

Foreword

Over the past ten years, the *Promoting Independence* strategy has seen our Government lead by example by increasing opportunities for South Australians with a disability.

Now, more than ever, the public sector is a place where people with a disability can not only work and achieve – but be more supported in this process. It is also a place that people with disabilities are more supported in accessing Government services and where more effort is being made to cater for individual needs.

Ensuring accessibility when the Government buys or rents buildings; increasing the representation of people with a disability on advisory groups; and educating staff across government are among other achievements.

All agencies now have disability action plans that are reviewed and monitored keeping us accountable and importantly, to ensure we continue to improve access and reduce barriers for people with disabilities.

Rather than rest on our laurels, we now lift the bar even higher. It's time the strategy was reviewed.

We know there's a lot more to be done and the best way for this to happen is to set new targets. Government departments have shown they are up to the challenge.

People with a disability have a lot to contribute. One of the keys to South Australia's continued success and prosperity lies in harnessing this potential.


Hon Jennifer Rankine MP
 Minister for Disability
 December 2010



Outcomes	Policies	Structures / Process	Programs / Services	Planning / Evaluation	Staffing / Resources	Assessment
OUTCOME 1 Portfolios & their agencies are to ensure access to their services to people with disabilities	Inclusion of people with disabilities and their access requirements are in all policy, planning, program plans and overall strategic plan. (1.1; 1.2)	Strategies/tools to audit services have been developed and implemented. An audit of existing services has occurred to ensure they are inclusive of people with disabilities. (1.3; 1.4)	Services and Programs promote inclusion of people with disabilities and are delivered in a sensitive manner that is accessible to the whole community. (1.5)	An access plan has been developed in consultation with people with disabilities with timelines to improve access to buildings, facilities and services together with a system of setting priorities and review. (1.6)	Allocation of responsibility for actions and budget for access audits has been approved. Staff training has occurred on disability access and access solutions and associated budgets agreed. (1.7)	Report on: <ul style="list-style-type: none"> • extent (%) of audits of buildings and services assessed; • future work & plans to address audit findings; • % of active clients with disabilities in services and programs; • feedback analysis. (1.8; 1.9; 1.10)
OUTCOME 2 Portfolios and their agencies ensure that information and communication about services and programs is inclusive of people with disabilities	A corporate policy is established regarding all publications and all forms of communications being accessible and this is communicated throughout Portfolio. (2.1)	An audit of existing information, publications and communication strategies has occurred. Guidelines and resources have been developed and distributed that will assist programs to improve access to communication. (2.2)	All services and programs publicise information on access provisions, services and programs and have this available in a range of accessible formats. (2.3)	An information and communication strategy has been developed in consultation with people with disabilities that records accessible publications, and access to electronic communications. The level of demand for the information is recorded together with comments and feedback. (2.4)	All publication budgets allow for alternative formats. Technical solutions for communications such as hearing loops, Text Telephone and interpreter services are allowed for within approval process for communication strategies. (2.5)	Report on: <ul style="list-style-type: none"> • Policies completed; • extent (%) of publications available in alternative formats; • demand for alternative formats; • % of accessible websites and other technical solutions; • feedback analysis. (2.6; 2.7)
OUTCOME 3 Portfolios and agencies deliver advice or services to people with disabilities with awareness and understanding of issues and needs	A training and resource framework is established for in-service education and training to equip staff with skills and awareness to ensure services are inclusive and do not discriminate. (3.1)	Staff training needs analysis on disability awareness, access provision and communication has occurred. Training modules have been developed via consultation and involvement of people with disabilities. (3.2; 3.3)	Services are delivered with awareness and with provision of the specific needs of people with disabilities. Consultation with people with disabilities is undertaken in the formulation and review of programs and services. (3.4)	Consultations have taken place with a range of disability organisations to ensure the full range of disabilities and needs are considered in the formulation of policies, initiatives and evaluations. What employment practices are there to encourage and support people with disabilities. (3.5)	Staff training needs have been audited and analysed. Staff are provided with the appropriate level of training to ensure they communicate and deliver services in a responsive and sensitive manner. (3.6)	Report on: <ul style="list-style-type: none"> • Training resources and Framework • Training analysis • Training programs • Consultations with disability organisations (3.7)
OUTCOME 4 Portfolios and agencies provide opportunities for consultation with people with disabilities on service delivery, complaints and quality assurance mechanisms	Meaning consultation processes with people with disabilities, their associates and/or advocates have been developed and inform decision making and review processes of all policies, programs and services. (4.1)	A mechanism to promote and seek representation and appointment of people with disabilities, their associates or advocates on advisory bodies, committees and networks has been implemented. (4.2)	Information and education strategies about the rights of people with disabilities are developed and distributed. Ensure that people with disabilities, their associates and advocates have access to internal and external complaints mechanisms. (4.3)	The consultative strategies and decision making processes are widely promoted. Accessible and participatory complaints procedures are also promoted. There have been surveys of clients and the per cent (%) of people with disabilities and their needs have been identified and information incorporated into planning and evaluation. (4.4)	Staff have been allocated time and resources to develop, implement and evaluate the quality assurance and complaints mechanisms. (4.5)	Report on: <ul style="list-style-type: none"> • Consultation and decision making processes • Advisory structures and involvement of people with disabilities • Client Rights • Complaints processes • Surveys • Staffing and resources (4.6)
OUTCOME 5 Each Portfolio Chief Executive will ensure that their Portfolio has met the requirements of the <i>Disability Discrimination Act 1992 (Cth)</i> and the <i>Equal Opportunity Act 1984 (SA)</i>	Ensure the development, implementation and evaluation of Draft Disability Action Plans by Portfolios, agencies and service providers. (5.1)	Portfolios and their agencies report on the implementation and of Disability Action Plans in program evaluation, funding agreements and annual reports. (5.2)	Programs and services are delivered in a non-discriminatory manner. Case studies describe how individuals are being included within services and the impact of this inclusion. (5.3)	In consultation with people with disabilities, regular reviews of the Draft Disability Action Plans occur and the implementation progress reports feed into the strategic planning process and budget preparation. (5.4)	Staff time and resources are allocated to the review of the Draft Disability Action Plan. (5.5)	Report on: <ul style="list-style-type: none"> • Process of developing Draft Disability Action Plans • The impact of Disability Action Plans in programs and services • Review of Disability Action Plans and how it feeds into strategic planning and budget preparation • Allocation of time and resources (5.6)
	A Corporate policy is established regarding employment of people with a disability and is communicated throughout Portfolio. (6.1)	Strategies/tools/initiatives have been developed and implemented to promote an increase in the number of people with disabilities employed within the Portfolio. (6.2)	Programs and services are assessed to ensure they are inclusive of people with disabilities and are delivered in an appropriate manner that is accessible. (6.3)	Profile of staff with disabilities have been identified through staff surveys and given the opportunity to comment on employment practices and support they have received (6.4)	Relevant staff are provided with the appropriate level of training on recruitment of people with disabilities and associated budgets agreed. (6.5)	Report on: <ul style="list-style-type: none"> • Policy development; • Recruitment strategies; • Training resources and Framework. (6.6)



Key Outcomes And Targets

The *Promoting Independence Strategy* provides a set of broad strategies under each key outcome area to enable all portfolios and their agencies to target their efforts, and therefore reduce discriminatory practices within government programs, service delivery and employment. Targets have been progressively identified under each key outcome area. The key outcomes are:

1. Portfolios and their agencies are to ensure access to their services and facilities to people with disabilities

- That by 30 June 2007, portfolios will ensure that all buildings/facilities that they own or lease be assessed for disability access
- That by 30 June 2008 portfolios will have an accommodation 'Master Plan' that identifies all disability access barriers that need to be addressed, estimated costs to upgrade, priorities for upgrading and associated timelines

2. Portfolios and their agencies ensure that information about their services and programs is inclusive of people with disabilities

- By December 2008, all portfolios to have a style guide
- By August 2008, a style guide checklist has been developed to assist portfolios in the incorporation of access and inclusion requirements into style guides
- By December 2009, portfolios to review existing style guides, to ensure access and inclusion requirements

3. Portfolios and their agencies deliver advice or services to people with disabilities with awareness and understanding of issues affecting people with disabilities

- That by 30 June 2007, portfolios ensure a review is undertaken of existing mainstream training programs to ensure that they include components on *Disability Discrimination Act 1992 (Clth)* obligations and understanding of people with disabilities. For example, induction programs or emergency evacuation procedures
- That by 30 June 2007, portfolios will ensure that 20% of staff will have completed training to the level required for their position and role as is required under the Disability Awareness and Discrimination Training Framework
- That portfolios will ensure continued implementation of this training at the rate of 20% of staff per year until all staff have completed their training requirements

Link to the Disability Awareness and Discrimination Training Framework (<http://www.sa.gov.au/subject/Community+Support/Disability/Information+for+service+providers/Promoting+Independence+Strategy>)

4. Portfolios and their agencies provide opportunities for consultation with people with disabilities concerning service delivery and in the implementation of complaints and grievance mechanisms

- The 2007-08 Annual Report to include an analysis of complaints against state government portfolios lodged with the South Australia Equal Opportunity Commission and the Australian Human Rights Commission
- Evidence that agencies or representatives of people with disabilities have been consulted regarding the development and implementation of a Disability Action Plan, and the strategies and actions contained within the Plan

5. Each portfolio chief executive will ensure that their portfolio has met the requirements of the Disability Discrimination Act 1992 (Clth) and the Equal Opportunity Act 1984 (SA)

- Current Disability Action Plans and relevant strategies should be made publicly available

6. Portfolios and their agencies will ensure they can meet the South Australian Strategic Plan Target (T6.22) "to double the number of people with disabilities employed in the public sector by 2014"

- By June 2009, a baseline is established by the roll out of the staff survey
- By December 2009, across government and portfolio employment targets are negotiated

2009 – 2010 Disability Action Plans Implementation Status: Assessment Summary

Department	Outcome 1 Access	Outcome 2 Information	Outcome 3 Awareness	Outcome 4 Consultation	Outcome 5 Compliance	Outcome 6 Employment
Families & Communities	100%	90%	100%	100%	90%	100%
Premier & Cabinet	95%	95%	100%	95%	100%	95%
SA Health	100%	95%	90%	100%	90%	95%
Treasury & Finance	100%	100%	100%	100%	100%	100%
Justice	90%	70%	80%	80%	100%	100%
Education & Children's Services	95%	95%	95%	95%	95%	95%
Environment and Heritage	90%	90%	90%	80%	100%	90%
Water, Land & Biodiversity Conservation	90%	80%	95%	75%	75%	80%
Primary Industries and Resources SA	100%	95%	100%	95%	100%	100%
Further Education, Employment, Science & Technology	100%	100%	100%	90%	100%	100%
Trade and Economic Development	95%	90%	100%	90%	90%	100%
WorkCover SA	100%	95%	80%	100%	100%	90%
Transport, Energy & Infrastructure	100%	95%	95%	100%	100%	100%

Legend

Green	61 - 100 %	Enhanced Outcomes Clear evidence of enhanced levels in development, implementation and evaluation of Outcomes.
Amber	31 - 60 %	Foundation Outcomes Demonstration of a moderate level of development and implementation of Outcomes.
Red	30 % or less	Minimum Outcomes Demonstration of basic policy and planning of Outcomes.

Promoting Independence: Disability Action Plans for South Australia – 10th Progress Report on Implementation. December 2010.
ISSN: 1838-5990

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Promoting Independence:

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10th Progress Report on Implementation

Summary
2009-2010

