# Disability Access and Inclusion Plan Guidelines

# for South Australian state authorities

## Acknowledgement of Country

The Government of South Australia acknowledges and respects Aboriginal peoples as the state’s first people and recognises Aboriginal peoples as traditional owners and occupants of lands and waters in South Australia.

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

We are committed to ensuring that the needs and aspirations of Aboriginal people with disability are incorporated in the design, development and implementation of Disability Access and Inclusion Plans.

## Language and terminology

We acknowledge that language is a personal preference, and that different language and terminology preferences exist within the disability community. For the purposes of the guidelines we use both identity-first and person-first language.

The term Aboriginal has been used throughout the guidelines to reference all Aboriginal and Torres Strait Islander peoples. We acknowledge and respect the preference of the South Australian Aboriginal community to use the term Aboriginal in both written and spoken word.

Additionally, when we refer to you and your throughout these guidelines, we mean your state authority.

When we refer to the[*Disability Inclusion Act 2018 (SA)* (the Act)](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.legislation.sa.gov.au%2Flz%3Fpath%3D%252FC%252FA%252FDisability%2520Inclusion%2520Act%25202018&data=05%7C02%7CNatalie.Carrangis%40sa.gov.au%7C89261404381a4c718a6008dce805d80a%7Cbda528f7fca9432fbc98bd7e90d40906%7C1%7C0%7C638640359016542642%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=9VxtoYWDjH0eQQ%2BvK1koKaHmvnWyaSP1OuHfS5Ee22c%3D&reserved=0)it is important to consult the Act and associated [Disability Inclusion Regulations 2019 (the Regulations)](https://www.legislation.sa.gov.au/LZ/C/R/DISABILITY%20INCLUSION%20REGULATIONS%202019.aspx) and the [*Disability Inclusion (Review Recommendations) Amendment Act 2024* (Amendment Act 2024)](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.legislation.sa.gov.au%2Flz%3Fpath%3D%2Fv%2Fa%2F2024%2Fdisability%2520inclusion%2520(review%2520recommendations)%2520amendment%2520act%25202024_22&data=05%7C02%7CNatalie.Carrangis%40sa.gov.au%7C89261404381a4c718a6008dce805d80a%7Cbda528f7fca9432fbc98bd7e90d40906%7C1%7C0%7C638640359016564555%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Vr9s3Cav%2F7eLEzwyT6yNi%2FrOYYJRP%2BLjHtY%2FAV9nWQA%3D&reserved=0).

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## About these guidelines

The Disability Access and Inclusion Plan (DAIP) guidelines (the guidelines) are designed to assist state government agencies and local councils (state authorities) to develop DAIPs to address access and inclusion barriers for people with disability in the supports and services they provide.

The guidelines apply to all South Australian state authorities legislated under the *Disability Inclusion Act 2018 (SA)* (the Act). They are intended to assist state authorities in the development of their individual Disability Access and Inclusion Plans (DAIPs) which operationalise the priorities and outcomes of the State Disability Inclusion Plan (State Plan).

The Department of Human Services (DHS) is responsible for the administration of the Act on behalf of the Minister for Human Services and works with state authorities to support the development and implementation of DAIPs.

These guidelines are specific to the **DAIP development process only**. State authorities are encouraged to familiarise themselves with the requirements of the Act to ensure full compliance is achieved in line with legislative objects and principles.

The guidelinescover the following areas:

* information about DAIPs
* DAIP alignment and legislative requirements
* step-by-step guide to DAIP development
* resources
* DAIP checklist
* DAIP template.

## Additional support and information

### Community of Practice

The DHS Disability Policy and Reform team organises a regular State Disability Inclusion Plan Community of Practice (CoP) that brings together all state authorities to share activities, resources and insights.

This platform provides valuable guidance and support throughout the DAIP development and implementation process, ensuring that you have the necessary tools to develop and implement an effective DAIP.

To participate in the CoP, we encourage you to nominate a delegate from your organisation. The delegate will act as your main contact person and representative to DHS. Please email DHS with your nominated delegate.

### Contact information

Email: DHSdisabilityinclusion@sa.gov.au

Website: [inclusive.sa.gov.au](https://inclusive.sa.gov.au/home)

## What is a Disability Access and Inclusion Plan and what does it do?

A DAIP outlines how state authorities aim to improve access to their mainstream supports and services (non-NDIS supports and services) by fostering greater inclusion for people with disability. DAIPs achieve this by aligning with the objectives and principles in the Act and by implementing the State Plan.

DAIPs play a critical role in safeguarding and upholding the fundamental rights of people with disability through measurable actions that promote inclusion, equity and diversity, while removing barriers to access and participation.

This safeguarding focus ensures that the rights of individuals are protected from abuse, neglect and exploitation, particularly when accessing essential services. While upholding these rights is a shared responsibility across the South Australian community, state authorities have the ability and accountability to drive meaningful improvements through their DAIPs.

Additionally, as living documents, DAIPs evolve to meet the changing needs of the disability community. Central to this evolution is the importance of engaging people with lived experience of disability.

Each state authority reports progress on the implementation of their DAIP annually to the DHS Chief Executive, along with reporting on the State Autism Strategy Action Plan (for relevant state government agencies). This information is then consolidated and included in the State Plan annual report, which is submitted to the Minister for Human Services and tabled in Parliament.

## What does your Disability Access and Inclusion Plan respond to?

Your DAIP aligns with international, national and state disability legislation and policy instruments by aligning its actions with the State Plan. This alignment ensures your DAIP naturally supports key instruments such as:

* [United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)](https://humanrights.gov.au/our-work/disability-rights/united-nations-convention-rights-persons-disabilities-uncrpd)
* [Australia’s Disability Strategy 2021 – 2031 (ADS)](https://www.disabilitygateway.gov.au/ads)
* [Disability Inclusion Act 2018 (SA) (the Act)](https://www.legislation.sa.gov.au/lz?path=%2FC%2FA%2FDisability%20Inclusion%20Act%202018).

*Figure 1: The relationship between international, national and state disability legislation and policy instruments.*



Your DAIP may also include your actions which respond to the commitments under the [SA Autism Strategy 2024 - 2029 (the Strategy)](https://autismstrategy.sa.gov.au/). This applies to specific state government agencies only.

While the Act signifies that we must do better as a society to remove barriers for people with disability, the [*Disability Discrimination Act 1992 (Cth)*](https://www.legislation.gov.au/C2004A04426/2018-04-12/text) (DDA) and the [*Equal Opportunity Act 1984 (SA)*](https://www.legislation.sa.gov.au/lz?path=%2Fc%2Fa%2Fequal%20opportunity%20act%201984) *(*EOA) enforce laws that make disability discrimination illegal and promote equal opportunities and access for people with disability. Both pieces of legislation have strong influence over both national and state frameworks.

## Legislative requirements for developing a Disability Access and Inclusion Plan

All DAIPs must outline clear, measurable actions aimed at addressing the priority areas and outcomes identified in the State Plan outcomes framework (outcomes framework). This ensures that people with disability can access mainstream supports and services provided by, or on behalf of your state authority.

In addition, a DAIP must:

* detail how you will implement the Act through alignment to the State Plan
* include strategies with measurable outcomes to improve access to built environments, information and employment
* address the needs of priority groups
* be published in an accessible format on your website.

Refer to the Act to ensure compliance with all legislative requirements.

### Addressing the needs of priority groups

The South Australian Government recognises that some groups may face additional challenges because of their disability and other forms of discrimination. It is important to recognise the unique rights and needs of the following priority groups in the development and implementation of your DAIP:

* Aboriginal peoples with disability
* people from culturally and linguistically diverse backgrounds with disability
* women with disability
* children with disability
* people with disability who identify as LGBTIQA+
* people with significant intellectual disability or who have high levels of vulnerability due to disability
* people with disability who live in regional communities.

### The importance of prioritising accessibility from the outset

Accessibility ensures that everyone, regardless of ability, can access and engage with the information or services you offer. Ensuring your DAIP is accessible should be a top priority from the outset.

Consider accessibility when you:

* undertake consultation on your DAIP
* develop the actions in your DAIP
* publish and promote your DAIP, including providing access from the front page of your website.

It is important to communicate with people in different ways. Ensure the language you use fits the audience, is easy to understand (use plain English) and is available in formats everyone can access. Examples include large print, audio, captions, Easy Read and screen reader-friendly files.

## How to develop a Disability Access and Inclusion Plan

This section provides a step-by-step guide to developing your DAIP. You are encouraged to follow these steps to ensure your DAIP meets legislative requirements.

Figure 2. The steps of the DAIP development process, divided into Plan, Develop, Promote and Implement. These guidelines focus on the Plan and Develop phases.



### Disability Access and Inclusion Plan checklist

You are encouraged to refer to the DAIP checklist in Appendix 1, which lists the key steps required to develop your DAIP.

### Establish governance and resourcing

A strong governance structure provides a clear framework for decision-making, accountability and responsibility within your state authority. Defining roles and responsibilities ensures effective collaboration and informed decision-making, leading to the successful development and implementation of your DAIP.

The following guide can enhance the overall success of your DAIP. It is important that your DAIP has executive level commitment from planning through to implementation, and is supported by a dedicated project lead.

**Develop a clear timeline**

As part of STEP 1, it is critical to identify and establish a plan for obtaining approval once your DAIP is complete. Legislative timeframes specify that a state authority’s DAIP must be published within six months of the State Plan being gazetted. Therefore, a clear timeline for approval should be developed to ensure this requirement is met.

**Establish a working group or appoint a project lead**

You may benefit from establishing a DAIP working group that includes representation from across your state authority. Members may include a mix of operational and strategic staff (where applicable) and employees with lived experience of disability.

**Tip:** Refer to your organisational structureto ensure you have adequate representation across your state authority, taking into account all supports and services provided. It may also be helpful to have discussions with your colleagues across divisions within your state authority to determine who will be involved and how the process can work for everyone.

If a working group is not suitable, you may decide to assign responsibility to a senior staff member (project lead) or team to oversee and lead DAIP actions across your state authority.

**Allocate resources (personnel and budget)**

Allocating resources to oversee and manage your DAIP at the beginning of your process is essential. Planning should also include specific resources designated for its development and implementation. If resourcing is a challenge, we encourage you to improve inclusion and accessibility into your existing supports and services for people with disability.

Additionally, choosing the right personnel for the job can help minimise the time and resources needed. For example, think about who might be responsible for implementing some of the future actions resulting from your DAIP.

When enhancing access and inclusion, it is important to recognise that not every action requires significant financial investment. Simple, cost-effective measures such as reviewing and updating existing policies, providing alternative formats for communication or training on disability awareness and inclusive practices, can have meaningful impact and contribute to the goal of improving access and inclusion for people with disability.

### Review the State Plan

The State Plan was developed after extensive community consultation, reflecting the needs and priorities of the South Australian disability community.

The outcomes framework supports the State Plan and will be used to track progress across the following five domains:

* Domain 1: Inclusive environments and communities
* Domain 2: Education and employment
* Domain 3: Personal and community support
* Domain 4: Health and wellbeing
* Domain 5: Safety, rights and justice.

By reviewing the State Plan and outcomes framework, you will get a clear understanding of the **domains**, **priority areas**, **outcomes** and **measures** which will help guide you in identifying actions to support the objectives of the State Plan.

Additionally, using the outcomes framework in the DAIP template in Appendix 2, you will align with the State Plan and uphold the principles of the ADS, the Act and the UNCRPD.

**Outcomes framework example**

**Priority area 1:** Active participation

**Outcome:** People with disability are active participants in accessible and inclusive communities.

To achieve this outcome, you are required to develop specific DAIP actions and corresponding measures relevant to your state authority. STEP 6 will guide you through the process of developing your DAIP actions.

For more information on the consultation that informed the State Plan, refer to the [State Plan Consultation Report 2024](https://inclusive.sa.gov.au/our-work/state-disability-inclusion-plan/consultation-activity).

### Review your existing DAIP

If your state authority is building on previous work, it is important to measure the progress made in access and inclusion for people with disability since your first DAIP, and align any remaining actions with the new State Plan.

Gather your previous DAIP(s), including reviews, updates and annual reports. Evaluate past actions to determine what has been achieved and identify areas requiring further attention, including any new barriers that have emerged since your first DAIP. Your review will be built upon in the next step.

### Understand your state authority

To develop an effective DAIP, it is essential to have a clear understanding of your state authority and the supports and services you provide.

**Tip:** Think broadly - it is important to recognise that access is not just about the physical environment. Barriers may be physical, communicative, attitudinal, systemic/policy, technological or social/cultural.

The following process serves as a guide to creating a summary report that outlines the barriers to access and inclusion for people with disability when interacting with your state authority’s supports and services.

* **Map and assess supports and services** – Identify all supports and services provided by your state authority and evaluate current practices to identify any access and inclusion barriers for community members and staff with disability. Local councils could undertake this task collectively.
* **Align with other strategies** – Consider how your DAIP aligns with other strategies within your state authority, such as your Diversity, Equity and Inclusion Strategy and Regional Public Health Plan (local councils).
* **Consolidate information into a summary report** – Use the information gathered in STEP 2, STEP 3 and STEP 4 to create a comprehensive summary report. This will be used to guide the development of actions to address the identified barriers in STEP 6.

At this stage, you could engage with your lived experience network(s) by sharing your summary report for feedback. By including people from legislated priority groups and considering the diversity within the disability community, you can ensure that your DAIP addresses a wide range of needs.

### Determine data

Building on the summary report from the previous step, review your current data collection and identify any additional data needed to establish clear measures for reporting on progress. Document the data sources required to track progress as these will be used for annual reporting.

This step will help you develop actions that can be measured.

**Tip:** Consider a wide range of data sources including:

* Quantitative data:Australia’s Disability Strategy, Australian Bureau of Statistics (ABS) reports (e.g., Disability, Ageing, and Carers report), census data, Report on Government Services (RoGS), social surveys and other reports from the Australian Institute of Health and Welfare (AIHW).
* Qualitative data:Feedbackfrom people with disability, their families and advocates.
* Organisational data:Employment statistics, staff surveys and internal reports.

### Develop DAIP actions

In this step you will develop actions to address the identified barriers and areas for improvement, and begin to draft your DAIP.

It is recommended that you use the DAIP actions table within the DAIP template in Appendix 2. The DAIP template is designed to help you align your DAIP with the State Plan. It will also serve as the foundation for your annual reporting of both the State Plan and your DAIP.

**Note:** Some state government agencies may also have actions to include in their DAIP which respond to the commitments under the SA Autism Strategy. Refer to the DAIP template in Appendix 2.

The following process is a guide when using the DAIP actions table:

1. **Refer to your summary report - identify barriers and align them with priority areas in the State Plan.**

Determine which barriers can be addressed across all divisions within your state authority and align them to the priority areas in each domain of the State Plan.

1. **Define actions and measure - use the SMART method to ensure clarity and trackability.**

Determine the actions your state authority will take to address the barriers and work towards achieving the outcomes in the State Plan. Specify clear actions and appropriate measures using the SMART method outlined below to evaluate progress for each action.

1. **Incorporate state measures - include assigned measures relevant to your state authority.**

Be sure to include the measures that have been assigned to you as a stateauthority. For example, here is a measure assigned to all state authorities:

Domain: Education and employment

Priority Area: Targeted transitional supports

Outcome: People with disability have supportive environments to learn, grow and transition throughout their life.

State Plan measure: 2.3.5. Total number of initiatives taken to encourage people with disability to volunteer.

DAIP Measure: The number of initiatives taken to encourage people with disability to volunteer.

1. **Assign timeframes and responsibilities - clearly delegate tasks and deadlines.**

Set clear timeframes and assign responsibility across your state authority to implement each action.

1. **Establish data sources - identify baseline data and tracking methods.**

Identify the data sources required to track progress on all actions. This data will be used as your baseline for measuring outcomes, noting some actions may be best monitored using a combination of quantitative and qualitative data.

**The SMART method**

You may wish to follow the SMART method to create well-defined measurable actions:

Specific

* What do you want to accomplish?
* Are actions clear and well defined?

Measurable

* How will success and progress be measured (qualitative/quantitative)?
* How will you know when outcomes are reached?

Achievable

* Can you deliver results on time and within resources?
* Is everyone involved in agreement with this?
* Who will be responsible?

Realistic

* Will this action lead to the desired outcome with available resources and knowledge?
* Is it achievable in the timeframe?

Timely

* What is the deadline for achieving the goal?
* Is the action time-limited or will it be integrated into ongoing business? Noting it must remain measurable in either case.

**Tip:** You are encouraged to align your DAIP actions with your state authority's other strategic priorities. This approach strengthens the integration of disability inclusion into core business practices while streamlining efforts, ultimately delivering better outcomes.

**Draft your DAIP**

Use the DAIP template in Appendix 2 to provide details for your state authority. This template will help you outline your key priorities and focus areas within your DAIP.

Under Section 16(5) of the Act, councils may prepare and publish a joint DAIP with approval from the Minister for Human Services. Councils interested in preparing a joint DAIP can contact the DHS Disability Policy and Reform team who will submit a written application to the minister, explaining the reasons for this preference.

### Public consultation on your draft DAIP

In accordance with Section 16(4) of the Act, public consultation is required when developing a DAIP for the first time.

**Variation to an existing DAIP**

According to Section 16(6) of the Act and Regulation 11(2)(b) of the Regulations, variations to an existing DAIP made solely to comply with state or national laws, ensure consistency with a new State Plan, update outdated information, make minor changes, or correct errors **do not require public consultation**. However, variations introducing significant new priorities or substantial changes must follow the consultation process as outlined below.

**Forms of consultation**

Consultation methods may include surveys, interviews, forums, workshops and online engagement platforms like YourSAy.

**Publishing your draft DAIP**

Your draft DAIP must be prepared and made publicly available on a website determined by you. Notice of the draft and the invitation to provide feedback should be accessible to people with disability. All submissions received during the consultation period must be considered. The Act does not specify fixed timeframes, allowing each state authority to determine the duration of public submissions.

**Request for extension**

If a state authority requires additional time due to extended public consultation, it may submit a formal request to the Minister for Human Services requesting an extension.

**Consultation reporting requirement**

For state authorities developing a DAIP for the first time, you are required to report on the consultation undertaken during its preparation. This includes detailing the number of submissions received and summarising the key recommendations that were incorporated into the final DAIP. This process promotes transparency and demonstrates how community feedback has shaped your DAIP.

### Finalise and promote your DAIP

Once your DAIP is finalised and approved through your internal governance process, you can proceed to publish it. Executive leadership endorsement demonstrates your state authority's commitment to disability inclusion and strengthens accountability.

**Publishing your DAIP in accessible formats**

Under the Act, your DAIP must be published in a format that is accessible to people with disability and made available on your website, ideally on the home page. The DAIP becomes effective from the date it is published online.

At a minimum, your DAIP should be published as:

* a fully accessible stand-alone document (e.g. Word), and/or
* HTML content on your website, meeting at least WCAG 2.2 Level AA standards.

It is strongly encouraged that an Easy Read version is also made available. An Easy Read simplifies information by using clear, simple language, images for explanation, and clear formatting to make it more accessible. Easy Reads are useful for people with disability, people with English as a second language and adults who find reading difficult.

**Notifying and promoting your DAIP**

Once published, please email the link for your DAIP to the DHS Disability Policy and Reform team at DHSdisabilityinclusion@sa.gov.au who will publish your DAIP on the [Inclusive SA website](https://inclusive.sa.gov.au/our-work/disability-access-and-inclusion-plans-daips).

Furthermore, you are encouraged to promote your DAIP through internal and external channels, including staff induction, training, newsletters and social media to raise awareness and support its implementation.

**Capturing DAIP feedback**

Your DAIP should include a clear and accessible process for the public to provide feedback on both your DAIP and the supports and services you deliver. This feedback mechanism should be published and promoted to support transparency, continuous improvement and community engagement.

## Resources

**Legislation, policies and strategy frameworks**

**International**

* [United Nations Convention on the Rights of Persons with Disabilities](https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/convention-on-the-rights-of-persons-with-disabilities-2.html)

**National**

* [Australia’s Disability Strategy Hub | Disability Gateway](https://www.disabilitygateway.gov.au/ads)
* [Disability (Access to Premises — Buildings) Standards 2010](https://www.legislation.gov.au/F2010L00668/latest/text)
* [Disability Discrimination Act 1992 (Cth)](https://www.legislation.gov.au/C2004A04426/2018-04-12/text)
* [Disability Standards for Accessible Public Transport 2002](https://www.legislation.gov.au/F2005B01059/latest/text)
* [Disability Standards for Education 2005](https://www.legislation.gov.au/F2005L00767/latest/text)
* [Disability advocacy | Department of Social Services](https://www.dss.gov.au/disability-advocacy)
* [National Disability Insurance Scheme (NDIS)](https://www.ndis.gov.au/)

**State**

* [Carers Recognition Act 2005 | South Australian Legislation](https://www.legislation.sa.gov.au/lz?path=%2FC%2FA%2FCARERS%20RECOGNITION%20ACT%202005)
* [Disability Inclusion (Review Recommendations) Amendment Act 2024 | South Australian Legislation](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.legislation.sa.gov.au%2Flz%3Fpath%3D%2Fv%2Fa%2F2024%2Fdisability%2520inclusion%2520(review%2520recommendations)%2520amendment%2520act%25202024_22&data=05%7C02%7CNatalie.Carrangis%40sa.gov.au%7C89261404381a4c718a6008dce805d80a%7Cbda528f7fca9432fbc98bd7e90d40906%7C1%7C0%7C638640359016564555%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Vr9s3Cav%2F7eLEzwyT6yNi%2FrOYYJRP%2BLjHtY%2FAV9nWQA%3D&reserved=0)
* [Disability Inclusion Act 2018 | South Australian Legislation](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.legislation.sa.gov.au%2Flz%3Fpath%3D%252FC%252FA%252FDisability%2520Inclusion%2520Act%25202018&data=05%7C02%7CNatalie.Carrangis%40sa.gov.au%7C89261404381a4c718a6008dce805d80a%7Cbda528f7fca9432fbc98bd7e90d40906%7C1%7C0%7C638640359016542642%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=9VxtoYWDjH0eQQ%2BvK1koKaHmvnWyaSP1OuHfS5Ee22c%3D&reserved=0)
* [Disability Inclusion Regulations 2019 | South Australian Legislation](https://www.legislation.sa.gov.au/lz?path=%2FC%2FR%2FDisability%20Inclusion%20Regulations%202019)
* [Equal Opportunity Act 1984 (SA)](https://www.legislation.sa.gov.au/lz?path=%2Fc%2Fa%2Fequal%20opportunity%20act%201984)
* [Living Adelaide - The 30-Year Plan for Greater Adelaide](https://livingadelaide.sa.gov.au/)
* [Planning, Development and Infrastructure Act 2016 | South Australian Legislation](https://www.legislation.sa.gov.au/lz?path=%2Fc%2Fa%2Fplanning%20development%20and%20infrastructure%20act%202016)
* [SA Autism Strategy 2024 - 2029 (the Strategy)](https://autismstrategy.sa.gov.au/)
* [State Disability Inclusion Plan 2025- 2029](https://inclusive.sa.gov.au/our-work/state-disability-inclusion-plan)
* [Volunteering Strategy for South Australia](https://www.savolunteeringstrategy.org.au/wp-content/uploads/2022/03/Strategy_Document_Mar2022.pdf)

**Consultation resources**

* [Australia’s Disability Strategy - Good Practice Guidelines for Engaging with People with Disability](https://www.disabilitygateway.gov.au/good-practice-guidelines)
* [YourSAy](https://yoursay.sa.gov.au/)

**Disability data**

* [Australia’s Disability Strategy Hub - Data and research | Disability Gateway](https://www.disabilitygateway.gov.au/ads/data-research)
* [Disability | Australian Bureau of Statistics](https://www.abs.gov.au/statistics/health/disability)
* [People with disability in Australia, Prevalence of disability - Australian Institute of Health and Welfare](https://www.aihw.gov.au/reports/disability/people-with-disability-in-australia/contents/people-with-disability/prevalence-of-disability)
* [Report on Government Services (RoGS)](https://www.pc.gov.au/ongoing/report-on-government-services)

**Other resources**

* [Accessibility fundamentals - Training | Microsoft Learn](https://learn.microsoft.com/en-us/training/paths/accessibility-fundamental/)
* [Create and verify PDF accessibility, Acrobat Pro](https://helpx.adobe.com/au/acrobat/using/create-verify-pdf-accessibility.html)
* [Disability Rights | Australian Human Rights Commission](https://humanrights.gov.au/our-work/disability-rights)
* [Guide to applying Australia’s Disability Strategy 2021-2031](https://www.disabilitygateway.gov.au/sites/default/files/documents/2024-11/5436-dss3511-dss-guide-applying.pdf)
* [Inclusive SA website](http://www.inclusivesa.gov.au)
* [Improve accessibility with the Accessibility Checker - Microsoft Support](https://support.microsoft.com/en-au/office/improve-accessibility-with-the-accessibility-checker-a16f6de0-2f39-4a2b-8bd8-5ad801426c7f)

## Glossary

**Accessibility**

The extent to which people with disability can access information, spaces, products and services.

**Action**

Practical steps implemented and monitored to ensure progress towards achieving outcomes.

**Australia’s Disability Strategy (ADS)**

A national plan for inclusion, providing an overarching approach for government to meet obligations under the United Nations Convention on the Rights of Persons with Disabilities.

**Australian Human Rights Commission (AHRC)**

An independent government agency that works to protect and promote human rights in Australia. It investigates complaints of discrimination and human rights violations, educates the public about rights, and advocates for legal and social change.

**Built environments**

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

**DAIP**

A Disability Access and Inclusion Plan (DAIP) is a plan developed by stategovernment agencies and local councils to improve access and inclusion for people with disability. Each DAIP is tailored to the specific context of the organisation and their community, outlining practical actions to remove barriers, promote participation, and support the goals of the State Plan.

**Disability Discrimination Act (DDA)**

*The Disability Discrimination Act 1992 (Cth)*is a federal law in Australia that protects individuals from discrimination based on disability in various aspects of public life, including employment, education, access to goods and services, housing and public spaces.

**Domains**

Key areas of the State Plan where we will be taking action to make improvements. For example, Domain 1: Access.

**Equal Opportunity Act (EOA)**

The *Equal Opportunity Act 1984 (SA)*is a South Australian law that promotes fairness and prevents discrimination in areas like work, education and services based on attributes such as race, gender, disability and age.

**Inclusion**

The intentional, ongoing effort to ensure that all people can fully participate in all aspects of life.

**Lived experience**

The personal knowledge that a person gains from direct, first-hand involvement with disability.

**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 supports and services**

Supports and services that are widely accessible to the general public, rather than being limited to a specific group, and are non-NDIS services.

**Measures**

Measurable activity designed to achieve outcomes.

**National Disability Insurance Scheme (NDIS)**

The NDIS is an Australian Government program that provides funding and support to people with permanent and significant disabilities to improve their independence and quality of life.

**Outcomes**

The desired result or goals that represent the intended positive changes because of the action taken.

**Outcome framework**

A tool used to measure and track the impact of the State Plan. We will use this to work out if the State Plan is making improvements to the lives of people with disability through annual reporting.

**Priority areas**

Specific areas of focus that require targeted action.

**Safeguarding**

The process of protecting people's health, well-being and human rights to ensure they are safe from harm, abuse, and neglect.

**State authority**

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

**UNCRPD**

The United Nations Convention on the Rights of Persons with Disabilities is a human rights treaty that aims to change attitudes and approaches to people living with disability. It reaffirms that all people living with disability must enjoy human rights and fundamental freedoms.

**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.

## Appendix 1: Disability Access and Inclusion Plan checklist

|  |  |  |
| --- | --- | --- |
| **Task** | **Target date** | **Completed** |
| PLAN |
| 1 | **Read the guidelines** and understand your legislative requirements. |  | □ |
| 2 | **Establish a working group and/or appoint a Project Lead (delegate)**Form a dedicated group and/or appoint a project lead to oversee the DAIP project and drive its implementation, ensuring you have coverage across your state authority. |  | □ |
| 3 | **Define resource allocation**Ensure clarity on the budget and personnel available for your DAIP project. |  | □ |
| 4 | **Familiarise yourself with the State Plan and outcomes framework**Begin considering the domains and priority areas where you can make meaningful improvements. |  | □ |
| DEVELOP |
| 5 | **Review past DAIP(s)**Assess past actions and identify areas for improvement. |  | □ |
| 6 | **Map your supports and services**Conduct an assessment of existing supports and services provided by your state authority. |  | □ |
| 7 | **Summarise findings into a summary report**Gather information from your review and mapping exercises into a summary report. |  | □ |
| 8 | **Engaging people with lived experience of disability**Consult with individuals and communities, including priority groups. |  | □ |
| 9 | **Determine data**Review what data you currently collect, what other data you might need and determine how you will get it. |  | □ |
| 10 | **Develop DAIP actions** 1. Use the DAIP template to align your summary report with the State Plan domains and priority areas.
2. Define your actions and measures to meet State Plan outcomes.
3. Include mandatory measures and assigned measures to you as a state authority as outlined in the State Plan.
4. Assign timeframe, responsibility and data source for each action and associated measure.
 |  | □□□□ |
| 11 | **Draft your DAIP** 1. Complete the remaining sections in the DAIP template.
2. Use plain English language.
3. Ensure you have an accessible document.
 |  | □□□ |
| 12 | **Conduct public consultation according to your legislative requirements**1. Make your draft DAIP publicly available.
2. Consider feedback from the consultation and refine content accordingly.
3. Include a summary of your consultation process in your DAIP.
 |  | □□□ |
| 13 | **Finalise DAIP and obtain approvals** |  | □ |
| PROMOTE |
| 14 | **Publish your DAIP** Upload your final DAIP to your website. |  | □ |
| 15 | **Establish a feedback process**Ensure your DAIP includes a clear and accessible way for the public to provide feedback throughout its implementation. |  | □ |
| 16 | **Inform the DHS Disability Policy and Reform team**Email your DAIP link to DHSdisabilityinclusion@sa.gov.au for publication on the Inclusive SA website. |  | □ |
| 17 | **Promote your DAIP** Raise awareness of your DAIP objectives to employees and your community. |  | □ |
| IMPLEMENT |
| 18 | **Review and prepare for annual reporting**Ensure systems are in place to monitor progress and report annually to DHS. |  | □ |

#

## Appendix 2 - Disability Access and Inclusion Plan template

You are encouraged to use this template to develop or realign your Disability Access and Inclusion Plan (DAIP) to the State Disability Inclusion Plan 2025-2029 (State Plan) as it will promote consistency in presentation and support you to meet your reporting requirements.

The template is provided in Word format so you can apply your own formatting and branding for the print version and modify as needed.

**Highlighted text** is used throughout the template to provide suggestions. This text should be deleted once it is no longer required.

There is no mandatory number of actions per domain, you may include as many as relevant to your organisation.

The Disability Policy and Reform team are available to provide further support if required.

## Disability Access and Inclusion Plan development - guidance and expectations

To support consistent and meaningful reporting across state authorities (government agencies and local councils), please refer to the following guidance when developing, realigning or reviewing your DAIP:

* State authorities are required to include mandatory measures and assigned State Plan measures in their DAIPs.
* You are responsible for determining how to meet each measure (i.e. the specific action/s) and how to collect the associated data.
* Your state authority is encouraged to include additional actions and measures beyond the mandatory measures and assigned measures. These should reflect your community’s specific needs, priorities and existing policies or initiatives.
For example, state government agencies may include dedicated actions and measures under Domain 4: Health and Wellbeing.
* You are required to report annually (based on the calendar year) to the Minister for Human Services, via the Department of Human Services as the administrators of the Act, on the progress of actions in your DAIP.
* We recognise the value of both qualitative and quantitative data in demonstrating progress. During the reporting period, you will have the opportunity to provide additional context and insights to support the State Plan.
* If your state authority’s roles and responsibilities do not align with a particular measure, you may select N/A in your report and provide a brief explanation. This helps identify potential gaps, areas for improvement and opportunities for future action.

**For DAIPS to be truly accessible for everyone in the community, it is important to consider the following in your development:**

* + Use simple/plain English
	+ Avoid or clearly explain acronyms
	+ Use definition for complex words
	+ Provide options for contact points, this includes telephone
	+ Include a table of contents to assist with navigation to certain sections.

# (Name of state authority)

# Disability Access and Inclusion Plan

# (Dates)

## Message from Chief Executive / Leadership

...........................................

## Contents

...........................................

## Contact Details

**Include contact details (phone number, email address, postal address)**

This Disability Access and Inclusion Plan (DAIP) is available on the **insert name of state authority website and website address**. If you require a copy in an alternative format, (such as Easy Read or a fully accessible word version), please contact **insert contact details**.

## About us

Outline the purpose and role of your state authority, including the services and information it provides and facilities it operates. Include any relevant existing plans relating to access and inclusion (for example, workforce plans focused on employment, training and retention of people living with disability).

## Our vision

Include state authority’s vision and strategic goals for disability access and inclusion.

## Our workplace/staff

Include the percentage of staff who identify as having a disability, if known. Mention any existing plans relating to access and inclusion such as workforce strategies related to employment, training and retention of people living with disability.

## Strategic context

Provide an overview of the broader strategic and legislative context. Reference the following key frameworks:

* *Disability Inclusion Act 2018 (SA)*
* State Disability Inclusion Plan 2025–2029
* Australia’s Disability Strategy 2021–2031
* United Nations Convention on the Rights of Persons with Disabilities

## Disability Access and Inclusion Plan development

### Consultation

If you developed a DAIP for the first time, outline the consultation process undertaken, including how you consulted with people with disability, and how you called for public submissions.

This section will be taken as your report under regulation 9(4) of the Disability Inclusion Regulations 2019 (SA).

**Note:** The consultation process undertaken for the development of the State Disability Inclusion Plan 2025–2029 (State Plan) captured extensive feedback from people with disability, their families and carers, service providers, advocacy groups, and the broader community. This feedback informed the development of the domains, priority areas, and mandatory measures that underpin both the State Plan and your DAIP.

### Relationship to other policies, strategies, frameworks

Describe how your DAIP links to your existing policies, procedures and planning mechanisms (For example, strategic plans, business plans, community development strategies).

### Achievements

Highlight key achievements from your previous DAIP or related initiatives that demonstrate your commitment to disability access and inclusion.

# Disability Access and Inclusion Plan actions table (to be completed by each state authority)

## Domain 1: Inclusive environments and communities

### Outcome statement: A South Australia where all people with disability can participate as equal citizens and feel connected to their communities

**Objective:** To influence community attitudes to remove discrimination and build a South Australian community that values difference and respects the contributions people with disability make to our communities. This includes ensuring the community itself is fully accessible.

### Priority Areas for Domain 1

1. Active participation
2. Inclusive communities and attitudes
3. Universal Design
4. Accessible facilities
5. Communications and information
6. Transportation
7. Collaboration, consultation and innovation
8. Housing

### Priority Area 1: Active participation

**Outcome:** People with disability are active participants in accessible and inclusive communities.

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| --- | --- | --- | --- | --- | --- |
| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 2: Inclusive communities and attitudes

**Outcome:** People with disability are respected and included in their communities, where inclusive attitudes and behaviours and widely demonstrated.

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| --- | --- | --- | --- | --- | --- |
| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 3: Universal Design

**Outcome:** Everyone in South Australia can access and enjoy inclusive and accessible natural and built environments.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source  |
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### Priority Area 4: Accessible facilities

**Outcome:** People with disability can access public toilet facilities that meet their needs when out in the community.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source  |
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### Priority Area 5: Communications and information

**Outcome:** People with disability can find the information they need in the format(s) they need it in.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source  |
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### Priority Area 6: Transportation

**Outcome:** People with disability can get to where they need to go safely.

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| --- |
|  |
| **No.** | **Action** | **State Plan Measure** | **Measure** | **Timeframe** | **Responsibility and data source**  |
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### Priority Area 7: Collaboration, consultation and innovation

**Outcome:** People with disability are actively involved in government decisions that affect their lives.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 8: Housing

**Outcome:** People with disability have access to appropriate housing.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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## Domain 2: Education and employment

### Outcome Statement: A South Australia where all people with disability benefit from inclusive educational experiences, equitable employment opportunities and financial security

**Objective**: To ensure equal opportunity to learning and earning is achieved by addressing the barriers and obstacles people with disability of all ages continue to face at all levels of the education and employment experience.

### Priority Areas for Domain 2

1. Targeted knowledge, understanding and support
2. Supports and resources for children and young people
3. Targeted transitional supports
4. Access to employment opportunities
5. Inclusive working environments
6. Data and reporting

### Priority Area 1: Targeted knowledge, understanding and support

**Outcome:** People with disability are supported by a South Australian education workforce that has the knowledge and skills to meet their needs and help them succeed.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 2: Supports and resources for children and young people

**Outcome:** Children with disability feel valued, welcomed and have access to inclusive education, starting in the early years.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 3: Targeted transitional supports

**Outcome:** People with disability have supportive environments to learn, grow and transition throughout their life.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 4: Access to employment opportunities

**Outcome:** People with disability have opportunities to achieve, develop and succeed in their chosen fields.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 5: Inclusive working environments

**Outcome:** People with disability have access to supportive places to earn.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 6: Data and reporting

**Outcome:** People with disability benefit from state authorities working to improve disability data at both state and national levels.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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## Domain 3: Personal and community support

### Outcome Statement: A South Australia where people with disability can access quality, tailored personal and community supports addressing their individual needs

**Objective**: To build a service system in South Australia that takes a person-centred approach that recognises the contributions and potential of all people with disability.

### Priority Areas for Domain 3

1. Accessibility
2. Advocacy and supports
3. Information sharing
4. Family and carer support
5. Programs

### Priority Area 1: Accessibility

**Outcome:** People with disability can easily access community supports and services.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 2: Advocacy and supports

**Outcome:** People with disability are supported to make their own choices and use advocacy when needed to protect and promote their rights.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 3: Information sharing

**Outcome:** People with disability receive more coordinated and effective support when services work together and share information.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 4: Family and carer support

**Outcome:** Carers and families, including siblings of people with disability are provided with dedicated supports and services.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 5: Programs

**Outcome:** Government-funded programs and services include disability-specific provisions to enable full and equal participation.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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## Domain 4: Health and wellbeing

### Outcome Statement: A South Australia where all people with disability can attain the highest possible health and wellbeing outcomes throughout their lives

**Objective**: To have a well-connected health and mental health sector that is easy to access, navigate and interact with for all people with disability.

### Priority Areas for Domain 4

1. Inclusive infrastructure
2. Targeted knowledge, understanding and support
3. Supports and interventions

### Priority Area 1: Inclusive infrastructure

**Outcome:** People with disability have full access to, and inclusion within health infrastructure.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 2: Targeted knowledge, understanding and support

**Outcome:** People with disability can access healthcare that is inclusive and responsive to the intersectionality and diversity of disability, recognising the important role of carers.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 3: Supports and interventions

**Outcome:** People with disability receive coordinated health supports that meet their needs, with stronger connections between mental health and disability services.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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## Domain 5: Safety, rights and justice

### Outcome Statement: A South Australia where all people with disability feel safe, have their rights upheld and have full and equal protection before the law

**Objective**: To improve the safety and overall experience of people with disability coming into contact with our emergency services, criminal justice and civil law systems.

### Priority Areas for Domain 5

1. Targeted knowledge, understanding and support
2. Responding to emergencies
3. Support and navigating the justice system
4. Consultation and collaboration
5. Safeguarding

### Priority Area 1: Targeted knowledge, understanding and support

**Outcome:** People with disability are understood, supported, and have their rights upheld, including within the justice system.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 2: Responding to emergencies

**Outcome:** People with disability are kept safe during emergencies, with their needs planned for and prioritised.

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| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 3: Support and navigating the justice system

**Outcome:** People with disability receive the right supports for them when navigating the justice system.

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| --- | --- | --- | --- | --- | --- |
| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 4: Consultation and collaboration

**Outcome:** People with disability are involved in the design and delivery of policies, programs and laws.

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| --- | --- | --- | --- | --- | --- |
| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
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### Priority Area 5: Safeguarding

**Outcome:** People with disability can access effective, inclusive and responsive safeguarding supports and services.

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| --- | --- | --- | --- | --- | --- |
| No. | Action | State Plan Measure | Measure | Timeframe | Responsibility and data source |
|  |  |  |  |  |  |
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## Disability Access and Inclusion Plan implementation

Outline how your DAIP will be implemented, including:

* Who is responsible for delivering actions
* How the plan will be shared with staff, stakeholders, and the community
* How disability inclusion is embedded in day-to-day operations
* How progress will be monitored and reported
* How people with disability will be involved
* How the DAIP will be promoted to raise awareness and support.

## Acknowledgments

Acknowledge the individuals, groups and organisations who contributed to the development and implementation of your DAIP.

## Glossary and Definitions

Include definitions of key terms, abbreviations and explanation of terminology that may be unfamiliar.

## SA Autism Strategy Action Plan(for relevant state government agencies)

The SA Autism Strategy 2024-2029 (the Strategy) is a strategic document that supports inclusion of Autistic people, and their families and carers in South Australia. As part of the Strategy, the Strategy Action Plan 2025-2029 (Action Plan) outlines the steps in which the South Australian Government will take to fulfill the commitments of the Strategy.

The Action Plan should be read in conjunction with the Strategy on [the Inclusive SA website](https://autismstrategy.sa.gov.au/).

Why is this included?

* The Strategy works alongside and interacts with the State Plan to reduce duplication of efforts whilst ensuring the needs of the disability and neurodivergent communities are met.
* Although the Strategy is a separate body of work, State Plan and DAIP reporting will be the mechanism in which state government agencies will report on the actions they have developed and committed to within the Action Plan.

What do agencies need to do?

* Targets, actions, lead(s) and target dates are outlined in the Action Plan.
* Please use the following table to outline any actions your agency is responsible for under the Action Plan, categorised by priority: Immediate, Staged and/or Ongoing.
* Completing this table will support your ability to report on assigned actions.

# SA Autism Strategy Action Plan 2025-2029 (use only if applicable)

## Immediate - next 12 months

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Focus Area** | **Commitment** | **Target** | **Actions** | **Lead(s)** |
|  |  |  |  |  |
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## Staged actions – from 2026 to 2029

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Focus Area** | **Commitment** | **Target** | **Actions** | **Lead(s)** |
|  |  |  |  |  |
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## Ongoing actions

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Focus Area** | **Commitment** | **Target** | **Actions** | **Lead(s)** |
|  |  |  |  |  |
|  |  |  |  |  |