



JPPF Registry Resources – Responding to People with Disabilities Training Approach

Introduction:

There are innumerable disabilities that affect people’s experience of the judicial system and affect their access to justice – whether it be physical, mental, medical, psychological, social, cultural or otherwise. Some disabilities are generic and have ready-made solutions while others not so discernible so are more difficult to cater for. This is a training toolkit designed to support how Pacific Island countries may accommodate and respond to the needs of the disabled customers that they encounter.

The toolkit aims to provide resources for training for staff by first building their awareness of disability issues, and to identify the barriers that exist that prevent people from being able to participate in the judicial system.

The training resources have gratefully been sourced from the Office of Disability Issues, a New Zealand organisation specifically set up as a focal point for government on disability issues and administered by the Ministry of Social Development. Their training module is supported by a copy of their 2016 Disability Strategy and we have added some other design resources that you might find useful. All these resources are explained in detail further on.

Understanding the barriers that are in place will then help staff identify and plan how to adapt their physical environment and build their own Pacific resources and solutions to accommodate and respond to disabled customers’ needs. Removing these barriers enables everybody being able to participate and widens access to justice.

As a measure for assessment and an activity during the training, staff are asked to create a list of as many disabilities that they can. They can then demonstrate their awareness, understanding and empathy to identify potential barriers and the measures needed to address these. The final part of the activity is to create a list of options available and actions that can be implemented to address and remove these barriers.

These lists could then go on to be used to create a resource for management, identifying the types of disabilities and frequency they occur, potential barriers and suggestions for remedy from an in-country and local perspective that can be built into a court workplan of action.

This is a suggested approach with the expectation that any of these documents or tools will need to be reviewed and tailored to accommodate the individual circumstances of each Pacific Island country. We have provided comments where we think they could be modified and made suggestions about what to include or replace.

Toolkit Resource List

1. Disability Responsive training

The training resources have gratefully been sourced from the Office of Disability Issues, a New Zealand organisation specifically set up as a focal point for government on disability issues and administered by the Ministry of Social Development. Their training module is supported by a copy of their 2016 Disability Strategy and we have added some other design resources that you might find useful.

The training content covers:

- The Context – Some Facts
- Looking at my attitude
- The framework – United Nations Convention on Rights of Persons with Disabilities (UNCRPD)
- Statements for small group discussions
- Moving away from a medical model
- Inclusion
- Attitude
- Mental Health and Employment (optional)
- Research on the attitudes of employers (optional)
- Reasonable accommodations

The training also aims to get people to understand their own values and how they impact on decisions to *employ* disabled people. You will see the references to employment in the module - this can be modified and applied to the way that we treat and respond to our customers.

2. Powerpoint presentation and lesson plan

[The Office for Disability Issues](#) (administered by the NZ Ministry of Social Development) provide the drafted content disability responsiveness training from the perspective of employment (they include a TED talk link and hand-out for Disability etiquette) and suggested that this could be developed into a power point presentation.

To assist with your training preparation, we have:

- taken their suggestion and put the content into a powerpoint
- included the outline for a lesson plan in the powerpoint speaker notes
- changed the context from employment to providing service for customers with disabilities in order to access and participate in the judicial process.
- re-ordered the topics

- added graphics
- removed the two topics for employers' attitudes and mental health and employment
- added in an activity to produce a disability job aid.

This is an example of creating a power point and adapting the content to customise your own personalised lesson plan for training. You are free to make your own or modify the example for what you need and want to deliver.

3. Disability Etiquette

The disability etiquette is a hand-out created by the Office of Disability Issues and used to support the disability responsive training session.

The etiquette provides practical and useful tips for you to follow.

4. NZ Disability Strategy 2016

The Office of Disability Issues have developed a disability strategy for NZ that tells their journey and sets out their vision, framework and action plan. It will guide the work of government agencies on disability issues from 2016 to 2026.

The strategy can be used as an exemplar and planning tool to move the job aids from the training sessions forward. It can also be used by any individual or organisation who wants to learn more about, and make the best decisions on, things that are important to disabled people.

5. Ted Talk by Stella Young Transcript

The disability responsiveness training uses a Ted talk by Stella Young that has been designed to be shown during the session.

If your technology doesn't support the digital version, we have provided a transcript that can be used as a hand-out in its place.

6. Digital Resource links

This is a resource that provides weblinks to other agencies and websites in order to provide more information, additional tools and resources to grow your own understanding of disability issues and to support and prepare you to deliver training.

It includes links to:

- **Office for Disability Issues**, (administered by the NZ Ministry of Social Development) - *"a focal point in New Zealand government on disability*

issues, working towards a non-disabling society – a place where disabled people have an equal opportunity to achieve their goals and aspirations”.

Their website contains guidance and resources with copies of the NZ Disability Strategy and the Disability Action Plan 2019-2023, with news events and email groups

- **Ted talk from Stella Young** a writer, comedian and disabilities advocate. She was the editor of Ramp Up, an online space for news, discussions and opinion about disability in Australia. In this Ted talk, Stella talks about the stereotype of being viewed as objects of inspiration and “soft bigotry” of low expectations.
- **YouTube presentations by Paula Tesoriero**, Disability Rights Commissioner previously a General Manager at the Ministry of Justice and Paralympic Champion in the 2008 Beijing Paralympic Games talking about current disability issues.
- **Standards New Zealand** are building standards that are governed by the Building Act 1991 and have now integrated the requirements for access and facilities for people with disabilities. The standards provide guidance for those responsible for making buildings and facilities accessible to and fully useable by people who have disabilities.

While a copyright to Standards New Zealand, NZS 4121:2001 covers the design for access and mobility – buildings and associated facilities is available to the individual and sourced from the internet.

The standards pertain to the New Zealand building industry but provide an idea of the considerations made to ensure people with disabilities have access.

7. Job Aid Activity (individual or workshop)

This is an activity that can be included in any training workshop or completed individually. It draws on the experience of on-site staff to create a job aid. The job aid will identify the different types of disabilities encountered at different sites, provide feedback on their needs and match to any existing facilities or services.

Correlating the job aids will efficiently provide a snapshot of the current state of responsiveness and identify where targeted measures are required.