

The Deaf Society
of New South Wales



Disability Action Plan
2008 - 2010

Contents

Section 1	Why have a Disability Action Plan?	5
Section 2	Overview of DSNSW	7
Section 3	DSNSW Access Initiatives	9
Section 4	Disability Action Plan: 2008 – 2010	13
Section 5	Communication and Promotion of the Disability Action Plan	21
Appendix 1	Deaf friendly work practices	23

Section 1 - **Why have a Disability Action Plan?**

The Deaf Society of New South Wales (DSNSW) is committed to the removal of barriers so that clients, students and staff with a range of disabilities can gain entry to and participate in the training, education and employment opportunities DSNSW provides.

DSNSW recognises that barriers may exist in a variety of forms. At times, barriers are intangible, appearing as uninformed attitudes or stereotypical beliefs about disability. At other times, they are tangible in the form of obstacles that prevent entry to places or to participation in activities. Barriers can also exist where there are gaps in services and breakdowns in the communication process, when information does not reach everyone in the intended audience.

DSNSW services focus on the needs of Deaf people and are therefore accessible to the Deaf Community. We are committed to making services and amenities accessible and encourage the participation of all people in NSW.

A Disability Action Plan aims to:

- identify any barriers that may limit access to a specific service by a person with a disability.
- make achievable, step by step, plans to eliminate these barriers to ensure smooth and easy access to a person with a disability.

DSNSW currently has a wide range of systems and policies in place that ensures access to and support of Deaf people (see Section 3 *Current provisions of DSNSW* for further information on what has been in place for some time). This Disability Action Plan maintains the importance of accessibility for Deaf people whilst broadening the scope to include a range of actions to address other important areas of inclusion. This plan provides DSNSW with an organisation wide, strategic approach to disability issues for clients, students and staff. Eight priority areas have been identified as follows:

Area 1: Events

Area 2: Accessible Information

Area 3: Infrastructure and Facilities

Area 4: Emergency Evacuation

Area 5: Positive Community Attitudes

Area 6: Services

Area 7: Staff Training, Advice and Support.

Area 8: Equitable Employment Practices.

Section 2 – **Overview of DSNSW**

Vision

To deliver world class services to the Deaf Community of New South Wales.

Mission Statement

Our goal is to work within the community to ensure Deaf people achieve their full rights and fulfil their responsibilities as Australian citizens.

In developing our mission statement, DSNSW has considered the two communities in which Deaf people are involved. For social, cultural, sporting and recreational activities the majority of Deaf people are involved in the Deaf community. To gain access to the support and services required to lead ordinary but meaningful lives, Deaf individuals may face many barriers within the broader hearing community.

The role of DSNSW is to be a link between these two communities making it possible for Deaf people to achieve their rights and fulfil their responsibilities as Australian citizens. In addition, DSNSW is also committed to supporting the concept that future services and programs for Deaf people should be managed by Deaf people and we are constantly working towards this.

Statement of beliefs

We believe that Deaf people should enjoy the same political, civil and human rights as other members of the community and we work with the Deaf community to secure these rights.

Departments/Services

- *Education and Training*
 - *Auslan for hearing learners (accredited and community programs)*
 - *Accredited Programs for Deaf learners (Literacy and work skills)*
 - *Community Education*
 - *Deafness Awareness Training*
- *Employment and Workplace Support Service*
- *Interpreting and Advocacy*
- *Client and Community Services*
 - *Independent Living Skills Program (ILSP)*
 - *Community Access and Information Service (CAIS)*
 - *Service Development and Rural/Regional Outreach*
- *Administration and Human Resources*
- *Marketing and Development*
- *Quality Assurance*

All staff are responsible for ensuring the needs of clients, students and staff with disabilities are met but one person is responsible overall, the Quality Assurance Senior Advisor.

DSNSW Strategic Planning

In January 2007, in preparation for the documentation of the 2007-2010 Strategic Plan, surveys requesting feedback on current services were disseminated to Deaf specific and generic service providers in metropolitan and rural and regional areas. Responses indicated the need for more information and training about Deafness, the incorporation of information in Auslan and English on the DSNSW website, and improving access via technology.

Surveys were also distributed to the Deaf community to elicit written feedback. A total of 153 surveys were returned. A face to face consultation to obtain feedback about the DSNSW Interpreting Service was facilitated. In addition, feedback sessions were conducted with older members of the Deaf community.

A combined staff planning day was held in April 2007 as part of the development of the Strategic Plan for 2007 – 2010. The workshop was led by an independent facilitator with additional input from the Executive Directors.

Ideas and feedback which arose at the staff planning day were collated and each Manager drafted the section of the Strategic Plan relevant to their area of the organisation. A draft plan was then developed which was re-circulated to each Manager for final discussions with their teams, prior to it being circulated to Directors of the Board for their input.

The 2007 – 2010 Strategic Plan aims not only to capitalise on DSNSW's strengths but to take advantage of opportunities through the introduction of new initiatives based on need.

The Disability Action Plan

This Disability Action Plan (DAP) has been created to supplement the above mentioned strategic plan. The DAP has been developed by the Quality Assurance Senior Advisor and draws extensively from both information obtained in the preparation of the strategic plan as well as the wealth of experience of the DSNSW Management team and Staff.

Although this DAP is supplementary, it is planned that future DAP's will be incorporated into the Strategic and Annual Plans of DSNSW.

Section 3 – **DSNSW Access Initiatives**

As a leading provider of services to the Deaf community of NSW, the DSNSW has in place a wide range of initiatives of which many are highlighted below:

Technology

- Telephones and accessories
- Teletypewriters (tty)
- Flashing lights to show that the tty is ringing
- Volume control phones
- Use of short message service (sms) on mobile phones – each staff member is expected to have their own mobile phone. Staff can contact reception via sms when out of the office. Each individual who is employed as a member of a service team receives a monthly allowance to subsidise the use of their mobile phone while out of the office on work related business
- Sms message sending and receiving is available from all office computers via outlook. (red oxygen outlooksms).
- Web cam is available on various computers for communication
- Msn available for staff to use when communicating with clients/other staff
- Flashing light smoke detectors and fire alarms
- Flashing lights to alert deaf and hearing impaired people to sound based alarms indicating emergencies or fire drills
- Flashing lights to show that a person is entering/leaving the office reception area or is ringing the doorbell after hours
- Decoders
- Videos used for staff training are captioned and /or interpreted.

Policies and Procedures

- Complaints Policy and Procedure
 - Acknowledges the use of a support person throughout any complaint process.
 - Is available in a plain English brochure.
- Deaf friendly workplace policy
 - Lists a range of strategies used by DSNSW to ensure access for Deaf Staff to information and support.
 - This document is attached as an appendix for further reference.
- Professional development policy
 - Offers free training to staff in Deafness Awareness and Auslan language development.
- Equal Employment and Affirmative Action policy
 - Says that some positions will be targeted to the Deaf community.
 - All position advertisements state that DSNSW has a commitment to EEO.
- Policies and Procedures for the Independent Living Skills Program (ILSP) are available on DVD in Auslan.

Staff Support and Training

- The bi-monthly staff forums are used to increase staff knowledge of a wide range of work related issues and also allows staff to add agenda or raise issues in relation to their needs including the area of disability access if needed.
- Additional training is regularly provided to all staff in house eg suicide prevention with a focus on intellectual disability and the UN Convention on the Rights of People with Disabilities.
- Mentoring program for Deaf Staff is currently available.
- "In house English" which is assistance to deaf staff with modification of written English. This provides an opportunity for staff with a non English speaking background to discuss and edit documents, letters, faxes, emails with a qualified literacy teacher one-to-one as needed. On average accessed for just over 3.5 hours per month.
- Deaf staff are consulted regularly to identify and address workplace issues and concerns eg In addition to all staff completing written questionnaires about the needs of a new office space, Deaf staff met separately providing them with an opportunity to discuss their needs in a new office environment as a group and submit their requirements as a whole. This process was also followed prior to a project commencing on establishing a new web site for the organisation.

Accessible Information

- DSNSW web site now contains general information on service provision in Auslan.
- All public documents produced by DSNSW are in plain English.
- Courses provide information in alternative formats when requested (eg Braille, large font)
- "Enrolment Sessions" are conducted for students to provide support in completing enrolment forms and accessing information to help determine which course is appropriate for them. These sessions are usually conducted in Auslan and deaf/blind interpreters are provided when requested.
- DSNSW conducts "Community Consultations" annually providing information in Auslan to the Deaf community about its services and receiving feedback.
- Where possible all public presentations to the Deaf Community by DSNSW are provided in Auslan.
- Auslan Interpreters are provided for all DSNSW events.
- Deaf/Blind interpreters are provided when requested for any DSNSW course or event.
- Free Auslan interpreting is provided for funerals, legal appointments and occasional community functions.

Student/client support

- Auslan Interpreters are provided in all courses where needed.
- Deaf teachers are used in classes whenever possible.

- Note takers are provided in courses when requested by Deaf students.
- Support teachers are provided in VET and literacy courses for deaf students.
- Student computers are equipped to be used by people with a visual impairment.
- Confirmations of interpreter bookings are sent through SMS.
- Deaf relay interpreters are provided when the person is Deaf/Blind, has minimal language skills or is a user of a foreign sign language.
- Signed English interpreters are provided when requested.

Infrastructure and facilities

- The DSNSW Parramatta office and training room facilities include:
 - Flashing light smoke detectors and fire alarms
 - Flashing lights to alert deaf and hearing impaired people to sound based alarms indicating emergencies or fire drills
 - Flashing lights to show that a person is entering/leaving the office reception area or is ringing the doorbell after hours
 - Wheelchair accessible toilets are provided within the ground floor.
 - Black blinds for windows to minimise glare for visual impaired clients.
- All DSNSW events are wheelchair accessible eg ramp hired for any events Burwood Woodstock.
- Specialised table to be used when conducting hand-over-hand or tactile interpreting for people who are Deaf/Blind.

The Deaf Society of NSW is committed to providing access to its services to all people in NSW and is therefore dedicated to continuing the above initiatives. In addition to this DSNSW will continue to consult with staff members and the wider community to ensure additional innovative access strategies are incorporated into the organisations practices wherever possible.

Section 4 – Disability Action Plan: 2008 – 2010

Action Priority Area 1: Events

Objective: People with disabilities can access the events which are provided by or jointly by DSNSW.

	Action	Responsibility	Timeframe	Resources
1.1	Ensure the establishment of a checklist for all DSNSW events and that it includes the elements needed to provide disability access and maximum inclusion. Eg Auslan Interpreters, Deaf/Blind interpreters on request, wheelchair accessibility and/or ramp hire, clear visual signage, amplification of sound, and that an evaluation is undertaken reviewing the accessibility at the end of the event.	Quality Assurance Senior Advisor	October 2008	Within budget
1.2	Ensure that promotion strategies for DSNSW events reach wider audience of people with disabilities, including those who may not have access to email facilities.	Promotions and Information Advisor	October 2008	Within budget

Action Priority Area 2: Accessible Information

Objective: Information about DSNSW services, events and policies are available in accessible formats.

	Action	Responsibility	Timeframe	Resources
2.1	Continue roll out of the new DSNSW Web site in both Auslan/English format including information on all current services provided.	Promotions and Information Advisor	December 2008	Within 2008/2009 budget.
2.2	Ensure the Web site information is accessible for those that use specialised software for visual impaired (eg JAWS and Acrobat) including logo's and documents are "bobby proof" or 'labelled' as a picture or logo. To place the DSNSW Policies and Procedures document on the Web site.	Promotions and Information Advisor	May 2009	Within 2008/2009 budget.
2.3	Ensure that information about	Promotions and	November	Within

	physical access, availability of accessible toilets and parking, provision of hearing assistive technology and communication methods is included on the DSNSW web-site and all publications relating to venues for courses, events and community consultations. eg Course Information Guides	Information Advisor, Program Supervisors and Department Managers.	2008	2008/2009 budget.
2.4	Introduce and publicise a policy of making all policy documents, annual reports and course information guides available in alternative formats upon request in a timely manner (for example Braille, audio, large print, plain English version)	Quality Assurance Senior Advisor, all Managers	November 2008	Within 2008/2009 budget.
2.5	Translate at least three Policies into Auslan format annually. The complaints policy and procedure to be one of the first to be translated.	Manager, Interpreting and Advocacy.	November 2008 then annually.	Within 2008/2009 budget.
2.5	Establish a photo gallery of staff including casual interpreting staff on the web site to assist members of the public who are Deaf, have cognitive or intellectual disabilities to recognise and recall staff in the staff member's absence.	Promotions and Information Advisor	December 2008	Within 2008/2009 budget.
2.6	Review publications colour scheme/s adopted by DSNSW in the context of the standards recommended by appropriate organisations such as Vision Australia, UTS Web accessibility or HREOC.	Promotions and Information Advisor	February 2009	Within 2008/2009 budget.
2.7	Continue to provide learning and assessment adjustments to accommodate students with disabilities.	Manager, Education and training and Program Supervisors	Ongoing	Within 2008/2009 budget.
2.8	Utilise on line technology to disseminate information regarding DSNSW eg Facebook	All Managers	June 2009	Within 2008/2009 budget.

Action Priority Area 3: Infrastructure and Facilities

Objective: People with disabilities have physical access to the DSNSW built environment including parking and signage.

	Action	Responsibility	Timeframe	Resources
3.1	Ensure that any new DSNSW offices and training rooms take account of the needs of users who have a disability in the design, maintenance and accessibility of amenities and fixtures in planning processes.	Executive Directors, Manager, Administration and Human Resources, Department Managers.	December 2008	From Capital Budget when establishing new premises.
3.2	After reviewing the use of appropriate colour and font for optimum access for people with a visual impairment, review signage used by DSNSW (eg at front of office and external to buildings indicating where DSNSW is located) and develop an internal manual to guide the use of signage across the DSNSW offices, training facilities and events.	Administration and Human Resources. Department Managers.	March 2009	Planning within 2008/2009 Budget. Production of signage to be included into future budgets.
3.3	All new DSNSW premises to include self-opening doors. In the first instance, install such doors to areas where external stakeholders meet with DSNSW staff.	Manager, Administration and Human Resources.	September 2009	To include in 2009/2010 budget (or Capital Budget for new premises).
3.4	Research the impact of automatic door opening for toilet and staff entry doors.	Manager, Administration and Human Resources.	June 2009	Capital Budget for new premises
3.5	Review and research the possible provision of parking for employees and clients with a physical disability and ensure provision of at least one accessible parking bay where practical at DSNSW premises occupied by staff and more where staff and client numbers dictate.	Manager, Administration and Human Resources.	September 2009	To include in 2009/2010 budget (or Capital Budget for new premises).

Action Priority Area 4: Emergency Evacuation

Objective: People with disabilities can safely exit buildings under emergency evacuation.

	Action	Responsibility	Timeframe	Resources
4.1	Review and ensure non-auditory alternatives for all fire alarm indicators in DSNSW occupied premises.	Manager, Administration and Human Resources, Department Managers.	December 2008	From Capital Budget when establishing new premises.
4.2	Ensure any fire evacuation rehearsals undertaken by DSNSW include people with a range of disabilities (using a wheelchair, with a visual impairment, Deaf)	Manager, Administration and Human Resources, Fire Wardens.	Annual rehearsals conducted. Initial rehearsal by November 2008.	Within 2008/2009 Budget.
4.3	Ensure Braille access and information is available in all lifts, floors and fire escape floors.	Manager, Administration and Human Resources, Department Managers.	December 2008	Owner of building to supply or to include in 2009/2010 budget (or Capital Budget for new premises).
4.4	Investigate emergency procedures for when a person is stuck in the lift or during an emergency and ensure instructions outlining the procedures are available in the lift itself.	Manager, Administration and Human Resources, Department Managers.	December 2008	Owner of building to supply or within 2008/2009 Budget.

Action Priority Area 5: Positive Community Attitudes

Objective: DSNSW takes a leadership role in promoting and reinforcing positive community attitudes to people with disabilities with a particular focus on deafness.

	Action	Responsibility	Timeframe	Resources
5.1	Continue to provide Deafness Awareness Training. Review current pricing to ensure the programs are accessible to community groups.	Manager, Education and Training.	Ongoing. October 2008.	Within 2008/2009 Budget.

	Budget for the provision of at least two programs annually pro bono. Eg Schools.		June 2009.	Within future Budgets.
5.2	Financially assist Deaf consumer organisations to meet the cost of interpreting for specific events.	Manager, Interpreting and Advocacy.	Annually.	Within 2008/2009 Budget.
5.3	Provide staff training in disability issues to enable staff to advocate effectively on these issues where appropriate.	Manager, Administration and Human Resources, Department Managers.	Annually.	Within 2008/2009 Budget.
5.4	Provide consulting services through the <i>HI Deafness Friendly Program</i> .	All Managers	June 2008	Within 2008/2009 Budget.

Action Priority Area 6: Services.

Objective: People with disabilities have access to all services provided by DNSW.

	Action	Responsibility	Timeframe	Resources
6.1	Update the Interpreter booking sheet to ensure it is accessible to those that use specialist software for the visual impaired eg JAWS	Promotions and Information Advisor	June 2009	Within 2008/2009 Budget
6.2	To ensure computer access for clients of the Employment and Workplace Support Department is accessible for people with a visual impairment eg adding "Looky Loo" to track the mouse pointer.	Manager, Employment and Workplace Support	December 2008	Within 2008/2009 Budget
6.3	Explore new ways to encourage clients and students to express their needs so that DNSW can adapt services according to their needs.	All Managers	April 2009	Within 2008/2009 Budget
6.4	Include a budget item for support staff in the Education and Training Department to allow for reasonable adjustments for assessments to be streamlined.	Manager, Education and Training	June 2009	To plan within the 2009/2010 Budget

Action Priority Area 7: Staff Training, Advice and Support.

Objective: Staff training, advice and support assists staff to understand the needs of people with disabilities as customers, clients and work colleagues.

	Action	Responsibility	Timeframe	Resources
7.1	Provide specific training for those staff that are in regular contact with the public, including skills for responding to enquiries from people who may have communication limitations.	Manager, Administration and Human Resources, Department Managers.	August 2009	To be Budgeted.
7.2	Notify staff generally of the availability of internal training material in alternative formats. Provide training materials in alternative formats to match the needs of any employees who have a disability See 2.5 above about various policies being translated into Auslan format.	Quality Assurance Senior Advisor, Manager, Administration and Human Resources.	June 2009 and Annually.	Within 2008/2009 Budget. To be Budgeted in future also.
7.3	Continue to provide specific support and /or training to assist staff who have a supervisory role for an employee with a disability.	Executive Directors, Manager, Administration and Human Resources.	Ongoing.	Within 2008/2009 Budget.
7.4	Regularly update all staff about the implementation of the Disability Action Plan and other inclusion activities eg Staff Forum and Managers Reports.	Executive Directors, Quality Assurance Senior Advisor.	At least Bi-annually.	Within 2008/2009 Budget.
7.5	All management position descriptions should specify that managers are required to implement the Disability Action Plan. All other job descriptions should require employees to implement their Disability Action Plan responsibilities.	Quality Assurance Senior Advisor	September 2008	Within 2008/2009 Budget.

Action Priority Area 8: Equitable Employment Practices

Objective: People with disabilities have equitable access to employment opportunities with DSNSW and access to the facilities and supports they need to accommodate their needs.

	Action	Responsibility	Timeframe	Resources
8.1	<p>Encourage applicants, new staff and existing staff to identify any workplace accommodation needs and flexible working arrangements they may have.</p> <p>New staff, through the orientation checklist will explore workplace modifications with their supervisor. Add a place for the new staff member to sign that the orientation checklist has been completed with them and that they have had an opportunity to explore all the issues and information contained in the document.</p>	Manager, Administration and Human Resources, Department Managers.	September 2008	Within 2008/2009 Budget.
8.2	Review annually the numbers of people who have a disability who are employed by DSNSW.	Executive Directors, Manager, Administration and Human Resources, Department Managers.	May – then annually within the Annual Planning process.	Within 2008/2009 Budget.
8.3	Regularly review the possibility of making ‘reasonable adjustments’ to job descriptions including examples of adjustments which could be made eg changes in tasks of a job such as replacing public telephone duties for filing for someone who is hard of hearing, provision of needed equipment and special parking arrangements, flexibility in working arrangements such as hours of work, ability to work from home, break times during the day.	Manager, Administration and Human Resources.	March 2009 then Annually.	Within 2008/2009 Budget.
8.4	Ensure all staff are made aware of DSNSW’s policies and procedures regarding reasonable accommodation and are given opportunity to discuss any needs they may have.	Manager, Administration and Human Resources.	March 2009 then Annually.	Within 2008/2009 Budget.
8.5	Ensure that all mentoring programs are available and	Executive Directors,	March 2009 then	Within 2008/2009

	accessible to employees with a disability whether as mentors or as people being mentored.	Manager, Administration and Human Resources.	Annually.	Budget.
8.6	Develop strategies to increase the participation rate of people with a disability in the DSNSW workforce, particularly Deaf people.	Executive Directors, Manager, Administration and Human Resources.	November, then Annually.	Within 2008/209 Budget.

Section 5 –

Communication and Promotion of the Disability Action Plan

1. A copy of the DAP will be provided to the DSNSW Board, Executive Directors and Managers with responsibilities for implementing strategies under the DAP.
2. The Plan will be made available free of charge to clients, students and staff through the Information Officers.
3. Copies of the DAP will be made available in alternative formats as required.
4. Feedback from staff, students, clients and the community is welcome and should be directed to the Quality Assurance Senior Advisor. Feedback will be acknowledged.
5. The DAP will be given to the Human Rights and Equal Opportunity Commission within a month of its being adopted by the Board.
6. The DAP will be made available on the DSNSW web-site.
7. The DSNSW Annual Report, starting with the 2008/2009 report, will include a section outlining progress in implementing the DAP.

Appendix 1

“Deaf friendly” work practices

As the leading organisation within the state providing services to Deaf people, DSNSW aims to be a model of best employment practice and a preferred employer through the implementation of “Deaf friendly” work practices.

Signing in the workplace

DSNSW is a bi-lingual working environment where both Auslan (Australian Sign Language) and English are used and valued. We expect that permanent staff will be able to use Auslan or will take reasonable steps to learn the language as soon as possible after commencing employment. We also expect that staff will communicate using sign language whenever they are in general and public access areas and when Deaf people are present, for example, in the reception area.

Staff do not have to communicate using sign language when they are at lunch in the staff room. Signing is then a matter of personal choice, as lunch breaks are understood to be personal time. However, the accessibility for Deaf people to the conversation in the lunch room should be considered.

DSNSW actively supports staff to learn Auslan, interpreting skills and develop their written skills. See “*Professional Development*” under *Section D Specific DSNSW Employment Policies* for more information.

DSNSW aims to use plain English in documents it produces.

Employment opportunities

DSNSW follows a policy of Equal Employment Opportunity. Deaf people are currently employed as both staff and senior staff members. Deaf people have the right to apply for any vacancy within the organisation. Vacancies are first advertised internally with all employees welcome to apply.

As an organisation whose vision statement involves being recognised as delivering world class services to the Deaf community of New South Wales, DSNSW wants and needs to employ the best person for the job. This means that applicants must have the necessary prerequisite skills/knowledge to carry out the duties involved in the position in a satisfactory manner and/or learn such skills and/or gain the necessary knowledge at a rate which is not disadvantageous to DSNSW or the Deaf community.

Culture

DSNSW is a culturally diverse workplace. We expect that all staff will have or develop knowledge of Deaf culture and the Deaf community and will respect the rights of Deaf people.

Interpreting

Interpreters are provided at internal and external meetings, professional development opportunities and events at which both Deaf and hearing people are present and in which at least some people attending cannot sign fluently.

All staff that have accreditation from the National Accreditation Authority for Translators and Interpreters in Auslan/English and/or have passed a recognised interpreting course are eligible to be paid an annual allowance*. This allowance is available to staff who are willing to interpret in addition to their normal duties.

***Note:** From July 2006, the employee must complete at least one interpreting assignment per month to be paid for that month. To be eligible for the allowance, the employee is required to sign an agreement consenting to use their interpreting skills on an occasional basis when requested during work hours. This additional duty must not have a negative impact on the employee's other work duties. Staff are not expected to do telephone interpreting as part of this agreement. The maximum allowance payable is \$960 per annum for full time employees with part time employees eligible to receive the allowance on a pro rata basis. Staff will be able to claim the allowance at the end of each month and will be required to submit a claim form which will also record hours spent interpreting.

Technology

Within the DSNSW's workplace, a number of technological modifications have been made to assist Deaf and hearing impaired employees.

These include:

- telephones and accessories
- teletypewriters (TTY)
- flashing lights to show that the TTY is ringing
- volume control phones
- use of short message service (SMS) on mobile phones – each staff member is expected to have their own mobile phone. Staff can contact reception via SMS when out of the office. Each individual who is employed as a member of a service team receives a monthly allowance to subsidise the use of their mobile phone while out of the office on work related business
- SMS Message sending and receiving is available from all office computers via Outlook. (Red Oxygen OutlookSMS).
- flashing light smoke detectors and fire alarms
- flashing lights to alert Deaf and hearing impaired people to sound based alarms indicating emergencies or fire drills
- flashing lights to show that a person is entering/leaving the office reception area or is ringing the doorbell after hours
- decoders
- videos used for staff training are captioned and /or interpreted.

Attendance at Deaf related conference events

Staff are supported to attend Deaf related conferences/events. Staff members can apply for up to 5 days on full pay each financial year to attend an interstate or international event. The staff member is responsible for organising monies to meet all other expenses related to attending the event.

Applications are considered on the basis of benefit to the DSNSW, relevance to the applicant's position and impact on the employee's work.

Research and Development

DSNSW is committed to research and development to assist the organisation to remain at the forefront of service provision for the Deaf community. This will involve but not necessarily be limited to contributing to research, providing information relating to Deafness to external individuals and agencies and making sure that DSNSW keeps up-to-date with developments which may impact on Deaf people's lives.

Representation on Deaf Committees/Associations

DSNSW is committed to maintaining and developing relationships with organisations which represent the interests of Deaf people. This includes practical assistance, either in kind or financial, and hands-on involvement in the organisation of events. DSNSW is aware that paid staff will perform voluntary roles in Deaf organisations and is supportive of their participation as long as the involvement and time required does not have a negative impact on service provision to the DSNSW's clients. Participation during work hours must first be negotiated with management.