

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 (with their targets) are:

- 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
- 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
- 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 (Cth) 1992* obligations and understanding of people with disabilities, for example: induction programs; 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 the continuation of the 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.dfc.sa.gov.au/promoting_independence)
- 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 Opportunities Commission and the Human Rights and Equal Opportunities 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
- Each portfolio chief executive will ensure that their portfolio has met the requirements of the *Disability Discrimination Act 1992* and the *Equal Opportunity Act 1984*
 - Current Disability Action Plans and relevant strategies should be made publicly available
- 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

07-08 DISABILITY ACTION PLANS IMPLEMENTATION STATUS: Assessment Summary

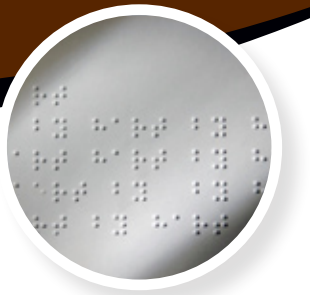
| Department | Outcome 1 Access | Outcome 2 Information | Outcome 3 Awareness | Outcome 4 Consultation | Outcome 5 Compliance | Outcome 6 Employment |
|---|---------------------|--------------------------|------------------------|---------------------------|-------------------------|-------------------------|
| Families and Communities | 90% | 80% | 80% | 80% | 100% | 80% |
| Premier and Cabinet | 90% | 90% | 100% | 80% | 100% | 80% |
| Health | 100% | 80% | 60% | 85% | 85% | 90% |
| Treasury and Finance | 100% | 90% | 100% | 90% | 100% | 80% |
| Justice | 80% | 60% | 80% | 80% | 90% | 100% |
| Education & Children's Services | 90% | 90% | 90% | 90% | 80% | 60% |
| Environment and Heritage | 80% | 80% | 70% | 70% | 80% | 80% |
| Water, Land & Biodiversity Conservation | 80% | 75% | 80% | 75% | 80% | 80% |
| Primary Industries and Resources SA | 100% | 85% | 100% | 85% | 100% | 100% |
| Further Education, Employment, Science & Technology | 100% | 100% | 100% | 80% | 100% | 100% |
| Trade and Economic Development | 80% | 80% | 80% | 80% | 80% | 80% |
| Workcover | 80% | 80% | 80% | 80% | 80% | 80% |
| Transport, Energy & Infrastructure | 100% | 95% | 100% | 90% | 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

8th Progress Report on Implementation



Foreword

Promoting Independence: Disability Action Plans for SA is the South Australian Government's strategy for ensuring that the public sector progressively becomes more accessible and inclusive for people with disabilities.

The strategy requires all chief executives to provide an annual progress report on the implementation of portfolio Disability Action Plans and these reports are then collated into an across-government progress report. This is the eighth progress report since the strategy was introduced in October 2000.

In April 2007, the *Promoting Independence* strategy was updated to include six key outcome areas that Government portfolios are required to address to improve disability access and inclusion.

Portfolios are required to report on how they ensure:

1. Access to services and facilities;
2. Information and communication is accessible and inclusive;
3. Disability awareness and anti-discrimination training for staff;
4. Provision of appropriate consultation and complaint processes;
5. Compliance with the *Disability Discrimination Act (Cth) 1992* and the *Equal Opportunity Act (SA) 1984*; and
6. Employment opportunities for people with disabilities.

The South Australian Government has also developed a target in the South Australian Strategic Plan, (SASP T6.22) to double the number of people with disabilities employed in the public sector by 2014.

In December 2007, the former Minister for Disability requested the development of targets for all six outcome areas. These will be operational in 2008/09.

This year has been a significant year in the international human rights movement, with the Convention on the Rights of Persons with Disabilities and its Optional Protocol coming into operation on 3 May 2008. The Convention is a legally binding instrument which set out the obligations of Australia and its States and Territories to promote and protect the rights of persons with disabilities. The purpose of the convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms for all people with disability, and to promote respect for their inherent dignity. The convention does not create new rights or entitlements. Rather, it expresses existing rights in a manner that addresses the needs of people with disabilities.

Australia was among the first nations to sign the convention when it was opened for signature in March 2007. Australia ratified the convention on 17 July 2008, making us one of the first Western countries to do so.

As we know, legislation alone will not ensure that people with disabilities can enjoy their human rights. States and Territories need to formulate effective policies and programmes that will transform the provisions of the Convention into practices that will have real impacts on the lives of people with disabilities. The South Australian Government is committed to this process.

I hope that this 2008 progress report and our reporting framework will continue to serve as a 'best practice' example and catalyst for change, and I thank the chief executives and many staff committed to this process.



Hon Jennifer Rankine MP
Minister for Disability
December 2008

| Outcome | 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: • extent (%) of audits of buildings and services assessed; • future work & plans to address audit findings; • % of active clients with disabilities in seravices 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: • 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) | A 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) | sultations 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: • 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: • 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 DDA and the EOA | 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: • 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) |
| OUTCOME 6 Portfolios and agencies will explore how they can increase the rate of employment of people with a disability | 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: • Policy development; • Recruitment strategies; • Training resources and Framework. (6.6) |