



Department of Human Services

Disability Access and Inclusion Plan 2020-2024




Government of South Australia
Department of Human Services

Acknowledgment of Country

Aboriginal people have made and continue to make a unique and irreplaceable contribution to the State of South Australia.

The South Australian Government acknowledges and respects Aboriginal people as the state's first people and nations and recognises Aboriginal people as traditional owners and occupants of South Australian land and waters.

The South Australian Government acknowledges that the spiritual, social, cultural and economic practices of Aboriginal people come from their traditional lands and waters, and that Aboriginal people maintain cultural and heritage beliefs, languages and laws that are of ongoing importance today.



Message from the Chief Executive

Department of Human Services

The Department of Human Services (DHS) brings together a range of services, funding and policy responsibilities, which together support fairness, opportunity and choice for all South Australians. We are uniquely positioned in the public sector to pave the way to reducing the barriers faced by people living with disability and creating a more inclusive South Australia.

Building on South Australia's first State Disability Inclusion Plan – *Inclusive SA 2019-2023*, all State authorities were tasked with developing their own Disability Access and Inclusion Plan (DAIP). DAIPs are to align with Inclusive SA's key priority areas, and State authorities are required to report against the implementation of their DAIP actions annually. The DHS DAIP outlines the actions that will be progressed by the department over the next four years to reduce the barriers faced by people living with disability. For this reason, I am pleased to deliver the **DHS Disability Access and Inclusion Plan 2020-2024**.

DHS has undertaken significant community consultation in the development of our DAIP, providing a greater role for people living with disability in leading and contributing to government decision-making.

DHS is committed to continuing to support active participation in consultation and engagement activities that bring about meaningful change.

We recognise there is still a lot of work ahead of us and achieving our vision for an accessible and inclusive South Australia will take time. The priority areas outlined in our DHS DAIP will continue to evolve as the needs of people living with disability evolve.

We can only achieve our vision by acknowledging and respecting the crucial role people living with disability play in shaping our community. I look forward to continuing our efforts to promote positive action.



Lois Boswell
Chief Executive
Department of Human Services







Disability Access and Inclusion Plan (2020-2024)

Department of Human Services

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About the Department of Human Services

DHS brings together a range of services and policies designed to support vulnerable people and to help build resilient communities. We have lead responsibility, on behalf of the South Australian Government, in the areas of disability, early intervention to support health, safety and wellbeing of children, youth justice, domestic violence intervention and screening services. DHS has lead policy responsibility in relation to women, youth, problem gambling and volunteers.

The department provides over \$3 million in grants annually to community organisations to improve community participation, wellbeing and quality of life for South Australians, particularly those who are experiencing disadvantage. DHS also delivers a range of concessions and services to eligible South Australians and provides interpreting and translating services.

Our aim is to empower the South Australian community by providing a range of services and funding, and to lead policy reform that supports fairness, opportunity and choice.

Our vision

Our **vision** is fairness, opportunity and choice for all South Australians.

Our **purpose** is to deliver strategies, programs and services that improve the wellbeing and safety of South Australians.

Our **strategic goals** are:

- Better services and programs that make a lasting difference for individuals, families and communities.
- A customer-focused organisation that puts people first.
- Accountable, efficient, open and collaborative government.
- A motivated, skilled, safe and inclusive workforce.





Our staff

DHS is committed to increasing workforce diversity and providing greater employment opportunities for people with disability. As at September 2020, 4.2% (133 employees) of the DHS workforce identify as having a disability, of whom 80% are in ongoing contracts. The average age of employees with disability is 47 and the average tenure is 11 years.

The DHS Diversity and Inclusion Strategy 2017-2020 outlines four objectives that we as a department have committed to:



1. Increase employment numbers.
2. Foster a sense of belonging and equal opportunity.
3. Increase opportunities for development.
4. Foster inclusive leadership.

We remain focused on working towards eliminating or reducing barriers which prevent full participation at work and providing accessible workplaces and technologies to enable staff with disability to contribute fully.

As a department we are currently updating this strategy to ensure we can harness the knowledge and experience of employees including those who identify as having a disability. Through these avenues, we will continue to explore actions to promote engagement and lead innovation in diverse employment practices.

On a practical level DHS has a dedicated space on the intranet with easy to access information. The department has made it mandatory for all employees to undertake disability awareness and inclusion training within the first three months of employment. We also offer broader training opportunities including Mental Health First Aid to ensure all DHS employees are well informed and contribute to a culture of inclusiveness.

DHS was the first South Australian Government department to introduce paid disability leave for our employees, which offers additional leave options should they need to take time away from the workforce due to the nature of their disability.



Access and inclusion planning: the strategic context

The *Disability Inclusion Act 2018 (SA)* (Act) supports the United Nations Convention on the Rights of Persons with Disabilities, acknowledging that people living with disability have the same human rights as other members of the community.

The Act also establishes a framework to support a whole of Government approach to improving the inclusion of all South Australians living with disability. To achieve this, the Act requires all State authorities to develop and publish disability access and inclusion plans (DAIPs) which relate to the specific supports and services they provide.


The *State Disability Inclusion Plan 2019-2023: Inclusive SA* (Inclusive SA) and State authorities' DAIPs will together support South Australia's implementation of the six outcome areas within the *National Disability Strategy 2010-2020*, which are:

- Inclusive and accessible communities
- Rights protection, justice and legislation
- Economic security
- Personal and community support
- Learning and skills
- Health and wellbeing.

This is a coordinated plan across all levels of government within Australia to improve the lives of people living with disability, their families and carers, and to provide leadership for a community-wide shift in attitudes.

Inclusive SA was published on 31 October 2019 and provides a vision for South Australia that is accessible and inclusive of all the community, and where people living with disability are valued and treated with respect. Inclusive SA has 12 priority areas, set within four themes:

- Inclusive communities for all
- Leadership and collaboration
- Accessible communities
- Learning and employment.



Our DAIP sets out the actions we will take over the next four years to achieve a more inclusive South Australia and aligns closely to the four key themes and priorities in Inclusive SA.

Our commitment to access and inclusion


With lead responsibility for administering the *Disability Inclusion Act 2018* (SA) and overseeing the implementation of Inclusive SA, DHS is committed to providing access and inclusion for all South Australians with disability through continuous improvement.

DHS will integrate, where possible, disability access and inclusion planning with work and activity required under other relevant strategies and frameworks (including subsequent iterations of these plans and strategies), including:

- DHS Strategic Plan 2019-22
- DHS Diversity and Inclusion Strategy 2017-2020
- Reconciliation Action Plan 2018-2020
- Accommodation Services Strategic Plan 2019-2020
- SA Youth Action Plan 2020-2022
- Young People Connected, Communities Protected: South Australia's Youth Justice State Plan 2020-2023
- Committed to Safety: A framework to address domestic, family and sexual violence in South Australia
- An Intensive Support System for South Australia's children and families (March 2019), Early Intervention Research Directorate System Reform Strategy.

Disability defined

The *Disability Inclusion Act 2018* (SA) defines disability in relation to a person as including long-term physical, psycho-social, intellectual, cognitive, neurological or sensory impairment, or a combination of any of these impairments, which in interaction with various barriers may hinder the person's full and effective participation in society on an equal basis with others.



Consultation

Public consultation on our draft DAIP was open from 20 July to 4 September 2020. Approximately 175 individuals and organisations engaged in the process and provided feedback.

During the consultation period, the DHS website hosted a dedicated webpage for our draft DAIP which included:

- the draft DAIP in accessible formats, eg HTML and easy read
- information about the various feedback options including written submission, survey, telephone or face to face meetings
- an online survey and an easy read survey
- printable formats.

The public consultation was promoted a number of ways including:

- DHS social media through Facebook, Instagram and Twitter
- newsletter emailed to Accommodation Services' clients, families and carers
- DHS news article
- DHS Chief Executive newsletter to the non-government sector
- web banners and email signature graphic blocks
- via the Disability Engagement Group
- promotion on the YourSAy website.

DHS also contacted several organisations and community groups to promote the public consultation period through their existing networks to reach a broader audience.

Feedback on the draft DAIP was collected in a variety of ways, including online survey, easy read survey, email submissions and phone calls from members of the public and detailed written submissions and emails from the disability and community sector. All feedback was collated and analysed to identify common themes, priorities and gaps.

Most responses received from the public consultation have been included in our final DAIP. Furthermore, some feedback will be incorporated and built into the everyday work of the department, rather than a DAIP action, as further investigation is required to inform the next iteration.

Of all survey respondents...



8% identified as Aboriginal or Torres Strait Islander



8% identified as culturally and linguistically diverse



34%

person living with disability



23%

a family member



33% found out about the survey via DHS website

28% found via Facebook



13% found via the Disability Engagement Group



40% experienced good practice or initiatives re: disability and inclusion



34% experienced barriers when trying to access DHS services/supports



53% had suggestions on how we can improve DHS services/supports

DHS actions

We have committed to a range of actions to support the State Government to address the barriers identified by people living with disability and other members of the community during the State Government’s consultation on Inclusive SA.

Our actions represent an across department commitment to access and inclusion and are underpinned by the four Inclusive SA themes.

Theme One: Inclusive communities for all

Social inclusion is a priority for people living with disability as it affects all aspects of their lives. It is our aim that the contributions and rights of people living with disability are valued and understood by all South Australians and that their rights are promoted, upheld and protected. We also want to ensure that people living with disability are supported to advocate for their own rights.

DHS will support social inclusion and promote and uphold the rights of people with disability through the following actions:

| No. | Action | Directorate Responsible |
|---|---|----------------------------------|
| Priority 1: Involvement in the community | | |
| 1.1 | We will lead action 1 in Inclusive SA and develop an event toolkit to promote accessible and inclusive practices for SA Government departments and local councils. | Disability Access and Inclusion |
| 1.2 | We will lead action 2 in Inclusive SA and explore the redesign or creation of an app (or other medium) that displays existing and future community services and facilities that are wheelchair and disability access friendly. | Disability Access and Inclusion |
| 1.3 | We will support people with disability to be involved in their communities by promoting the Companion Card SA program to increase the number of affiliate organisations and new customers. | Concessions and Support Services |
| 1.4 | We completed action 3 in Inclusive SA to develop and promote inclusive play guidelines to guide local councils and other community groups in the development of accessible and inclusive playgrounds and play spaces. | Disability Access and Inclusion |



| Timeframe | Target |
|-----------------------|--|
| Dec 2020 June 2021 | Phase 1 of the event toolkit will be published and available in accessible formats. Phase 2 will be further refined in consultation with stakeholders. |
| Dec 2020 | Phase 1 App project scoped and costed for decisions about implementation. Phase 2 will ensure the successful design and rollout of an App that displays community services. |
| June 2021 | 10% increase in new businesses registered as affiliate organisations. 10% increase in new customers using the Companion Card SA. Develop 2021-24 program objectives and targets with National Disability Services. |
| Completed | The Inclusive Play guidelines were launched in December 2019. |
| Ongoing | The promotion of Inclusive Play guidelines in publications and DHS website. |

| No. | Action | Directorate Responsible |
|--|--|--|
| Priority 2: Improving community understanding and awareness | | |
| 2.1 | We will lead action 6 in Inclusive SA and work with relevant SA Government departments to improve community understanding and awareness and promote the new National Disability Strategy that will be launched in 2021. | Disability Access and Inclusion |
| 2.2 | We will work with the Commonwealth Government to develop data indicators to measure changes in community attitudes about the rights and needs of people with disability in leading action 7 in Inclusive SA . | Disability Access and Inclusion |
| 2.3 | We will commemorate International Day of People with Disability annually and use this day as a catalyst to celebrate the contributions people with disability make to society and reflect on how we can be more accessible as an organisation. | Communications and Engagement |
| 2.4 | We will promote the positive representation of women with disability in Office for Women materials that promote community understanding and awareness. | Office for Women |
| 2.5 | We will ensure, where appropriate, that clients of Accommodation Services meet and have an opportunity to know their neighbours, to increase and promote disability understanding and awareness and encourage inclusive communities. | Accommodation Services |
| Priority 3: Promoting the rights of people living with disability | | |
| 3.1 | We will negotiate with our building landlords to consider modifications to improve access to buildings for people and employees with disability. | Infrastructure |
| 3.2 | We will contribute to action 9 of Inclusive SA and ensure the induction of all new employees includes information about working with diversity and people living with disability. | Organisational Development |
| 3.3 | We will train Accommodation Services staff on NDIS policies and procedures to ensure clients are supported to exercise choice and control in accessing the NDIS and that their rights are upheld. | Accommodation Services |
| 3.4 | We will ensure departmental complaints systems are accessible to people with disability. | Office of the Chief Executive |
| 3.5 | We will continue to regularly review materials to ensure delivery of meaningful and ongoing training to all staff, based on core trauma-informed principles that prioritise safety, trust, choice, collaboration, empowerment and respect for diversity. | Organisational Development Accommodation Services |



| Timeframe | Target |
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| June 2021 | A campaign to promote the New National Disability Strategy is implemented. |
| Sept 2021 | Data indicators are released as part of the outcomes framework for the new National Disability Strategy. Plan is developed to support collection of relevant data. |
| Annually | Annual promotion and participation in International Day of People with Disability. |
| Dec 2021 | New materials positively represent women with disability. Existing materials are reviewed and updated to positively represent women with disability. |
| Dec 2021 | Capacity Building Officers will meet with all clients of Accommodation Services to assist with community connections, build the capacity of clients and access external advocacy and friends in their lives. |

| Timeframe | Target |
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| June 2021 | All physical barriers identified and negotiated with a plan in place to address barriers. |
| Ongoing | 100% completion rates of our induction program for all new employees. 100% completion rate for employees required to complete Mental Health First Aid training. |
| Dec 2020 | Internal training resources are developed, and training schedule implemented on an ongoing basis. |
| Dec 2020 | Departmental complaints materials and pathways are reviewed to support accessibility. Local complaint procedures are in place in each division that support accessibility for people with disability. |
| Ongoing annual review | Partner with disability service providers and other agencies with disability expertise to ensure training packages for staff remain current and contemporary. |
| Ongoing annual review | Accommodation Services will develop and promote the Customer Charter that asserts the rights and responsibilities of the service to the people we support. This includes an easy read Customer Charter. |

Theme Two: Leadership and collaboration

People living with disability want to have a greater role in leading and contributing to government and community decision-making. It is our aim that the perspectives of people living with disability are actively sought and that they are supported to participate meaningfully in government and community consultation and engagement activities.

DHS will support people with disability to have a greater role in influencing government and community decision making and participating in consultation through the following actions:

| Priority 4: Participation in decision-making | | |
|--|---|----------------------------------|
| No. | Action | Directorate Responsible |
| 4.1 | We are working with Office of the Public Advocate to meet action 10 in Inclusive SA by ensuring identified clients of Accommodation Services have a My Life decision plan/or project approved plan in place through a process of supported decision-making. We will share the learnings from this project with relevant SA Government departments and local services. | Accommodation Services |
| 4.2 | We will engage with clients and their families and carers to ensure they can inform and participate in the development of new processes and/or programs. | Accommodation Services |
| 4.3 | We will engage with clients and people with disability on the future of the former Julia Farr Centre at Fullarton, known as Highgate Park, and the supports funded by the trust that owns it. | Accommodation Services |
| 4.4 | We will engage members of the People's Advocacy Group to test and inform decision-making around changes being made to improve the service. | Accommodation Services |
| 4.5 | We will engage members of the People's Advocacy Group to be part of the recruitment process and provide advice on staff training. | Accommodation Services |
| 4.6 | We will support young people living with disability to actively participate in decision-making by seeking disability advocates and consumer representatives in the development, implementation and review of strategic youth initiatives, to support the implementation of action 11 of Inclusive SA . | Community Services |
| 4.7 | We will seek to include people with disability and/or disability advocates in the development, implementation and review of relevant initiatives including (but not limited to) volunteering and LGBTIQ+ directions. | Community Services |
| 4.8 | We will consult with people with disability to develop recommendations to improve accessibility of concessions for people with disability. Our consultation will target a range of people with disability who may access concessions, including young people. | Concessions and Support Services |



“Consider culture in all policies and programs.”

| Timeframe | Target |
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| Dec 2021 | 100% of identified Accommodation Services staff are trained in supported decision-making. |
| Ongoing | Learnings are shared with relevant SA Government departments. |
| Ongoing | Client feedback is obtained and reflected in the development of recommendations for new processes or programs. |
| Dec 2020 | Consultation process includes people with disability and clients of Accommodation Services. |
| Ongoing | People’s Advocacy Group is consulted prior to making any changes to improve the service. |
| Ongoing | Members of People’s Advocacy Group to inform disability support staff recruitment and staff training. |
| Ongoing | 10% of consultation participants are young people living with disability or who identify as disability advocates. |
| Ongoing | 10% of consultation participants are people living with disability or who identify as disability advocates. |
| Dec 2021 | Approval of report from consultation process and recommendations. |
| June 2022 | Implementation plan to implement approved recommendations. |

| No. | Action | Directorate Responsible |
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| Priority 5: Leadership and raising profile | | |
| 5.1 | We will support members of the Accommodation Services People's Advocacy Group who undertook advocacy training through Your Voice (JFA Purple Orange) to use that training to actively participate in house meetings and provide peer support and leadership to other clients of Accommodation Services. | Accommodation Services |
| 5.2 | We will contribute to action 13 in Inclusive SA and support the Attorney-General's Department to deliver high quality and coordinated engagement with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, including providing consistent, accurate and relevant information. | Disability Access and Inclusion |
| Priority 6: Engagement and consultation | | |
| 6.1 | We will lead action 14 in Inclusive SA by developing a toolkit that supports State authorities to consult and engage with people living with disability when developing policies and programs. | Disability Access and Inclusion |
| | The toolkit will promote and explain co-design principles and focus on supports for consultation within regional South Australia. | |
| 6.2 | We will lead action 15 in Inclusive SA by reviewing the Disability Engagement Group (DEG) to ensure its membership is focused on people living with disability and their carers and to increase membership in rural and regional areas. We will also increase its use in decision-making and policy initiatives and support members in developing their advisory and leadership skills. | Disability Access and Inclusion |
| 6.3 | We will incorporate a test as part of each internal audit to ensure the relevant business area has considered the contribution of people with disability. | Internal Audit |
| 6.4 | We will ensure internal auditors communicate and engage with people with disability during audit processes so their contribution can be considered and add value to the process. | Internal Audit |
| 6.5 | We will research methods that auditors can use to enable better communication with people living with disability and undertake training in this area. | Internal Audit |
| 6.6 | We will consult with people with disability during purchase, refit or lease of new office accommodation. | Infrastructure |
| 6.7 | We will consult with people with disability when fitting out vehicles for use by people with disability, keeping in mind that every person has different needs. | Infrastructure |



Timeframe Target

Ongoing All clients of Accommodation Services will have the opportunity to participate in house meetings.
The People's Advocacy Group will explore peer support opportunities.

Completed by Jan 2023 The Disability Royal Commission Response Unit is funded by the SA Government for two years from 2019 to 2021. The Unit's role is to coordinate responses to information requests from the Disability Royal Commission and voluntary submissions, as well as legal advice and representation on behalf of the State.
Disability Royal Commission Working Group established with impacted government entities.

Dec 2020 Draft toolkits are delivered in phase 1.

June 2021 Toolkits are further refined in consultation with stakeholders, published and available in accessible formats in phase 2.

Dec 2020 Phase 1 DEG is reviewed and recommendations approved for implementation.

June 2021 Phase 2 the recommendations of the DEG are implemented and monitored for effectiveness.

May 2020 **Completed:** Audit Testing Programs are updated to include this consideration in every future audit.

Ongoing 100% of disability audit processes include engagement with people with disability.

Dec 2020 Training identified and completed.

Ongoing People with disability are consulted each time there is a purchase, refit or lease of new office accommodation.

Ongoing People with disability are consulted each time a vehicle is fitted out for use by people with disability.

Theme Three: Accessible Communities

The accessibility of the built environment, quality services and information are key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life. It is our aim to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

DHS will help increase access to its buildings and services through the following actions:

Priority 7: Universal Design across South Australia

| No. | Action | Directorate Responsible |
|-----|---|-------------------------|
| 7.1 | We will conduct an accessibility audit of the office site, safety hub sites and the Women's Information Service's volunteer outreach sites. | Office for Women |
| 7.2 | <p>We will support the implementation of action 16 in Inclusive SA, and support the work of Department for Infrastructure and Transport to elevate the design quality of built environment and public realms through promoting design quality policy and the principles of Universal Design. We will do this for owned buildings by:</p> <ul style="list-style-type: none"> • reviewing access to buildings for people with disability on an annual basis • including access assessments in the Asset Management Plan documentation • consider and where possible implement universal design principles for any upgrades or refits. | Infrastructure |

Priority 8: Accessible and available information

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|-----|---|---------------------------------|
| 8.1 | We will lead action 20 in Inclusive SA by creating the Inclusive SA website (and consider other communication methods) to provide key resources for people living with disability and the community to raise awareness about disability. | Disability Access and Inclusion |
| 8.2 | We will lead action 21 in Inclusive SA to develop a toolkit to support State authorities to ensure communication about their services is available in a range of accessible formats. These may include easy read, Auslan, pictorial forms, large font, audible options, braille, closed captions and voice over. | Disability Access and Inclusion |
| 8.3 | We will develop easy read fact sheets for Accommodation Services clients living with disability about the work of the Internal Audit division to ensure services are safe and of high quality. | Internal Audit |



| Timeframe | Target |
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| Dec 2020 | Audit completed. Audit recommendations implemented. |
| Ongoing | All refits, minor works or new works incorporate elements which support access for people with disability. Access reviews are undertaken annually. Asset Management Plan template is reviewed and includes access criteria. Asset Management Plans for buildings are reviewed and identify access and inclusion issues to be prioritised for resolution. |
| Nov 2020 | Website is created. |
| June 2021 | Other communication methods are identified, with consideration for effective implementation. |
| Dec 2020 | Draft toolkits are delivered in phase 1. |
| June 2021 | Toolkits are further refined in consultation with stakeholders, published and available in accessible formats in phase 2. |
| Dec 2020 | Fact sheets completed and implemented during audits. Easy read Customer Charter developed. |

| No. | Action | Directorate Responsible |
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| 8.4 | We will audit the accessibility of the Office for Women website and ensure new content meets online accessibility standards. | Office for Women |
| 8.5 | We will develop an accessible (easy read) Women’s Information Service brochure. | Office for Women |
| 8.6 | We will ensure our web and intranet editors are aware of, and practice, online accessibility principles. | Communications and Engagement |
| 8.7 | We will support the implementation of action 22 in Inclusive SA by improving online accessibility of its websites using the Online Accessibility Policy and related guidelines. | Communications and Engagement |
| 8.8 | We will ensure our web content is on responsive websites that automatically respond to different devices and the user’s preference. | Communications and Engagement |
| 8.9 | We will ensure that our online non-text content will have alternative methods of access available. | Communications and Engagement Improvement and Technology |
| 8.10 | We will ensure our publications will display inclusive imagery and be available in accessible formats. | Communications and Engagement |
| | <p>“Cater to CALD clients who have language and cultural barriers. Consult with service providers who can give feedback to families and carers.”</p> | Accommodation Services |



| Timeframe | Target |
|--------------------------------|--|
| Ongoing | New web content meets online accessibility standards. |
| June 2021 | Existing content is systematically reviewed to ensure it meets accessibility standards. |
| July 2021 | Easy read brochure developed and promoted. |
| Dec 2020 | 100% of DHS online editors receive accessibility training and it is recorded. All web editors have completed this training; we are actioning a plan to train all intranet editors as well. |
| Oct 2020 | New materials and 'quick reference guides' are also being worked on to ensure accessibility is at the top-of-mind for anyone looking at web and intranet content. |
| Ongoing | 90% or greater accessibility rating for DHS websites, as measured by auditing software. |
| Oct 2020 | We are implementing quarterly reporting to demonstrate our web accessibility. The first report will be available in October. |
| July 2021 | Our intranet is being redesigned so it can be easily navigated. As part of this redesign, all intranet content will also be reviewed to ensure it meets accessibility guidelines. This project has commenced and is being rolled out incrementally. |
| Jan 2021 | DHS web content is responsive as defined by Web Content Accessibility Guidelines (WCAG) 2.1 AA. We are looking to leverage the Department of the Premier and Cabinet's web templates, which have passed thorough accessibility testing and have been specifically designed to be fully responsive. |
| Nov 2020 | 80% of video and audio content on DHS websites and intranets are captioned or supplied with a transcript. |
| Jan 2021 | Transcripts must be provided with any multimedia content to be posted online; reporting on this will be included in our accessibility audits that will be produced quarterly. |
| Complete and reviewed annually | DHS main branding elements, templates, paragraph styles, colours, fonts and paper stock are selected in consideration of accessibility guidelines. DHS corporate publications are designed by staff who have knowledge of accessible and inclusive formats (including colour, text and imagery) and liaise with subject experts as necessary. |
| March 2021 | To increase the use of inclusive imagery (photography in particular), we will complete a photoshoot. This will provide a large library of images that represent a diverse range of people for use across all DHS materials. Accommodation Customer Charter developed in an accessible format. |

| No. | Action | Directorate Responsible |
|---------------------------------------|--|----------------------------------|
| 8.11 | We will ensure that our public events include planning for disability access and inclusion requirements and the use of interpreters (for example AUSLAN). | All directorates |
| 8.12 | We will build capacity within the division to ensure the strategies it leads are accessible for people with disability. | Community and Family Services |
| 8.13 | We will develop easy read versions of major strategies led by the Community and Family Services division including but not limited to youth, volunteering and LGBTIQ+. | Community and Family Services |
| 8.14 | We will explore options to develop a face to face workshop based on Parent Easy Guides that are relevant to parents and carers of children living with disability. | Community and Family Services |
| Priority 9: Access to services | | |
| 9.1 | We will lead action 23 of Inclusive SA by continuing to work collaboratively with the Commonwealth Government and the National Disability Insurance Agency to develop strategies to support a diverse disability workforce, including within regional South Australia. | Disability Access and Inclusion |
| 9.2 | We will lead action 25 of Inclusive SA by leading the development and promotion of a toolkit for signage, wayfinding and multimedia devices for State authorities to support deaf, hard of hearing, blind, vision or hearing-impaired persons. | Disability Access and Inclusion |
| 9.3 | We will work with the Interpreting and Translating team to run an awareness campaign to promote interpreting and translating services to disability service providers and CALD people with disability. | Concessions and Support Services |
| 9.4 | We will explore tailored concessions for people living with disability who live in shared supported accommodation and have high water use needs. | Concessions and Support Services |
| 9.5 | <p>We will implement relevant actions in the <i>Young People Connected, Communities Protected: South Australia's Youth Justice State Plan 2020-23</i> to ensure children and young people in the youth justice system who have a disability can access the services they require including:</p> <ul style="list-style-type: none"> • accessible culturally appropriate supports • child friendly feedback and complaint mechanisms that are accessible and accountable to children and young people with disability • support children and young people to maintain connection and engagement with community, to ensure their transition post custody is physically, socially and culturally safe and appropriately tailored to any disability related needs. | Youth Justice Services |

| Timeframe | Target |
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| Ongoing | 100% of DHS led events meet disability access requirements including the use of interpreters (for example AUSLAN) as required. |
| Ongoing | 100% of major strategies that are developed have easy read documents available on the DHS website. |
| Ongoing | 100% of major strategies that are developed have easy read documents available on the DHS website. |
| June 2021 | Face to face workshops drafted and piloted with a relevant group of parents/carers living with disability. Workshop implementation plan developed and approved following pilot. |
| June 2021 | Strategies to increase access to diverse disability support workers in metropolitan and regional South Australia developed. |
| June 2022 | Identified strategies implemented. |
| Dec 2020 | Phase 1 of the toolkit is published and available in accessible formats. |
| June 2021 | Phase 2 will be further refined in consultation with stakeholders. |
| June 2021 | Disability awareness campaign to be completed. |
| Dec 2022 | Approval of report and recommendations. |
| June 2022 | Enhanced staff training implemented. Increased accessibility of education at Kurlana Tapa Youth Justice Centre. |

“Websites have gotten better and more accessible for reading using screen reader technology. Some DHS staff are better aware of disabilities.”

| No. | Action | Directorate Responsible |
|------|--|-------------------------------|
| 9.6 | We will facilitate children and young people with disability in custody to access services through the NDIS by working with Justice Liaison Officers in the National Disability Insurance Agency (NDIA). | Youth Justice Services |
| 9.7 | <p>We will implement improvements identified in the Youth Justice Assessment and Intervention Services Disability Screening project, such as:</p> <ul style="list-style-type: none"> • screening assessment for disability related needs for all children and young people engaged in Youth Justice Services, including working together with relevant sectors as early as possible to actively promote children’s rights and the engagement of parents, carers, families and communities • improved training regarding awareness of neuro-developmental disability, understanding the rights of children and young people living with disability; and identifying and understanding how disability-related needs impact a child or young person’s behaviour or attention span • embedding disability informed policies and procedures across Youth Justice Services. | Youth Justice Services |
| 9.8 | We will explore the feasibility of providing a wheel-chair accessible fleet vehicle at Riverside for use by employees. | Infrastructure |
| 9.9 | We will allocate accessible car parking spaces to employees of DHS with transport access issues. | Infrastructure |
| 9.10 | We will ensure action 26 of Inclusive SA is included as part of infrastructure maintenance and upgrade schedules to include the installation of signs on the front of public buildings indicating disability access (where this has been assessed by an accredited access consultant) and installation of multi-media devices in queues at service outlets to include people who are deaf, hard of hearing, vision impaired or blind. | Infrastructure |
| 9.11 | Through the Exceptional Needs Unit, we will continue to support eligible clients with exceptional needs to access the NDIS or navigate alternative support pathways. | Community and Family Services |
| 9.12 | We will deliver a culturally appropriate service model that meets the needs of people experiencing complex supports needs. | Accommodation Services |



| Timeframe | Target |
|---------------|--|
| June 2021 | Agreed pathways and processes with the NDIA developed. |
| Dec 2021 | Improvements implemented, including improved disability needs assessment. |
| June 2021 | Feasibility study completed. |
| Annual review | The demand for accessible car parks is met. |
| June 2021 | All DHS public buildings have appropriate signage. |
| Ongoing | Clients have improved accessibility to the NDIS. Improved capacity for supporting clients who do not meet NDIS criteria. |
| Ongoing | Implement a service model for Aboriginal clients based on co-design principles and engagement with local Aboriginal communities. |

“Design of children’s centre programs are inclusive and aimed at providing early interventions including carer supports.”

Theme Four: Learning and employment

Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connections and friendships, value, identity and belonging. It is our aim that people living with disability have access to inclusive places of study and that education and training provides pathways to meaningful and inclusive employment and volunteering opportunities.

DHS will undertake the following actions to foster learning and employment opportunities for people with disability:

Priority 10: Better supports within educational and training settings

| No. | Action | Directorate Responsible |
|------|---|---------------------------------|
| 10.1 | We will lead action 34 of Inclusive SA to determine the data required to measure and track the percentage of children and adults living with disability participating and achieving in education and training. | Disability Access and Inclusion |

Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning.

| | | |
|------|--|-------------------------------|
| 11.1 | We will explore pathways for people with disability to access meaningful volunteering opportunities that will support learning and employment pathways in the implementation of action 36 in Inclusive SA . | Community and Family Services |
|------|--|-------------------------------|

Priority 12: Improved access to employment and better supports within workplaces

| | | |
|------|---|--|
| 12.1 | We will identify opportunities to purchase goods and services from Australian Disability Enterprises (ADEs) and from organisations who have strong inclusive employment practices and provide employment to people living with disability. | Procurement and Grants |
| 12.2 | We will provide work placement opportunities and mentorship within Finance and Business Services for people with disability. | Finance and Business Services division |
| 12.3 | We will support and promote implementation of the Office of the Commissioner for Public Sector Employment's <i>Public Sector Employment Strategy</i> across the public sector to support the implementation of action 37 of Inclusive SA . | People, System and Strategy Services |
| 12.4 | We will develop data measures to track the percentage of people living with disability employed and retained in State authorities in line with action 39 of Inclusive SA . | Disability Access and Inclusion |



“You should employ more people with disabilities.”



| Timeframe | Target |
|-----------------------------|---|
| Complete Sept 2020 | Completed the Technical Assessment in consultation with the Australian Institute of Health & Welfare for the delivery of the National Disability Data Asset (NDDA) test case that will focus on education to employment. |
| June 2023 | Further data collection and analysis in line with the roll out of NDDA to capture the percentages of education to employment. |
| March 2021 | Clear pathways are identified for people with disability to transition from volunteering to work placement. |
| Ongoing | Opportunities to purchase goods and services from ADEs or organisations that provide employment opportunities are identified and promoted. |
| Ongoing | Opportunity of two placements per annum for persons with disability. |
| Ongoing (annual reviews) | In line with the <i>SA Public Sector Disability Employment Plan 2019-2021</i> , disability employment targets are developed and implemented to increase our number of employees with disability and address barriers to disclosing disability in recruitment. Our Diversity & Inclusion Strategy and associated action plans are reviewed, and an updated strategy relaunched. |
| Sept 2020 | A reference group has been formed to support action plans. Disability Leave (reflected in the Special Leave with Pay provisions) is reviewed and continued. |
| June 2023 | Development of the test case for the NDDA will capture the percentages of employment. |

Acknowledgments

DHS would like to thank everyone who has contributed to the development of our DAIP, in particular the groups and individuals who provided feedback on our DAIP actions and on our department's services during the public consultation.

Ongoing feedback is important to help us reflect and continue to improve the DAIP. You can let us know what you think by contacting

The Disability Access and Inclusion Team, Department of Human Services via:

-  email on dhsdisabilityinclusion@sa.gov.au
-  phone on (08) 8415 4383
-  writing to Disability Access and Inclusion,
Department of Human Services,
Riverside Centre, GPO Box 292, Adelaide, SA 5001

Communicating the DAIP

Our DAIP will be available to our employees, contractors and agents, and the South Australian community. It will be promoted on the department's website, including in easy read format, and can be made available in other accessible formats and languages upon request.

Monitoring and review

We will form an internal DAIP working group to monitor the implementation of our DAIP and regularly review it to ensure it remains relevant to the work we do and the broader needs and interests of people with disability.

The DHS Chief Executive will receive a report on the progress of the DAIP by 31 October each year. We will also include information about the progress we make in our Annual Report.

The DAIP will be formally reviewed in 2021 to align with the planned review of Inclusive SA. The State Plan requires review in 2021 to correspond with the National Disability Strategy review.



Glossary

Accessible Formats

Accessible format is the term used to describe alternative communication formats for people who have difficulties accessing information. Sometimes the term 'alternative formats' is used.

Auslan

Australian Sign Language (AUSLAN) is the sign language of people in the Australian Deaf community.

Built environment

Human-made structures, features and facilities viewed collectively as an environment in which people live and work.

Co-design

A range of activities and processes used in the design of services and products that involve people who use or are affected by that service or product.

Commonwealth

The government of the Commonwealth of Australia – commonly referred to as the Australian Government or the Federal Government.

Data Indicators

A specific, observable and measurable set of information that can be used to show changes and progress being made toward achieving a specific outcome.

DHS

The South Australian Department of Human Services.

Disability Engagement Group

A group of people who have nominated themselves to provide feedback on issues that are important to people living with disability in South Australia. The group is made up of people living with disability and their families and carers, and members of the community interested in disability matters.

Easy Read

Easy Read, or Easy English, is a simplified form of plain English that is used for written information, often using pictures and short sentences. It is helpful for people with a cognitive or an intellectual disability or low English language literacy levels.

Kurlana Tapa

Is the new name for the Adelaide Youth Training Centre, South Australia's only training centre, which provides a safe and secure environment for young people in custody. Kurlana Tapa means "New Path" in Kurna language.

LGBTIQA+

Lesbian, Gay, Bisexual, Transgender, Intersexual, Queer/Questioning, Asexual/Agender/Aromantic and other sexual orientations and gender identities.

Local councils

A system of government in South Australia under which elected local government bodies (councils) are established and empowered by the State Government under the *Local Government Act 1999* (SA).

National Disability Strategy 2010-2020

The strategy is a shared commitment by all governments to work together to improve the lives of Australians with disability by guiding governments and other organisations to build the wellbeing of people with disability and their carers.

People's Advocacy Group

The People's Advocacy Group is a group of Accommodation Services clients who work with the department and its networks around the re-shape of Accommodation Services. They test and inform decision-making around changes being made to improve the service.

NDIA

The National Disability Insurance Agency (NDIA) is an independent statutory agency responsible for the implementation of the (NDIS).

NDIS

The NDIS provides support to people with disability, their families and carers. It is jointly governed and funded by the Commonwealth and participating state and territory governments.

State authority

As defined in the *Disability Inclusion Act 2018* (SA) to include a government department, an agency or instrumentality of the Crown, a local council constituted under the *Local Government Act 1999* (SA) or any other person or body declared by regulations to be included.



State Disability Inclusion Plan 2019-2023: Inclusive SA

The South Australian Government has prepared Inclusive SA, the state's disability inclusion plan for 2019-2023. This plan is the way the government is taking a lead on promoting the inclusion of South Australians with disability and providing them with support to live satisfying everyday lives.

Supported Decision Making

A model for supporting people living with disability to make significant decisions and exercise their legal capacity.

Toolkit

A suite of information documents with may include guidelines, templates and procedures to assist in the completion of a task.

Universal Design

Universal Design involves creating facilities, built environments, products and services that can be used by people of all abilities, to the greatest extent possible, without adaptations.

YourSAy

An online consultation hub where you can find and provide feedback on consultations open across South Australian Government.



**Government
of South Australia**

Department of Human Services

