

Annual Report

2019–2020



Government
of South Australia

(**INCLUSIVE SA**)

State Disability
Inclusion Plan

2019–2023



Acknowledgement of Country

The South Australian Government acknowledges and respects Aboriginal people as the State's first people and recognises their traditional relationship with Country.

We acknowledge that the spiritual, social, cultural and economic practices of Aboriginal people come from their traditional lands and waters, and that the cultural and heritage beliefs, languages and laws are still of importance today.



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(Minister's message)

One year on from the launch of Inclusive SA: South Australia's first State Disability Inclusion Plan and the State Government and local councils are moving forward to deliver the economic and social benefits of a more inclusive South Australia.

Inclusive SA is our commitment to the South Australian community - a starting point, and a framework for State Government agencies and local councils to improve access and inclusion for people living with disability that we will build upon and improve over the next four years.

In updating you on the progress and achievements to date of Inclusive SA, I am pleased to report that 94 state authorities have now delivered and published their Disability Access and Inclusion Plans (DAIPs). Each DAIP plays a vital role in removing the barriers faced by people living with disability to enable all South Australians to fully participate in our society.

All DAIPs align with our vision for accessible and inclusive South Australia based on fairness and respect.

They are guided by four themes:

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

Key achievements in the past 12 months include:

- the release of the Inclusive Play guidelines by the Department of Human Services to guide local councils and other community groups in the development of accessible and inclusive playgrounds and play spaces
- inclusion of accessible amenities, lifts, ramps, spatial designs, wayfinding signage and hearing loops (within the courtrooms) in the Supreme Court Complex ensuring unimpeded access to justice for all court users as part of the Higher Courts Redevelopment Project
- the launch of the SA Public Sector Disability Employment Strategy by the Office of the Commissioner for Public Sector Employment
- the launch of the Inclusive SA website to raise awareness about disability and provide key resources for people living with disability and the community in supporting access and inclusion.

I congratulate all involved for their ongoing commitment to continue engaging with community stakeholders to ensure their voices are heard, and to develop solutions collaboratively.

Accessibility and inclusivity benefit all South Australians and I am excited to see the rewards from our whole-of-government approach.

I am looking forward to reporting annually on the delivery of actions identified in DAIPs across the state, and on our progress to implement all 39 Inclusive SA actions.



Michelle Lensink MLC
Minister for Human Services





(Introduction)

Inclusive SA 2019–2023 is South Australia’s first disability inclusion plan. It sets out whole-of-government actions and measures how State Government agencies and local councils will implement and improve access and inclusion for South Australians living with disability.

Implementation of these actions will help us achieve the Government’s vision for an accessible and inclusive South Australia based on fairness and respect - an important vision for the 1 in 5 South Australians living with disability.

All the actions that fall under the four themes aim to improve access to key areas of life, such as education, employment, healthcare and housing. This is necessary if we want to support people living with disability to achieve a good life.

Inclusive SA also provides a framework for State Government agencies and local councils to develop their own disability access and inclusion plan (DAIP). On 31 October 2020, 88 State Government agencies and local councils published their DAIPs, and by the end of the year a further six DAIPs were published.

DAIPs detail the actions and measures authorities will implement to improve the accessibility of the services and supports they provide for people living with disability. These plans support South Australia to achieve the vision and aims within Inclusive SA.

Inclusive SA reflects what we heard during extensive, wide-ranging consultation with over 300 members of the community, including people living with disability. We are committed to continuing meaningful consultation with State Government agencies, local councils, people living with disability and relevant organisations and advocates to ensure the themes, priorities and actions of Inclusive SA remain relevant.



This inaugural annual report:

- outlines the activities the Department of Human Services has undertaken to support the implementation of the Disability Inclusion Act 2018 (SA) and Inclusive SA
- presents an overview of the DAIPs that have been published by State Government agencies and local councils
- provides an update on progress made against the 39 actions in Inclusive SA over the 2019-20 financial year
- outlines our plans for 2020-21.

(Vision)

The South Australian Government's vision is an accessible and inclusive South Australia based on fairness and respect.

To achieve this vision, Inclusive SA focuses on the following themes and priorities that reflect what people living with disability told us are important to them.



Inclusive communities for all

- Involvement in the community.
- Improving community understanding and awareness.
- Promoting the rights of people living with disability.



Leadership and collaboration

- Participation in decision-making.
- Leadership and raising profile.
- Engagement and consultation.



Learning and employment

- Universal Design across South Australia.
- Accessible and available information.
- Access to services.



Accessible communities

- Better supports within educational and training settings.
- Skill development through volunteering and support in navigating the pathway between learning and earning.
- Improved access to employment opportunities and better support within workplaces.



(Inclusive SA 2019-20)

The *Disability Inclusion Act 2018* (SA) (the Act) was passed in 2018 because the South Australian Government recognised a stronger commitment was needed to improving access and inclusion for people living with disability.

The Department of Human Services (DHS) leads the implementation of the Act and Inclusive SA in partnership with State Government agencies and local councils.

Section 16 of the Act required specific State Government agencies and all local councils to develop their own disability access and inclusion plan (DAIP) by 31 October 2020. A key focus for DHS over the last financial year was to support and guide authorities in the development of their DAIPs.

To do this, DHS introduced the following supports:

- an Inclusive SA webpage for State Government agencies, local councils and the community that includes links to information and resources relating to Inclusive SA
- a central inbox and phone line to answer questions from State Government agencies, local councils and the community
- a toolkit to assist agencies and local councils to develop and report on their DAIP, which includes a guideline to help State Government agencies and local councils meet their legislative requirements when developing their DAIP
- an online Community of Practice for State Government agencies to share ideas, learnings and best practice methods, which complements the Community of Practice established by the Local Government Association for local councils.





Overview of Disability Access and Inclusion Plans (DAIPs)

DAIPs are an important tool for raising disability awareness in the community and promoting the social and economic benefits of a more inclusive South Australia.

There are 25 State Government agencies and 68 local councils captured by the Act that were required to develop, consult on and publish their DAIP by 31 October 2020.

All State authorities were required to consult with the community and people living with disability on their draft DAIP - some consulted twice.

To support multiple State Government agencies to consult on their DAIPs, the Department of the Premier and Cabinet, in collaboration with DHS, established a DAIP 'hub' on the YourSAy website. This supported a whole-of-government approach for DAIPs and allowed members of the community to provide feedback on DAIPs that were important to them.

This first year of access and inclusion planning was done under the framework of the Act and Inclusive SA. It is an iterative process, and DHS has commenced systematically reviewing DAIPs to identify best practice and opportunities for future improvement.

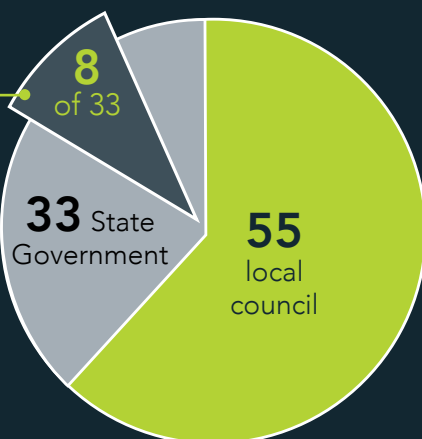


Summary of Disability Access and Inclusion Plans

DAIPs published

(by 31 Oct 2020)

Not required
by legislation
to do so.



Total DAIPs **88**

DAIPs published

(by 31 Dec 2020)



6 Additional



94 Total

Consultation



100%

State Government agencies
and local councils consulted
on their DAIPs.



91%

Included a
consultation
summary.

% of DAIPs that address Inclusive SA themes

97%

Inclusive
communities
for all.

90%

Leadership
and
collaboration.

95%

Accessible
communities.

95%

Learning and
employment.

% of DAIPs that address key priority areas



97%

Included actions that relate to supporting people living with disability to access built environments, events and facilities.



94%

Included actions that relate to supporting people with living with disability to access information and communications.



94%

Included actions that relate to addressing the specific needs of people living with disability in programs and services.



95%

Included actions that relate to supporting people living with disability to access employment.

One in five

South Australians report living with disability.^[2]



or

19.4% approx.

332,500 persons^[2]



36,000 (approx.)

South Australians access the NDIS.^[1]



20,000 (approx.)

South Australians receiving support for the first time.^[1]

(as at June 30 2020)

^[1] from NDIS Quarterly Report to disability ministers June 30 2020.

^[2] 2018 ABS Disability, Ageing and Carers: Summary of Findings.

Figures represent DAIPs published to 31 December 2020.

(Key achievements)

The year 2020 presented many challenges and a number of State Government agencies and local councils have been central to the State's response to bushfires and the COVID-19 pandemic. Despite competing priorities for the South Australian Government, progress has been made against most actions within Inclusive SA.

A summary of our progress against each action is set out in the following pages.

Some key achievements for the 2019-20 financial year include:



Action 3: Inclusive Play Guidelines

Play is an essential part of our children's development and wellbeing. It helps them to build confidence, develop social and communication skills, learn how to care for others and the environment, develop physical, cognitive and emotional skills, and increases their overall health and happiness. The Inclusive Play Guidelines were launched in December 2019 and were developed to guide local councils and other community groups in the development of accessible and inclusive playgrounds and play spaces.



Action 17: Higher Courts Redevelopment Project (HCRP)

Completed in June 2020, the HCRP involved the redevelopment of facilities for the Supreme Court Complex and level 5 of the Sir Samuel Way building. As part of the redevelopment in the Supreme Court Complex, access issues were addressed for judicial officers, staff and the public as the users of the court, in line with the Commonwealth Disability Discrimination Act 1992. Access issues have been addressed through the inclusion of accessible amenities, lifts, ramps, spatial designs, wayfinding signage and hearing loops (within the courtrooms), which ensures unimpeded access to justice for all court users.



Action 20: Inclusive SA website

The standalone Inclusive SA website was launched on 3 December 2020 to coincide with the International Day of People with Disability. The website provides key resources for people living with disability and the community and supports raising awareness about disability and the work that State authorities are doing to improve access and inclusion.



Action 37: Public Sector Employment Strategy

The Office of the Commissioner for Public Sector Employment's SA Public Sector Disability Employment Strategy and associated plan were launched in June 2020. These documents provide a strong framework for a public sector that respects and values the contribution and experience of employees with disability. An online toolkit was also developed to provide information and practical advice for all public sector employees.



(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.





Priority 1: Involvement in the community

Actions:

- 1 Develop an event toolkit to promote accessible and inclusive practices for State authorities in community events.



Status: In progress Estimated timeframe: 2020-21

The **Department of Human Services** engaged JFA Purple Orange to co-design an event toolkit. The toolkit is now being developed and will be further consulted on in early 2021. It will be published and available in accessible formats in 2021.

- 2 Explore the redesign or creation of an app (or other medium) that displays existing and future services and facilities (such as toilets, eateries, sports and recreation facilities, parks and trails, arts organisations and cultural institutions, transport services, beaches that are wheelchair and disability-access friendly).



Status: In progress Estimated timeframe: 2022-23

The **Department of Human Services** scoped this project and engaged with the **Department of Innovation and Skills** to participate in the Go2Gov Program, which links start-up businesses in South Australia with State Government agencies. This program is being used to identify possible solutions for the app and the Department of Human Services is currently considering proposals.

- 3 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.



Status: Complete

The **Department of Human Services** launched the Inclusive Play guidelines in December 2019. The guidelines are published on the Inclusive SA website, including an Easy Read version.

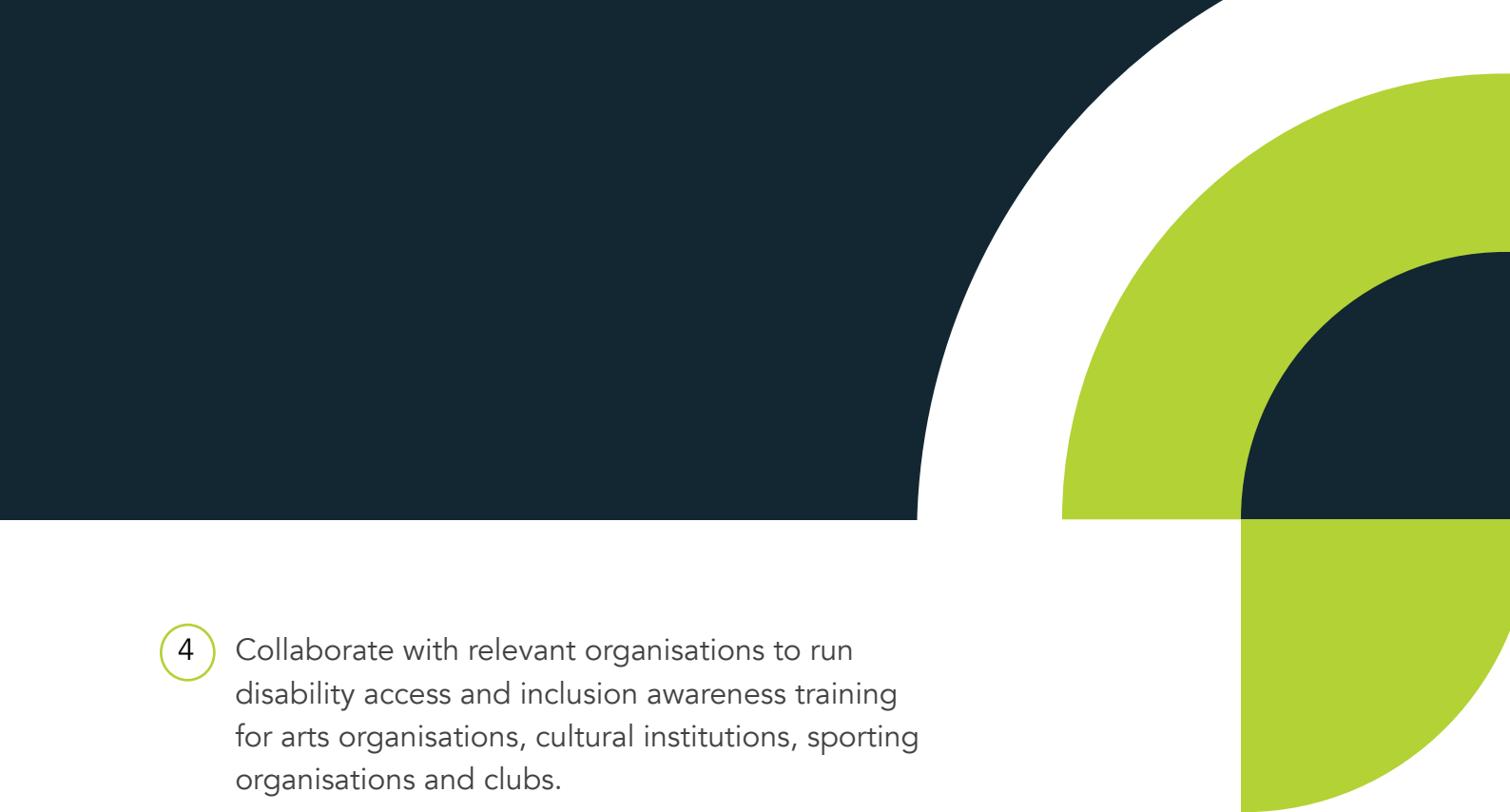


City of Adelaide

Quentin Kenihan inclusive play space

A new inclusive play space has been constructed in Rymill Park/ Murlawirrapurka to honour the legacy of disability advocate Quentin Kenihan. The play space is a safe environment for children of all abilities to play and was completed in December 2020. Key features include:

- play experiences that cater for all ages and abilities
- provision of accessible parking and paths to the space
- provision of fully accessible toilet facilities, including an accredited Changing Places facility.

- 
- 4 Collaborate with relevant organisations to run disability access and inclusion awareness training for arts organisations, cultural institutions, sporting organisations and clubs.



Status: In progress Estimated timeframe: 2020-21

Some key activities include the **Office for Recreation, Sport and Racing**, in partnership with **Inclusive Sport SA**, developing a range of Return to Sport accessible communications that helped people living with disability understand and practice health and hygiene protocols when playing sport within a COVID-19 environment. The resources include Easy Read documents, pictorial social stories, and club communication and engagement guides for sport administrators. These resources have helped people with disability return to sport smoothly and safely in South Australia.

During 2019-20, the **South Australian Museum** ran Autism SA's autism-friendly charter training and Dementia Australia's Dementia Friend training at the museum. It also ran an Auslan course which included information about Deaf culture. The museum is continuing to explore options for ongoing training in autism, dementia and disability awareness. South Australian Museum staff have also participated in disability awareness training.

5 Explore opportunities to increase the involvement of children with disability in sports and cultural activities, for example:

- expanding the Sports Voucher program for children living with disability
- providing extra support for children living with disability to participate in VACSWIM
- promoting the availability of arts programs for children living with disability.



Status: In progress Estimated timeframe: 2020-21

The Office for Recreation, Sport and Racing has explored expanding the Sports Voucher program for children living with disability.

In developing learning experiences and programs for kindergarten to year 12, the **State Library of South Australia** used multi-sensory approaches to exhibitions and learning programs, often co-designed with children, educators and community members. The State Library of South Australia consulted with Autism SA to make sure its practices and programs were inclusive. Strategies that have been used include pre-visit children's invitations, quiet spaces and multi-sensory experiences.



Priority 2: Improving community understanding and awareness

Actions:

- 6 Work with relevant State authorities to improve community understanding and awareness that complements and leverages the national effort under the *National Disability Strategy 2010-2020* and the emerging National Disability Strategy for beyond 2020.



Status: In progress Estimated timeframe: 2022-23

The Commonwealth Government's consultation on the new National Disability Strategy was delayed in 2020 due to the impact of the COVID-19 pandemic.

The Department of Human Services has promoted the Commonwealth Government's consultation on the NDS and NDIS outcomes framework with State Government agencies and local councils.

- 7 Work with the Commonwealth Government to develop data indicators that measure changes in community attitudes about the rights and needs of people living with disability.



Status: In progress Estimated timeframe: 2021-22

The Department of Human Services continues to work with the Commonwealth and other jurisdictions to develop the outcomes frameworks for the National Disability Strategy and NDIS. It is anticipated that the approach to measuring outcomes will be endorsed by all Australian Governments in mid-2021. Part of this work is to identify and develop indicators that measure change in community attitudes.



Priority 3: Promoting the rights of people living with disability

Actions:

- 8 Review disability awareness training packages within State Government agencies, including public health settings, to establish best practice and implement for new and existing employees.



Status: In progress ▢ Estimated timeframe: 2020-21

The Office of the Commissioner for Public Sector Employment has established and facilitates the *Disability Employment Reference Committee* with State Government agency representatives as a Community of Practice. This Committee shares information and resources on existing disability awareness training within State Government agencies.

The Office of the Commissioner for Public Sector Employment has also been monitoring the progress of JFA Purple Orange's work to develop and co-design a disability awareness training package. The Office of the Commissioner for Public Sector Employment will be one of the first agencies who undertake JFA's training package once it is released. Learnings will be shared for future State Government training packages.



The Office of the Commissioner for Public Sector Employment have also been working on a survey for other agencies, including SA Health, and people living with disability, to identify best practice in disability awareness training.

SA Health has started the process to review disability awareness training for its employees and will ensure the experience of people living with disability is included in the development of training content. SA Health has committed to this action in its first DAIP. All **Local Health Networks** have included in their DAIPs a commitment to establishing their own disability awareness training.

- 9 Ensure induction of new State authority employees includes information about working with people living with disability.



Status: In progress Estimated timeframe: 2020-23

Relevant State authorities have included this action in their DAIP, all of which can be accessed via the Inclusive SA website (inclusive.sa.gov.au).



(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.





Priority 4: Participation in decision-making

Actions:

- 10 Share the learnings of the improved Supported Decision-Making approach for people living in State Government accommodation services with State authorities.



Status: In progress Estimated timeframe: 2020-21

The **Office of the Public Advocate** has commenced a supported decision-making project, in partnership with the South Australian Health and Medical Research Institute (SAHMRI), to document the wishes of the **Office of the Public Advocate** clients who have impaired decision-making capacity. A reference group to progress the project has been established.

The **Department of Human Services** is continuing to work on the governance, planning and development of its supported decision-making program for clients of Accommodation Services. Staff training opportunities are being explored so that formal engagement with clients can start in early 2021. Learnings and resources from the program will be shared across Accommodation Services and with relevant State authorities.

- 11 State authorities to support young people living with disability to actively participate in decision-making.



Status: In progress Estimated timeframe: 2020-23

Relevant State authorities have included this action in their individual DAIP. These can be accessed via the Inclusive SA website (inclusive.sa.gov.au).



Priority 5: Leadership and raising profile

Actions:

- 12 Develop a communications strategy to promote *BoardingCall*, the South Australian Government recruitment register for boards and committees, to ensure it is promoted to people living with disability.



Status: In progress Estimated timeframe: 2020-21

This action has been included in the **Department of the Premier and Cabinet's** Disability Access and Inclusion Plan 2020-2024 and will be completed by 30 June 2021.

- 13 Ensure high quality and co-ordinated engagement with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, including providing consistent, accurate and relevant information, through a dedicated response unit led by the Attorney-General's Department.



Status: In progress Estimated timeframe: 2020-23

The **Disability Royal Commission Response Unit** (Response Unit) has established an across-government working group to oversee South Australia's engagement with and response to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission).

The Disability Royal Commission has held public hearings, seven research reports, and published 12 issues papers. The Response Unit has supported State Government agencies to respond to issues papers and summonses, and has worked with the Commission on its Closed Institutions Engagement Strategy. The Disability Royal Commission released an interim report on 30 October 2020 and is due to deliver its final report by 29 April 2022.



Priority 6: Engagement and consultation

Actions:

- 14 Develop a toolkit that supports State authorities to consult and engage with people living with disability when developing policies and programs, which:
- promotes and explains co-design principles
 - focuses on supports for consultation within regional South Australia.



Status: In progress Estimated timeframe: 2020-21

The **Department of Human Services** engaged JFA Purple Orange to co-design a consultation and engagement toolkit. The toolkit is now being developed and will be further consulted on in early 2021. It will be published and available in accessible formats in 2021.

- 15 Review the function of the Disability Engagement Group (DEG) to:
- ensure membership is focused on people living with disability and carers
 - increase membership in rural and regional areas
 - increase the use of the DEG members in decision-making and policy initiatives
 - support members to develop advisory and leadership skills.



Status: In progress Estimated timeframe: 2020-21

The **Department of Human Services** has completed an internal review of the Disability Engagement Group. A new registration form has been sent to members so important demographic data can be collected and analysed. A survey has also been sent to members asking them to indicate their interest in participating in different consultation methods and the topics they are interested in. Consultation on reshaping the Disability Engagement Group and establishing co-design elements will commence 2021.



(Accessible communities)

The accessibility of the built environment, quality services and information is 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.



Priority 7

Universal Design across South Australia

Actions:

- 16 Elevate the design quality of South Australia's built environment and public realms through promoting design quality policy and the principles of Universal Design.



Status: In progress Estimated timeframe: 2020-23

The Department of the Premier and Cabinet refers to and uses Universal Design Principles as a reference guide when considering all potential future building works and when communicating with architects and engineers influencing project design.

The **State Planning Policies** were published in May 2019 and are the highest-order policy instrument in South Australia's new planning system. State Planning Policy 2, entitled 'Design Quality', includes objectives and policies to improve the design quality of the built environment and references Universal Design and the Principles of Universal Design. Lower-order planning instruments in the new planning system, that are still in development, include Regional Plans, the Planning and Design Code and Design Standards, which will give effect to the State Planning Policies, including State Planning Policy 2. State Planning Policy 2: Design Quality can be found on page 30 of the State Planning Policies document.

The **Department of the Premier and Cabinet** is leading the development of Lot Fourteen, transforming the formal Royal Adelaide Hospital into a global innovation and cultural precinct. The Lot Fourteen Master Plan outlines diversity and inclusion within its planning principles. The Lot Fourteen Master Plan and Lot Fourteen Urban Design Protocol are informed by the Australian Government's national policy Creating Places for People An Urban Design Protocol for Australian Cities, which is a commitment to best practice urban design in Australia, developed in collaboration with community groups and industry organisations.

The **South Australian Museum** is managing an upgrade to toilet facilities available to the public on site. The project is out to tender and will include a focus on universally accessible facilities. An upgrade to the museum forecourt is also under consideration. The project brief notes significant barriers to access for mobility-impaired visitors and highlights the need to ensure the area is accessible for everyone.

In late 2019, The **Art Gallery of South Australia** commissioned an access ramp in Gallery 6 to replace an old, one-person per ride lift that had operated for decades, between Gallery 6 and Gallery 17. This lift had to be operated by security personnel and was an impediment to the free movement of mobility-impaired visitors.

The design of the **Adelaide Festival Centre** and surrounding Plaza has been undertaken in accordance with the *Disability Discrimination Act 1992*. Care and consideration have been given to provide equal opportunity and access for people with disability. The design has been undertaken in consultation with a building certifier to ensure compliance.

- 17 Explore the feasibility of adopting Universal Design procedures across State Government (as currently used by the Department of the Premier and Cabinet) in the design, construction, maintenance and procurement of all workplace environments, customer environments, systems, intranets and websites, and programs and policies. This will include:
- applying Universal Design principles to sport and recreation infrastructure projects to support family friendly and accessible facilities
 - considering Universal Design principles in infrastructure works and maintenance across the Department for Environment and Water managed land, infrastructure and parks
 - adopting Liveable Housing Australia design guidelines for all new build social housing stock
 - considering incorporating Universal Design principles in residential construction and maintenance specifications for SA Housing Authority houses
 - improving access for people living with disability in the redevelopment of the Sir Samuel Way and Supreme Court buildings.



Status: In progress Estimated timeframe: 2020-23

The **Office for Recreation, Sport and Racing** have included Universal Design principles within the investment decision-making framework for projects identified through the State Sport and Recreation Infrastructure Plan. Access consultants have also been used in the design phase of all their major infrastructure projects.

The **Department for Environment and Water** has incorporated Universal Design principles in the design of the new Glenthorne National Park's facilities and experiences. Accessibility requirements will also be considered in the reinvigoration of the Heysen trail, which will include an accessible trail and toilets. It is also anticipated the Goondaloo Ridge Walk will include a universally designed lookout point so all visitors can enjoy the breathtaking views. Universal Design principles will also be incorporated when upgrading the facilities at Nilpena and Ediacara.

The South Australian Housing Authority has ensured 75 percent of new public housing incorporates Universal Design principles. Where new housing is developed specifically for people living with disability, it is constructed at the platinum level of the Universal Design guideline principles.

The Higher Courts Redevelopment Project (HCRP) was completed in June 2020. It involved the redevelopment of facilities for the Supreme Court Complex and level 5 of the Sir Samuel Way building. Six civil courts, mediation suites and the security foyer were redeveloped in the Supreme Court Complex, along with an additional three new criminal courts on level 5 of the Sir Samuel Way building. As part of the redevelopment, access issues were addressed for judicial officers, staff and the public as the users of the court, in line with the Commonwealth *Disability Discrimination Act 1992*. The new works have significantly addressed access issues through the inclusion of accessible amenities, lifts, ramps, spatial designs, wayfinding signage and hearing loops (within the courtrooms), which ensures unimpeded access to justice for all court users.






City of Charles Sturt

Henley Beach

Henley Beach, located in the City of Charles Sturt, now has the first totally accessible beach in the state with the completion of the Changing Places facility and beach mats available to use 24/7.

"Henley Beach is the ideal location for the Changing Places. We have a beautiful beach which now has a beach mat available any day or night as well as the free beach wheelchairs available for half day loan. There are also great cafes, restaurants and shops and knowing there is a clean, accessible facility nearby will be reassuring for those with a disability, their families and their carers."

- City of Charles Sturt Mayor Angela Evans.

- 
- 18 Contribute to the national conversation on the possibility of introducing Silver or Gold level Liveable Housing standards for all new housing to be applied through the National Construction Code from 2022.



Status: In progress



Estimated timeframe: 2022-23

The Regulatory Impact Statement on the proposal to include minimum accessible features in all new housing through the National Construction Code has been released for consultation and has now been submitted to the Australian Building Codes Board.

- 19 Local council access and inclusion planning to consider consultation outcomes including:

- incorporating Universal Design principles in criteria for all new building and public projects and planning for programs, services and events
- developing Universal Design training plans for staff and contractors
- review of availability of accessible car parks.



Status: In progress



Estimated timeframe: 2020-21

Local councils will address this action through implementation of their DAIPs. To access the DAIPs, visit the Inclusive SA website (inclusive.sa.gov.au).



Priority 8

Accessible and available information

Actions:

- 20 Create the Inclusive SA website (and consider other communication mediums) to provide key resources for people living with disability and the community to raise awareness about disability.

✓ Complete

The Department of Human Services led the development of the Inclusive SA website, which was launched in December 2020. The website houses all State authority DAIPs, along with resources to support access and inclusion planning across the South Australian Government. It is used to promote disability awareness in the community.



South Australian Government

Online accessibility


The South Australian Government have partnered with Vision Australia and many other key groups to refresh the traditional approach to online accessibility to ensure the online presence across government is accessible and managed more effectively.

Vision Australia's case study, Push and Pull: Why South Australia leads the way in online accessibility, highlights this best practice: visionaustralia.org/south-australia-online-accessibility

The South Australian Government was celebrated for their 'world-leading' approach by Vision Australia:

- As a finalist in the 2019 Australian Human Rights Awards in the Government category in partnership with Vision Australia and the Royal Society for the Blind SA.
- As a finalist for Apolitical's 'Global Public Service Team of the Year 2019' in the Championing Equality category.
- As a dual category winner in the 2019 Australian Access Awards. Winning Accessibility Initiative of the Year and Government Website of the Year.
- Achieving the Plain English Campaign's Internet Crystal Mark in August 2020 for the high standard of plain language used on the website.

- 21 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 VoiceOver.

 **Status:** In progress  **Estimated timeframe:** 2020-21

The Department of Human Services engaged JFA Purple Orange to co-design a communications toolkit. The toolkit is now being developed and will be further consulted on in early 2021. It will be published and available in accessible formats in 2021.

- 22 Improve online accessibility of State Government websites, including through implementation of the Online Accessibility Policy and related guidelines.

 **Status:** In progress  **Estimated timeframe:** 2020-23

State authorities will address this action through implementation of their DAIPs. To access the DAIPs, visit the Inclusive SA website (inclusive.sa.gov.au).



Priority 9

Access to services

Actions:

- 23 Continue to work collaboratively with the Commonwealth Government and the National Disability Insurance Agency (NDIA) to develop strategies to support a diverse disability workforce, including within regional South Australia.



Status: In progress Estimated timeframe: 2020-23

The **Department of Human Services** is working in collaboration with the **Department of Innovation and Skills**, the Commonwealth Government and the National Disability Insurance Agency (NDIA), to develop strategies to support a diverse disability workforce (including within regional South Australia) and implement accordingly.

- 24 Further develop Auslan interpreter capacity (by drawing on people with lived experience).



Status: In progress Estimated timeframe: 2020-23

The **Department for Innovation and Skills** continues to subsidise Certificate II-IV in Auslan, and the Diploma of Auslan. Additionally, there is scope in 2020-21 to develop micro-credential-based approaches to skill development which build accredited and non-accredited entry points to formal study and could bridge people with lived experience onto a career pathway in Auslan translation and specialised interpretation.

- 25 Develop and promote a toolkit for signage, wayfinding and multimedia devices for State authorities to support deaf, hard of hearing, blind, vision or hearing-impaired persons.

 Status: In progress  Estimated timeframe: 2020-21

The Department of Human Services engaged JFA Purple Orange to co-design a signage, wayfinding and multimedia toolkit. The toolkit is now being developed and will be further consulted on in early 2021. It will be published and available in accessible formats in 2021.

- 26 State authorities to consider including in their infrastructure maintenance and upgrade schedules 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 multimedia devices in queues at service outlets to include people who are deaf, hard of hearing, vision-impaired or blind.

 Status: In progress  Estimated timeframe: 2020-21

State authorities will address this action through implementation of their DAIP. To access the DAIPs, visit the Inclusive SA website (inclusive.sa.gov.au).

- 27 Implement the Canine Court Companion pilot project to provide increased practical support and assistance to vulnerable victims and prosecution witnesses involved with the Office of the Director of Public Prosecutions.



Status: In progress Estimated timeframe: 2020-23

The **Attorney-General's Department** led Stage 1 of the Canine Court Companion Program (the pilot project) which commenced in March 2019. Stage 1 assisted victims and witnesses required to attend the Office of the Director of Public Prosecutions to meet with legal staff, most commonly in evidentiary proofing meetings. Between July 2019 and August 2020, the canine companion attended 136 individual appointments. The Office of the Director of Public Prosecutions has committed to the Canine Court Companion Program with Guide Dogs SA/NT until February 2024.

Stage 2 will expand the Canine Court Companion Program to assist victims and witnesses in the courthouse waiting to be called to provide evidence. Training of staff and the canine companion for Stage 2 was delayed in 2020 due to COVID-19, but work will likely resume for Stage 2 training in the first quarter of 2021.

- 28 Continue to work with the Commonwealth Government to reform the *Disability Standards for Accessible Public Transport 2002*.



Status: In progress Estimated timeframe: 2019-23

The **Department for Infrastructure and Transport** continues to contribute as a member of the National Accessible Transport Taskforce (NATT), including attending working group meetings and steering committees.

- 29 Ensure the state-owned bus fleet is accessible, including disability awareness training for frontline public transport staff and the consideration of voice systems in buses that notify people of the next stop.



Status: In progress



Estimated timeframe: 2020-23

The **Department for Infrastructure and Transport** has included in their DAIP an action to ensure disability awareness training is provided for frontline public transport staff. All public transport operators meet this requirement.

Implementation of voice systems for new buses is progressing and the Adelaide Metro bus fleet is now fully accessible, including ramps and allocated spaces.

- 30 Promote liaison and communication links between health services and disability support services, and improve the continuity of supports, including psychosocial supports, during hospitalisation.



Status: In progress



Estimated timeframe: 2020-21

SA Health have promoted liaison and communication links through:

- The Department of Health and Wellbeing has convened a committee to lead the implementation of the new SA Intellectual Disability Health Service Model of Care across South Australia. This work will occur during 2021 and in partnership with the Project Team who will be responsible for leading the implementation of the SA Intellectual Disability Health Service at Ingle Farm.
- Providing guidance and support services across mental health and ageing well services.
- Local Health Networks are responsible for consumer, carer and community engagement and feedback at a local level.

Through the NDIS Hospital discharge pilot project, it was identified that NDIA and SA Health needed to work together to improve liaison and communication links between hospital services and disability support services. In 2019, NDIA and SA Health trialled and subsequently introduced Health Liaison Officer positions nationally, which provide direct liaison and communication links with the NDIS for hospital staff. This includes, but is not limited to, ensuring that NDIS participants in hospital are able to access their required NDIS-funded disability-specific supports while in hospital and as they transition to the community. Wellbeing SA is continuing to work with Local Health Networks and the NDIA to continue to promote liaison, communication and NDIS service access between hospital and disability support systems.

On 1 October 2020, the Adult Safeguarding Unit (ASU) commenced providing support to adults living with disability. Key functions of the ASU include:

- raising community awareness of strategies to safeguard the rights of adults who may be at risk of abuse
- responding to reports of suspected or actual abuse of adults who may be vulnerable to abuse
- providing support to safeguard the rights of adults experiencing abuse, tailored to their needs, wishes and circumstances.

Through this approach, SA Health has further promoted liaison and communication links between systems to ensure that vulnerable South Australians are supported.

All agencies and attached offices of SA Health have published and commenced implementing their DAIPs. Through the implementation of these plans, the SA Health portfolio will further promote liaison and communication links. Through its DAIP, Wellbeing SA has committed to developing an approach to consultation and co-design that will include people with disability, families, carers, peak bodies and non-government organisations.

In 2019, **Drug and Alcohol Services SA (DASSA)** updated its model of care for treatment services to encompass clinicians with specialist skills in portfolio areas including comorbid disability care and increase its focus on comorbid chronic disease management. DASSA's triage, screening and assessment processes ensure individuals are linked with services appropriate to their treatment and support needs either within DASSA or in external alcohol and other drug agencies, community services or primary health care.

DASSA's Clinical Executive Committee and Executive Group considered the department's Intellectual Disability Health Service Model of Care to identify implications and opportunities for DASSA to support clients with intellectual disability including referral and shared-care arrangements. The model of care is referenced in DASSA's Disability Access and Inclusion Plan 2020-2024. DASSA's clinical services are led by Addiction Medicine specialists skilled in assessment and management of complex co-morbidities, which is inclusive of any form of disability.

- 31 Consider establishing minimum standards for priority parks and reserves (including coasts, heritage places and Crown land) that improve access and inclusion for people living with disability and implement a program of priority actions, including exemplar visitor experiences.



Status: In progress **Estimated timeframe:** 2020-21

The **Department for Environment and Water** developed an on-ground action plan for priority parks to ensure access and inclusion for people with disability is improved. The Goondaloo Ridge Walk, which forms part of the Wild South Coast Way, will be an exemplar experience for people with disability as no walk in Australia has been developed specifically for people with disability in mind.



Courtesy of the State Library of South Australia



State Library of South Australia

Phil Cummings exhibition

The Phil Cummings exhibition that ran in 2019/2020 used spaces that were designed to be accessible to visitors including those with sensory and mobility requirements. The State Library included captioning on all videos and employed an interpreter for the deaf. The State Library also created videos in collaboration with Klemzig School and the Centre for Deaf Education to make the content and experiences more accessible and inclusive. Braille was also applied to books available to the public.



(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.





Priority 10

Better supports within educational and training settings

Actions:

- 32 State education and training sectors to support inclusive education culture and practices.



Status: In progress



Estimated timeframe: 2020-23

The **Department for Education** uses the Inclusive Education Support Program (IESP). It is a functional needs-based funding model for South Australian Government preschool and school students with disability. The model is aligned with the Nationally Consistent Collection of Data and national disability legislation and standards. IESP Resourcing is allocated to children and students based on their functional needs and the adjustments and interventions articulated in their personalised learning plan rather than their disability diagnosis or label.

A Level of Adjustment Matrix has also been released to assist educators with identifying needs, the types of adjustments and evidence-based interventions that a student or group of students require to meet their identified needs and goals.

The **Department for Education** continues to provide parent forums biannually for parents/carers/advocates of children and students with disability.



- 33 State education authorities to work in partnership with children, students, parents or carers, industries and the community to provide curriculum and learning opportunities that are personalised and tailored to the individual, and prepare for life beyond school.



Status: In progress Estimated timeframe: 2020-23

Personalised learning plans (One Plan) that contain information to support children's inclusion and achievement in preschool and school are developed in partnership with families, the child, preschool/school staff and other relevant personnel.

- 34 Determine data required to measure and track the percentage of people living with disability participating and achieving in education and training.



Status: In progress Estimated timeframe: 2020-23

The **Department of Human Services** is leading a pilot test case in line with the rollout of the National Disability Data Asset to capture and analyse the data that relate to pathways from education to employment for people with disability.

TAFE SA will develop reporting mechanisms to monitor and improve the educational and employment outcomes of students living with disability.

The **Department for Education** has prepared a data profile of students with disability to better understand outcomes for these students. A project to integrate existing data sets and develop additional data sets for students with disability has been commissioned to enable better tracking of outcomes at site, regional and system level.

The **Department for Innovation and Skills** draws on national data to understand the profile of Vocational Education and Training (VET) students with disability. In South Australia, the department can also draw on enrolment information (where students declare their disability) to understand how many VET students with disability undertake training and in what courses. In addition, when students access Learner Support Services to help them achieve their training goals, the Department gains further insights about their needs. The Department for Innovation and Skills will build revised cohort-based needs analysis of VET students in South Australia to inform planning and decisions about publicly supported VET priorities for 2021-22.



Priority 11

Skill development through volunteering and support in navigating the pathway between learning and earning

Actions:

- 35 Explore how pathways can be improved from education and training settings to post learning.



Status: In progress Estimated timeframe: 2020-23

In 2019, the **State Government** released the VET for School Students policy, which aims to improve vocational pathways to employment and enhance career education in schools. Work has continued throughout 2020 on the implementation of the policy, which provides opportunities for young people with disability to embark on a pathway during school. It will be fully implemented in 2022 with a staged rollout during 2021 including pilots.

The **Department for Innovation and Skills** is a partner in the implementation of the VET for School Students policy. In addition, people with disability can be supported into VET pathways through State Government programs such as Skilling South Australia and JobTrainer, on a bespoke basis.

- 36 State authorities to facilitate meaningful volunteering opportunities for people living with disability.



Status: In progress Estimated timeframe: 2020-23

Relevant State authorities will address this action through implementation of their DAIP. To access the DAIPs, visit the Inclusive SA website (inclusive.sa.gov.au).



Priority 12:

Improved access to employment opportunities and better support within workplaces

Actions:

- 37 Support and promote the implementation of the Office of the Commissioner for Public Sector Employment's *Public Sector Employment Strategy* across the public sector.



Status: In progress





Estimated timeframe: 2020-23

The Office of the Commissioner for Public Sector Employment launched the *SA Public Sector Disability Employment Strategy* in June 2020. The event and information about the public sector's disability employment initiatives and resources, including the strategy and accompanying plan and toolkit, was promoted via an SA Government Information update to all public sector employees on 30 June 2020. The resources and information about the launch event are available on the Office of the Commissioner for Public Sector Employment website with an easy read version of the strategy and plan.

The Office of the Commissioner for Public Sector Employment will collaborate with agencies to achieve this action and identify opportunities to promote the strategy. This will include the monitoring and reporting of actions under the South Australian Public Sector Disability Employment Plan to the Diversity and Inclusion Strategic Committee and Senior Management Council to enable transparency and discussion about progress.

The Commissioner for Public Sector Employment sent a notice to all chief executives and human resources leaders on 15 June 2020 providing information on the South Australian Public Sector Disability Employment Strategy Plan, online Toolkit and the virtual launch event. Chief executives were asked to provide information to staff within their agency.

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- 38 Increase employment opportunities across all levels in the South Australian public sector through the targeting of job opportunities for people living with disability under section 65 of the *Public Sector Act 2009* (SA) which provides for employment opportunity programs.

 Status: Ongoing

The Office of the Commissioner for Public Sector Employment has included this action in the *South Australian Public Sector Disability Employment Plan*. Provisions exist under the *Public Sector Act 2009* (SA) for candidates registered with a Disability Employment Service provider to apply for internal public sector vacancies.

The Office of the Commissioner for Public Sector Employment has developed information sheets for public sector agencies and Disability Employment Service providers to promote this employment opportunity program and provide advice on how to distribute information on vacancies to Disability Employment Service providers. These information sheets are available on the Office of the Commissioner for Public Sector Employment website.

Information is also included in the Public Sector Disability Employment Toolkit available on the Office of the Commissioner for Public Sector Employment website. The Office of the Commissioner for Public Sector Employment will undertake further engagement with Disability Employment Service providers to promote the SA public sector as an employer of choice.

The Office of the Commissioner for Public Sector Employment will look at opportunities to increase awareness of employment opportunity programs with human resources employees and hiring managers to increase the number of vacancies promoted via Disability Employment Service providers.

Relevant State authorities have included this action in their DAIP. To access the DAIPs, visit the Inclusive SA website (inclusive.sa.gov.au).

- 39 Develop data measures to track the percentage of people living with disability employed and retained in State authorities.



Status: In progress



Estimated timeframe: 2020-23

The **Office of the Commissioner for Public Sector Employment** in partnership with the **Department of Human Services** and the **Department of the Premier and Cabinet** will identify current gaps in data relating to employment and retention of people living with disability and mechanisms to address the gaps. The Office of the Commissioner for Public Sector Employment is also engaging with the Disability Employment Reference Group and people living with disability to understand and address issues that may discourage people from disclosing their disability. This Action is included in the South Australian Public Sector Disability Employment Plan.

The **Department of Human Services** continues its work on the National Disability Data Asset and the South Australian test case is looking specifically at education to employment pathways for people living with disability. The project will explore the barriers to employment and identify certain factors that explain variations in outcomes for people with disability.

The **Department of the Premier and Cabinet** provides a workforce data dashboard report to the Executive Leadership Team to monitor the percentage of employees with disability monthly. Its Diversity and Inclusion Framework 2020-2022 outlines a commitment to developing an employee disclosure guideline to promote confidence in confidential employee disclosures and aims to encourage more employees to self-identify and provide the department a better indication on the employment and retention of people with disability.

(Implementation through collaboration)

The Department of Human Services will continue to share best practice and learnings through the communities of practice that have been established for State Government agencies and local councils.

To drive implementation of the actions within Inclusive SA, access and inclusion planning will also be a regular agenda item at the South Australian Disability Reform Interdepartmental Committee (SADRIC). SADRIC was established in November 2020 to support disability reform across the South Australian Government, including to inform discussions with the Commonwealth and other states and territories regarding the design and performance of the NDIS and South Australia's implementation of the National Disability Strategy.

(Next steps)

Over the next three years, the South Australian Government is committed to progressing the actions within Inclusive SA and developing new initiatives to improve access and inclusion for people with disability.

It is important that Inclusive SA provides a strong link between the National Disability Strategy and the State's DAIPs. To achieve this, the Department of Human Services will lead a review of Inclusive SA following the release of the new National Disability Strategy in mid-2021.

The Department of Human Services, on behalf of the South Australian Government, will continue to work closely with the Commonwealth Government and other jurisdictions to develop the new National Disability Strategy and associated outcomes framework. The Strategy and the outcomes framework will set out an approach and structure for governments to track the effectiveness of the Strategy and the National Disability Insurance Scheme (NDIS) through agreed sets of national outcomes, indicators and measures. Over time, this will provide the information needed to understand if our initiatives and actions are improving the lives of South Australians living with disability.

Now that State Government agencies and local councils have developed their DAIPs, it is anticipated the revised Inclusive SA will focus more on the priorities and outcomes State authorities would like to achieve over the next three years and will provide a stronger framework for DAIPs to operate within. Targeted consultation with priority groups, stakeholder engagement and co-design activities will inform the reshaping of existing priorities and outcomes.

Inclusive SA is South Australia's first State Disability Inclusion Plan. It is an important starting point that we will build upon and improve as we move to the new National Disability Strategy and outcomes framework and continue to consult with people living with disability, the community, State Government agencies and local councils.



(Glossary)

Best practice

A method or technique that has been generally accepted as superior to any alternatives because it produces results that are better to those achieved by other means or because it has become a standard way of doing things.

Built environments

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

Changing Places

Changing Places provide suitable facilities for people who cannot use standard accessible toilets.

changingplaces.org.au

Commonwealth

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

Disability Access and Inclusion Plan (DAIP)

Disability Access and Inclusion Plan prepared by State authorities for their own agency, department or council area.

Disability Engagement Group (DEG)

A DHS-led register that can be used by other government agencies or councils to obtain advice from people living with disability and the sector about disability issues.



Local councils

A system of government in South Australia under which elected local government bodies (councils) are constituted under the Local Government Act 1999 (SA).

Mainstream

Products and services that are readily available to the public, as opposed to being applicable only to a very specific subset of the general population.

National Disability Strategy (NDS)

National Disability Strategy 2010–2020 — 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 living with disability and their carers.

State authority


As defined in the Disability Inclusion Act 2018: an administrative unit (within the meaning of the Public Sector Act 2009 (SA), or a local council established under the Local Government Act 1999 (SA).

Toolkit

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

Universal Design

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



(Online references for further information)

Inclusive Play guidelines

inclusive.sa.gov.au/resources/templates/inclusive-play

Inclusive SA

inclusive.sa.gov.au

Return to Sport accessible communications

inclusivesportsa.com.au/sport/return-to-sport/

South Australian Public Sector Disability Employment Strategy

publicsector.sa.gov.au/Employment-Programs/disability-employment

State Planning Policies for South Australia

saplanningportal.sa.gov.au/__data/assets/pdf_file/0005/552884/State_Planning_Policies_for_South_Australia_-_23_May_2019.pdf

Alternative formats:

The information in this publication can be provided in an alternative format or another language on request by calling (08) 8415 4383.

Easy read, plain text and HTML versions of Inclusive SA are available at inclusive.sa.gov.au.



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South Australia**

