

# Canberra Community Law

## Disability Action Plan

July 2016 to July 2019



This CCL Disability Action Plan (DAP) is designed to follow on from CCL's first DAP which ran from May 2015 to May 2016 and was extended to July 2016. The DAP was developed in consultation with organisations assisting or representing people with disability including the ACT Deafness Resource Centre; the ACT Disability, Aged and Carer Advocacy Service; the ACT Human Rights Commission; the ACT Official Visitors for Disability Services; Advocacy for Inclusion; Carers ACT; Disability ACT; Gugan Gulwun Aboriginal Corporation; People with Disabilities (ACT) and the Women's Legal Centre's Aboriginal and Torres Strait Islander Women's Law and Justice Support Program.

### OBJECTIVE ONE:

#### INCREASE AWARENESS AT CCL OF THE NEEDS OF PEOPLE WITH A DISABILITY

ACTION	RESPONSIBILITY	TIMELINE	MEASURABLE TARGET
1.1 Provide reports on data relevant to clients with disability to Centre and Board meetings to analyse and improve services	Office Manager	From July 2016	Quarterly reports provided to and discussed at Centre and Board meetings

<b>1.2 Review information on effective communication with people with disability and their carers in all CCL induction materials annually</b>	Executive Director, Office Manager, Disability Discrimination Law (DDL) Solicitor and Street Law Supervising Solicitor	From July 2016	Induction materials reviewed annually
<b>1.3 Arrange training for staff on effective communication with people with disability</b>	DDL solicitor	From July 2016	At least one training session held for staff annually on effective communication with people with disability
<b>1.4 Update information relating to people with disability and their carers on the CCL library intranet and in the CCL Library</b>	DDL solicitor and Librarian	From July 2016	Information relating to people with disability and their carers on the CCL Library Intranet and in the CCL Library updated at least annually
<b>1.5 Seek information from CCL clients with disability about their needs at initial contact with them</b>	All CCL staff and volunteers	From July 2016	Include content in induction materials about seeking information about the needs of clients with disability at initial contact and review this content annually
<b>1.6 Amend client survey to collect feedback on the effectiveness of CCL's services for people with disability</b>	Office manager	From July 2016	Client survey amended and feedback provided to Centre meeting for consideration

**OBJECTIVE TWO:****IMPROVE ACCESSIBILITY TO CCL SERVICES**

<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>MEASURABLE TARGET</b>
<b>2.1 Implement external report on accessibility of CCL facilities</b>	Executive Director, DDL Solicitor, Office Manager	From July 2016	Report on implementation provided for each CCL Annual Report
<b>2.2 Review printed information about CCL services for clients with disability and their carers and provide in accessible formats, including Easy English as resources permit</b>	DDL Solicitor and Office Manager	From July 2016	Printed information reviewed annually and alternative formats provided as resources permit.
<b>2.3 Review website information annually for accessibility</b>	Executive Director and Office Manager	From July 2016	Website accessibility reviewed annually.
<b>2.4 Provide information sessions at Aboriginal and Torres Strait Islander organisations and groups regarding CCL services for people with disability</b>	DDL Solicitor	From July 2016	Information sessions provided at Aboriginal and Torres Strait Islander organisations and groups.

## OBJECTIVE THREE:

### INCREASE PARTICIPATION OPPORTUNITIES FOR PEOPLE WITH A DISABILITY AND PROVIDE REASONABLE ADJUSTMENTS

ACTION	RESPONSIBILITY	TIMELINE	MEASURABLE TARGET
<b>3.1 Review information about reasonable adjustments in induction materials annually</b>	Executive Director, Office Manager, DDL Solicitor and Street Law Supervising Solicitor	From July 2016	Induction materials reviewed annually
<b>3.2 Encourage people with disability to apply for employment or work experience with CCL in employment and work experience advertisements and liaise with access and inclusion services at Canberra tertiary institutions about work experience opportunities for students with disability</b>	Executive Director and Office Manager	From July 2016	Employment and work experience advertisements to include statement that people with disability are encouraged to apply and liaison with Canberra tertiary institutions about work experience opportunities for students with disability at least annually
<b>3.3 Provide information on carer friendly arrangements in the workplace in induction materials</b>	Executive Director, Office Manager, DDL Solicitor and Street Law Supervising Solicitor	From July 2016	Information about carer friendly arrangements in the workplace provided in induction materials

**OBJECTIVE FOUR:****INCREASE CONSULTATION WITH AND PARTICIPATION BY PEOPLE WITH DISABILITY IN CCL  
STRATEGIC DIRECTION AND MANAGEMENT**

<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>MEASURABLE TARGET</b>
<b>4.1 Maintain a list of organisations representing people with disability and their carers and consult with them in relation to strategic directions and training by holding an annual forum</b>	DDL solicitor	From July 2016	List of organisations representing people with a disability and their carers maintained and annual forum held
<b>4.2 Encourage diverse membership of the CCL Board</b>	Executive Director	From July 2016	The CCL Board reflects a diverse membership

**OBJECTIVE FIVE:**

**RESPOND TO INVITATIONS TO PARTICIPATE IN RELEVANT ACT AND COMMONWEALTH  
POLICY AND LEGISLATIVE REVIEWS AFFECTING PEOPLE WITH A DISABILITY.**

<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>MEASURABLE TARGET</b>
<b>5.1 Respond to invitations to participate in relevant ACT and Commonwealth policy and legislative reviews affecting people with disability and their carers as resources permit and liaise with organisations representing people with disability about supporting relevant submissions.</b>	DDL Solicitor	From July 2016	Participation in relevant policy and legislative reviews and liaison with organisations representing people with disability about submissions at least annually

**OBJECTIVE SIX:****PROMOTE AWARENESS OF AND EVALUATE THE DAP**

<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>	<b>MEASURABLE TARGET</b>
<b>6.1 Lodge the 2016-2019 DAP with the Australian Human Rights Commission and publish it on the CCL website</b>	Executive Director	July 2016	DAP lodged with the Australian Human Rights Commission and published on the CCL website
<b>6.2 Include consideration of the DAP at the annual Planning Day</b>	Executive Director	From July 2016	Consideration of the DAP included in the annual CCL Planning Day agenda
<b>6.3 Include a report on the DAP at quarterly centre and Board meetings</b>	DDL Solicitor	From July 2016	Report provided at Centre and Board meetings quarterly
<b>6.4 Include a report on the DAP in the Annual Report</b>	DDL Solicitor	From July 2016	DAP report included in the CCL Annual Report