

Disability Inclusion Action Plan 2020 to 2025

Department of Customer Service



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book



This book is written by the
Department of Customer Service.



This book is about our
Disability Inclusion Action Plan.



Our Disability Inclusion Action Plan says what
we will do to

- make our services better for people
with disability



- make our work places more **inclusive.**



Inclusive means everyone is a part
of something.



We call it our plan.

Our goals

We have 4 goals.



1. Show **commitment** to disability inclusion.

Commitment means a promise to keep trying to do something.



2. Everyone can use our work places.



3. Everyone can use our information, products and services.



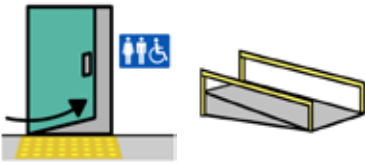
4. Give more jobs to people with disability.

Goal 1 – Show commitment to disability inclusion



We will do work to

- know about disability inclusion



- know the right supports for different types of disability



- make people feel safe to talk about their disability.



We will always look for more ways to make things better for people with disability.



For example

- do research



- listen to ideas from people with disability.

Goal 2 – Everyone can use our work places



We will make sure

- everyone can use our buildings



- everyone can go to our events.
For example, meetings or trainings.



We will make it easy to

- know about our different supports



- ask for our supports.



We will teach our staff so they are **confident** about meeting the needs of people with disability.

Confident means staff know what to say and do.

Goal 3 – Everyone can use our information, products and services

We will make information easy to understand.

For example, our

- website
- technology
- **marketing.**



Marketing means we tell other people about our products and services.

We want everyone to be able to use our products and services.

For example

- make and buy things everyone can use
- buy things from businesses owned by people with disability.



Goal 4 – Give more jobs to people with disability

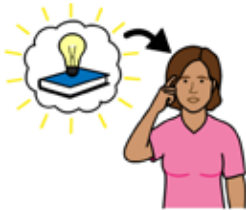
We will make it easier for people with disability to



- get a job with us



- get different kinds of jobs



- learn new skills at work



- feel good about the work they do.



More information

For more information contact
the Department of Customer Service.



Website

nsw.gov.au/diap



Email

Diversity@customerservice.nsw.gov.au



If you need help to speak or listen

Contact the Department of Customer Service
through the National Relay Service or NRS.



Call the NRS help desk

1800 555 660

Go to the NRS website

communications.gov.au/accesshub/nrs

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