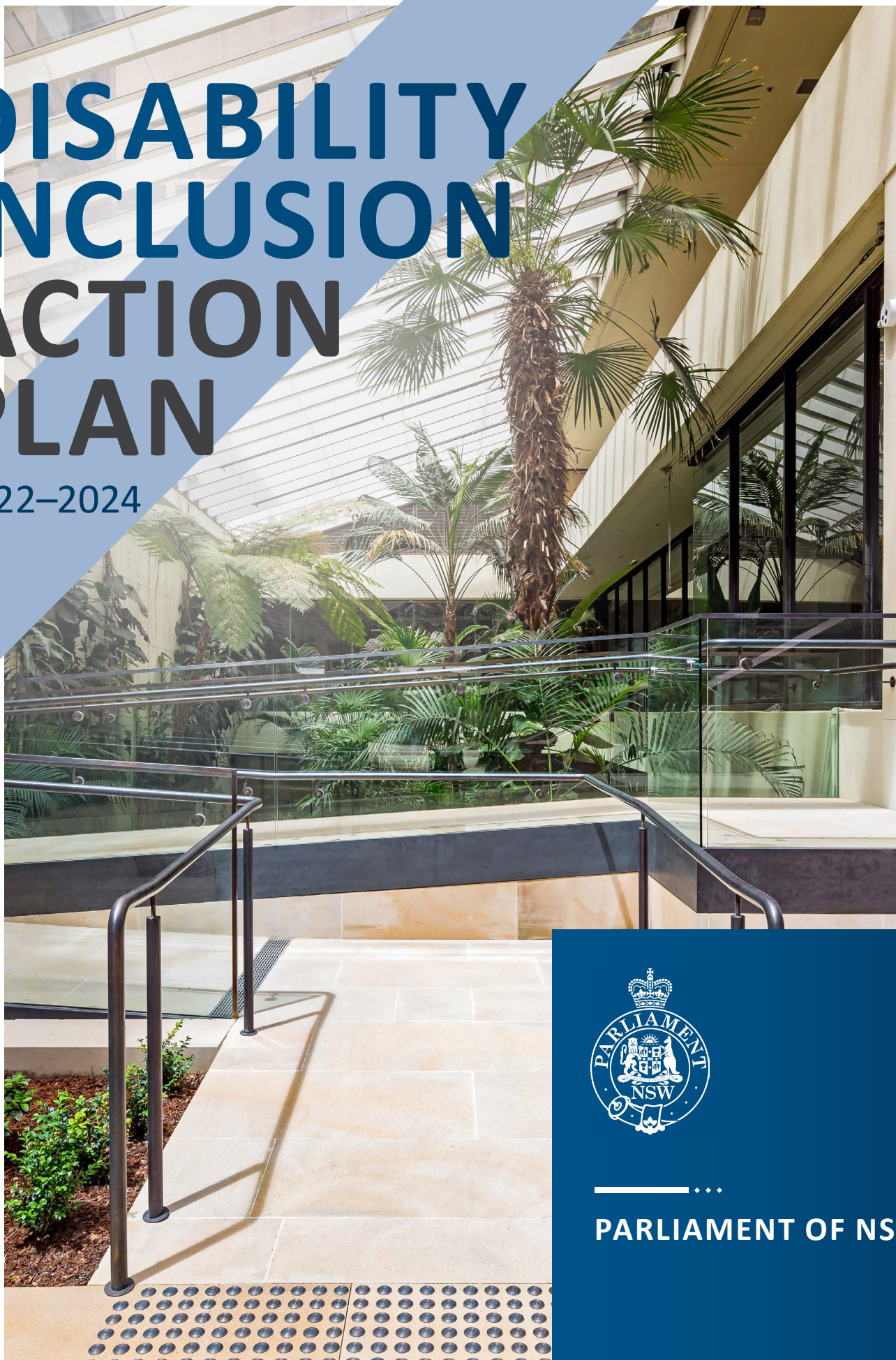


DISABILITY INCLUSION ACTION PLAN

2022–2024



PARLIAMENT OF NSW

www.parliament.nsw.gov.au

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FOREWORD

THE PARLIAMENT OF NEW SOUTH WALES SERVES THE PEOPLE OF THE STATE THROUGH MAKING LAWS, HOLDING THE EXECUTIVE TO ACCOUNT AND THE REPRESENTATION OF ELECTORATES AND THE BROADER CONSTITUENCY.

As a democratic institution for the people, the Parliament upholds the principle of inclusion - with an overall mission to enable parliamentary democracy in New South Wales and promote a diverse and inclusive environment for Members of Parliament, their staff, parliamentary staff and the broader community.

Being Australia's first and oldest Parliament, the precinct is a site of heritage significance which provides a challenge to ensure accessibility and inclusion to certain areas. We are working hard to address these heritage constraints, alongside ensuring that our ongoing services are inclusive.

The Parliament's Strategic Plan has set a number of priorities to ensure Members of Parliament and staff are better able to respond to the needs of the community, including the Modernisation of the Parliament through technology and infrastructure improvements and Strengthening engagement with the public with a commitment to improve access to the institution. In addition, the Parliament's internal Master Plan, our 10-year planning strategy, recognises the need to invest in modernising our assets and infrastructure to improve accessibility and inclusion.

The Disability Inclusion Action Plan (DIAP) seeks to improve the accessibility to Parliament for the people of New South Wales, Members, staff and visitors through the actions set out in the plan's inclusion strategy. This document has been developed in accordance with the Disability Inclusion Action Plan Guidelines and the principles of the UN Convention on the Rights of Persons with Disabilities (UNCRPD), in consultation with members, their staff, the three departments and community advocacy groups.

A Disability Inclusion Action Plan Steering Committee has been established to drive the implementation of the plan and to undertake a monitoring and review function.

If you have any questions about the draft or suggestions as to how we can make the Parliament a more accessible and inclusive place for all people with a disability, please make contact with Robert Nielsen, Director, Capital Works Strategy and Delivery (robert.nielsen@parliament.nsw.gov.au).



David Blunt

Clerk of Parliaments



Mark Webb

Chief Executives



Helen Minnican

Clerk of the Legislation Assembly





LEGISLATIVE FRAMEWORK

THE **NSW DISABILITY INCLUSION ACT 2014**, SETS OUT A COMMITMENT TO INCLUSION, CONSULTATION WITH PEOPLE WITH DISABILITY AND PROTECTION OF THEIR RIGHTS.

ACCORDING TO SECTION 7 OF THE ACT, DISABILITY INCLUDES A LONG-TERM PHYSICAL, PSYCHIATRIC, INTELLECTUAL OR SENSORY IMPAIRMENT THAT, IN INTERACTION WITH VARIOUS BARRIERS, MAY HINDER THE PERSON'S FULL AND EFFECTIVE PARTICIPATION IN THE COMMUNITY ON AN EQUAL BASIS WITH OTHERS'.



Under the Act, a Disability Inclusion Action Plan must address the four key goals of the NSW Disability Inclusion Plan that will be supported by:

GOAL 01	GOAL 02	GOAL 03	GOAL 04
			
Developing positive community attitudes and behaviours	Creating liveable communities	Supporting access to meaningful employment	Improving access to mainstream services through better systems and processes

The above key goals are the guiding principles for the Parliament of New South Wales' approach to improve inclusion, including complex of buildings (the precinct), electorate offices and the services provided. The specification of how this is achieved is set out in the inclusion strategy.



ABOUT THE PARLIAMENT



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**THE PARLIAMENT OF
NEW SOUTH WALES
CONSISTS OF TWO HOUSES,
THE LEGISLATIVE COUNCIL
AND THE LEGISLATIVE
ASSEMBLY, AND THEIR
MEMBERS, WHO ARE
DIRECTLY ELECTED BY AND
ACCOUNTABLE TO THE PEOPLE
OF NEW SOUTH WALES.**

The Houses and their Members are supported by three departments. The Departments of the Legislative Council and Legislative Assembly (the House Departments) provide procedural, analytical and administrative support to the respective Houses and their committees. The Department of Parliamentary Services (DPS) provides a broad range of corporate and administrative support services to Members, their staff and to the House Departments. In addition, the DPS maintains 98 electorate offices across New South Wales.

There are 135 Members of Parliament supported by over 450 Members' staff and 318 department staff. In 2019-2020 we welcomed over 180,000 visitors to the Parliament of New South Wales.

The three parliamentary departments work collaboratively to provide services to ensure:



The **effective functioning** of the Parliament and its committees



Members of Parliament are **supported to fulfil their parliamentary roles**



The **community has access** to Parliament and is aware of the role and functions of the Parliament.

We continually strive to improve our facilities and services to improve the accessibility of the Parliament to Members, employees and visitors living with disability.

PARLIAMENT SNAPSHOT

135

Members of Parliament

318

department staff

450

Members' staff

Over 180,000

visitors in 2019-2020





MAKING PARLIAMENT MORE INCLUSIVE

THE PARLIAMENT OF NEW SOUTH WALES, BEING AUSTRALIA'S FIRST AND OLDEST PARLIAMENT, IS A SITE OF GREAT HERITAGE SIGNIFICANCE. ITS COMPLEX OF BUILDINGS INCLUDES THE OLDEST CONTINUOUSLY USED PUBLIC BUILDING IN THE SYDNEY CBD. THIS PRESENTS A CHALLENGE TO ENSURE ACCESSIBILITY TO CERTAIN AREAS.

WE ARE WORKING HARD TO ADDRESS HERITAGE CONSTRAINTS, WHILE ALSO ENSURING THAT OUR ONGOING SERVICES ARE INCLUSIVE.

REFLECTIVE OF OUR COMMITMENT TO INCLUSION, WE HAVE BEEN WORKING TO MAKE PARLIAMENT MORE ACCESSIBLE THROUGH THE FOLLOWING INITIATIVES, BUT WE ALSO RECOGNISE THAT MORE CAN BE DONE.



ACHIEVEMENTS

- **Capital Works Projects**, which include installing accessible toilets on all floors. New and improved hearing loops in both Chambers, Committee hearing rooms, Function areas and Learning Centres.
- **Construction of a Changing Places Facility**, an accessible adult change facility. Currently there are only 112 across Australia, with Parliament House's facility being one of two Changing Places Facilities within the Sydney CBD.
- **Workplace Diversity and Inclusion Strategy**, launched in December 2018, supports the Parliament's overall mission to enable Parliamentary democracy in New South Wales and the strategy promotes a diverse and inclusive environment. Plus, Department Diversity and Inclusion Plans, launched in September 2019, to refine the principles and objectives of the Parliament's Diversity and Inclusion Strategy.



ONGOING AND CURRENT INITIATIVES

- **Information events** held at Parliament House to commemorate relevant days of significance, including International Day of People with Disability, with guest speakers.
- **Workplace modifications** made in and around Parliament House to maximise access, such as widened access points and parking, installation of ramps to allow easier access, and improved signage and information to ensure everyone, including visitors, are aware of the accessibility points to move around the precinct.
- **Ongoing education and training** of the departments' leadership group about their responsibilities in supporting employees with disability and of parliamentary staff with additional training and online study modules.
- **Improving user experience** with the committee systems. Hearing loops installed in hearing rooms, Auslan interpreters at certain hearings, and staff available to assist stakeholders with their engagement with committees, including accessing documents and assisting inquiry participants to make submissions.



CONSULTATION PROCESS

The consultation process followed appropriate guidelines and has involved communication with both internal and external stakeholders.

The initial draft plan was developed with input from members and staff.

Once internal consultation was completed, the draft plan was provided to the Department of Communities and Justice (DCJ), in accordance with the legislation and to seek input from external stakeholders groups' representative of people with disability. The advocacy groups contacted were those that attended the NDIS committee in 2018, who had relevant experience in participating with the parliamentary process. The feedback provided by the groups has been incorporated into the plan, where possible.

The external groups that were able to provide feedback were:

- **Multicultural Disability Advocacy Association**
- **Carers NSW**
- **Physical Disability Council of NSW**
- **Deafness Forum Australia**
- **Disability Council**

A summary of the feedback captured is available in the consultation process document.



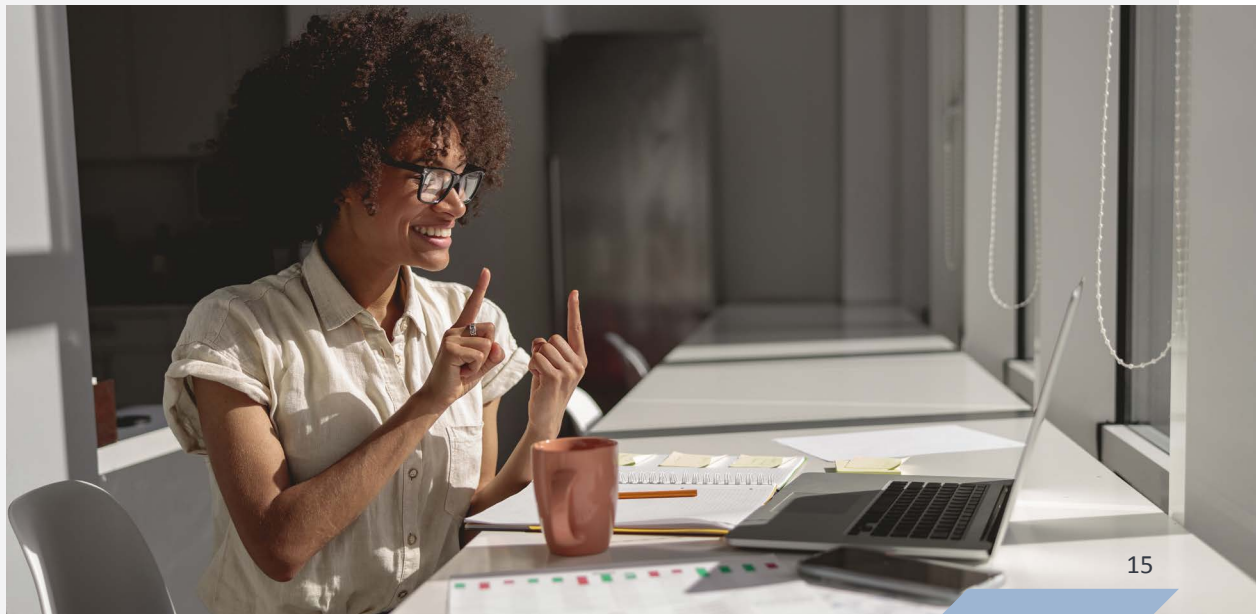


INCLUSION STRATEGY

The Parliament’s inclusion strategy of the DIAP responds to the requirements under the NSW Disability Inclusion Act and seeks outcomes to the four key goals under the NSW Disability Inclusion Plan:

<p>GOAL 01</p>	<p>GOAL 02</p>	<p>GOAL 03</p>	<p>GOAL 04</p>
			
<p>Developing positive community attitudes and behaviours</p>	<p>Creating liveable communities</p>	<p>Supporting access to meaningful employment</p>	<p>Improving access to mainstream services through better systems and processes</p>

The three parliamentary departments are committed to implementing the inclusion strategy with individual departments leading on particular actions. We acknowledge that there are interlinkages between the actions that work together to improve accessibility and inclusion. We also recognise that an ongoing approach is needed to ensure implementation is effective.



OUTCOME 1

ATTITUDES AND BEHAVIOURS



WE ARE COMMITTED TO THE FOLLOWING ACTIONS TO BUILD COMMUNITY AWARENESS OF THE RIGHTS AND ABILITIES OF PEOPLE WITH DISABILITY AND TO SUPPORT THE DEVELOPMENT OF POSITIVE ATTITUDES AND BEHAVIOURS TOWARDS PEOPLE WITH DISABILITY.

ACTION	TIMEFRAME AND OWNER
<p>1.1 Strategic plans to align with the goal of promoting positive community attitudes and behaviours. Ensure that operations and accessibility to Parliament are in line with the Strategic Priorities – Priority 2.</p>	<p>All departments by June 2022</p>
<p>1.2 Further develop practical information on disability and supporting people with disability, for members and staff. Ensure that this information is developed in consultation with interested groups and people with disability to ensure it is relevant and contemporary.</p>	<p>All departments and ongoing</p>
<p>1.3 Provide Disability Confidence and Awareness training for staff across the Parliament:</p> <ul style="list-style-type: none">– Mandatory training undertaken by all front of house staff at induction or as refresher, including training, education and exhibition/engagement teams– Include diversity and inclusion conversation as part of PDP process– Offer Awareness Training to Electorate Offices.	<p>DPS – December 2022 Director, People, Property & Security Branch</p>
<p>1.4 Establish and foster relationships with external service providers/charities and other organisations to improve opportunities for people with disability to engage with the Parliament.</p>	<p>DPS – Ongoing (engages with a key group minimum of once a year) Director, Capital Works Strategy & Delivery Branch</p>
<p>1.5 Communications and campaigns to promote the commitment, activities and outcomes of the DIAP, featuring key dates (International Day of Disabled Persons, R U OK Day) and the contribution of people with disability to the Parliament.</p>	<p>DPS – Ongoing Director, People, Property & Security Branch</p>

OUTCOME 2

LIVEABLE COMMUNITIES



WE ARE COMMITTED TO THE FOLLOWING ACTIONS TO SUPPORT LIVEABLE COMMUNITIES TO INCREASE PARTICIPATION OF PEOPLE WITH DISABILITY IN ALL ASPECTS OF COMMUNITY LIFE, THROUGH TARGETED APPROACHES TO ADDRESSING BARRIERS.

ACTION	TIMEFRAME AND OWNER
<p>2.1 Improve physical access to the building and within and around the Parliamentary precinct and electorate offices:</p> <ul style="list-style-type: none"> – All new building works, including those envisaged in the Master Plan and Precinct Plan, will incorporate accessibility requirements in the planning and design stage – Access to the two chambers, hearing rooms, public areas and staff spaces to be improved – Review signage to improve wayfinding into and around the Parliament. 	<p>DPS – Ongoing</p> <p>Director, Capital Works Strategy & Delivery Branch</p>
<p>2.2 Improve user access, experience and engagement with Parliament, in consultation with people with disabilities:</p> <p>2.2.1 All new information technology provision, including that envisaged in the Master Plan, will incorporate accessibility requirements in the planning and design stage.</p> <p>2.2.2 Subtitling on the broadcast during parliamentary proceedings and for committee hearings.</p> <p>2.2.3 Websites, intranet, Hansard and research publications to accord with the most recent version of the Worldwide Web Consortium’s Content Accessibility Guidelines (WCAG) when developing or updating content.</p> <p>2.2.4 Engage with disability groups and schools to create accessible tours appropriate to specific needs.</p>	<p>July 2023</p> <p>2.2.1 Director, Digital Transformation Branch</p> <p>2.2.2 Director, Digital Transformation Branch – this year</p> <p>2.2.3 Director, Digital Transformation Branch and Director, Hansard, Library and Research</p> <p>2.2.4 Usher of the Black Rod and the Serjeant-at-Arms</p>

OUTCOME 3

EMPLOYMENT



WE ARE COMMITTED TO THE FOLLOWING ACTIONS TO SUPPORT ACCESS TO MEANINGFUL WITH DISABILITY.

ACTION	TIMEFRAME AND OWNER
<p>3.1 Enable people with disability to fully engage in the recruitment process:</p> <ul style="list-style-type: none">– Review Parliament’s recruitment practices with a view to remove any unintended barriers– develop a strategy to increase employment including internships, work experience and mentoring– identify suitable positions for targeted recruitment– include an accessibility and inclusion statement on all job advertisements, encouraging people with disability to apply– targeted inclusion programs and events	<p>DPS - June 2023</p> <p>Director, People, Property & Security Branch</p>
<p>3.2 Ensure that people with disability and carers of people with disability participate fully in the workplace:</p> <ul style="list-style-type: none">– Ensure that workplace adjustment procedures for staff and procedures to include staff accessibility requirements in staff relocation and office fit outs remains in place– Develop a Personal Emergency and Evacuation Plan (PEEP) for staff as required	<p>All departments – March 2022 and Ongoing</p> <p>Director, People, Property & Security Branch</p> <p>Director, Capital Works</p>

OUTCOME 4

SYSTEMS AND PROCESSES



WE ARE COMMITTED TO THE FOLLOWING ACTIONS TO IMPROVE ACCESS TO MAINSTREAM SERVICES THROUGH BETTER SYSTEMS AND PROCESSES SO THAT PEOPLE WITH DISABILITY ARE ABLE TO MAKE INFORMED CHOICES ABOUT SERVICES AND CAN EASILY AND EFFICIENTLY ACCESS OPPORTUNITIES IN THE COMMUNITY.

ACTION	TIMEFRAME AND OWNER
<p>4.1 Specific page on the website regarding accessibility</p> <p>Establish a process for Members, staff and clients/visitors to provide feedback on access and inclusion issues</p>	<p>June 2022</p> <p>Director, Communication, Engagement & Education</p>
<p>4.2 Review or develop style and access guides for exhibitions, internal and external publications and digital media to ensure information is created in an accessible format</p>	<p>Legislative Council and Communication, Engagement & Education to assist in designing publications – May 2023</p>
<p>4.3 Establish an Accessibility and Inclusion consultative group to inform the Parliament in the development of significant projects, including public programs, exhibitions and capital works</p>	<p>DPS – May 2022</p> <p>Director, Capital Works Strategy & Delivery Branch</p>
<p>4.4 Develop process for staff to update their Health Declarations and Equal Employment Opportunity (EEO) Information (Diversity & Inclusion data)</p>	<p>DPS – June 2024</p> <p>Director, People, Property & Security Branch</p>
<p>4.5 Explore ways to capture data, including physical visitor numbers and digital access points for people with disability</p> <p>Establish a process for Members, staff and clients/visitors to provide feedback on access and inclusion issues</p>	<p>All departments – June 2022</p>



GOVERNANCE, MONITORING AND REVIEW

While all parliamentary staff are responsible for championing accessibility and inclusion in their branch and across the Parliament, the Disability Inclusion Action Plan Steering Committee will meet quarterly and help drive the implementation of this plan, and maintain regular engagement with the stakeholders that contributed to the development of the plan.

The Steering Committee will also be responsible for reporting on progress of the plan, which will be presented in each department's Annual Report.

The plan will be reviewed with every new Parliament.





Parliament of NSW

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