



# ACT Corrective Services Disability Action and Inclusion Plan 2024–2026

Justice and Community Safety Directorate

© Australian Capital Territory, Canberra 2023

This work is copyright. Apart from any use as permitted under the *Copyright Act 1968*, no part may be reproduced by any process without written permission from:

The Office of the Commissioner, ACT Corrective Services, Justice and Community Safety Directorate.

### Accessibility

The ACT Government is committed to making its information, services, events and venues as accessible as possible.

If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format, such as large print, please phone Access Canberra on 13 22 81.

If English is not your first language and you require a translating and interpreting service, please phone 13 14 50. If you are deaf, or have a speech or hearing impairment, and need the teletypewriter service, please phone 13 36 77 and ask for Access Canberra on 13 22 81.

For speak and listen users, please phone 1300 555 727 and ask for Access Canberra on 13 22 81.

For more information on these services visit [www.relayservice.com.au](http://www.relayservice.com.au)



We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

# Table of Contents

<b>The ACT Corrective Services Disability Action and Inclusion Plan 2024–2026 on a page</b>	<b>1</b>
<b>Introduction</b>	<b>2</b>
<b>Background</b>	<b>3</b>
<b>Where are we now?</b>	<b>4</b>
<b>Where are we going?</b>	<b>8</b>
Principles	9
Focus areas	9
Implementation	9
Focus Area 1: Skilled and supported staff	10
Focus Area 2: Responsive service delivery	11
Focus Area 3: Individualised care	12
Focus Area 4: Equitable access	13
<b>Summary of DAIP commitments by tranches</b>	<b>14</b>

# The ACT Corrective Services Disability Action and Inclusion Plan 2024–2026 on a page

The ACT Corrective Services (ACTCS) *Disability Action and Inclusion Plan (DAIP) 2024–2026* outlines ACTCS’ commitments over the next three years to continue to provide an inclusive and equitable service across our operations.

The 2024–2026 DAIP builds on the successes from the first DAIP while reflecting advancements in ACTCS’ organisational maturity in relation to disability. The commitments seek to improve the current supportive environment for people with disability to ensure that a whole-of-agency focus is given to identified gaps, service improvements and to ensuring collective responsibility for supporting stakeholders with disability.

The commitments in the DAIP are underpinned by three key principles:

**Trauma informed**

**Empowerment**

**Dignity and privacy**

The commitments in the DAIP will support a more inclusive culture for people with disability through providing trauma informed service delivery, empowering stakeholders to access reasonable adjustments and supporting stakeholders to make informed choices. Maintaining dignity and privacy is core to successfully implementing the commitments.

The commitments have been grouped together in key focus areas based on the purpose of each commitment:

**Focus Area 1: Skilled and supported staff:**

To improve the knowledge base and experience of staff and ensure that staff are appropriately supported to provide inclusive and equitable service delivery.

**Focus Area 2: Responsive service delivery:**

To ensure ACTCS has flexible systems, processes and infrastructure that can appropriately support the broad range of needs of stakeholders.

**Focus Area 3: Individualised care:**

To provide tailored, trauma-informed care for individuals based on their specific needs.

**Focus Area 4: Equitable access:**

To enable individuals with disability to participate in and access services on a more equitable basis by removing barriers in the environment.

Each focus area has been aligned with the ACTCS *Disability Framework*, *ACTCS Strategic Plan*, and the *ACT Government Disability Justice Strategy* to provide the strategic context for commitments.

An implementation plan will be developed in early 2024 in consultation with key stakeholders to give transparency of the actions required and timeline expected for each commitment.

# Introduction

The ACT Corrective Services (ACTCS) *Disability Action and Inclusion Plan (DAIP) 2024–2026* outlines ACTCS’ commitments over the next three years to continue to provide an inclusive and equitable service across our operations.

This second DAIP further builds on the important work ACTCS has been implementing under the ACT Government *Disability Justice Strategy 2019–2029* and the ACTCS *Disability Action and Inclusion Plan 2021–2023* to ensure a continued growth in organisational maturity in our accessibility and service to individuals with disability. This next DAIP is a key vehicle to operationalise the service changes required to move ACTCS towards the best practice environment for working with people with disability as outlined in the ACTCS *Disability Framework*.

ACTCS has benefited from the engagement of many individuals and agencies in supporting our efforts to establish both the ACTCS *Disability Framework* and this DAIP. ACTCS is proud of the collaborative approach now normalised across the agency in engaging individuals with lived experience and other stakeholders in developing our services and planning activities. We would like to thank all of those involved in the consultation, including clients, people with disability, community and advocacy organisations, First Nations people, staff, oversight bodies, and other government agencies.

Moving forward, the diverse membership of the ACTCS Disability Reference Group (established earlier in 2023), will continue to provide valuable and expert advice in matters relevant to individuals with disability engaging with ACTCS.

Considering future service activities through the lens of people with disability will support the normalisation of diversity across our operations and strengthen the equity of our service delivery. The implementation of the DAIP commitments will enhance our service not only for people with disability but for all who interact with ACTCS.



**Ray Johnson** APM  
Commissioner, ACTCS



**Catherine King**  
ACTCS Executive Champion for Disability

# Background

ACT Corrective Services (ACTCS) launched the first ACTCS *Disability Action and Inclusion Plan (DAIP) 2021–2023* in December 2020. The DAIP sets out ACTCS’ commitment to provide an inclusive and equitable service across our operations through actions to address barriers experienced by stakeholders with disability. The development of a DAIP was a key action in the *ACT Government Disability Justice Strategy 2019–29* to contribute to ensuring that the justice system provides equal access to all people with disability.

This second ACTCS *Disability Action and Inclusion Plan 2024–2026* continues ACTCS’ commitment to providing an accessible and inclusive service for people with disability and builds on the foundations established through the positive achievements of implementing the commitments in the first DAIP.

ACTCS identified priorities for action in this second DAIP to improve service delivery in alignment with existing priorities and new service structures. To consult on the proposed scope of the DAIP, ACTCS conducted focus groups, meetings and a survey with a wide range of stakeholders, including:

- People with lived experience of disability, including the ACTCS Disability Reference Group
- Detainees, including detainees with lived experience of disability and First Nations detainees
- Community/advocacy organisations
- Subject matter experts within ACTCS
- ACTCS Executives
- All ACTCS staff
- Oversight bodies and other government agencies

The second DAIP will be aligned to, and supported by, a range of strategic documents, including:

- The ACTCS *Disability Framework*
- The ACTCS *Strategic Plan*
- The Justice and Community Safety (JACS) ‘*Our Abilities*’ – *JACS Employment Strategy for People with Disability December 2022 – June 2024*
- The ACT *Disability Justice Strategy and Second Action Plan*
- The ACT *Disability Strategy*

Relevant commitments from the JACS ‘*Our Abilities*’ – *JACS Employment Strategy for People with Disability December 2022 – June 2024*, the ACT *Disability Justice Strategy and Second Action Plan*, and the ACT *Disability Strategy* will be considered during implementation of the ACTCS DAIP.

A key principle in the ACTCS *Disability Framework* is that diverse cultures and experiences are respected, valued, and supported, with recognition that disability is conceptualised differently across cultures. Consulting with First Nations people to understand the needs and perspectives of First Nations people will therefore be critical to the implementation of the commitments.

# Where are we now?

In 2021, an Implementation Plan was developed to outline actions for achieving the commitments of the first ACTCS DAIP.

A Steering Committee was established to guide implementation of the DAIP and provide connection to expertise and resources beyond ACTCS. This Steering Committee was made up of staff from across ACTCS, JACS Legislation, Policy and Programs, Office for Disability, the Human Rights Commission, advocates, and individual community members with lived experience. Representatives who are also on the Disability Justice Strategy Reference Group have ensured that the implementation of the DAIP was aligned with the broader Disability Justice Strategy.

The achievements to date from the first ACTCS DAIP are summarised in Table 1 below. Two commitments have not been completed in the original timeframe. The commitment relating to the Reintegration Centre project was paused for the majority of the program but will be re-scoped in the context of the Reintegration initiative funded in the 2023–24 budget cycle. The commitment related to data has been delayed due to the need to align the planned DAIP work with activities occurring in the implementation of the Integrated Offender Management Framework and the development of the *ACT Disability Strategy*. This commitment has been included in the second DAIP.

**Table 1: Progress against first ACTCS DAIP 2021–23**

Commitment	Status
<p><b>1.1:</b></p> <p>Develop and deliver staff disability confidence and response training to ACTCS staff in alignment with ACTCS training frameworks.</p>	<p><b>Complete:</b></p> <p>Conducted a gap analysis of existing training opportunities.</p> <p>Disability awareness training has been procured and assigned as mandatory training for all staff.</p>
<p><b>1.2:</b></p> <p>Establish a consultative Disability Reference Group (including people with disability in the membership) with internal and external stakeholders to inform future service improvement.</p>	<p><b>Complete</b></p>

Commitment	Status
<p><b>1.3:</b></p> <p>Investigate the interest and viability in establishing a peer network for staff and/or offenders with disability.</p>	<p><b>Complete:</b></p> <p>Promoted the JACS Directorate staff disability peer network to all ACTCS staff.</p> <p>Detainee interest in a peer network confirmed. Identified existing detainee peer mentor program meets this need and needs to continue to be promoted.</p>
<p><b>1.4:</b></p> <p>Review current ACTCS recruitment and employment strategies to identify and consider barriers for people with disability to become more inclusive to attract and retain staff with disability.</p>	<p><b>Complete:</b></p> <p>The ACTCS staff induction process has been revised to include more information about resources and sources of support for disability, including a presentation from the ACTCS Wellbeing Team.</p> <p>The ACTCS website has been updated to include a careers page with information about our diverse and inclusive workforce.</p> <p>A review of the ACTCS Custodial Recruitment Strategy has been completed.</p> <p>The JACS <i>‘Our Abilities’ Employment Strategy for People with Disability December 2022 – June 2024</i> was launched in December 2022. ACTCS has committed to actions under the Our Abilities Strategy to consider and reduce barriers for people with disability and improve recruitment and retention of staff with disability.</p>
<p><b>2.1:</b></p> <p>Audit visitor print materials and stakeholder information (ACTCS website) and develop content to ensure critical information is accessible, inclusive and alternative formats available.</p>	<p><b>Complete:</b></p> <p>Reviewed visitor information and the visits experience and obtained feedback.</p> <p>A suite of videos has been developed: a video for the visiting process at the Alexander Maconochie Centre, a video to provide critical information for offenders being supervised in the community, and a short induction video for offenders taken into custody at the Court Transport Unit.</p>
<p><b>2.2:</b></p> <p>Establish sustainable feedback mechanism relating to accessible communication and information in the ACT Corrective Services environment.</p>	<p><b>Complete:</b></p> <p>Developed an annual visitor survey to obtain feedback on satisfaction and communication and conducted a trial survey and revised annual survey.</p> <p>Drafted new design of visits and feedback pages on the ACTCS website and conducted user testing. Revised webpages with feedback from users.</p>

Commitment	Status
<p><b>3.1:</b></p> <p>Engage the Disability Reference Group to ensure issues relating to people with disability are considered in the operationalisation of the Reintegration Centre.</p>	<p><b>On hold:</b></p> <p>The Reintegration Centre project is currently paused. In the interim, investment to reinstate the Transitional Release Program and Transitional Release Centre is underway.</p> <p>This commitment will be re-scoped in the context of the Reintegration initiative funded in the 2023–24 budget.</p>
<p><b>3.2:</b></p> <p>Conduct a dignified access audit (considers the user experience) of the physical environment in ACTCS facilities (encompassing office space, visitor areas and prison facilities).</p>	<p><b>Complete:</b></p> <p>Investigating the feasibility of implementing relevant recommendations from this audit is included in the DAIP 2024–2026.</p>
<p><b>4.1:</b></p> <p>Develop and implement the Disability Offender Framework in consultation with relevant stakeholders.</p>	<p><b>Complete</b></p>
<p><b>4.2:</b></p> <p>Investigate opportunities to improve data capture on individuals with disability interacting with ACTCS (e.g., onboarding survey, disability screening/assessment tools), noting the need for consent and transparency of data usage.</p>	<p><b>Transferred to DAIP 2024–26:</b></p> <p>Liaison with business areas commenced on how data on disability is currently captured, discussing appropriate stages to identify disability, support needs and possible reasonable adjustments. A procedure was drafted for recording offenders’ legally appointed decision makers in the electronic records management system.</p> <p>It was established that future data needs, including reporting requirements need to be aligned with the implementation of the <i>Integrated Offender Management Framework</i> and the <i>ACT Disability Strategy</i>.</p> <p>This project has been included in the next DAIP due to identified need to align with strategic work occurring in the implementation of the <i>Integrated Offender Management Framework</i> and the development of the <i>ACT Disability Strategy</i>.</p>



Commitment	Status
<p><b>4.3:</b></p> <p>Review policies and procedures through a disability lens to ensure appropriate consideration, intervention and adjustments have been considered.</p>	<p><b>Complete:</b></p> <p>A revised process to develop policy and procedure with inclusion actively considered has been approved and guidance documentation developed to implement this.</p> <p>The Policy Team have also undertaken Easy English training to support the use of plain language in policy documents.</p>
<p><b>5.1:</b></p> <p>Establish Disability Liaison Officers in the custodial environment and the community environment.</p>	<p><b>Complete</b></p>
<p><b>5.2:</b></p> <p>Investigate options (including navigating NDIS services) to connect offenders with disability support services in custodial and community environments.</p>	<p><b>Complete:</b></p> <p>Investigated options and established connections between custodial staff and disability services and agencies.</p> <p>Employed a Disability and Complex Care Coordinator.</p> <p>Developed an approved scope of work/model of care.</p>
<p><b>5.3:</b></p> <p>Promote accessibility and participation in service delivery for participants with disability through reasonable adjustments.</p>	<p><b>Complete:</b></p> <p>This commitment has been actioned through the implementation of other commitments in the DAIP.</p>

# Where are we going?

The DAIP 2024–2026 continues to build on the successes from the first DAIP while reflecting advancements in ACTCS’ organisational maturity in relation to disability. The commitments seek to improve the current supportive environment for people with disability to ensure that a whole-of-agency focus is given to gap areas, identified service improvements, and to ensuring collective responsibility for supporting stakeholders with disability.

A significant shift in disability awareness and capability has occurred over the last 3 years across ACTCS with more staff recognising the needs of individuals with disability and applying this to their service design and operational practice. Significant programs of work that have contributed to this shift include:

- Development and implementation of the *Integrated Offender Management Framework* that seeks to establish a service more responsive to individual needs and goals from the time of entry into the service to reintegration into the community or completion of community supervision.
- Development of the ACTCS *Disability Framework* involved comprehensive collaboration across a diverse range of stakeholders who collectively outlined what ‘success’ looks like for an inclusive and responsive service for people with disability. This Framework is now a key reference document informing future service design.
- Implementation of the DAIP 2021–23 has raised awareness and increased capability in identifying opportunities to improve accessibility to information and services.
- Establishment of the ACTCS Disability Reference Group provides a sustainable and diverse range of expertise relating to disability matters. Meeting each quarter, the Group has provided feedback on website content and proposed induction activities and provided advice on the approach to develop authentic training material, community supports for staff with disability and greater awareness of neurodiversity.

In contrast to the green field environment of the first DAIP, this DAIP 2024–26 was largely drawn from the known priorities of work planned as a result of the above activities, and with the impending second Action Plan of the *Disability Justice Strategy* and the anticipated *ACT Disability Strategy*.

Also, whilst the first DAIP was largely focussed on the custodial service environment, this second DAIP is more balanced, with greater focus on the Community Operations environment and a broader stakeholder group to include victims and their interface with ACTCS.

The JACS ‘*Our Abilities*’ – *JACS Employment Strategy for People with Disability December 2022 – June 2024* includes a significant range of activities to promote and support the employment of individuals with disability. ACTCS has established a detailed action plan to progress the objectives of this Strategy and reports bi-annually on progress. Therefore, to avoid duplication, this DAIP 2024–26 does not focus on matters of employment and support for individuals with disability, but some initiatives may have a dual impact.

## Principles

In alignment with the ACTCS *Disability Framework*, the commitments in the DAIP are underpinned by three key principles:

**Trauma informed**

**Empowerment**

**Dignity and privacy**

The commitments in the DAIP will support a more inclusive culture for people with disability through providing trauma informed service delivery, empowering stakeholders to access reasonable adjustments and supporting stakeholders to make informed choices. Maintaining dignity and privacy is core to successfully implementing the commitments.

## Focus areas

The commitments have been grouped together in key focus areas based on the purpose of each commitment:

**Focus Area 1:  
Skilled and  
supported staff**

**Focus Area 2:  
Responsive  
service delivery**

**Focus Area 3:  
Individualised  
care**

**Focus Area 4:  
Equitable  
access**

Each focus area has been aligned with the ACTCS *Disability Framework*, ACTCS *Strategic Plan*, and the ACT *Government Disability Justice Strategy* to provide the strategic context for commitments.

## Implementation

Within each focus area, each action is further prioritised into three tranches for the commencement of implementation over the three-year period. This will ensure activities are achievable across the short and longer term. Each tranche relates to a calendar year where Tranche 1 is 2024, Tranche 2 is 2025 and Tranche 3 is 2026.

An implementation plan will be developed in early 2024 in consultation with key stakeholders to give transparency of the actions required and timeline expected for each commitment. Commitments will start in one tranche and may be concluded in another, depending on the complexity of the work, alignment to other dependant activities and capacity of the organisation.

Monitoring progress against the implementation plan will continue to be monitored by the DAIP Steering Committee and an annual progress report will be produced at the end of each calendar year as per current practice.

## Focus Area 1: Skilled and supported staff

<b>Purpose</b>	To improve the knowledge base and experience of staff and ensure that staff are appropriately supported to provide inclusive and equitable service delivery.	
<b>Context</b>	Consistent values-based leadership which supports a positive and supportive environment where staff are able to build their knowledge of disability will enable the inclusive culture the DAIP seeks to achieve.	
<b>Link to Disability Framework</b>	<p>Principles:</p> <ul style="list-style-type: none"> <li>An inclusive and respectful culture that recognises the rights and needs of people with disability will be fostered across all areas of ACTCS.</li> <li>The experiences of people with disability and relevant data inform service design and delivery.</li> <li>Individual differences are valued, and individual choice is empowered where possible.</li> <li>Diverse cultures and experiences are respected, valued, and supported, with recognition that disability is conceptualised differently across cultures.</li> </ul>	<p>Strategies:</p> <ul style="list-style-type: none"> <li>Individualised care</li> <li>Cultural awareness</li> <li>Empowerment and self-determination</li> <li>Enable equitable access to services and support</li> <li>Continuity of care</li> <li>Capable staff</li> <li>Flexible systems and processes</li> <li>Continuous improvement</li> </ul>
<b>Link to ACTCS Strategic Plan</b>	Building organisational maturity and staff capability to better identify and respond to individuals with disability will enable improved support for offenders through opportunities for rehabilitation and community integration, and targeted service delivery for vulnerable and overrepresented cohorts. Enhanced organisational maturity and staff capability supports a positive and inclusive culture across the agency that reflects public sector values.	
<b>Link to Disability Justice Strategy</b>	<b>DJS Focus Area 2 – Education and Guidance.</b>	

Focus Area 1 Commitments	Executive responsible	Tranche
<p><b>1.1</b> Deliver corrections-specific disability confidence and response training and Five-Minute Intervention training for frontline staff.</p> <p><i>Five Minute Intervention training is an approach designed to turn everyday conversations into opportunities for positive interactions and change.</i></p>	Operational Support & Custodial Operations	1
<p><b>1.2</b> Establish supports to enable frontline Community Operations staff to better recognise and respond to clients with disability.</p>	Service Improvement and Community Operations & Operational Support	1
<p><b>1.3</b> Establish processes and supports for Community Operations staff to better work with victims with disability.</p>	Service Improvement and Community Operations	2

## Focus Area 2: Responsive service delivery

<b>Purpose</b>	To ensure ACTCS has flexible systems, processes and infrastructure that can appropriately support the broad range of needs of stakeholders.	
<b>Context</b>	Considering the systemic elements of ACTCS service through a disability lens helps to ensure that the system is not inadvertently working against the objective of improving access and inclusion for people with disability. Responsive service delivery enables ACTCS to have a more flexible range of options to support stakeholders with disability with diverse needs and establishes the foundational systems to enable individualised care.	
<b>Link to Disability Framework</b>	<p>Principles:</p> <ul style="list-style-type: none"> <li>▪ The experiences of people with disability and relevant data inform service design and delivery.</li> <li>▪ Diverse cultures and experiences are respected, valued, and supported, with recognition that disability is conceptualised differently across cultures.</li> <li>▪ An inclusive and respectful culture that recognises the rights and needs of people with disability will be fostered across all areas of ACTCS.</li> </ul>	<p>Strategies:</p> <ul style="list-style-type: none"> <li>▪ Flexible systems and processes</li> <li>▪ Continuous improvement</li> <li>▪ Enable equitable access to services and support</li> </ul>
<b>Link to ACTCS Strategic Plan</b>	Responsive service delivery enables improved opportunity for rehabilitation and reintegration and improved targeted service delivery for vulnerable and overrepresented cohorts.	
<b>Link to Disability Justice Strategy</b>	<p><b>DJS Focus Area 3</b> – <i>Identification, Screening &amp; Assessment.</i></p> <p><b>DJS Focus Area 4</b> – <i>Better Service Delivery.</i></p> <p><b>DJS Focus Area 5</b> – <i>Data, Research &amp; Review.</i></p>	

Focus Area 2 Commitments	Executive responsible	Tranche
<b>2.1</b> Conduct a review of the Crisis Support Unit functions and environment at the Alexander Maconochie Centre for responsiveness to clients with disability.	Offender Reintegration & Custodial Operations	1
<b>2.2</b> Explore delivery options for supporting personal care needs in a custodial environment.	Offender Reintegration	1
<b>2.3</b> Revise the custodial reception, admission, and induction processes to be more inclusive and supportive of detainees with disability.	Offender Reintegration	1
<b>2.4</b> Establish activities that respond to additional needs of detainees and Community clients emerging from induction screening and assessments.	Offender Reintegration & Service Improvement and Community Operations	1
<b>2.5</b> Investigate the feasibility of developing a quiet space for individuals experiencing heightened states (e.g., neurodiverse clients, individuals with certain emotional, sensory, or physical attributes or vulnerabilities).	All ACTCS Executive	2
<b>2.6</b> Conduct a review of accessible cells at the Alexander Maconochie Centre in the context of the complexity of the current detainee population.	Offender Reintegration & Custodial Operations	2
<b>2.7</b> Review the ACTCS <i>Support for Detainees and Offenders with Additional Needs Policy</i> .	Operational Support, Offender Reintegration & Custodial Operations	2

## Focus Area 3: Individualised care

<b>Purpose</b>	To provide tailored, trauma-informed care for individuals based on their specific needs.	
<b>Context</b>	Individualised care is supported and enabled by flexible and responsive service delivery. Improved information sharing protocols and availability of data means that ACTCS can tailor service delivery to the needs of that individual.	
<b>Link to Disability Framework</b>	<p>Principles:</p> <ul style="list-style-type: none"> <li>▪ The experiences of people with disability and relevant data inform service design and delivery.</li> <li>▪ Clients with disability are connected with appropriate supports and services across correctional environments to promote continuity of care.</li> <li>▪ Clients will have access to coordinated services that appropriately engage and collaborate with key people relevant to their need.</li> <li>▪ An inclusive and respectful culture that recognises the rights and needs of people with disability will be fostered across all areas of ACTCS.</li> </ul>	<p>Strategies:</p> <ul style="list-style-type: none"> <li>▪ Individualised care</li> <li>▪ Continuous improvement</li> <li>▪ Continuity of care</li> <li>▪ Collaboration</li> <li>▪ Capable staff</li> <li>▪ Flexible systems and processes</li> </ul>
<b>Link to ACTCS Strategic Plan</b>	Where appropriate, sharing information on individual disability experiences, strategies and supports can provide stable and consistent tailored support for individuals with disability transitioning through ACTCS services and into the community. This enables improved opportunity for rehabilitation and reintegration. Privacy and confidentiality will play a strong part in protecting people's personal information in accordance with the <i>Information Privacy Act 2014</i> (ACT).	
<b>Link to Disability Justice Strategy</b>	<p><b>DJS Focus Area 3</b> – <i>Identification, Screening &amp; Assessment.</i></p> <p><b>DJS Focus Area 4</b> – <i>Better Service Delivery.</i></p> <p><b>DJS Focus Area 5</b> – <i>Data, Research &amp; Review.</i></p>	

Focus Area 3 Commitments	Executive responsible	Tranche
<b>3.1</b> Ensure effective information sharing protocols with Canberra Health Services and between ACTCS Disability Liaison Officers to enable the transfer of relevant disability or health related information during an individual's transition from custody.	Service Improvement and Community Operations, Offender Reintegration & Custodial Operations	1
<b>3.2</b> Improve data capture on individuals with disability interacting with ACTCS (e.g., onboarding survey, disability screening/assessment tools), noting the need for consent and transparency of data usage.	Service Improvement and Community Operations	2
<b>3.3</b> Establish processes for interagency information-sharing that actively support detainees and/or individuals reporting to Community Operations with disability.	Service Improvement and Community Operations	3
<b>3.4</b> Build a coordinated approach to implementing behaviour management plans for detainees with complex care needs.	Offender Reintegration & Custodial Operations	3

## Focus Area 4: Equitable access

<b>Purpose</b>	To enable individuals with disability to participate in and access services on a more equitable basis by removing barriers in the environment.	
<b>Context</b>	Enabling equitable access includes considering the format of communications, changes to the physical environment, and promoting the availability of reasonable adjustments.	
<b>Link to Disability Framework</b>	<p>Principles:</p> <ul style="list-style-type: none"> <li>An inclusive and respectful culture that recognises the rights and needs of people with disability will be fostered across all areas of ACTCS.</li> <li>Individual differences are valued, and individual choice is empowered where possible.</li> <li>The experiences of people with disability and relevant data inform service design and delivery.</li> </ul>	<p>Strategies:</p> <ul style="list-style-type: none"> <li>Enable equitable access to services and support</li> <li>Individualised care</li> <li>Flexible systems and processes</li> <li>Continuous improvement</li> <li>Empowerment and self-determination</li> </ul>
<b>Link to ACTCS Strategic Plan</b>	Improving the physical environment of ACTCS facilities for stakeholders with disability promotes greater participation in all aspects of ACTCS service provision. A key element to achieving equity of access and participation is to ensure individuals with disability are given the appropriate support and adjustments to remove barriers that create disabling environments to people with disability, and to ensure a more positive experience and outcome from their interaction with the DJS service. This supports safe, secure and humane environments. Equitable access to information is a basic value within a human rights framework that empowers individuals and fosters self-determination. Effective communication strategies at ACTCS will also support a positive stakeholder experience and promote personal and professional connections with stakeholders.	
<b>Link to Disability Justice Strategy</b>	<b>DJS Focus Area 1</b> – <i>Information and Communication</i> .	

Focus Area 4 Commitments	Executive responsible	Tranche
<b>4.1</b> Identify and promote available reasonable adjustments to support staff and clients.	All ACTCS Executives	1
<b>4.2</b> Investigate the feasibility of implementing relevant recommendations from the dignified access audit of 2 Constitution Avenue.	Service Improvement and Community Operations & Corporate Services	1
<b>4.3</b> Improve the accessibility of information developed by ACTCS, including providing communication to stakeholders in different formats (e.g., announcements, video messages, Easy English/visual).	All ACTCS Executives	1
<b>4.4</b> Provide access to new technology to promote accessibility to education and other programs for ACTCS clients and improve accessibility for staff.	Corporate Services & Offender Reintegration	2
<b>4.5</b> Publicly promote information on the supports available for all stakeholders.	All ACTCS Executives	3
<b>4.6</b> Investigate opportunities for improving accessibility for visitors at the Alexander Maconochie Centre.	Custodial Operations	3

# Summary of DAIP commitments by tranches

Commitments for the Disability Action and Inclusion Plan 2024–2026	Executive responsible	
	Primary lead	Secondary lead
<b>TRANCHE 1: Commencing in 2024</b>		
<b>1.1</b> Deliver corrections-specific disability confidence and response training and Five-Minute Intervention training for frontline staff.	Operational Support	Custodial Operations
<b>1.2</b> Establish supports to enable frontline Community Operations staff to better recognise and respond to clients with disability.	Service Improvement and Community Operations	Operational Support
<b>2.1</b> Conduct a review of the Crisis Support Unit functions and environment at the Alexander Maconochie Centre for responsiveness to clients with disability.	Offender Reintegration & Custodial Operations	
<b>2.2</b> Explore delivery options for supporting personal care needs in a custodial environment.	Offender Reintegration	
<b>2.3</b> Revise the custodial reception, admission, and induction processes to be more inclusive and supportive of detainees with disability.	Offender Reintegration	
<b>2.4</b> Establish activities that respond to additional needs of detainees and Community clients emerging from induction screening and assessments.	Offender Reintegration	Service Improvement and Community Operations
<b>3.1</b> Ensure effective information sharing protocols with Canberra Health Services and between ACTCS Disability Liaison Officers to enable the transfer of relevant disability or health related information during an individual's transition from custody.	Service Improvement and Community Operations & Offender Reintegration	Custodial Operations
<b>4.1</b> Identify and promote available reasonable adjustments to support staff and clients.	All ACTCS Executives	
<b>4.2</b> Investigate the feasibility of implementing relevant recommendations from the dignified access audit of 2 Constitution Avenue.	Service Improvement and Community Operations	Corporate Services
<b>4.3</b> Improve the accessibility of information developed by ACTCS, including providing communication to stakeholders in different formats (e.g., announcements, video messages, Easy English/visual).	All ACTCS Executives	



Commitments for the Disability Action and Inclusion Plan 2024–2026	Executive responsible	
	Primary lead	Secondary lead
<b>TRANCHE 2: Commencing in 2025</b>		
<b>1.3</b> Establish processes and supports for Community Operations staff to better work with victims with disability.	Service Improvement and Community Operations	
<b>2.5</b> Investigate the feasibility of developing a quiet space for individuals experiencing heightened states (e.g., neurodiverse clients, individuals with certain emotional, sensory, or physical attributes or vulnerabilities).	All ACTCS Executive	
<b>2.6</b> Conduct a review of accessible cells at the Alexander Maconochie Centre in the context of the complexity of the current detainee population.	Offender Reintegration	Custodial Operations
<b>2.7</b> Review the ACTCS <i>Support for Detainees and Offenders with Additional Needs Policy</i> .	Operational Support	Offender Reintegration & Custodial Operations
<b>3.2</b> Improve data capture on individuals with disability interacting with ACTCS (e.g., onboarding survey, disability screening/assessment tools), noting the need for consent and transparency of data usage.	Service Improvement and Community Operations	
<b>4.4</b> Provide access to new technology to promote accessibility to education and other programs for ACTCS clients and improve accessibility for staff.	Corporate Services	Offender Reintegration
<b>TRANCHE 3: Commencing in 2026</b>		
<b>3.3</b> Establish processes for interagency information-sharing that actively support detainees and/or individuals reporting to Community Operations with disability.	Service Improvement and Community Operations	
<b>3.4</b> Build a coordinated approach to implementing behaviour management plans for detainees with complex care needs.	Offender Reintegration & Custodial Operations	
<b>4.5</b> Publicly promote information on the supports available for all stakeholders.	All ACTCS Executives	
<b>4.6</b> Investigate opportunities for improving accessibility for visitors at the Alexander Maconochie Centre.	Custodial Operations	

THIS PAGE HAS BEEN INTENTIONALLY LEFT BLANK





**ACT**  
Government