that the views of the person under guardianship should be considered when making decisions, that the person should be encouraged to live a normal life in the community and to be as self-reliant as possible. These principles are also reflected in the Public Guardian's nationally recognised Guardianship Standards. These standards state that the views of the person under guardianship will be sought and taken into account, as well as the views of other significant people, and that information will be provided about guardianship and decisions that are being made.

The Public Guardian recognises the principles of the United Nations Convention on the Rights of Persons with Disabilities and aims to support decision making in the least restrictive way for the person. Where possible, the Public Guardian aims to make the decision the person would have made for themselves if they had been capable.

5. CURRENT AND POTENTIAL STAFF WITH A DISABILITY

The AGD has continued its commitment to Equal Employment Opportunity over the reporting period with the development of a new EEO Management Plan 2009-2012. The plan clearly articulates the AGD's EEO planning and program outcomes. This three-year plan aims to build significantly on the equity and diversity achievements the AGD has made in recent years. This section includes extractions from the AGD's EEO Plan and Employment of People With Disability Strategy.

Table 1. Trends in the Representation of EEO Groups

	% of total staff ²				
EEO group	Benchmark or target	2005-06	2006-07	2007-08	2008-09
People with a disability	12%	6.8%	7.0%	6.3%	6.1%
People with a disability requiring work adjustments	7%	2.2%	2.2%	1.9%	2.1%

² Staff numbers as at 30 June. With the exception of the category 'Total' and 'Women', figures are weighted. The weighted figure is the 'actual' figure upwardly adjusted in accordance with the response rate. The response rate is the percentage of total staff that have supplied their EEO statistics. For 2009, the response rate is 84.22%

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Table 2. Trends in the Salary Distribution of EEO Groups

EEO group	% of total staff ^{3 & 4}				
	Benchmark or target	2005-06	2006-07	2007-08	2008-09
People with a disability	100%	103%	103%	98%	100%
People with a disability requiring work adjustments	100%	104%	103%	98%	102%

A staff survey launched in 2008 received a good response rate and reflected the perspectives of employees with disabilities. Many of the EEO recommendations developed in response to the survey findings have been incorporated into a variety of departmental programs and policies.

The AGD has an Equity and Diversity Alliance with representatives of management, human resources and EEO staff networks to identify and address equity and diversity issues, provide communication and explore improved people practices.

The AGD's Staff with Disabilities Network continues to provide support to members and work to achieve improved equity and diversity outcomes. The network organises training and support for members and celebrates significant days. Network Members also provide valuable feedback and comment on human resources policy.

The AGD also looks to analyse EEO data for the purposes of better service delivery. The People Development Unit analyses participation of EEO groups, whilst the Workforce Planning and Strategy Unit provide EEO statistics for all Business Centre Managers for planning purposes.

The People Development Unit integrates EEO principles into training and development programs. For example, there is a suite of disability related programs aimed at disability awareness and client service to all staff. All management and induction training sessions all have EEO principles incorporated into these programs.

Employment Initiatives for the next three years.

The Attorney General's Division is committed to promoting equity and diversity, as described in the AGD's new EEO Management Plan 2009-2012. Some of the programs and initiatives planned include:

³ Staff numbers as at 30 June. With the exception of the category 'Total' and 'Women', figures are weighted. The weighted figure is the 'actual' figure upwardly adjusted in accordance with the response rate. The response rate is the percentage of total staff that have supplied their EEO statistics. For 2009, the response rate is 84.22%

⁴ . A Distribution Index of 100 indicates that the centre of the distribution of the EEO groups across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the indices will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels. The Distribution Index is automatically calculated by the software provided by ODEOPE.

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1. Development and Implementation of the AGD's Disability Employment, Development and Retention Strategy 2009–2012. The strategy details initiatives on how the AGD can improve its employment rate and employment experiences for people with a disability.
2. Development and implementation of new employing people with a disability and reasonable adjustments policies and guidelines.
3. re:spect campaign
The awareness campaign on improving positive team behaviour will continue in the next year. 2009 Respect Day events are being planned under the guidance of the Right to Dignity at Work Steering Committee with support of Human Resources Branch and the Communications Unit. The Respect Day activities include a communication strategy to encourage staff participation in team building activities. The main Respect Day event will be held at the Parramatta Justice Precinct on 19 September 2009.
4. Continued executive and managerial support of the various Departmental EEO staff networks. This will ensure that EEO staff network members are continually supported.
5. Development and implementation of a new Grievance Handling Policy.
6. Continued facilitation and evaluation of leadership and management development programs specifically to address workforce diversity, equity and good working relationships.

6. DEVELOPING THE DSP

The development of the new DSP has occurred over the period of twelve months in close consultation with Departmental staff at all levels, the Disability Advisory Council (DAC), clients and appropriate external organisations. The implementation process will continue the practice of consultation, involving people with disabilities, their representative organisations, and their families and carers participating in Departmental forums and decision-making processes.

To ensure the AGD takes an integrated approach to service planning and delivery, the DSP strategies will be incorporated into each business centre's Business Plan. This process will help us ensure that strategies and actions detailed in the DSP become a part of the AGD's everyday business and a routine approach to service planning and delivery.

7. BUILDING ON ACHIEVEMENTS

This Disability Strategic Plan is the fifth plan for the AGD. Over the lifespan of each of these Plans significant effort and resources have contributed their success, building one upon another. Some of these achievements have been:

- Provision of advice to the government's legislative program on disability issues in consultation with people with disabilities
- Significant improvements in physical access to Departmental services.
- Provision of education sessions to judiciary on creating access to people with disabilities within the courts
- Active participation on government Senior Officer Group committees to advance disability issues with the justice system, especially for people with intellectual disabilities

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- Working together with other justice agencies to avail clients with the ability to notify the court and other justice agencies of access requirements in court
- Establishment and continued effectiveness of the AGD's Disability Advisory Council for twelve years
- Substantial numbers of staff trained in Flexible Service Delivery
- Capital works and maintenance programs that comply with the AS 14.28 part 2 for over ten years when and wherever possible
- Establishment and maintenance of community networks to ensure the AGD is informed of relevant service provision and policy developments
- Consultations on issues relating to decision making capacity and authoring the Capacity Toolkit for professional and community service providers on what to consider when assessing capacity
- Provision of 25 portable infrared kits and a dozen permanently placed infrared listening devices across the state for people with hearing impairments
- Reviews of interpreting services to ensure procedures enable professional service provision and exploring of service delivery options beyond face to face interpreting to enhance state-wide coverage
- Reviews of courtroom procedures and informing staff of service delivery options within the legal framework
- Provision of information to specific disability communities on court procedures such as the video for people with cognitive disabilities, "So you have to go to court!"
- ACCESSLink on disability issues – a resource guide for staff on how to provide services to people with disabilities, including offering information in alternative formats, organising Auslan interpreters, diverse communication options for people with various cognitive and mental health issues and physical disability access provisions etc.
- Planning for the conduct of a client satisfaction survey of people with disabilities across the state who accessed the AGD's services in 2009.

8. IMPLEMENTING THE DSP

Diversity Services, which reports to the Assistant Director General Crime Prevention and Community Programs, is responsible for driving the implementation of the DSP. Diversity Services also monitors and evaluates the Plans' implementation. The DSP is reviewed annually, with the results published in the AGD's Annual Report.

As part of the AGD's drive toward inclusive planning and practice, all staff are notified during their mandatory induction to the AGD of their responsibility for implementing the DSP. All managers of all business centres across the AGD are expected to integrate their Centre's specific responsibilities and general accountabilities within their business plans. DSP's actions require responses from all business centre managers and it is also expected that if local initiatives are developed in the spirit of the DSP, the managers will support and drive them.

Most of the DSP's actions refer to a specific business centre manager responsible and these actions are reflected in their business plan. The lead manager responsible for the action is listed first and indicated in bold, collaborating managers follow.

Advice, guidance and coordination from the Manager Diversity Services is available for all management, and the Disability Advisory Council, which meets quarterly with the Director General, is available to assist the AGD in fulfilling its responsibility.

Manager, Diversity Services

The role of the Manager, Diversity Services is to drive the implementation of the DSP, support the Disability Advisory Council and resource the DSP's on-going evaluation. The

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Manager serves as an initial focal point in the organisation for leadership and advice across the AGD on disability issues, as a point of contact for people with a disability and their representative organisations and as a resource for managers and staff.

The Manager's role is to steer the implementation of the DSP and to oversee its incorporation into the AGD's Corporate and Business Plans. The Manager also maintains an eye on current industry standards and service provision innovations to advise the AGD on best practice initiatives and direction.

The functions of the Manager Diversity Services will be to:

- provide leadership across the AGD in relation to disability issues, policy and planning;
- advise managers responsible for implementing the DSP of contact networks, resources available, and their legal obligations;
- provide executive support to the Disability Advisory Council;
- liaise with other agencies of the Government and peak disability organisations;
- coordinate the evaluation of the DSP's strategies and actions; and
- prepare the AGD's Annual Report submission on its performance against its Performance Indicators.

The Manager Diversity Services is also responsible for the AGD's response to the Multicultural Policies and Services Program (formerly known as Ethnic Affairs Policy Statement).

9. MONITORING, EVALUATING AND REPORTING ON THE DSP

The Attorney General's Division has put a great deal of effort into preparing the DSP and staff are committed to its implementation. The AGD will continue to monitor the DSP's implementation, promote innovation and respond to new challenges encountered. The AGD aims to remain on the cutting edge of service provision to people with disabilities.

The DSP's goals and performance indicators are outlined throughout the Plan and the AGD is working to ensure that the strategies adopted and the actions undertaken actually lead to their achievement. This means the AGD must measure the outcomes of the DSP's actions, qualitatively and quantitatively, contrasting them with its key performance indicators and reviewing its strategies and actions frequently to modify them where necessary.

The Disability Advisory Council

The Disability Advisory Council has been a key player in the development, implementation and evaluation of the DSP. It has oversighted and contributed to the effectiveness of the strategies and actions over the past eight years. It will continue to provide advice and guide the evaluation process.

The Council was established in April 1998, with representation from all disability groups, the NSW Anti-Discrimination Board and the Disability Council of NSW. The Council reflects a diversity of disability perspectives and will continue to comprise a majority of people with a disability. The Director General chairs the Council.

The Terms of Reference for the Council are:

The role of the Disability Advisory Council is to provide the AGD and its related agencies with advice, including recommendations for appropriate strategies and actions on a broad range of matters relating to the access by people with a disability to the services, programs, buildings and facilities of the AGD, employment within the AGD and justice responsibilities of the AGD.

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The responsibilities of the Council are:

- to advise on the appropriateness of arrangements for access to the AGD's services and programs, buildings and facilities;
- to advise on strategies of ensuring non discriminatory access to the justice system;
- to advise on workplace and work practice issues to ensure open and equal employment and career opportunities for people with a disability;
- to assist the AGD in further developing, monitoring and evaluating the DSP;
- to review policies and strategies referred to the Council in relation to disability issues and provide advice on their appropriateness;
- to recommend areas requiring further investigation and study, including advice on the commissioning of reports on issues relating to access by people with a disability to the AGD's services and programs; and
- to assist the AGD in consulting and liaising with people with a disability and their representative organisations.

The Council advises the AGD on how to ensure the DSP is most effective. It uses its capacity to organise subcommittees and other processes to elicit input from particular disability groups, experts and other interests. The Council assists the AGD in presenting the case to the Government for adequate and appropriate resources to implement the changes identified in the DSP as necessary to meet its objectives.

The Disability Advisory Council in conjunction with the Manager Diversity Services will be responsible for coordinating the overall annual evaluation of the DSP.

Evaluation process

The Attorney General's Division's will make use of a full range of evaluation techniques and procedures, appropriate to the particular strategies or actions being evaluated.

Quantitative and qualitative evaluation tools will be employed such as:

- customer satisfaction surveys and focus groups;
- staff on-line quizzes to test service provision skills;
- staff reviews of the support, products and advice of Diversity Services;
- quantitative cost benefit analysis; and
- the tracking of reasonable adjustments provided in courts.

The Manager Diversity Services, Disability Advisory Council and the Internal Steering Committee will advise on relevant evaluation procedures and will be responsible for the overall evaluation of the DSP. Areas to be reviewed include facilities, client service provision, staff with disabilities indices and other performance indicators. Advice gathered through the evaluation processes will be analysed and business improvement processes will be developed to improve our services.

The evaluation process will be continuous, not only a once-a-year event. That means that the evaluation strategy, like the DSP, must be effectively resourced and well managed.

On an annual basis the Manager Diversity Services will prepare a report for the Director General, DSP Internal Steering Committee (see below) and the Disability Advisory Council evaluating the achievements and barriers to progress across the AGD and in relation to the efforts of Diversity Services. Recommendations on further refinements of the DSP and its implementation will be included in this review.

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DSP Internal Steering Committee

The DSP Internal Steering Committee is a group of business centre managers appointed by the Director General who are responsible to provide strategic advice to the Manager Diversity Services and work together to further the DSP in a collaborative process. Nomination of these managers is based on their strategic role in the DSP's implementation. An example of this is the appointment of the Sheriff to the Internal Steering Committee. Due to the extensive interface of Sheriff's Officers with the public and jurors, this appointment is critical to the DSP's success.

Reporting and Accountability

Individual business centre managers identified in the DSP will be responsible to report on their specific achievements as part of their performance assessment. The assessments will include accountability for the actions for which they are responsible.

Additionally all business centres managers will be responsible for reporting on their implementation of generic strategies and local initiatives that reflect the purpose of the DSP.

Performance agreements of the Director General and other members of the Senior Executive Service include explicit reference to the progress of the implementation of the DSP. While everyone within the AGD is accountable for implementing aspects of the DSP, ultimate accountability lies with the Director General.

Quarterly reports on business centre implementation and progress toward the DSP's performance indicators as contained by their business plans will be provided to Diversity Services. They will be reviewed and Diversity Services will prepare a consolidated report for the Annual Report. This report of the AGD's progress will be provided to Ageing, Disability and Home Care, the Department of Human Services NSW as mandated by section 9 of the Disability Services Act (NSW) 1993 and to the Australian Human Rights Commission under section 61 of the Disability Discrimination Act (C'th) 1992.

10. OUR STRATEGIES, POLICIES AND PRACTICES

LEVEL 1

OUTCOME 1 SERVICE PROVISION

OUTCOME: Services and programs are accessible to the disability community because they are provided through inclusive policies and practices, in line with spirit of the NSW Disability Services Act 1993 and the Commonwealth Disability Discrimination Act 1992.

PERFORMANCE INDICATORS:

Access to services

- A baseline of external customers with disabilities' satisfaction is established by June 2010 through the conduct of a client satisfaction survey and it is followed up in December 2012 with a second client satisfaction survey.
- Staff involved in the delivery of services to the general public have an understanding of the service provision requirements of people with disabilities and the Attorney General's Division's Flexible Service Delivery Principles.
- Information on service provision in ACCESSLink is available for staff and updated annually
- Departmental staff are able to access specialist advice in order to obtain adaptive technology to meet client needs.
- Victim's Services provide accessible assistance to people with disabilities.

Staff Training

- All client service courses include practical components from the Flexible Service Delivery Training Program.
- Departmental staff confidence and competence in providing services for and managing people with disabilities are increased as reflected by the results of a Department wide Flexible Service Delivery staff survey, originally administered in 2008 and re-issued in 2011.

SERVICE PROVISION STRATEGIES

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
Access to Services			
1.1 Ongoing Review of Policies and Programs The AGD will review its services and programs to ensure they do not discriminate against people with disabilities.	1.1.1 All business centre managers will review and apply the DSP 'Policies and Practices' to their programs and services.	Business Centre Managers	Annually
	1.1.2 Business Centres will reflect DSP related strategies for access enhancements based on their review of the DSP in their Business Plans.	Business Centre Managers	Annually
	1.1.3 Maintain a usable and accessible online public feedback facility. Relevant Business Centres of DJAG will respond to feedback as required	Manager, Communications Unit	Ongoing
	1.1.4 Victim's Services to develop an internal Victim's Services Access Strategy to ensure access for people with disabilities within new service delivery model and include Flexible Services Delivery training for all staff.	Director Victim's Services; Manager, Diversity Services	Dec 2010
	1.1.5 Regularly update the ACCESSlink – online Staff Disability Resource guidelines to ensure staff have easily accessible and accurate direct service delivery advice, examples of best practice and community resources.	Manager, Diversity Services	Ongoing
Staff Training			
1.2 Training Within core training program, the AGD will promote training programs to equip staff with the skills and awareness necessary to provide competent and effective services for people with disabilities.	1.2.1 As part of its budget planning process, the AGD will provide funds annually for the implementation of a program of disability service/awareness training to complement existing core training activities.	Director General; Manager, Diversity Services; Director, Human Resources	July annually

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
	1.2.2 Determine the percent of current staff who have participated in Disability Awareness Training.	Director, Human Resources; Manager, Diversity Services	Annually for annual report
1.3 Flexible Service Delivery (FSD) The AGD will continually improve and deliver FSD to staff as required through various modalities.	1.3.1 The AGD will promote a robust FSD training program to ensure staff skills are retained and implemented on a daily basis. The program will include conducting internally designed and delivered FSD courses for new staff and refresher courses for current staff.	Manager, Diversity Services; Director Human Resources; Business Centre Managers	June 2010 Annually
	1.3.2 Continue to include and promote disability awareness training in Flexible Service Delivery section of induction program	Director Human Resources; Manager Diversity Services	Ongoing
	1.3.3 The AGD will readminister a survey of front-line staff to evaluate their understanding of the service provision issues of people with disabilities, using 2008 survey as its baseline.	Manager, Diversity Services	Dec 2011
	1.3.4 The AGD will commission a customer satisfaction survey to examine effectiveness of FSD and other disability initiatives in creating responsive services.	Manager, Diversity Services	June 2010, Dec 2012
	1.3.5. Develop online training videos for staff on specific Flexible Service Delivery components for new staff.	Manager, Diversity Services; Assistant Director General, Court Services	Dec 2011

Policies and Practices

Ongoing Review of Policies and Programs

The Attorney General's Division will review its services and programs to ensure they do not discriminate against people with disabilities.

The DSP will be circulated to business centre managers and staff as part of the information provided for input into corporate and business plans.

Business centre managers, in consultation with the Disability Advisory Council (DAC), peak disability organisations and the Manager, Diversity Services, will identify, in their business plans, policy and program changes required to ensure the provision of accessible, non-discriminatory services and programs for people with disabilities.

The Manager, Diversity Services, will monitor all business plans.

Flexible Service Delivery

Complete the Flexible Service Delivery (FSD) program roll out and provide support to staff in its implementation.

Where ongoing policy and program reviews identify barriers to non-discriminatory service delivery arising from the mode of delivery (for

example, paper records only for births, deaths and marriages), alternative modes of delivery will be progressively identified, evaluated and implemented by the business centre managers in consultation with Diversity Services. Alternative service delivery options will include:

- modification of court procedures and other practices
- the use of alternative technology to make services accessible
- the use of alternative formats for communication;
- relocation of services or visits to clients with a disability
- development of specialist resources
- recruitment of specialist staff
- provision for participation in planning and decision-making by people with disabilities.

Departmental programs that offer grants directly to the community will actively promote their programs and funding opportunities to the disability community, monitor their uptake and report on their progress to the DAC.

OUTCOME 2 ACCESS TO JUSTICE

OUTCOME: Improved access to the justice system and human rights for people with disabilities is achieved by reducing the incidence of discrimination.

PERFORMANCE INDICATORS:

- The legislative policy agenda for people with cognitive disabilities is advanced.
- Officers preparing legislation develop it in such as way that it promotes non-discriminatory policy, language and practice.
- Court staff provide and promote an accessible court environment for people with disabilities.
- There is an annual increase in the use of reasonable adjustments in courts as evidenced by JusticeLink.
- The human rights of people with decision-making disabilities are protected and promoted through enhanced understanding of the issues of capacity by both various professions and within the community.

**ACCESS TO JUSTICE
STRATEGIES**

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
<p>2.1 Law Reform The AGD will drive the implementation of the Law Reform Commission's Report #80 on People with an Intellectual Disability and the Criminal Justice System.</p>	<p>2.1.1 In reviewing legislation and in developing new legislation, the AGD will consider the rights and role of persons with an intellectual disability are promoted, maintained and protected.</p>	<p>Director, Legislation Policy and Criminal Law Review Division</p>	<p>Ongoing</p>
	<p>2.1.2 Actively participate in government Senior Officer's Group on People with Intellectual Disabilities and the Criminal Justice System and implement its responsibilities as per the ADHC Service Principles and Protocols for people with intellectual disabilities and the criminal justice system.</p>	<p>Director, Criminal Law Review; Manager Diversity Services</p>	<p>Ongoing</p>
	<p>2.1.3 Conduct research into the number of people with a cognitive disability, compared with those with a psychiatric disability, successfully using section 32 of the <i>Mental Health (Forensic Provisions) Act 1990</i> at Local Court. Review and report on findings.</p>	<p>Diversity Services</p>	<p>March 2010 Repeat Dec 2011</p>
<p>2.2 Policy and Legislation Division will promote non discriminatory language, policies and legislative advice</p>	<p>2.2.1 Legislation, Policy and Criminal Law Review Division staff will participate in Disability Awareness Training sessions, in early 2010 and late 2012, to consider implications of disability issues in advice and policy and discuss how to minimise indirect discrimination through policy development and language used.</p>	<p>Director, Legislation Policy and Criminal Law Review Division Director Crown Solicitor's Office</p>	<p>2010 and Dec 2012</p>
<p>2.3 Practice Improvements The AGD will promote practice improvements to eliminate indirect discrimination against people with disabilities within the justice system.</p>	<p>2.3.1 The Government is considering its response to the LRC Report on Blind and Deaf Jurors.</p>	<p>Director, Legislation Policy and Criminal Law Review Division</p>	<p>Ongoing</p>

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
	2.3.2 Continue to collaborate with the Judicial Commission of NSW, the Judiciary, Court Administrators and the Disability Advisory Council recommending adaptations to court and related judicial practices to eliminate discrimination against people with disabilities, reduce court related stressors and provide reasonable adjustments during the court process.	Manager, Diversity Services; Assistant Director General, Court Services	Ongoing
	2.3.3 Actively promote the need for and deliver to the Judicial Commission of NSW disability awareness educational opportunities for all judiciary in NSW.	Manager, Diversity Services	Ongoing
	2.3.4 Actively promote the availability of disability awareness courses for legal practitioners to both the NSW Law Society as CLE and the NSW Bar Association as CPD.	Manager, Diversity Services	Ongoing
	2.3.5 Promote the use of the Request for Court Assistance brochure to the disability community, legal professions and within courts to enable provision of reasonable adjustments for people with disabilities.	Manager, Diversity Services; JusticeLink; Assistant Director General, Court Services	Ongoing
	2.3.6 Encourage the recording of reasonable adjustment requests onto JusticeLink by court staff and annual reporting to Diversity Services.	Manager, Diversity Services; JusticeLink Assistant Director General, Court Services;	Ongoing & Annually
	2.3.7 Review the infrastructure associated with facilitating the participation of people with disabilities as jurors. This infrastructure will include: <ul style="list-style-type: none"> • self-identification on jury duty forms; • staff arrangements, access provisions and implementation procedures; • legislative reform as required; • an annual review evaluating the participation of people with disabilities. 	Sheriff; Assistant Director General, Court Services; Disability Advisory Council	Ongoing

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
	2.3.8. Participate in a partnership with Macquarie University in an evaluation of using audiovisual equipment and the use of Auslan Interpreters. Test for technical quality and ease of comprehension. Apply outcomes and recommendations to the policies and practices of using AVL equipment in conjunction with Auslan.	Manager, Diversity Services; Director of Information Services Branch; Assistant Director General, Court Services	June 2010
2.4 Human Rights Promotion The AGD will promote the human rights of people with disabilities.	2.4.1 Continue to promote and protect the rights of people whose decision-making is in question by ensuring the: <ul style="list-style-type: none"> • continued distribution of the <i>Capacity Toolkit</i>, an information resource on decision-making capacity • availability of the <i>Capacity Toolkit Factsheet</i> in other languages • annual review and updating of the <i>Capacity Toolkit</i> and <i>Factsheet</i> 2.4.2 Work with different sectors (legal, health, medical, ageing, disability and carers) and the community to deliver online and/or face-to-face training about decision-making capacity.	Manager Diversity Services	Ongoing
	2.4.3 Further collaborate with relevant professional sectors on civil capacity issues, and work with them in developing strategies to advance the promotion and protection of the rights of people whose decision-making is in question.	Manager Diversity Services	Ongoing
		Manager Diversity Services	Ongoing

Policies and Procedures

Legislative Review

The Attorney General's Division will monitor and review legislation to identify any current or proposed laws which discriminate against people with disabilities.

When developing new legislation, the AGD will consult with the parties below to identify potential discriminatory practices and court practices which may be in conflict with the *Disability Discrimination Act 1992* (C'th), the *Disability Services Act 1993* (NSW) and the *Anti-Discrimination Act 1977* (NSW) including;

- The AGD's Disability Advisory Council
- NSW Anti-Discrimination Board
- Human Rights and Equal Opportunity Commission
- Disability Council of NSW
- Law Reform Commission
- peak disability organisations
- professional legal bodies.

Practice improvements

The AGD will promote practice improvements to eliminate indirect discrimination against people with disabilities within the justice system.

The AGD will regularly liaise with the legal profession and the Law Society of NSW to ensure that:

- legal practitioners are aware of the implications of the *Disability Discrimination Act 1992* (C'th), the *Disability Services Act 1993* (NSW) and the *Anti-Discrimination Act 1977* (NSW), and this DSP;
- appropriate information is provided to practitioners on disability issues and the AGD's services for clients with a disability.

The Senior Public Defender will review and implement as often as possible its current policy that says the same defender will have carriage of a matter involving a person with a disability through an entire court proceeding.

OUTCOME 3 COMMUNICATION

OUTCOME: People with disabilities are aware of and can effectively access information services and programs, including court proceedings through the provision of accessible communication strategies and formats.

PERFORMANCE INDICATORS:

- The Attorney General's Division's internet, intranet and e-commerce services are provided in accessible formats and comply with W3C⁵ (AAA Level wherever possible) and Australian Human Rights Commission (AHRC) guidelines.
- 95% of documents on the Attorney General's Division websites (internal and external) are offered in a format in addition to a pdf copy (e.g. HTML, word, txt or rtf).
- Public information is provided in plain English (avoiding jargon) and uses a non-serif font at least 12pt.
- In all reviews of departmental documents, it is a priority to ensure information for Aboriginal and multicultural customers with a disability are provided in culturally and linguistically appropriate formats.
- An increase in Departmental staff ability to provide information in alternative formats and know where to find assistance when required is evidenced in the staff Flexible Service Delivery survey in Dec 2011.
- An increase in the use of assistive hearing devices in Courts is tracked annually.

⁵ World Wide Web Consortium
29/06/2010

COMMUNICATION STRATEGIES

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
3.1 Communications Strategy Public education and information about our services is provided to the disability community and legal sector in accessible formats.	3.1.1 The AGD will raise the profile of its DSP and accessible services to people with disabilities and the legal profession through a program of informative advertising, media liaison and community education.	Manager, Diversity Services	Annually
	3.1.2 Promote the Resource Kit and Video "So you have to go to court" on LawLink.	Manager, Diversity Services	Ongoing
	3.1.3 The AGD will monitor the development of accessible Australian e-commerce guidelines and information technology innovations to guide the AGD in maximising accessibility of electronic forms, notices, applications and commercial transactions.	Manager, Diversity Services; Director, Information Services Branch; Manager, Communications Unit	Ongoing
	3.1.4 The new Departmental website which meets government standards for usability and accessibility will be promoted with guidelines that maximise its accessibility.	Manager, Communications Unit	Dec 2010
	3.1.5 Guidelines for all web designers will include access standards and advice to Level 2 W3C standards (and Level 3 whenever possible).	Manager, Communications Unit	June 2010
	3.1.6 The AGD will continue to create Plain English print and online publications by following the AGD's style guide. This will minimise jargon, acronyms and legal terminology	All Business Centre Managers	Ongoing
	3.1.7 The corporate review of publication design policies will include advice on how to improve the accessibility of our publications both electronically and in print.	Manager, Communications Unit; Manager, Diversity Services	Dec 2010
3.2 Information Technology All Information Technology protocols will ensure access for people with disabilities to applications and interfaces throughout the AGD.	3.2.1 The AGD will reinforce with expert advice from information technology access experts, the AGD's protocol to ensure all business applications and user interfaces are selected and developed to ensure access for people with disabilities, as end users, potential developers and IT support staff. Such interfaces are:	Business Centre Managers; Director, Information Services Branch	Ongoing

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
	<ul style="list-style-type: none"> • Learning Management Services • JusticeLink • email software • e-commerce 		
	<p>3.2.2 As new and enhanced business applications are identified business centre sponsors and owners will ensure a priority is placed on the selection of software applications and interfaces that meet access requirements including W3C for of people with disabilities, both staff and clients.</p>	<p>Business Centre Managers; Director, Information Services Branch</p>	<p>Ongoing</p>
<p>3.3 Using Adaptive Technology The AGD will expand its use of suitable and available technology to enable effective communication with and for people with disabilities.</p>	<p>3.3.1 Develop information and offer staff training as required in technology options. Ensure use and maintenance of adaptive equipment for court (such as infra-red systems) and the workplace, as it is introduced into the AGD.</p>	<p>Business Centre Managers; Manager, Diversity Services; Director Information Services Branch</p>	<p>Annually</p>
	<p>3.3.2 Diversity Services will develop and promote the use of an infrared tracking system for use across the AGD both in the courthouses that permanently hold Infra Red systems and by the Courtroom Technology Group who courier the portable systems to various courthouses.</p>	<p>Manager, Diversity Services; Assistant Director General, Court Services; Director, Information Services Branch</p>	<p>Annually</p>
	<p>3.3.3 The protected witness audiovisual equipment program will include infrared systems for people with hearing impairments.</p>	<p>Assistant Director General, Court Services; Director, Information Services Branch</p>	<p>As per roll out</p>

COMMUNICATION POLICIES AND PRACTICE

Communications Strategy

The Attorney General's Division will ensure services and both hard copy and electronic information are accessible to people with disabilities.

Within ACCESSLink, current advice will be provided to assist staff with written, spoken and electronic communications to minimise communication barriers faced by people with disabilities. It will include advice on:

- how to design inclusive documents which are accessible to as many people with disabilities as possible and the general community
- the value of including people with cognitive disabilities when focus testing documents
- the way to speak with a person with a particular disability
- a standard statement for all public documents of their availability in alternative formats
- the need to use 'plain English' in all documents
- the need to consult with the Disability community and how to conduct such a consultation
- an Alternative Format Policy that will include
 - the identification of documents which should be produced in advance in alternative formats and which format should be considered
 - a procedure to ensure documents are converted into alternative formats as a regular protocol of production in as streamlined a fashion as possible; and
 - a procedure to inform people with disabilities of the availability of, and how to, access alternative formatted materials.

The Disability Advisory Council will be consulted in relation to ACCESSLink's communication advice. Once completed the document will be:

- distributed across the AGD in formats accessible to all staff;
- used as the basis of a training program for staff and service providers in the use of inclusive communication;

- reviewed and adjusted as required to facilitate the effective production and use of accessible, inclusive communication techniques.

W3C and AHRC's Guidelines on Access to the World Wide Web will be used as a basis for designing all INFO Link and LawLink inclusions.

Using Adaptive Technology

The Attorney General's Division will expand its use of suitable and available technology to enable effective communication with people with disabilities.

The *Assistive Hearing Program* and procedures will be evaluated and modified as required to ensure the most effective solutions for determining:

- storage locations;
- stock levels;
- types of equipment;
- publicity and signage requirements;
- lead times needed for distribution;
- distribution methods and recording procedures;
- maintenance and cleaning facilities;
- adjustments to acoustic conditions;
- successful usage.

'Hearing Access' advertisements will continue to be placed on all relevant court documents such as summonses, jury notices, court orders and infringement notices together with signage at the courts to inform people of the availability of assistive hearing systems, with advanced notification.

The courtroom audits of acoustic and background noise conditions will be completed and their results will be provided to Asset Management Branch to advise of any remediation required within the Maintenance Program.

Based on the above program, court facilities, training rooms, conference centres and other relevant locations (such as the Anti-Discrimination Board) used extensively by the public will be fitted with, or have access to, appropriate assistive hearing devices to ensure state-wide access to these facilities.

The AGD will review and evaluate, as necessary, in consultation with stakeholders, the provision of real-time captioning in the courtroom for people with hearing impairments or people who are deaf.

TTY numbers will be listed on letterhead, posted on LawLink and published in the Telstra TTY phone book and in community organisation newsletters.

Staff will be informed and trained in the use of the National Relay Service where TTYs are not available within the Deafness and Hearing Impairment training course.

The AGD will develop a knowledge base on adaptive technology, and equipment and software used by people with disabilities and have access to appropriate referrals.

The AGD will provide business centre managers advice on selection, use and maintenance of equipment to facilitate communication with people with disabilities.

Communication Improvements

The AGD will work with courts and service providers to enable effective communications with people with disabilities

Policies and guidelines on the provision of interpreters or other services to people who are deaf or have hearing impairments in court will be monitored and reviewed to ensure appropriate provisions have been granted.

Maintain a strong collaborative approach with the Deaf Society of NSW to assist in the skill development and quality assurance mechanisms for Auslan interpreters required in court.

The AGD actively promotes the need for judges, magistrates, solicitors, barristers, defenders, prosecutors and court personnel to:

- increase the frequency of use of the variety of methods of receiving evidence allowable under the *Evidence Act 1995* (NSW);
- increase the use of flexibility in the form and procedure for taking oaths to ensure the needs of people with disabilities are addressed;
- emphasise the need to minimise the sense of intimidation felt by people with disabilities in the courts;
- use plain English in their communications and in court proceedings;
- provide questions and directions within court in clear typed 'plain English', including the use of large print formats;
- provide slow, clearly enunciated instructions/ questions to people with a hearing impairment who lip-read;
- adopt practices that recognise that some people with disabilities have limited attention span and would benefit from having shorter sessions, and questions/ instructions repeated/rephrased to ensure their testimony is true and comprehensive;
- create court environments that are calm, supportive and accommodating to assist people with disabilities in their participation in any aspect of court activity;
- encourage the use of:
 - alternative communication devices;
 - real time captioning;
 - Closed Circuit TV (CCTV) for enlarging documents.

OUTCOME 4 BUILDINGS AND FACILITIES

OUTCOME: People with disabilities have equitable access to our buildings and facilities.

PERFORMANCE INDICATORS:

- New facilities comply with AS1428 part 2 and the Disability Discrimination Act as far as possible.
- Priorities for access improvements of existing buildings are identified and integrated into the Asset Management Branch's Access Improvement Program.
- A capital budget of at least \$250,000 per annum is expended on the Access Improvement Program.
- Disability infrastructure planning is reflected in Total Asset Management (TAM) plans
- Information on courthouse access provisions will be available on LawLink by December 2010.
- Accessible jury facilities will be provided at all trial courts where juries regularly sit by Dec 2015.
- Annual reviews of Business Continuity Plans address issues for people with disabilities.

ACCESS TO BUILDINGS AND FACILITIES STRATEGIES

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
<p>4.1 Physical Access Provisions</p> <p>The AGD will ensure all Capital Works Projects integrate best practice in access provision.</p>	<p>4.1.1 Innovative solutions will be considered where heritage issues are potentially in conflict with access requirements, with an eye to addressing the access issues within the spirit of the <i>Disability Discrimination Act</i> (C'th 1992 (DDA) while maintaining the heritage listed elements of the building.</p> <p>4.1.2 Asset Management will roll out access improvements to jury facilities where jurors regularly sit, as funding permits.</p> <p>4.1.3 All existing facilities' access audits will be updated and priorities for access improvements will be identified and integrated into the Access Improvement Program.</p> <p>4.1.4 The AGD's Access Audits of leased premises will be included within the Asset Management access provision workplans.</p> <p>4.1.5 Asset Management will develop and implement internal building standards that address access barriers specific to our use of the premises (i.e. for items not addressed in the Building Code of Australia such as front of house and courtrooms).</p> <p>4.1.6 Summaries of the Courthouse Access Audits will be made available to clients and staff through <i>LawLink</i> and <i>InfoLink</i>. These summaries will be regularly updated as access issues are addressed.</p> <p>4.1.7 Disability infrastructure planning will be identifiable within the AGD's Total Asset Management (TAM) plan.</p> <p>4.1.8 The AGD will implement a program in conjunction with Local Government Areas to confirm or request public transport access points and travel paths adjacent to the AGD's premises comply with the new Accessible Transport Standards and AS 1428.2.</p>	<p>Director, Asset Management Branch</p> <p>Director, Asset Management Branch</p> <p>Director, Asset Management Branch</p> <p>Director, Asset Management Branch</p> <p>Director, Asset Management Branch</p> <p>Director, Asset Management Branch</p> <p>Director, Asset Management Branch</p> <p>Director, Asset Management Branch</p> <p>Director, Asset Management Branch</p> <p>Assistant Director General, Court Services</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>June 2010</p> <p>Annually</p> <p>Ongoing</p>

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
	<p>4.1.9 While waiting for physical modifications to buildings and facilities, managers will develop and implement alternative service provision procedures within Flexible Service Delivery principles and notify all staff.</p> <p>4.1.10 The AGD will remain informed in relation to the developing <i>Disability Discrimination Act 1992</i> (C'th) 'Access to Premises' Standards and respond accordingly in our building specifications.</p>	<p>Business Centre Managers</p> <p>Director, Asset Management Branch; Manager Diversity Services</p>	<p>Ongoing</p> <p>Ongoing</p>
<p>4.2 Emergency Procedures</p> <p>The AGD will review its emergency access/egress facilities and procedures to ensure the safe and successful evacuation of people with disabilities from all buildings or facilities.</p>	<p>4.2.1 The AGD will reinforce the importance of evacuation plans based on the Court House Access Audits and Occupation Health and Safety reviews to rectify any physical impediments or equipment deficiencies impeding safe and successful emergency evacuation of all people with disabilities.</p>	<p>Director, Asset Management Branch</p>	<p>Ongoing</p>
<p>4.3 Business Continuity Plans</p> <p>The AGD will review its business continuity plans to ensure adequate provisions are made for people with disabilities.</p>	<p>4.3.1 The AGD will reinforce the importance of business continuity plans providing adequate accommodation and services for the ongoing needs of persons with a disability recognising that these are temporary arrangements and that alternative working arrangements including work from home may be required in the short term.</p>	<p>Director, Finance and Strategy; Business Centre Managers</p>	<p>Ongoing</p>
<p>4.4 Information Technology</p> <p>All Information Technology protocols will ensure access for people with disabilities to applications and interfaces throughout the AGD.</p>	<p>4.4.1 The AGD will reinforce with expert advice from information technology access experts, the AGD's protocol to ensure all business applications and user interfaces are selected and developed to ensure access for people with disabilities, as end users, potential developers and IT support staff. Such interfaces are:</p> <ul style="list-style-type: none"> • Learning Management Services • JusticeLink • email software • e-commerce 	<p>Business Centre Managers; Director, Information Services Branch</p>	<p>Ongoing</p>
	<p>4.3.2 As new and enhanced business applications are identified business centre sponsors and owners will ensure</p>	<p>Business Centre Managers; Director,</p>	<p>Ongoing</p>

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
	a priority is placed on the selection of software applications and interfaces that meet access requirements including W3C for of people with disabilities, both staff and clients.	Information Services Branch	

ACCESS TO BUILDINGS AND FACILITIES POLICIES AND PRACTICES

Physical Access Provisions

The Attorney General's Division will ensure all Asset Management Branch projects integrate best practice in access provision.

The AGD will ensure all premises' designs and provisions comply with AS 1428 part 2 (Enhanced Standard) unless there are significant physical and/or practical constraints precluding compliance. If AS1428 part 2 cannot be achieved, the AGD will build to AS1428 part 1.

Within the Major Works, Maintenance and Access Improvement Programs, a progressive response to the access issues identified in the Court House Access Audits will be implemented:

- a set of guiding principles of departmental access priorities will be confirmed
- a long term workplan for each program above will be developed to target court houses where access issues are a significant impediment to people with disabilities participating
- the workplan will be developed in consultation with the Disability Advisory Council
- within the Capital Works Program, disability access remedies will remain a high priority
- within works being developed for heritage buildings, access planning will be integrated
- an annual budget program will be dedicated to the Access Improvement Program.

The AGD's Court House Access Audit checklist will be updated as required by BCA and DDA developments and used by Project Managers and subcontractors as an access provision template for all new designs and renovations.

Asset Management Branch will provide staff training in areas of access provision within building works in the form of information sessions and workshops discussing access solutions.

The AGD will continue to work with Local Government Councils to provide better access from transport including:

- designated accessible parking bays;
- public transport drop-off and pick-up locations.

Where it is determined there are restrictions to the AGD's capacity to provide access for people with disabilities, the AGD will provide services at accessible premises. In the case of leased buildings, it will negotiate changes with the building owners or consider relocation.

Emergency Procedures

The AGD will specifically address its emergency ingress/egress facilities and procedures to ensure the safe and successful evacuation of people with disabilities from all buildings or facilities in the event of an emergency.

Current emergency evacuation procedures will be reviewed and, where necessary, modified to ensure they provide for effective emergency evacuation of people with disabilities. These will include:

- consistency across the AGD;
- training for emergency personnel;
- discrete notification of procedures for staff identified with disabilities in the building;
- notification for visitors of the building via adequate signage;
- emergency drills involving people with disabilities;
- a drill and debrief will be held to review and amend emergency procedure

OUTCOME 5 CONSULTATION AND BEST PRACTICE MANAGEMENT

OUTCOME: The voice of people with disabilities will be heard and reflected in policies, programs, services and management practices resulting in the Department of Justice and Attorney General acknowledged as a leader in the way we implement our Disability Strategic Plan.

PERFORMANCE INDICATORS:

- The Disability Advisory Council is satisfied with the Attorney General's Division's progress in implementing the Disability Strategic Plan (DSP) as indicated by an annual review conducted at their September quarterly meeting.
- The Disability Advisory Council is satisfied with the consultation processes used to ascertain views of the Council, disability community, clients and staff on issues affecting people with disabilities.
- Every Business Centre has mechanisms in place to consult people with disabilities and refer to ACCESSlink for advice on how to host and facilitate consultations for people with disabilities.
- Key aspects of the DSP are included in the Business Centres' Business Plans and performance agreements and reported on annually.
- People with disabilities say they have had an opportunity to complain and have had access to complaints mechanisms.
- Good news stories from the DSP are promoted within The Attorney General's Division at least six times per annum in AGENDA.
- The Attorney General's Division is consulted regularly by other government agencies on how to provide services to people with disabilities within a universal or mainstream service environment

CONSULTATION AND BEST PRACTICE MANAGEMENT STRATEGIES

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
<p>5.1 Consultation</p> <p>The AGD will seek and incorporate the input of the disability community within its planning and programs.</p>	<p>5.1.1 In consultation with the Disability Advisory Council, The AGD will regularly explore and evaluate initiatives and service improvements. The Disability Advisory Council will be asked to:</p> <ul style="list-style-type: none"> • review the strategies and actions of this DSP and related implementation programs; • provide feedback on submissions and information provided as part of the consultation on this DSP; • raise issues concerning various activities, programs and policies across the AGD; • review and propose modifications to the formal and informal consultation procedures for people with a disability from across the AGD; • endorse the effectiveness of the AGD's consultation procedures; • annually review the implementation of the DSP. (\$5,000 per annum) 	<p>Director General, Manager, Diversity Services</p>	<p>Quarterly</p>
	<p>5.1.2 The Anti Discrimination Board will explore the establishment of a Community Consultation Committee to examine their services to people with disabilities.</p>	<p>President, Anti Discrimination Board</p>	<p>December 2010</p>

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
	5.1.3 Business Centres will consult people with disabilities when reviewing major program, policy or legislative change to ensure access provisions are built into their development from the start.	Business Centre Managers	As required.
	5.1.4 Diversity Services will ensure the advice on ACCESSlink on how to host a community consultation is current.	Manager, Diversity Services	Annually
5.2 External Complaints Procedures The AGD will implement its complaint handling policy procedures that assist clients with disabilities to resolve complaints in an accessible and non-discriminatory manner.	5.2.1 In its review of Departmental complaint handling policy, the AGD will review policy relating to ensuring accessibility for, and non-discriminatory treatment of, clients with disabilities who have a complaint about Departmental services. 5.2.2 In reviewing policy referred to in 5.2.1, the Community Relations Unit will consult with the Disability Advisory Council.	Director, Community Relations Unit; Business Centre Managers	June 2010
5.3 Addressing Disability Issues in Departmental Plans and Policies The AGD will require all planning and policy development processes within the AGD, including budgetary and resource allocation processes, to explicitly incorporate strategies and actions to address disability issues.	5.3.1 Guidelines for the preparation of business centre business plans will include reference to the DSP and encourage innovative disability related activities.	Director, Community Relations Unit; Business Centre Managers Director General; Business Centre Managers	June 2010 Annually

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
	<p>5.3.2 The AGD will progressively budget for Asset Management projects and seek funds from the Government as necessary. Minor works and equipment purchases will be funded on a priority basis from an annual allocation set aside for implementing the DSP, from the Capital and minor works budgets.</p>	<p>Director, Finance and Strategy; Director, Asset Management Branch</p>	<p>Annual Budgets</p>
<p>5.4 Best Practice The AGD will remain on the cutting edge of international thinking in relation to standards of best practice in the realm of services to people with disabilities.</p>	<p>5.4.1 The AGD will research and promote international best practice standards in service provision and employment practices for people with disabilities.</p>	<p>Manager, Diversity Services</p>	<p>Ongoing</p>
	<p>5.4.2 The AGD will develop and promote a Guarantee of Service to people with disabilities.</p>	<p>Assistant Director General Crime Prevention and Community Programs Manager, Diversity Services</p>	<p>December 2011</p>
	<p>5.4.3 The AGD will promote the good news stories of various business centres and raise the profile of the DSP and accessible services to people with disabilities internally through a program of informative articles in InfoLink and AGENDA.</p>	<p>Manager, Diversity Services; Manager, Communications Unit</p>	<p>Six articles per annum</p>
	<p>5.4.4 The AGD will actively promote disability issues within and outside the AGD through the promotion and participation of International Day of People with Disabilities activities</p>	<p>Manager, Diversity Services; Business Centre Managers</p>	

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
<p>5.5 Evaluation & Reporting</p> <p>The AGD will establish effective evaluation and reporting mechanisms to assess the access and equity provisions of the AGD's services and programs.</p>	<p>5.5.1 Work with organisational planning to ensure the Disability Strategic Plan is integral to the annual reporting framework.</p>	<p>Director General; Manager, Diversity Services</p>	<p>June 2010 Annually</p>
	<p>5.5.2 Business centre managers will report on their DSP performance and program outcomes against the DSP performance indicators through the annual reporting framework.</p>	<p>Business Centre Managers</p>	<p>June each year</p>
	<p>5.5.3 Formally analyse the Business Centres' annual report submissions and report against the performance indicators through the Annual Report and to the DG.</p>	<p>Manager, Diversity Services</p>	<p>August each year</p>
<p>5.6 Accountability of Managers</p> <p>Managers will be accountable for creating and fostering a culture of improving the AGD's services and facilities for people with disabilities.</p>	<p>5.6.1 Managers will include DSP strategies in their business plans and be accountable for their implementation through their performance agreements.</p>	<p>Director General; Business Centre Managers</p>	<p>Annually</p>
<p>5.7 Publicising implementation of the DSP</p> <p>The AGD will share its experiences of implementing the DSP with other Government Departments as requested.</p>	<p>5.7.1 Provide support and promote to other Government Departments the successful implementation of their Disability Action Plans and Flexible Service Delivery.</p>	<p>Director General; Manager, Diversity Services</p>	<p>Ongoing</p>

CONSULTATION AND BEST PRACTICE MANAGEMENT POLICIES AND PRACTICES

Participation by People with Disabilities

In addition to the consultative arrangements and processes proposed throughout this DSP, the AGD will provide opportunities for people with disabilities to participate in key planning and decision-making forums to ensure continuing attention to disability issues in policy development, planning, service delivery and the workplace.

Management and staff throughout the AGD will be encouraged to liaise with peak disability organisations and their membership within the AGD's planning and decision-making forums.

Business centres who regularly serve clients with disabilities, such as the Anti-Discrimination Board, NSW Trustee and Guardian and the Public Guardian, will design and implement on a regular basis a formal consultation program to ensure their services are accessible and are serving the needs of their clients.

Addressing Disability Issues in Departmental Plans and Policies

The AGD will require all planning and policy development processes, including budgetary and resource allocation processes, to explicitly incorporate strategies and actions to address disability issues.

Guidelines for new internal policy development and for policy review will be amended where necessary to incorporate requirements for explicit consideration of disability issues, including the opportunity for review of new proposals by the DSP Internal Steering Committee and/or the Disability Advisory Council.

Allocating Funds

The AGD will ensure funding is appropriate and timely for the implementation of this DSP from within existing resources to meet the costs of initial and immediate actions. Where necessary, the AGD will seek additional funding from the Government.

Funds will be made available through each budget allocation cycle of ongoing recurrent expenditure under a project budget specifically identified for implementing the DSP.

Business Centre Managers will prioritise implementation of their DSP initiatives and allocate funds accordingly from their business centre allocations.

Accountability of Managers

Managers will be accountable for creating and fostering a culture of improving the AGD's services and facilities for people with disabilities.

The AGD's senior managers will participate regularly in forums addressing disability issues to ensure currency of managers' information on, and awareness and understanding of, disability issues.

People Responsible for Implementing the DSP

While implementing the DSP is the responsibility of all staff of the AGD, key managers and their respective staff with responsibility for each action will be identified to have the working responsibility for implementing each action.

Staff with responsibility for implementing the DSP in each business centre will be identified within their business centre's business plan.

OUTCOME 6 EMPLOYMENT OF PEOPLE WITH DISABILITIES*

OUTCOME: The percent of employment participation of people with a disability within The Attorney General's Division increases.

PERFORMANCE INDICATORS

- An increase in the percentage of people with disabilities' employment rates by 20% by 2012 from 2007/08 Annual Report representation (from 6.3% for people with a disability and 1.9% for people with a disability requiring a workplace adjustment).
- The new Recruitment of People with Disabilities and Reasonable Adjustment policy and guidelines are finalised and promoted by August 2010.
- 5% of all participants of management and leadership programs are people with a disability.
- Disability Awareness Training is delivered twice a year.
- 85% of all staff with a disability have achievement and development plans.
- 85% of all staff with a disability achieve five days development per year.
- Reduce turnover of people with a disability from 16% to below 14.4%, the same level as all other employees, by 2012.

*This section of our Disability Strategic Plan is a direct copy of the Attorney General's Division's Disability Employment Strategy. For more information on the Attorney General's Division's commitment to recruit and retain staff with disabilities, please contact Human Resources on 8688 7777.

EMPLOYMENT OF PEOPLE WITH DISABILITIES STRATEGIES

Focus 1 - Attraction

STRATEGIES	ACTIONS	RESPONSIBILITY	TIMEFRAME	PERFORMANCE INDICATORS
Embed disability employment targets into business planning and workforce planning	<ol style="list-style-type: none"> 1. Inclusion of disability employment targets into each Business Plan. 2. Regular statistics provided to managers about disability employment targets (targets are included in Section 4 above). 3. Explore Departmental funding arrangements for reasonable adjustments. 4. Design methods to encourage completion of the EEO Data Collection Form by staff and increase response rates above current levels. 5. Increase disability employment rates by 20% by 2012 from 2007/08 Annual Report representation (from 6.3% for people with a disability and 1.9% for people with a disability requiring a workplace adjustment). 	<p>Organisational Performance & Innovation Business Centre Managers</p> <p>Workforce Planning and Strategy</p>	2010 Ongoing	<p>All Business Plans by 2010 include disability employment targets.</p> <p>Business Centre Managers are given quarterly workforce data including disability employment data.</p>
		<p>Workforce Planning & Strategy Chief Financial Officer and Director, Human Resources</p> <p>Human Resources Branch Business Centre Managers</p> <p>Business Centre Managers</p>	June 2010 2011 2012	<p>Guidelines on funding responsibility communicated to Business Centre Managers.</p> <p>Increase in EEO response rate by end June 2011.</p> <p>Target met by 2012.</p>
Promote the AGD as an employer of choice for people with a disability	<ol style="list-style-type: none"> 1. Review current selection material and access points available to job applicants with a disability. 2. Target positions for recruitment of people with a disability. 	<p>Human Resources Branch</p> <p>Business Centre Managers</p>	2010 2012	<p>Recruitment processes are free from discrimination.</p> <p>Increase in targeted positions for 2010–2012.</p>

STRATEGIES	ACTIONS	RESPONSIBILITY	TIMEFRAME	PERFORMANCE INDICATORS
	<p>3. Create partnerships with disability employment providers to utilise their expertise in sourcing and recruiting people with a disability.</p> <p>4. Promoting to Disability Organisations that the AGD has a strong disability employment focus.</p>	<p>Human Resources Branch Business Centre Managers</p> <p>Diversity Services Business Centre Managers</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Utilise disability employment providers in creating applicant pools.</p> <p>Partnerships created with Disability Organisations.</p>
<p>Ensure merit selection processes are accessible for people with a disability</p>	<p>1. Provide information to selection panel members about arrangements for attracting people with a disability and implement accessible recruitment practices for people with a disability.</p> <p>2. Where possible accommodate any special needs of people with a disability in selection procedures.</p> <p>3. Continue to include instruction on reasonable adjustments in both face-to-face and e-Learning merit selection training programs.</p> <p>4. Explore options for E-recruitment to capture EEO data of potential candidates through the recruitment process.</p> <p>5. Position descriptions do not discriminate against people with a disability.</p>	<p>Human Resources Branch Panel convenors</p> <p>Panel Convenors</p> <p>People Development</p> <p>Human Resources Branch</p> <p>Workforce Planning and Strategy Business Centre Managers</p>	<p>August 2010</p> <p>Ongoing</p> <p>Ongoing</p> <p>October 2010</p> <p>Ongoing</p>	<p>Panel members provided with guidelines for recruiting people with a disability.</p> <p>Panel members provide suitable arrangements.</p> <p>All training programs consider needs of people with a disability.</p> <p>EEO data capture in recruitment process be determined by October 2010.</p> <p>Position descriptions are created in conjunction with trained job design experts in Human Resources to ensure they do not disadvantage people with a disability.</p>

STRATEGIES	ACTIONS	RESPONSIBILITY	TIMEFRAME	PERFORMANCE INDICATORS
Promote to management the advantages and practicalities of employing people with a disability	1. Managers are informed of the benefits associated with employing people with disability. 2. Employing people with a disability and reasonable adjustments policy is promoted through a strong communication strategy to all managers through workforce planning and business planning processes.	Workforce Planning and Strategy Workforce Planning and Strategy Business Centre Managers	2010 August 2010	Managers are periodically informed of benefits of employing people with a disability. Employing people with a disability and reasonable adjustments policy is approved and communicated to managers for implementation.

Focus 2 - Development

STRATEGIES	ACTIONS	RESPONSIBILITY	TIMEFRAME	PERFORMANCE INDICATORS
Provide a more respectful workplace for staff with a disability	1. Support and promote the Staff with Disabilities Network. 2. Support and promote activities for International Day for people with a disability. 3. Ensure staff have achievement plans and development plans. 4. Implement a minimum of five days development to all staff.	Business Centre Managers Equity and Diversity Alliance Staff with Disabilities Network Diversity Services Unit Equity and Diversity Alliance Staff with Disabilities Network Business Centre Managers Business Centre Managers	Ongoing December annually Ongoing Ongoing	Increase number of staff participating in Staff with Disabilities Network activities. International Day for people with a disability is supported by all managers. 85% of all staff with a disability have achievement and development plans. 85% of all staff with a disability achieve five days of development.
Training supports people with a disability	1. Adjustments are available to all staff to participate in training programs – staff are notified that adjustments are available in enrolment advice and requests met on needs basis.	Business Centre Managers People Development	Ongoing	All training programs offer adjustments.

STRATEGIES	ACTIONS	RESPONSIBILITY	TIMEFRAME	PERFORMANCE INDICATORS
People with a disability are given access to leadership development programs	1. Encourage people with a disability to participate in all management and leadership programs.	Business Centre Managers	Ongoing	5% of all participants are identified as person with a disability.
Empower people with a disability in decision making	1. Ensure representation from the Staff with Disabilities Network in the Equity and Diversity Alliance. 2. Encourage and facilitate Staff with Disabilities Network members to comment on HR policies and procedures.	Workforce Planning & Strategy Equity and Diversity Alliance Human Resources Branch	Ongoing Ongoing	That a representative is present at every Equity and Diversity Alliance meeting. Draft HR policies and procedures are presented to the Staff with Disabilities Network for comment and feedback.
Create greater disability awareness within the AGD.	1. Continue to include disability awareness training in Flexible Service Delivery section of induction program. 2. Deliver Disability Awareness Training. 3. Include disability awareness information in the e-Learning Manager's Toolkit. 4. Continue to develop and promote "Well for Life" programs, including posting of disability awareness information on the "Well for Life" website for staff and managers.	Diversity Services People Development People Development Human Resources Branch	Ongoing Ongoing Ongoing Ongoing	Disability Awareness Training is included in Induction Training. Disability Awareness Training delivered twice a year. Disability awareness information included and continually updated in the e-Learning Manager's Toolkit. Information on "Well for Life" website regularly updated.

Focus 3 - Retention

STRATEGIES	ACTIONS	RESPONSIBILITY	TIMEFRAME	PERFORMANCE INDICATORS
Reduce bullying and harassment	1. Ensure Re:spect activities have a strong focus on the elimination of bullying and harassment of people	Workforce Planning & Strategy	Ongoing	Re:spect committee and stakeholders ensure activities have strong focus.

STRATEGIES	ACTIONS	RESPONSIBILITY	TIMEFRAME	PERFORMANCE INDICATORS
	<p>with a disability.</p> <p>2. Continued delivery of the Workplace Ethics Course as required.</p> <p>3. Deliver disability awareness training to all staff as required.</p>	<p>People Development</p> <p>People Development</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Increase in number of staff successfully completed course for 2009/10.</p> <p>Increase in number of staff successfully completed course for 2009/10.</p>
Promote flexible working arrangements	1. Communicate availability of flexible working arrangements to all managers and staff.	Human Resources Branch	Ongoing	Flexible working arrangement policy and procedures are available to all staff and managers through infolink.
Reasonable adjustment offered to new and existing employees	<p>1. Development and promotion of reasonable adjustments policy.</p> <p>2. Advise managers and staff of the availability of funds for reasonable adjustment.</p> <p>3. OH&S workplace assessments available to all staff.</p>	<p>Workforce Planning & Strategy</p> <p>Human Resources Branch Business Centre Managers</p> <p>Human Resources Services Business Centre Managers Line Managers/Supervisors</p>	<p>2010</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Policy developed, implemented and promoted by August 2010.</p> <p>Funding for reasonable adjustments communicated to managers on a regular basis through various mediums.</p> <p>Business Centre Managers to report to Human Resource Services on the number of OH&S workplace assessments being taken.</p>
Use data to evaluate attraction, development and retention strategies	<p>1. Use Staff Survey data to evaluate attraction, development and retention strategies.</p> <p>2. Use Exit Survey data to evaluate attraction, development and retention strategies.</p>	<p>Workforce Planning & Strategy</p> <p>Workforce Planning & Strategy</p>	<p>By end 2012</p> <p>Twice yearly</p> <p>Quarterly</p>	<p>Staff survey data used to evaluate disability employment related strategies.</p> <p>Exit survey data to evaluate and revise disability employment related strategies.</p>

STRATEGIES	ACTIONS	RESPONSIBILITY	TIMEFRAME	PERFORMANCE INDICATORS
Reduce turnover rates for people with a disability	<p>3. Use workforce profile information to evaluate attraction, development and retention strategies.</p> <p>1. Reduce turnover of people with a disability to the same level as all other employees.</p>	<p>Workforce Planning & Strategy</p> <p>Human Resources Branch Business Centre Managers</p>	Ongoing	<p>Workforce profile data analysed to evaluate and revise disability employment strategies.</p> <p>Reduce turnover rates for people with a disability by 10% by 2012, from 16% to below 14.4%.</p>

APPENDIX A

An increase of 20% from 2007/08 disability employment rates will mean business centres will need to achieve the following targets. These targets are based on 2007/08 annual report staff numbers – Total staff 4379, people with a disability 276 (6.3%) and people with a disability requiring a workplace adjustment 83 (1.9%):

Business Centre Numbers	Target for minimum people with a disability by July 2012 (7.56%)	Target for minimum people with a disability requiring workplace adjustment by July 2012 (2.28%)
0 – 20	0 – 1	0
21 – 50	1 – 4	0 – 1
51 – 80	4 – 6	1 – 2
81 – 120	6 – 9	2 – 3
121 – 160	9 – 12	3 – 4
161 – 200	12 – 15	4 – 5
201 – 250	15 – 19	5 – 6
250 – 1000	20 – 75	6 – 25

LEVEL 2
OUTCOME 7 INFLUENCING OPPORTUNITIES

OUTCOME 7: Using government decision-making, programs and operations to influence other agencies and sectors to improve community participation and quality of life for people with a disability.

PERFORMANCE INDICATORS:

- To be advised

INFLUENCING OPPORTUNITIES STRATEGIES

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
<p>7.1 Justice Sector</p> <p>The AGD will work with justice agencies toward creating a seamless service and facilitate equitable justice for people with disabilities.</p>	<p>7.1.1 Coordinate the development and drive the implementation of a <i>Justice Disability Action Plan for Justice Agencies</i> to facilitate integrated policy, planning, innovation and protocols relating to people with disabilities and the justice system.</p> <p>7.1.2. Coordinate and promote the collaboration of various NSW justice agencies to identify barriers faced by people with disabilities and promote solutions to cross justice system issues.</p> <p>7.1.3. Promote and support the use of Flexible Service Delivery training strategies across the Justice sector</p>	<p>Director General; Manager, Diversity Services</p> <p>Manager, Diversity Services</p> <p>Manager, Diversity Services</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Begin Dec 2010 and ongoing</p>
	<p>7.1.4 Coordinate the Justice Disability Advisory Council's quarterly meetings.</p> <p>7.1.5 Promote the use and integration of JusticeLink reasonable adjustment data across all justice agencies.</p>	<p>Manager, Diversity Services</p> <p>Manager, Diversity Services Assistant Director General, Courts</p>	<p>Quarterly</p> <p>Ongoing</p>
	<p>7.1.6 Develop and participate in a joint justice sector domestic violence strategy to minimise and support people with disabilities who have been victims of domestic violence.</p> <p>7.1.7 Provide advice into Human Services (ADHC) staff training, on domestic violence and women with a disability, and appropriate referral pathways.</p>	<p>Assistant Director General, Crime Prevention and Community Programs; Manager, Diversity Services</p> <p>Assistant Director General, Crime Prevention and Community Programs; Manager, Diversity Services</p>	<p>June 2011</p> <p>Dec 2012</p>

LEVEL 3

OUTCOME 8 DISABILITY SPECIFIC SERVICES

OUTCOME 8: Providing quality specialist and adapted services where mainstream services are not responsive or adequate to meet the needs of people with a disability.

PERFORMANCE INDICATORS:

NSWT&G

- Client newsletter will be reviewed by June 2010.
- Enhancements to NSWTT&G client communication strategies identified and implemented by December 2010.
- Regional visits will be increased by 25% during 2010 pending full regionalisation of financial management services.
- Audit of disability access in all NSWTT&G offices completed by June 2010.
- Identified disability access upgrades completed by March 2011.
- Review of complaints and complaints processes completed by December 2010.
- Quarterly audits will be conducted of complaints and reviews of decision to ensure internal procedures are applied and any systemic issues identified and addressed.

Public Guardian

- A minimum of 4 community education sessions will be held specifically for CALD communities raising awareness of disability and guardianship issues during the 09/10 financial year
- 50% of publications will have been reviewed using plain language and accessibility guidelines by June 2010, with the remaining publications reviewed by June 2011.
- The Public Guardian will publish the results of stakeholder consultation in the 09/10 annual report
- Feedback about the effectiveness of community education sessions in raising awareness about guardianship issues will be used to develop community education strategies in the 10/11 financial year

- A minimum of 4 editions of the Onguard newsletter including information on guardianship and disability issues will be sent to private/enduring guardians in the 09/10 financial year
- Information collated from the database reporting system about issues affecting people with disabilities will be used to inform the planning of advocacy strategies in the 10/11 financial year.

**DISABILITY SPECIFIC SERVICES
STRATEGIES**

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
8.1 Service provision	<p>8.1.1 NSW&G will provide Flexible Service Delivery to all staff to enhance services to people with disabilities.</p> <p>8.1.2 NSW&G will develop a needs assessment tool as part of the Intake process to improve the security and management of clients' estates. This will enhance the client consultation process.</p>	<p>Chief Executive Officer, NSW&G; Manager, Diversity Services</p> <p>Chief Executive Officer, NSW&G</p>	<p>July 2010</p> <p>TBA</p>
	<p>8.1.3 The NSW&G and Public Guardian will promote guardianship and the rights of persons with disabilities through community education activities. They will promote Enduring Powers of Attorney and Enduring Guardianship as a way to plan ahead, allowing people to make choices about their future and avoid unnecessary legal processes and government intervention.</p>	<p>Chief Executive Officer, NSW&G; Public Guardian</p>	<p>Dec 2011</p>
	<p>8.1.4 The Public Guardian will support private guardians to uphold the rights of people with disabilities via the Public Guardian Support Unit. In this way, members of the community are encouraged to support people with decision making incapacity, reducing the need for government intervention.</p>	<p>Public Guardian</p>	<p>Dec 2011</p>
	<p>8.1.5 The Public Guardian will develop specialist resources eg the publication of photo and pictorial information about the role of the Public Guardian</p>	<p>Public Guardian</p>	<p>June 2010</p>
	<p>8.1.6 The Public Guardian will recruit specialist staff with knowledge and experience in the disability sector. All non-guardianship staff must attend the AGD's disability awareness training.</p>	<p>Public Guardian</p>	<p>June 2010</p>
	<p>8.1.7 The Public Guardian will undertake consultation and collaborative work with key stakeholders representing people with disabilities such as PWD. The Public Guardian is planning to seek feedback directly from people under guardianship in the 09/10 financial year.</p>	<p>Public Guardian</p>	<p>June 2010</p>
8.2 Communication	<p>8.2.1 NSW&G will utilise their marketing branch to develop enhanced communication with clients including a review of the client newsletter.</p>	<p>Chief Executive Officer, NSW&G</p>	<p>July 2010</p>

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
	8.2.2 NSW T&G will increase its regional visits to provide an outreach service pending full regionalisation of all services.	Chief Executive Officer, NSW T&G	July 2010
	8.2.3 The Public Guardian will support the use of plain English in communications and publications, including publications designed for people with cognitive impairments. The Public Guardian will be undertaking a plain language audit of all publications and template letters over the next 2 years.	Public Guardian	Dec 2011
	8.2.4 During 09/10 the Public Guardian will undertake an audit of its current publications to determine whether they are appropriate for the target audiences and whether they deliver the intended messages.	Public Guardian	June 2010
8.3 Buildings and Facilities	8.3.1 NSW T&G will undertake an audit of disability access in all NSW T&G offices and undertake upgrades where identified.	Chief Executive Officer, NSW T&G	July 2010
8.4 Consultation and Best Practice Management	8.4.1 NSW T&G will provide a comprehensive complaints and review of decisions process as part of its consultation with clients.	Chief Executive Officer, NSW T&G	Dec 2010
	8.4.2 NSW T&G complaints processes will be reviewed in 2010 in consultation with clients and key stakeholders such as the Ombudsman's office and advocacy groups.	Chief Executive Officer, NSW T&G	Dec 2010
	8.4.3 The Public Guardian will prioritise implementation of their DSP initiatives and allocate funds accordingly from their business centre allocations.	Public Guardian	Dec 2011
	8.4.4 The Public Guardian will continue to be involved in consultations and projects with a number of agencies including University of NSW, NSW Ombudsman and People with Disabilities Australia (PWD) regarding human rights issues and issues affecting people with disabilities.	Public Guardian	Dec 2011
	8.4.5 The Public Guardian will provide ongoing education to the community about capacity and enduring guardianship in order to promote least restrictive approaches to substitute decision-making.	Public Guardian	Dec 2011
	8.4.6 The Public Guardian's Tracking Reviews, Appeals, Complaints and Compliments (TRACC) is used as a complaints handling system, with recommendations arising from complaints used as a feedback mechanism.	Public Guardian	June 2010

STRATEGIES	ACTIONS	RESPONSIBILITY	TIME-FRAME
	8.4.7 The Public Guardian's complaints handling policy and procedures allow flexibility to ensure the system is accessible for people with disabilities. Complaints Support Officers are available to assist people to access the complaints process.	Public Guardian	Dec 2009
	8.4.8 Plain English publications are available to the community explaining the Public Guardian's complaints process and the right to request a review of decision.	Public Guardian	Dec 2009

The Attorney General's Division's Agencies

Administrative Decisions Tribunal
Anti-Discrimination Board
Asset Management Branch
Bureau of Crime Statistics and Research
Communications Unit
Community Justice Centres
Community Relations
Coroner's Court
Courts & Tribunal Services
Court Services (Local & District Courts)
Crime Prevention & Community Programs
Criminal Law Review
Crown Advocate's Office
Crown Solicitor's Office
Director General
Diversity Services
DNA Panel
Dust Diseases Tribunal
Executive Unit
Finance & Strategy
Human Resources
Industrial Relations Commission
Information Services Branch
JusticeLink
Land & Environment Court
LawAccess
Law Reform Commission
Legal Management Service
Legal Profession Admission Board
Legal Representation Office
Legal Services Branch
Legislation, Policy and Criminal Law Review
Library Services
Media/ Departmental Spokesperson
Ministerial Liaison Unit
NSW Trustee & Guardian
Office of the Information Commissioner
Office of the Legal Services Commissioner
Office of the Sheriff
Policy & Legal
Privacy NSW
Professional Standards Council
Public Defenders Office
Registry of Births Deaths & Marriages
Reporting Services Branch
Sentencing Council
Solicitor General's Office
Supreme Court
Victims Services (incl. VCB & VCT)