

Disability Action and Inclusion Plan

August 2025 to July 2028



The Canberra Community Law (CCL) Disability Action and Inclusion Plan (**the Plan**) outlines our commitment to improving access and participation for people with disability over the next three years.

The Plan is intended to help CCL improve access to justice for people with disability, people with lived experience of mental ill-health, and people who might not disclose a disability but have accessibility needs.

Our Vision for Disability Justice

As part of CCL's vision for **a fair and thriving Canberra community**, we are committed to ensuring that:

- The **rights** of people with disability are **respected and upheld**. These include the right to:
 - » Equality and non-discrimination
 - » Live independently and participate fully in all aspects of life
 - » Equal recognition before the law
 - » Access justice
 - » Work
 - » An adequate standard of living and social protection
- People with disability are **aware** of their **rights, and supported to enforce them**
- People with disability are supported to **access justice** and **navigate the legal system**
- CCL is **inclusive** for all people with disability who may use our service, including clients, workers and the broader community.



CCL recognises the role of disability justice in upholding the rights of Aboriginal and Torres Strait Islander people, and the intersecting inequality and barriers faced by Aboriginal and Torres Strait Islander people with disability. We commit to centring Aboriginal and Torres Strait Islander people in all the work we do towards achieving disability justice.

This is CCL's **fifth** Disability Action and Inclusion Plan.

FOCUS AREA 1: Information and communication

Our vision: People with disability know their rights and can participate effectively in the justice system, and Canberra Community Law (CCL) shares accessible information

ACTION	COMMITMENT
<p>1.1 Strive for accessibility of CCL published materials, using a variety of formats</p>	<p>CCL will:</p> <ul style="list-style-type: none"> • update our service brochures, fact sheets and website information in line with the appropriate guidelines (including CCL's Social Media Accessibility Guide), such as web content or print accessibility as required (e.g. if there is a change in law, policy or practice). • CCL will prioritise the production of culturally appropriate accessible materials to meet need identified from the Aboriginal and Torres Strait Islander community. • Support information sharing between areas of practice. <p>Responsibility: Disability Justice Liaison Officer, Social Media Manager</p>
<p>1.2 Ensure that CCL staff have access to resources to assist clients with disability</p>	<p>CCL will:</p> <ul style="list-style-type: none"> • Review our resources and source appropriate training to build staff capacity to support clients with disability and reasonable adjustment needs. • Inform staff of resources to support clients with disability and reasonable adjustment needs at induction and as new resources are identified. • Continually seek new information and resources to ensure that staff are assisting clients with disability and access needs in accordance with best practice. <p>Responsibility: Disability Justice Liaison Officer</p>



FOCUS AREA 1: Information and communication

Our vision: People with disability know their rights and can participate effectively in the justice system, and Canberra Community Law (CCL) shares accessible information

ACTION	COMMITMENT
<p>1.3 Engage with stakeholders and the general public to provide information to priority groups about CCL services for people with disability and their parents/guardians and carers</p>	<p>CCL will:</p> <ul style="list-style-type: none"> • Provide updates to people with disability, carers, parents and supporters; as well as organisations that support people with disability at a minimum on an annual basis; e.g. through: <ul style="list-style-type: none"> » Direct consultation with key organisations that support and represent people with disability carers, parents and supporters. » Community events that highlight disability and accessibility issues. • Share social media content that is: <ul style="list-style-type: none"> » Relevant to people with disability, carers, parents and supporters of people with disability, and » Accessible. • Continue to acknowledge Aboriginal and Torres Strait Islander people as a priority group for service delivery and community legal education <ul style="list-style-type: none"> » Develop social media content that is culturally competent and consider the intersection of accessibility and cultural relevance in developing digital communications. <p>Responsibility: Disability Justice Liaison Officer, Social Media Manager / Admin Team</p>



FOCUS AREA 2: Education and guidance

Our vision: CCL workers and legal/justice stakeholders are disability-confident and equipped to support and communicate with people with disability effectively

ACTION	COMMITMENT
<p>2.1 Ensure that CCL workers and board have access to appropriate training to assist clients and support other staff / volunteers with disability</p>	<p>CCL will:</p> <ul style="list-style-type: none"> • Develop an annual staff training program which includes at least two disability focused topics that are informed by evolving staff needs. • Recognise the wide range of experiences and expertise of our staff, and will encourage and promote trainings developed and delivered by individuals and teams within the centre. • Promote at least four external disability focused training opportunities to CCL workers and board annually. • Share updates to workers on referral options to support clients and staff with disability on induction and as the options change. <p>Responsibility: Executive Director/Principal Solicitor, Disability Justice Liaison Officer, Disability Law Supervising Solicitor</p>
<p>2.2 CCL staff will share expertise around disability inclusion and best practice with legal and justice workers</p>	<p>CCL will deliver accessible training to key legal/justice stakeholders, to model best practice and improve the accessibility of community legal education from the legal/justice sector more widely.</p> <p>Responsibility: Executive Director/Principal Solicitor, Disability Justice Liaison Officer</p>



FOCUS AREA 2: Education and guidance

Our vision: CCL workers and legal/justice stakeholders are disability-confident and equipped to support and communicate with people with disability effectively

ACTION	COMMITMENT
<p>2.3 CCL staff, board and volunteers will receive a comprehensive, accessible introduction into their roles and support mechanism for themselves, colleagues and clients.</p>	<p>CCL will introduce all new staff, board members and volunteers to the DAIP as part of their induction to CCL, including:</p> <ul style="list-style-type: none"> • How they can access reasonable adjustments. • Disability information, resources, trainings and support pathways. • Activities and projects currently underway. • Past DAIPS. <p>Responsibility: CCL Board Chair, Executive Director/Principal Solicitor, Disability Justice Liaison Officer, Program Supervising Solicitors, CLED / Seconded / Volunteer Supervisors</p>

FOCUS AREA 3: Identification, screening and assessment

Our vision: That clients with a disability are identified and supported appropriately at key points in their interaction with the justice system

ACTION	COMMITMENT
<p>3.1 Ensure that CCL staff are equipped to effectively identify people with disability or other access needs and ensure that they are supported appropriately</p>	<p>CCL will develop and deliver an internal staff training identifying disability and support needs in legal settings by December 2026.</p> <p>Responsibility: Disability Justice Liaison Officer, Disability Law Supervising Solicitor</p>



FOCUS AREA 4: Better service delivery

Our vision: So that people with disability can access CCL's services, and to increase participation opportunities for people with disability

ACTION	COMMITMENT
<p>4.1 Ensure that CCL uses effective processes for obtaining feedback on service accessibility</p>	<p>CCL will implement feedback from our Disability Advisory Group into community legal education across all programs.</p> <p>Responsibility: Executive Director/Principal Solicitor, Disability Justice Liaison Officer, Program Supervising Solicitors</p>
<p>4.2 Disability action and inclusion initiatives are supported across the organisation.</p>	<p>Each CCL Program will work with the Disability Justice Liaison Officer to identify and begin to implement at least one disability inclusion activity by July 2026. This may include:</p> <ul style="list-style-type: none"> • Developing and/or delivering related community legal education presentation or resource to help people with disability access information about their rights. • Organising or supporting an event which promotes the rights of people with disability. • Contributing to a disability rights law or policy reform campaign. • Translating Program specific resources to accessible formats. • The Board will also identify and begin to implement at least one disability inclusion activity by July 2026. • The Board and CCL Programs will report back to CCL on their proposed commitments by December 2025. <p>Responsibility: Disability Justice Liaison Officer, Supervising Solicitors, CCL Board</p>



FOCUS AREA 4: Better service delivery

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ACTION	COMMITMENT
<p>4.3 CCL will promote supportive and inclusive work practices for CCL staff and volunteers with disability</p>	<p>CCL will:</p> <ul style="list-style-type: none"> • Promote recruitment of people with disability to staff and Board positions • Seek feedback from staff on inclusive work practices for CCL staff with disability (minimum annually). • Proactively implement inclusive and accessible workspaces, practices, and cultures to support all staff, particularly those with disability or facing other barriers to accessing the workforce. • Review our induction policies annually to ensure they respond to the workplace needs of staff who are people with disability, parents/guardians of people with disability and carers. • Work with any staff member who discloses disability to ensure that reasonable adjustments can be implemented to support them in their roles. • Implement inclusive recruitment processes at the application and interview stage. • Promote CCL's accessible environment and inclusive environment during the recruitment process. <p>Responsibility: Executive Director/Principal Solicitor, CCL Board, Supervising Solicitors</p>
<p>4.4 Continue CCL's role as a key contributor to positive, systemic change for people with disability in the ACT</p>	<p>CCL will provide input to disability related campaigns and advocacy for improved service delivery.</p> <p>Responsibility: Executive Director/Principal Solicitor, Disability Justice Liaison Officer, Disability Law Supervising Solicitor</p>



FOCUS AREA 4: Better service delivery

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ACTION	COMMITMENT
4.5 Maintain a list of businesses including suppliers and training organisation that are led by people with disability, and use those suppliers where possible	<p>CCL will:</p> <ul style="list-style-type: none"> Review our list of preferred suppliers that are led by people with disability annually Engage suppliers from the list where possible. <p>Responsibility: Disability Justice Liaison Officer, Client Services and Administration Officer</p>

FOCUS AREA 5: Data, research, and review

Our vision: So that CCL can contribute to positive, systemic change for people with disability in the justice system, and to ensure CCL's services are evidence-based

ACTION	COMMITMENT
5.1 Contribute to legal and policy reform to improve disability access and inclusion	<p>CCL will:</p> <ul style="list-style-type: none"> Contribute to policy and legislative reviews within our areas of expertise that impact on people with disability as they arise. Seek to make our community aware of opportunities to contribute to law reform. Where possible, publish our contributions to law reform processes and other systemic reform campaigns. <p>Responsibility: Executive Director/ Director/ Principal Solicitor, DJLO, Social Media Manager, Disability Law Supervising Solicitor</p>



FOCUS AREA 5: Data, research, and review

Our vision: So that CCL can contribute to positive, systemic change for people with disability in the justice system, and to ensure CCL's services are evidence-based

ACTION	COMMITMENT
<p>5.2 Continue to collect disability data in a way that aligns with best practice and reporting requirements</p>	<p>CCL will:</p> <ul style="list-style-type: none"> • Consider recommendations from our data collection review and determine whether these can be implemented by July 2026. • Strive to collect detailed disability and demographic data, capturing the intersecting barriers experienced by our clients. • Implement changes to data collection processes as appropriate by December 2026. <p>Responsibility: Executive Director/Principal Solicitor, Disability Justice Liaison Officer, Client Services and Intake Officer</p>
<p>5.3 Ensure that people with disability are included in the development of CCL's disability related strategic processes and initiatives</p>	<p>Subject to resources, by August 2025, CCL will establish a Disability Advisory Group comprising people with disability who can provide strategic advice and assistance on CCL's disability related policies and procedures.</p> <p>Responsibility: Executive Director/Principal Solicitor, Disability Justice Liaison Officer, Disability Law Supervising Solicitor</p>



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ACTION	COMMITMENT
<p>5.4 Promote and evaluate CCL's progress under the Plan</p>	<p>CCL will:</p> <ul style="list-style-type: none"> • Lodge the Plan with the Australian Human Rights Commission and publish it on the CCL website by August 2025. • Include an agenda item that has a Disability Action and Inclusion Plan focus at each CCL Planning Day. • Provide a quarterly update on the Disability Action and Inclusion Plan at CCL's Centre meetings and Board meetings. • Provide an annual progress report to CCL staff, the CCL Board and key stakeholders who support or represent people with disability. • Include a Disability Action and Inclusion Plan Report in the CCL Annual Report. <p>The CCL Board will:</p> <ul style="list-style-type: none"> • Contribute to progress under the plan annually. <p>Responsibility: Disability Justice Liaison Officer, Disability Law Supervising Solicitor</p>