**Our Commitment to Disability Inclusion**

At the Department of Finance, Services & Innovation (DFSI) we are committed to providing our customers and employees with information, services and programs that are accessible in both the physical and digital worlds.

In our Corporate Plan we have set ourselves the goal to make DFSI a great place to work and we believe we can achieve this by nurturing an inclusive environment where everyone is respected and valued.

An ageing population and an associated increase in disability means there is an even greater need for government and organisations to implement strategic plans that address access barriers. In response to the NSW Government’s commitment to breaking down barriers in the community through its Disability Inclusion Act 2014, we have developed our Disability Inclusion Action Plan 2015 – 2017 (DIAP). It outlines how we will improve access to services, information and employment opportunities for people with disability.

This plan sets our strategic direction for the next two years and outlines our commitment to:

* increasing accessibility to information, services and DFSI workplaces for people with disability
* ensuring positive attitudes and behaviours towards people with disability in all interactions in DFSI
* attracting and retaining people with disability in DFSI
* improving accessibility to DFSI systems and processes for people with disability

The success of this DIAP will rely on the commitment of every person in our organisation and be driven by our Diversity Inclusion Council. As the person with overall accountability for all DFSI’s diversity and inclusion initiatives, I encourage all staff to read the plan and support the actions that arise from it.

**Martin Hoffman**

Secretary

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# Our Customers and Our People

DFSI is responsible for a variety of government activities. Our functions can be broadly categorised as service delivery, property and asset management, regulation and insurance, revenue and registry administration and ICT, digital and innovation

With approximately one in five Australians having a disability, DFSI understands that disability is connected to all aspects of our business services. From customers to vendors and employees. We need to tailor our programs, information and services to meet the needs of our customers and our people.

As at June 2015, a total of 6.4% of DFSI employees disclosed a disability. This representation has remained stable over the past year and compares strongly against the NSW Public Sector at 3.1% in 2014.

Our goal is to improve the employment experience for people with disability and better connect with our customers and the community through accessibility of all our services and facilities.

For our people this means enhancing our attraction and retention of people with disability by proactively improving access to employment and ongoing development opportunities within an inclusive work environment.

Disability in Action

*“I work with a great team. Colleagues have been very understanding and supportive of, not only my disability, but also my needs and unique abilities.”*

*“Lots of things bring me joy, but I am most happy and satisfied when I can learn and communicate with others, reach a significant personal goal, help others in need, or lead and inspire others to achieve.”*

*David Dearness, Auditor*

*“I like working here because I get to learn new skills and do new and different tasks like scanning, laminating photocopying, book binding and label making. I enjoy working with a good team and making new friends.”*

*Stavros Nanos, Assistant Administration*

*“ I have the support of Auslan interpreters for meetings and functions and I receive fund support for more advanced hearing aids that include compatibility with loop support in the conference room. I have also been given the opportunity to attend specifically designed training in writing and communications skills. I enjoy being a member of the Accessibility Network where disability staff merge together as committees to share our ideas and improve our personal development in the workplace.”*

*Narain Nadarajah, Assistant Programs Officer*

*“ To support our two team members with disability we have:*

* *laminated their tasks and pinned them to the walls for easy reference.*
* *redesigned training into accessible language and pictures for better*

*understanding.*

* *an external support person who comes in once a week to reinforce their*

*learning and provide support to their managers*

* *ensured they are seated close to amenities, they have flexible hours*

*and we have a good relationship with their parents.*

* *they attend TAFE once a week and this gives them a break and builds*

*their confidence.*

* *they are treated like any member of the team; they are rewarded for*

*good work and advised where they can improve.*

* *their team members ensure they are looked after and help them when*

*needed.”*

*Team Leader*

# Guiding Principles

* To deliver services to our customers that are accessible to all.
* To promote and nurture a culture that is respectful and inclusive.
* To provide opportunities that are accessible to all employees.
* To provide employment opportunities that attract and retain people with disability.
* To regularly review our progress against our inclusive goals.

# Our Disability Inclusion Action Plan

In 2008, Australia ratified the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

At each level of government in Australia there has been a commitment to full consultation, both with those with disability and also with the rest of the community, to increase inclusion and empower all people to achieve their full potential.

The National Disability Strategy 2010-2020 led the way for the NSW Government to produce the NSW Disability Implementation Plan 2012-2014 and then the Disability Inclusion Act in 2014.

In developing the Disability Inclusion Action Plan (DIAP), DFSI established a formal working group with representation from across the Department and assistance from the Australian Network on Disability. Through a consultation and review process further contributions were also received from people with disability and internal stakeholders.

The plan sets out how DFSI will work towards:

* the development of positive community attitudes and behaviours towards people with disability
* the creation of more liveable communities for people with disability
* the achievement of a higher rate of meaningful employment participation by people with disability through inclusive employment practices
* more equitable access to mainstream services for people with disability through better systems and processes.

It includes actions, accompanied by timings, accountability, evaluation method and outcomes and will be implemented over the next three years.

Governance

The Disability Action Committee comprising representatives from all DFSI divisions, and all centralised functions will coordinate the DIAP’s implementation. This committee will report to the Diversity and Inclusion Council bi-annually and progress will be reported in the annual report.

DFSI’s Diversity Inclusion Council will oversee the implementation of DIAP initiatives. Members of the Council will act as advocates to drive these initiatives through their divisions.

Glossary

**Disability**

In the *Disability Inclusion Act 2014* the definition of “disability” in relation to a person, 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.

**Reasonable Adjustments**

A reasonable adjustment is a change to a work process, practice, procedure or environment that enables an employee with disability to perform their job on the same footing as an employee without disability.

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The National Disability Strategy 2010-2020 led the way for the NSW Government to produce the NSW Disability Implementation Plan 2012-2014 and then the Disability Inclusion Act in 2014 which required the Department of Family and Community Services (FACS) to prepare a state Disability Inclusion Plan for the whole of government.

“The NSW Disability Inclusion Plan provides direction to government and sets a framework for continued consultation and partnership with people with disability, key agencies and members of the community. It will work alongside the National Disability Insurance Scheme (NDIS) by increasing the accessibility of mainstream services and community facilities in NSW.” [[1]](#footnote-1)

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Our Detailed Inclusion Actions

| **Liveable Communities** | **Attitudes and Behaviours** | **Employment** | **Systems and Processes** |
| --- | --- | --- | --- |
| To increase participation of people with disability in all aspects of community life, through targeted approaches to address barriers in housing, learning, transport, health & well-being. | To build community awareness of the rights and abilities of people with disability, and to support the development of positive attitudes and behaviour towards people with disability. | To increase the number of people with disability in meaningful employment, thereby enabling people with disability to plan for their future and exercise choice and control as a result of economic security. | To ensure that people with disability are able to make informed decisions about available services and to easily and efficiently access mainstream government services and other opportunities. |
| * Ensure all premises are accessible and hazard free for all customers and employees * Ensure all events and training venues are accessible for all employees * Deliver Accessible services * Deliver disability-friendly * Customer service * Consider accessibility at development stage for all new services   **Success Measures**   * Audits completed and barriers removed in all premises * Positive outcomes from evaluations of services and customer service by “mystery shoppers”. | * Senior Leadership commit to an inclusive and accessible workplace * Communicate progress on actions * Communicate disability related information across the department * Enhance disability awareness and build disability confidence * Enhance mental health awareness   **Success Measures**   * Diversity & Inclusion Council, Disability Inclusion Champion and Committee structure embedded * Progress on implementation of actions reported. * Programs developed and rolled out | * Remove barriers in recruitment processes * Target potential positions for people with disability * Provide accessible development opportunities * Provide resources to managers of people with disability * Streamline reasonable adjustment process * Relaunch Accessibility Network   **Success Measures**   * Increase in number of people with disability employed * Increase in tenure of people with disability | * Deliver a website and intranet that is barrier free for people with disability * Make Information available in accessible formats for all customers * Deliver reasonable adjustments related to IT on request and follow up on implementation * Ensure Personal Emergency and Evacuation Plans (PEEPs)are in place where needed * Consider accessibility in procurement decisions   **Success Measures**   * Positive feedback via customer and employee surveys on accessibility of information and services * Positive audit outcomes on website against accessibility standards * All vendors and suppliers meet DFSI accessibility standards * PEEPs are effective in fire and evacuation drills |

**Appendix 1**

Our Detailed Action Plan

Liveable Communities

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

| **Strategy** | **Action** | **Timing** | **Team Responsible** | **Evaluation Method** | **Progress / Outcomes** |
| --- | --- | --- | --- | --- | --- |
| 1. Premises are barrier and hazard free for people with disability | 1.1 Undertake an audit of access features and barriers of major tenancies. | 2016 | Government Property NSW  Asset Owners | Feasibility study of audit complete. Access features and barriers identified. Review the documentation. | Unaudited buildings identified. Audits complete on identified buildings. Plan developed to remove identified barriers. |
| 1.2 Develop an Implementation Plan to address issues identified as part of the audit. | 2017 | Government Property NSW  Asset Owners | Plan developed and modifications are costed, funding approved and made. | All identified barriers are removed / actioned. |
| 1.3 Create checklists / processes to ensure all new buildings, refurbished spaces are compliant with the National Construction Code standards, including disability requirements. | 2016 | Government Property NSW | Checklists / process rolled out and completed for new builds/ refurbishments. A review of the checklists is conducted against standards for new buildings / refurbishments. | All new build or refurbishment is accessible. |
| 1. External training and event venues are accessible to people with disability. | 2.1 Updated list of NSW Government training and conference facilities is uploaded on the intranet/FASTRAC and promoted as preferred across DFSI. | Within six months | People & Culture to follow up with owner of list (Public Service Commission). | Confirm list of government sponsored external venues available. | All external events or training venues meet the needs of all attendees. |
| 2.2 Liaise with suppliers of external training to ensure employees can request adjustments if required and confirm the process to do so. | Within six months and ongoing | People & Culture,  All Divisions | Information prepared and distributed. | All external training venues are accessible to employees with disability and have a known process to request adjustments. |
| 1. Service delivery is adjusted to accommodate the needs of customers with disability | 3.1 Customers with disability can easily request accessible services. | 2016 – ongoing | Service Reform  Service NSW  Divisions with customer facing employees | Review a sample of materials and methods used to request accessible services.  A ‘mystery shopper’ experience is evaluated. | Accessible services can be easily requested. |
| 1. Employees receive education in appropriate etiquette and communication when working with people with disability. | 4.1 Ensure resources such as ‘Welcoming Customers with Disability’ are available and promoted across businesses with customer facing employees. | 2016 | Divisions with customer facing employees | Audit to confirm that all customer contact divisions are aware and can access their resources and appropriate education has been delivered. | Staff educated and equipped to provide services to customer with disability. |
| 4.2 Promote services such as National Relay Service (NRS) across DFSI for employees with hearing impairment. | Within 12 months | All Divisions with customer contact profile | NRS promoted across the department. | Customer contact employees are aware of and confident to use the NRS. |
| 1. The impact of new services on customers with disability is considered during development. | 5.1 Develop and implement guidelines, process and a checklist to review impact of new service on customers, clients and service users with disability when commencing the process to develop new services. | Within 24 months | Services & Digital Innovation  Corporate Services | Service impact review process, checklist and guidelines created.  Review an example of assessment of the impact of a new service on customers or service user with disability. | Feedback is evaluated and analysed by each division and incorporated into any project plans / design for new services. |

Attitudes and Behaviours

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

| **Strategy** | **Action** | **Timing** | **Team Responsible** | **Evaluation Method** | **Progress / Outcomes** |
| --- | --- | --- | --- | --- | --- |
| 1. Senior Leadership commitment to creating an inclusive and accessible workplace. | 6.1 Diversity and Inclusion Council to drive implementation of DIAP. | 2016 | Executive Team supported by People & Culture | Confirm Council established. | Council established. |
| 6.1 Diversity and Inclusion Council to drive implementation of DIAP. | 2016 | Executive Team supported by People & Culture | Confirm Council established. | Council established. |
| 6.2 Diversity and Inclusion Council to include a Disability Inclusion Champion nominated by the Disability Inclusion Committee. | 2016 | Disability Inclusion Committee | Promoted through various internal channels including newsletter via FASTRAC. | Employees are aware of name and role of Disability Inclusion Champion. |
| 6.3 Disability Inclusion Committee drives the implementation of the DIAP across the cluster. | 2016 – ongoing | Disability Inclusion Committee | Confirm quarterly meetings occur and evaluation of progress. | DIAP Committee established. |
| 1. Progress and outcomes of the plan are communicated. | 7.1 Create and implement communications plan for the DIAP; its journey, progress and successes, including Senior Leadership communications. | 2016 – ongoing | Corporate Affairs  People & Culture  All Divisions | Review the adequacy of the communications plan and confirm incorporation of Senior Leadership commitment. | Senior leadership commitment and support reflected in DIAP communications. |
| 1. Communication of disability related information across department. | 8.1 Refresh FASTRAC Disability Inclusion page with information, calendar of disability-related events, resources and stories. | 2016 | People & Culture  All Divisions | Confirm Disability Inclusion page on FASTRAC. | Divisions collaborate on stories and events across the year. |
| 8.2 Include images and stories of people with disability within internal and external communications. | 2016 – ongoing | Corporate Affairs | Review newsletters and other communications. | Images and stories represent the staff and the customers. Staff with disability feel valued. |
| 1. Building capability in and raising awareness of disability inclusion, etiquette and communication. | 9.1 Build awareness and capability in disability inclusion, etiquette and communication through FASTRAC and integration in induction and training programs | Within 24 months | People & Culture  All Divisions | Confirm learning on disability awareness, etiquette and communication added to induction and training programs. | Increased awareness, added confidence to communicate with staff and customers with disability. |
| 1. Awareness of and early response to assist people experiencing mental illness in the workplace. | 10.1 Provide resources and training to staff and managers on mental health in the workplace. | 2016 – ongoing | People, Safety & Wellbeing | Confirm adequacy of resources and training provided to all employees. | An increased awareness of mental health in the workplace. |
| 10.2 Promote support available from organisations such as Beyond Blue and the Black Dog Institute. | 2016 – ongoing | People, Safety & Wellbeing | Confirm information rolled out. | Employees have an awareness of and have access to these services. |

Employment

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

| **Strategy** | **Action** | **Timing** | **Team Responsible** | **Evaluation Method** | **Progress / Outcomes** |
| --- | --- | --- | --- | --- | --- |
| 1. Unintended barriers in mainstream recruitment processes are removed. | 11.1 Review recruitment process from an applicant’s perspective to identify any unintended barriers. | 2016 – ongoing | People & Culture, Recruitment Teams | Confirm adequate recruitment review conducted and an implementation plan to incorporate recommendations has been carried out. | Barriers to recruitment process removed. Attract and recruit from wider talent pool. |
| 11.2 Ensure reasonable adjustments process is embedded into end to end recruitment process (from sourcing to onboarding). | 2016 – ongoing | People & Culture  Recruitment Teams  People, Safety & Wellbeing | Confirm process is embedded | Reasonable adjustments are made as required |
| 1. Selection panel trained to interview candidates with disability. | 12.1 Selection Panels and hiring managers are trained to interview people with disability and to make reasonable adjustments for the recruitment process. | 2016 – ongoing | People & Culture  Recruitment Teams | Confirm Disability Awareness training specifically addressing interviewing and reasonable adjustments is provided to all panel members. | All interviews are equitable for people with disability. Recruit from wider talent pool. |
| 1. Develop a strategy for targeted entry level positions for people with disability. | 13.1 People & Culture to work with divisions to identify employment opportunities such as traineeships or apprenticeships. | 2016 – ongoing | People & Culture | Confirm model created and operating. | Increased number of trainees and apprentices recruited and retained. |
| 13.2 Establish linkages with providers to attract candidates with disability. | 2016 – ongoing | People & Culture  Recruitment Team  Procurement | Linkages developed and operating. | Number of applications from people with disability is tracked and measured. |
| 1. Learning and development opportunities are accessible to people with disability. | 14.1 Promote that employees have an opportunity to request adjustments when registering for training. | 2016 – ongoing | People & Culture | Confirm this is available as part of the registration process. | Accessible training available. |
| 1. People Managers are aware of how to effectively manage and support staff with disability through training. | 15.1 Managers of staff with disability are aware of resources available e.g. ‘Managers Guide’ and ‘Beyond Recruitment’ guide. | 2016 – ongoing | People & Culture | Confirm managers’ access the resources. | Managers and supervisors feel supported, know who to contact for additional support. |
| 15.2 Managers, trainers and staff are aware of resources and adjustments available during training sessions and the process to request them | 2016 | People & Culture | Confirm that information relating to resources and adjustments is accessible. | Managers, trainers and staff access resources and adjustments. |
| 1. All staff requiring reasonable adjustment have their request fulfilled in a timely manner. | 16.1 Ensure all new and current managers and employees are aware of and able to access, a Reasonable Adjustment process that is timely and effective. | 2016 – ongoing | People & Culture Safety & Wellbeing,  Recruitment  All Divisions | Confirm from a sample of reasonable adjustments that they were delivered in a timely and efficient manner. Review Manager Induction Checklist for Reasonable Adjustment information. | Managers and employees are aware of and able to access the Reasonable Adjustment process. Those needs are met on time. |
| 1. Accessibility Network is relaunched. | 17.1 Accessibility Network is relaunched and membership increased 10% by 2017 | 2016 | Disability Inclusion  Committee members  People & Culture  Corporate Affairs  All Divisions | Confirm Network is functioning effectively with a 10% increase in membership by 2017. | Network with established aims and objectives assists Committee in the implementation of DIAP. |

Systems and Processes

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

| **Strategy** | **Action** | **Timing** | **Team Responsible** | **Evaluation Method** | **Progress / Outcomes** |
| --- | --- | --- | --- | --- | --- |
| 1. Website is barrier free for people with disability. | 18.1 Website content managers trained to create accessible documents, publication, media, communications including captioned videos ,and marketing and provide guidance for content owners | 2016 | Corporate Affairs  All Divisions with website presence | Confirm training developed and delivered.  Sample of materials created is reviewed and accessibility reported. | Accessibility and inclusion is built into all marketing and communications materials. |
| 18.2 Ensure quarterly updates on progress on Web Content Accessibility Guidelines (WCAG) 2.0 AA level compliance across all external and internal web sites are in line with national transition strategies | 2016 | Corporate ICT Corporate Affairs  Divisions with an ICT function | Confirm external and internal websites are WCAG 2.0 AA compliant.  Reports are reviewed. | AA compliance. |
| 18.3 Independent audit / test in 2016/17 of AA compliance. | 2016/17 | Corporate ICT  Divisions with an ICT function | Confirm independent audit of AA compliance tested. | Take any necessary action to ensure AA compliance. |
| 18.4 Evaluate policy for purchased IT accessibility against WCAG 2.0 standards. | 2016 | NSW Procurement  Corporate ICT  Divisions with an ICT function | Confirm policy has been reviewed. Any gaps against WCAG 2.0. | All purchased IT is accessible against WCAG 2.0 standards. |
| 1. Reasonable adjustments relating to ICT are provided upon request. | 19.1 Ensure that employees are aware of the process to request reasonable adjustments relating to ICT and that requests are addressed in a timely manner. | 2016 – ongoing | People & Culture, Safety & Wellbeing, Recruitment  Corporate ICT  Divisions with an ICT function | Feedback sought from employees following technical adjustments.  Review process and confirm record of requests and timeframes are maintained. | All technical adjustments are delivered in a timely way. |
| 1. Regular consultation with the users of assistive technology. | 20.1 Set up a mechanism for disabled users of assistive technology to be followed up. | 2016 – ongoing | Corporate ICT  People, Safety & Wellbeing  People & Culture | Confirm a central record of assistive technologies and users is maintained. | All ICT updates and changes take into consideration the needs of all assistive technology users within the department. |
| 1. Information is available in accessible formats to customers with disability. | 21.1 Streamline the process of arranging alternative formats and material in plain English for customers. | 2016 – ongoing | Customer facing divisions | Confirm process is streamlined and systematised and a request is run for each division to test the system in place. | Customers with disability are able to understand key information related to the services provided. |
| 1. Feedback is sought from customers and service users with disability on accessibility of services | 22.1 Survey people with disability in NSW to obtain feedback on services provided. | 2016 – ongoing | Customer facing divisions | Feedback provided from a wide range of NSW citizens with disability.  Feedback is evaluated and analysed by each division. | An awareness and understanding of the gaps in service provision. |
| 1. All employees who need one, are aware of, and have a Personal Emergency and Evacuation Plan (PEEP). | 23.1 Ensure there is a process in place to support people with disability during any fire /evacuation process | 2016 – ongoing | Local Facilities Management  People & Culture, Safety & Wellbeing | Confirm adequate central repository of PEEPS for each building.  Confirm process is highlighted in Fire Warden training.  Annual review of the PEEPs is conducted.  Information about PEEPs included in the induction process. | All employees that request a PEEP are aware that their needs are accommodated. |
| 1. Accessibility is considered in procurement decisions such as IT, premises, furniture and engaging consultants. | 24.1 Identify procurement contracts which impact on employment and customer inclusion of people with disability. | 2017 – ongoing | NSW Procurement  Corporate Services | Confirm key contracts identified and published on procurepoint. | Ability to target key suppliers to work towards enabling DFSI to meet its commitment to disability. |
| 24.2 Identify a “top ten” list of suppliers with accessible goods and services | 2017 – ongoing | NSW Procurement  Corporate Services | A best method for suppliers to commit to accessibility is evaluated and rolled out.  Review examples of how the department considers disability competence when selecting or managing outsourced recruitment suppliers. | Suppliers will mirror DFSI’s commitment to disability best practice. DFSI will be able to purchase and provide accessible services and environments. |
| 24.3 All future procurement decisions consider accessibility. This is incorporated into policy (eg via a checklist) and decision makers are held accountable. | Within 24 months | People & Culture  NSW Procurement  Corporate Services | Confirm the procurement policy is updated to include accessibility.  The procurement process is randomly checked to ensure accessibility has been considered. | Accessibility is always considered in all procurement decisions. |

# Contact Details

**Street address**

McKell Building  
2-24 Rawson Place  
Sydney NSW 2000

**Hours**: 8:30 am to 5:00 pm Monday to Friday

**Telephone:** 9372 8877  
**TTY Number**: 1300 301 181

ABN: 81 913 830 179  
DUNS: 758573914

**National Relay Service** - for people who are deaf, or hearing or speech impaired

If you are deaf or have a hearing or speech impairment, you can contact the [National Relay Service (NRS)](http://relayservice.gov.au/) . It is an Australia-wide telephone access service that will assist you with making phone calls.

If you are deaf or hearing impaired you can contact the NRS on **133 677** for assistance.

If you have a speech impairment you can contact the NRS on **1300 555 727**.

*General contact details for the National Relay Service*

Phone: 1800 555 660  
Email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

**Document Version Control**

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**Document Approval**

|  |  |  |
| --- | --- | --- |
| **Name & Position** | **Signature** | **Date** |
| Kerrie Field, Executive Director people & Culture |  |  |
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1. NSW Disability Inclusion Action Plan, Page 7 [↑](#footnote-ref-1)