

Promoting Independence

Disability Action Plans for South Australia



6th Progress Report on Implementation

Prepared by the Promoting
Independence Reference Group

March 2007



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1 | Forward



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 also aims to eliminate discriminatory policies and practices that result in people with disabilities being treated less favourably than those without a disability.

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 6th progress report since the strategy was introduced in October 2000.

Up until 2005, the Promoting Independence strategy has stipulated five key outcome areas that government portfolios are required to address to improve disability access. Portfolios are required to report on how they ensure:

- 1 | Access to Services;
- 2 | Information and communication is accessible and inclusive;
- 3 | Disability awareness and discrimination training of staff;
- 4 | Consultation and Complaint Processes are in place; and
- 5 | Compliance with the *Disability Discrimination Act* (Cth) 1992 and the *Equal Opportunity Act* (SA) 1984.

When I released the 5th progress report in December 2005, I asked chief executives and the *Promoting Independence* Reference Group to try and develop targets to work towards for outcome areas 1 and 3. This was because previous progress reports had indicated inconsistencies in achievements in these areas and a lack of any genuine progress in some instances. I also suggested that we all need to do more about employment opportunities for people with disabilities.

I understand that there has been considerable discussion relating to proposed targets for outcomes 1 and 3 and that a number of portfolios have established their own targets against these outcomes. This demonstrates a further step in the right direction and builds upon previous commitments by portfolios that will result in improved access and inclusion for people with a disability. This is precisely why I asked for targets to be established and I urge portfolios to continue their discussions in this area to pursue an across Government target.

I am pleased to see that there have been efforts made to improve employment opportunities for people with a disability through initiatives such as the disability employment forum in March and the release of the disability recruitment manual. I endorse the introduction of a 6th outcome that relates to disability employment strategies.

The *Promoting Independence* strategy adopts a 'continuous improvement' approach, recognising that the necessary changes required to improve disability access and inclusion across government is a medium to long term project. Government also recognises that despite the many advances across Government, much remains to be done.

HON. JAY WEATHERILL MP
Minister for Disability



Government and the public sector should lead by example in addressing inequality and show what can and should be done by both public and private organisations to ensure they are free of discriminatory practices. *Promoting Independence: Disability Action Plans for SA* demonstrates that the SA Government is serious about addressing disability discrimination at all levels of the public sector.

These Progress Reports provide an open and transparent track record of progress that each department has made. They also commit chief executives to ultimate responsibility for eliminating disability discrimination in the organisations they lead.

The *Promoting Independence* strategy and reporting process were recognised in November 2006 through the Prime Minister's awards for excellence in public administration. The strategy received a commendation at a special awards presentation in Canberra which demonstrates that we are leading the way in progressively addressing disability access and inclusion across Government.

I praise and recognise the many staff across Government who have committed themselves to this process and the Reference Group, led by Dr David Caudrey, who have worked hard to compile this report and make the many practical changes that the report summarises. I firmly believe that we can build upon this work and have placed this on the agenda of Community Services Ministers in the hope that other States and Territories will work with us as a means to establish similar strategies in all jurisdictions across Australia.

I hope that this 2006 progress report and our reporting framework will serve as a best practice example and catalyst for change in State, Territory and Commonwealth departments across Australia. Finally, if we are truly going to achieve public sector reform to ensure the inclusion of people with disabilities in all State Government services, we need to establish clear, reasonable and achievable targets against all outcome areas. I therefore ask chief executives and the Reference Group to engage with the community and to develop a mutually acceptable process that will achieve this goal.

A handwritten signature in black ink that reads "Jay Weatherill". The signature is written in a cursive, slightly slanted style.

HON. JAY WEATHERILL MP
Minister for Disability



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Executive Summary



This is the sixth progress report on the implementation of the *Promoting Independence* strategy since its inception in November 2000.

In this 2005-06 reporting period, there has been continuity in the use of the survey questionnaire and reporting framework as used in the past. The three coloured “traffic light” progress report has again been used and the coding has continued. However, in 2006 there has been increased rigor to the independent and comparison assessments to reflect increased expectations in progressing the Government’s disability policy. For instance, we have assessed all portfolio websites to ensure they are as accessible as they are reported to be.

Green light assessments are awarded for progress of 61% or higher against the policy outcomes. Agencies again rated themselves against a five stage reporting framework (Appendix B) using a survey questionnaire (Appendix C). This rating was then converted to a percentage score which can be seen in the ‘report card’ on page 6. This enables the reader to compare progress being made.

Although there has been significant progress by some portfolios in regards to implementation of the ‘Disability Awareness and Discrimination Training Framework’, this is not consistent across all. Progress against this outcome ranges from Treasury and Finance, where all staff have completed training through to portfolios who have just commenced the implementation of staff training and some who are yet to start.

The progress of assessing buildings and services to determine whether they are accessible is also inconsistent across portfolio responses. In general terms there has been significant progress by some portfolios, especially given that another year has past with uncertainty of building compliance due to the Building Code of Australia (BCA) still not being finalised.

As was the case last year, the competing priorities and limited resources available within all portfolios have been raised as a major barrier to the implementation of the *Promoting Independence* strategy and achievable outcomes. At the same time, the development of Disability Action Plans within and across portfolios are acknowledged as an important strategy in ensuring that access and inclusion issues stay on the agenda.

Portfolios have again highlighted the importance of having senior level support and leadership to implement the strategy through committee structures that have broad representation.

A summary of progress being made by Portfolios displayed as a “Traffic Light” report is on the next page followed by a similar table that shows a comparison of each portfolio’s progress compared to their previous year. This clearly shows that while some portfolios have made progress, others have not.

2005-06 DISABILITY ACTION PLANS IMPLEMENTATION STATUS

Assessment Summary

Department	Outcome 1 Access	Outcome 2 Information	Outcome 3 Awareness	Outcome 4 Consultation	Outcome 5 Compliance
Families and Communities	60%	60%	80%	80%	80%
Premier and Cabinet	60%	80%	30%	60%	70%
Health	60%	50%	50%	90%	60%
Treasury and Finance	100%	100%	90%	80%	100%
Justice	60%	60%	80%	60%	40%
Administrative and Information Services	90%	90%	90%	90%	90%
Education & Children's Services	80%	70%	80%	75%	80%
Environment and Heritage	70%	60%	60%	60%	40%
Water, Land & Biodiversity Conservation	60%	50%	70%	60%	60%
Primary Industries and Resources SA	80%	75%	85%	90%	90%
Further Education, Employment, Science & Technology	80%	80%	70%	65%	80%
Trade and Economic Development	80%	60%	80%	80%	80%
Workcover	80%	80%	60%	70%	80%
Transport, Energy & Infrastructure	60%	60%	65%	65%	80%

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.

OUTCOME ASSESSMENT COMPARED WITH PREVIOUS YEAR

Department	Outcome 1 Access 2005-2006	Outcome 2 Information 2005-2006	Outcome 3 Awareness 2005-2006	Outcome 4 Consultation 2005-2006	Outcome 5 Compliance 2005-2006
Families and Communities	60% → 60%	40% → 60%	40% → 80%	90% → 80%	50% → 80%
Premier and Cabinet	50% → 60%	90% → 80%	60% → 30%	100% → 60%	100% → 70%
Health	50% → 60%	50% → 50%	40% → 50%	80% → 90%	60% → 60%
Treasury and Finance	80% → 100%	80% → 100%	60% → 90%	80% → 80%	80% → 100%
Justice	60% → 60%	40% → 60%	60% → 80%	60% → 60%	60% → 40%
Administrative and Information Services	90% → 90%	90% → 90%	90% → 90%	90% → 90%	90% → 90%
Education & Children's Services	90% → 80%	70% → 70%	80% → 80%	75% → 75%	75% → 80%
Environment and Heritage	60% → 70%	40% → 60%	50% → 60%	40% → 60%	60% → 40%
Water, Land & Biodiversity Conservation	50% → 60%	50% → 50%	70% → 70%	60% → 60%	60% → 60%
Primary Industries and Resources SA	60% → 80%	60% → 75%	80% → 85%	70% → 90%	90% → 90%
Further Education, Employment, Science & Technology	80% → 80%	80% → 80%	80% → 70%	80% → 65%	80% → 80%
Trade and Economic Development	60% → 80%	80% → 60%	60% → 80%	80% → 80%	70% → 80%
Workcover	60% → 80%	80% → 80%	60% → 60%	80% → 70%	80% → 80%
Transport, Energy & Infrastructure	70% → 60%	60% → 60%	80% → 65%	70% → 65%	70% → 80%

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.



3

Introduction

Promoting Independence is an important step in clearly establishing a framework of action for Government portfolios and their agencies to address the requirements of the Commonwealth *Disability Discrimination Act 1992 (DDA)* and the disability discrimination provisions of the *South Australian Equal Opportunity Act 1984*. It emphasises the leadership role of Government in meeting the objects of the DDA in a wide range of Government activities.

The across Government *Promoting Independence* Reference Group is responsible for monitoring progress, collating portfolio progress reports and compiling the results of these into a consolidated progress report. The *Promoting Independence* Progress Reports are forwarded to the Senior Management Council (SMC) to consider and then presented to the Minister for Disability.

The Minister tables the progress reports in Parliament where they are subject to further scrutiny and questioning.

The practice over the past years has been that the Minister releases the Progress Reports at functions that portfolio chief executives and community representatives attend. This is also an opportunity for the Minister to provide comment back to portfolio chief executives on progress being made against targeted outcome areas.

This report is the sixth *Promoting Independence* Progress Report and is for the period 1 July 2005 to 30 June 2006. The delay in providing this progress report is due to staff who have responsibility for this report being seconded to another Government department.



4 | Highlights



A major highlight is the active and committed *Promoting Independence* Reference Group that is made up of representatives of all government portfolios who commit time and effort to the implementation of the Strategy. The reporting process continues to build upon the earlier reports and demonstrates progress being made in a number of significant areas. A major highlight has been the recognition of this strategy and reporting framework through the Prime Minister's awards for excellence in public administration where we received a commendation.

Over the past twelve months there has been specific work on identified projects that have assisted the enhancement of the strategy and included:

1 | Implementing the Disability Awareness and Discrimination Training Framework.

The Department of Treasury and Finance (DTF) had an intensive training program during this reporting timeframe whereby all staff within the portfolio participated in disability awareness and discrimination training.

The Office of Disability and Client Services (ODaCS) within the Department for Families and Communities in partnership with the Equal Opportunity Commission of SA and the Attorney General's Department also delivered:

- | disability awareness and discrimination training for managers and supervisors; and
- | disability dilemmas training for managers.

A specific forum for approximately 100 South Australian Government executives was organised by the ODaCS and presented by Graeme Innes AM, Human Rights and Equal Opportunity Commissioner and Disability Discrimination Commissioner on 3 April 2006. The forum focused on the benefits of Action Plans and the vicarious liability section of the *Disability Discrimination Act 1992* (DDA).

ODaCS, in collaboration with the Equal Opportunity Commission of SA, Disability Works Australia and the Commonwealth Department of Employment and Workplace Relations (DEWR) facilitated a forum on employment and disability on 23 March 2006. At the forum, a manual on 'Recruiting People with Disability – a practical guide' was released and provided to all attending. This guide was developed by Disability Works Australia and ODaCS.

ODaCS in collaboration with the Equal Opportunity Commission of SA facilitated disability dilemmas workshops for managers, supervisors and Disability Action Plan committee members within the Department for Families and Communities.

2 | Assessing buildings and facilities and improving their level of accessibility.

Over the past year, the *Promoting Independence* Reference Group has given consideration to targets for outcomes 1 and 3 and access requirements to SA Government services for people with Multiple Chemical Sensitivity. The current 'Disability Access Checklist for SA Government buildings and facilities' has been adapted to incorporate relevant questions in relation to chemical sensitivity.

4 Highlights continued

The Department for Administrative and Information Services (DAIS) has reported that 70 sites were assessed for access over 2005. A project officer worked on a master plan to prioritise each of the 1400 identified issues and identify responsibilities. The required liaison with building owners and local government agencies as responsible parties.

The Department of Primary Industries and Resources SA (PIRSA) have highlighted that 100% of their occupied buildings have now been reviewed by an accredited access consultant. The review has been statewide covering 72 sites at a cost of \$100,000.

Proposed targets

Minister Weatherill in his speech on 2 December 2005, noted that progress to implement disability access assessments of buildings and disability awareness training had been slow and inconsistent and asked the *Promoting Independence* Reference Group and chief executives to set specific targets against these outcome areas. The Reference group allocated this task to a subcommittee who made the following proposal.

Target proposal for disability access assessments

- | 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.

Target proposal for disability awareness training

- 1 | That by 30 June 2007, portfolios ensure a review is undertaken of existing mainstream training programs to ensure that they include components on *Commonwealth Disability Discrimination Act* (DDA) obligations and understanding of people with disabilities, for example:
 - | Induction programs;
 - | Emergency evacuation procedures
- 2 | 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.
- 3 | 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.familiesandcommunities.sa.gov.au/dfc/Default.aspx?tabid=272>

There was a range of responses from portfolios to the proposed targets, some agreed to targets, others indicated they intended to or already have exceeded targets while some portfolios indicated the targets could not be met but were able to justify why this is so. For instance, the Department for Health indicated that they have up to 1240 owned and approximately 300 leased buildings and simply could not have them all assessed against access standards by 30 June 2007. However, the requirement to collect data for Health's management of its property portfolio, and to meet whole of government requirements to populate the Strategic Assessment Management Information System (SAMIS) with performance assessment data for building condition, compliance, utilisation and location over the following 5 years is both a substantial and realistic commitment that is commendable.

5

Barriers



A major barrier for most Portfolios has been the limited allocation of resources to upgrade access for people with disabilities across their facilities and services in the context of competing priorities.

A number of Portfolios have identified difficulties in obtaining building maintenance assessments, as there are limited numbers of Access Consultants available in SA (6 registered).

Concerns were raised over the Building Code of Australia's continuing non-compliance with the *Disability Discrimination Act*, identifying that this can create tension for officers working in the facilities, building management and work safety areas.



6

Scope of the Policy Statement

The DDA makes discrimination on the basis of disability unlawful. The Act requires employers and service providers to make whatever adjustments are necessary and reasonable to allow people with disabilities to use those services to the same extent as other people – irrespective of whether these services are provided by Government agencies, community organisations or business enterprises

The policies contained in *Promoting Independence* apply to all publicly funded services and programs of South Australian Government Portfolios and their agencies. The focus is on ensuring that mainstream services are accessible for people with disabilities and that they are eliminating all practices within those services that unlawfully discriminate against people with disabilities.

4.1. Prevalence of Disability

In 2003, the Australian Bureau of Statistics Survey of Disability, Ageing and Carers estimated that there is one in five Australians who have a disability or 20% of the population (3,958,300). The survey recorded 362,100 South Australians with disabilities or 23.9% of our State's population. An estimated 269,400 persons or 74.4% of those with a disability experienced activity restrictions in communication, mobility or self care.

The survey also shows that most people with disabilities live in households in the community or private dwellings (94%). An estimated 21% or 1 in 5 of these people live alone compared to 8.6% or 1 in 12 of those without a disability.

The DDA provides a definition of the term "disability" which is far broader than the ABS definition or the categories of persons with disabilities covered under the *South Australian Disability Services Act 1993* or the *South Australian Equal Opportunity Act 1984*. For the purposes of the *Promoting Independence* strategy and in turn this Government report, the DDA definition of disability has been used to promote consistency with the objects of the DDA as well as to support participation and independence. The DDA recognises people with disabilities as being equal before the law and makes discrimination on the grounds of disability unlawful.

¹The definition of disability used in the survey is based on the World Health Organisation International Classification of Impairments, Disabilities and Handicaps that links the concept of disability with the consequence of disease and injury.

²Under Section 4 of the DDA, disability means:

- a. total or partial loss of the person's bodily or mental functions; or
- b. total or partial loss of a part of the body; or
- c. the presence in the body of organisms causing disease or illness; or
- d. the presence in the body of organisms capable of causing disease or illness; or
- e. the malfunction, malformation or disfigurement of a part of the person's body; or
- f. a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g. a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour.
It includes a disability that:
- h. presently exists; or
- i. previously existed but no longer exists; or
- j. may exist in the future; or
- k. is imputed to a person.

7

Key Outcomes

The primary focus of the *Promoting Independence* strategy and in turn this Government report is to ensure that Government services are appropriate and accessible to people with disabilities. In order to achieve this goal, the former Minister for Disability Services endorsed five key outcomes to provide a practical framework for Government Portfolios and their agencies to meet the State Government's obligations under the DDA.

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. The implementation of these strategies is to be in consultation and partnership with people with disabilities, their associates, service providers and other levels of Government.

The ultimate responsibility for the achievement of the five key outcomes is with the chief executives of the portfolios.

The key outcomes specified within *Promoting Independence* are:

- | Portfolios and their agencies ensure accessibility to their services to people with disabilities
- | Portfolios and their agencies ensure information about their services and programs is inclusive of people with disabilities
- | Portfolios and their agencies deliver advice or services to people with disabilities with awareness and understanding of issues affecting people with disabilities
- | Portfolios and their agencies provide opportunities for consultation with people with disabilities in decision-making processes regarding service delivery and in the implementation of complaints and grievance mechanisms
- | 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*

The Minister for Disability suggested in his speech on 2 December 2005 that the coordinating Reference Group and chief executives should do more in the area of employment of people with a disability. For this reason there has been the inclusion of an 'outcome 6' into this year's reporting framework which specifically relates to employment and disability.

³Portfolios and their agencies will explore how they can increase the rate of employment of people with a disability.

Promoting Independence: Disability Action Plans for South Australia: a policy statement on the adoption of Disability Action Plans by the Government of South Australia. October 2000

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Reporting Process

The Department of Families and Communities' (DFC) Office for Disability and Client Services has played a lead role in the coordination of the whole of Government reporting process. The Director of this division chairs the *Promoting Independence* Implementation Reference Group.

Each of the State Government portfolios has a representative on this Reference Group, which meets on a six weekly basis as a means to systematically coordinate the implementation, communication and reporting process.

The Terms of Reference for this group are to:

- | Promote the particular focus on the development of Disability Action Plans;
- | Develop an across Government reporting framework to benchmark achievements and initiatives;
- | Promote awareness and systemic improvements in the accessibility of Government services to people with disabilities;
- | Identify issues related to the implementation of *Promoting Independence* such as barriers/opportunities/successes.

It has been acknowledged throughout the implementation process that portfolios will have a range of different initiatives and approaches taken, depending on the extent of contact they have with the general community and the service provided. At the conclusion of each reporting period, the Reference Group reviews the questionnaire and reporting process as a means of continually improving the process and to enable easier reporting and identification of achievements within portfolios.

The initial time frame for the collection of annual Progress Reports was maintained and all chief executives received a letter from the chief executive of DFC (as the lead agency) requesting Progress Reports by late August. A number of portfolios sought extensions to this time frame.

As this across government progress report was being compiled and scrutiny and comparisons of individual portfolio progress reports took place within ODaCS, the majority of portfolios were contacted to either clarify responses or seek evidence to substantiate responses. This is a further development of the process in recognition that the report is tabled in Parliament and will be subject to questioning and be released to the public.

The completion of this sixth progress report is later than is the usual practice and is largely due to the Executive Officer being seconded to the Social Inclusion Unit.

9.1. OUTCOME 1 | Ensure access to facilities and services

Department	Policies PWDs & access needs are in all policy, planning, program plans & strategic plan. (1.1, 1.2)	Structures/ processes Strategies and tools to assess building/facilities have been developed & implemented (1.3, 1.4)	Programs/ services Promote inclusion of PWDs & are delivered in a sensitive manner that is accessible. (1.5)	Planning/ Evaluation An access plan to improve access to buildings, facilities and services has been developed in consultation with PWDs. (1.6)	Staffing & resources Allocation of responsibility for actions & budget for access audits has been approved. (1.7)	Assessment Report on: % of audits of buildings and services audited; future work plans to address audit findings; % of clients receiving services; feedback analysis. (1.8, 1.9)	Overall Rating for Outcome 1
Families & Communities	Yes	Have Started	Majority do	Yes	Have started	> 50%	60%
Premier & Cabinet	Yes	Yes, completed	Majority do	Yes	Have started	A few	60%
Health	Partially	Have started	Majority do	Yes	Have started	> 50%	60%
Treasury & Finance	Yes	Yes, completed	Yes, all do	Yes	Yes	All	100%
Justice	Partially	Have started	Majority do	Draft completed	Have started	A few	60%
Administrative & Information Services	Yes	Yes, completed	Yes, all do	Yes	Yes	All	90%
Education & Children's Services	Yes	Not applicable	Majority do	Draft completed	Yes	All	80%
Environment & Heritage	Partially	Have Started	Majority do	Yes	Yes	A few	70%
Water, Land, Biodiversity Conservation	Partially	Yes	Have started	Yes	Have started	A few	60%
Primary Industries & Resources SA	Yes	Yes, completed	Majority do	Yes	Yes	A few	80%
Further Education, Employment, Science/ Technology	Partially	Yes, completed	Majority do	Preparing one	Have started	All	80%
Trade & Economic Development	Yes	Yes, completed	Majority do	Yes	Yes	> 50%	80%
WorkCover	Yes	Yes	Yes, all do	Yes	A few	All	80%
Transport, Energy & Infrastructure	Partially	Have started	Majority do	Yes	Have started	A few	60%

Results continued



9.1.1 Highlights of Implementation

The Justice portfolio has endorsed a new Strategic Disability Statement.

Approximately 30 percent of the Department for Families and Communities (DFC) funded Social Housing dwellings have been modified for people with a disability. 95 percent of all newly constructed social dwellings in 2005/06 met the DFC Asset Services Adaptability Standards.

The Health Portfolio Disability Action Plan has been endorsed and released for implementation.

The Health Portfolio has reported that the SA Cervix Screening Unit has a pamphlet *“Women with Disabilities Need Pap Smears Too”* in both ‘hard copy’ and on the SA Cervix Screening website for women and health workers. They also have approximately ten adjustable beds intended to facilitate Pap smear testing for women with a physical disability.

The Department for Administrative and Information Services (DAIS) assessed over 70 sites for access in 2005. A project officer worked for more than 6 months on a comprehensive Master Plan to prioritise each of the 1400 identified issues. Findings of the access assessments were used to ensure that refits or new facilities are fully accessible. Where leases are short, the plan determined that new premises should be sought and this process has begun on a number of properties.

Building Management maintained its advisory service for all DAIS refurbishments. This process resulted in modifications to plans for public interface facilities and the installation of two extra wide speed gates to allow for easier wheelchair access to the foyer of Wakefield House.

Over 2005, DAIS executives and staff have been committed to improving access and allocating resources where necessary. The willingness of staff from all sections of the Department to lend expertise to work on the DAIS Equitable Access Master Plan has been a demonstration of this, as was the acceptance of a disability advocate as an equal partner in the process.

The Department for Education and Children’s Services (DECS) reported a large proportion of students with disabilities in mainstream settings. By mid year 2005, 92.6% of all DECS students with disabilities were enrolled in mainstream schools, leaving only 7.4% enrolled in special schools.

The Department of Environment and Heritage (DEH) capital works projects to improve accessibility was completed in 2005/2006 and included:

- | Upgrade of toilets at Innes National Park to comply with AS1428.2.
- | Designs and construction of the new Schomburgk Pavilion and Amazon Waterlily Pavilion as part of the Gardens 150 Icon Project was done in compliance with AS1428.2.
- | Construction of the new Schomburgk Pavilion.
- | Construction of the new Amazon Waterlily Pavilion at the Botanic Gardens of Adelaide.

Results continued



The major upgrade of visitor facilities at Belair National Park commenced in 2004/2005 and major work to date includes:

- | Upgrade of toilet facilities throughout the park and construction of new toilet facilities to comply with AS1428.2.
- | Improved access for all visitors to the park.
- | Undertaking replacement of park furniture to take into account visitors with limited mobility.

The Department for Water, Land and Biodiversity Conservation's (DWLBC) particular highlight in 2005-06 was the commencement of its access audit program for all of its sites and facilities. DWLBC staff have been trained by an accredited training provider to undertake the access audits of all sites and facilities prioritised on the basis of risk assessment. An important aspect of this approach is that the knowledge and experience in access auditing are being retained within the Department.

The Department for Primary Industries and Resources SA (PIRSA) have reported that 100% of their occupied buildings have now been reviewed by an accredited Access Consultant. The review has been state-wide covering 72 sites at a cost of approximately \$100,000.

Within the Public Transport Division (PTD) of the Department for Transport, Energy and Infrastructure (DTEI), the Integrated Service Planning Branch has introduced a number of integrated packages across regional areas to address the needs of people with disabilities. Integrated services have been introduced in the Riverland, Murray Mallee, Yorke Peninsula and Tatiara regions.

DTEI report that four medical services have been implemented in the Mid North, Upper North, Murray Mallee and Yorke Peninsula. They provide a door-to-door service for people unable to use conventional public transport to access medical services. All vehicles are fully accessible and drivers have specific training that includes the development of skills needed to assist passengers with disabilities.

9.1.2 Barriers to Implementation

The majority of portfolios have reported that limited allocation of resources is a major barrier to upgrading access for people with disabilities across their facilities and services in the context of competing priorities.

The Justice portfolio has reported that several of their agencies will need to access contract or consultancy resources to audit all facilities. The list of Access Consultants in SA is very limited (6 registered). Justice Agencies have buildings and facilities across a broad geographic spread. In many cases, these buildings are not meant for public access.

A barrier that continues to arise is the Building Code of Australia's continuing non compliance with the *Disability Discrimination Act*. This has been reported to have created tensions for officers working in the facilities, building management and work safety areas.

DWLBC have highlighted the audit process itself as the impediment in addressing the access barriers identified through the Department's access audit program for its sites and facilities. As a result, DWLBC will most likely train additional staff as access auditors to spread both the workload and the knowledge.

9.2. OUTCOME 2

Information and communication is inclusive

Department	Policies Corporate policy is established on publications & communications being accessible (2.1)	Structures/ processes Audit of information, publications & communication strategies has occurred. Guidelines & resources developed & promoted (2.2)	Programs/ services Services & programs promote access provisions, services & are available in a range of accessible formats (2.3)	Planning/ Evaluation An information/com-unication strategy is developed in consultation with PWDs that records accessible publications, and access to electronic communications. Demand & feedback recorded. (2.4)	Staffing & resources Publication budgets allow for alternative formats. Technical solutions for communications such as hearing loops, TTY & interpreters are within communication strategies. (2.5)	Assessment Report on: <ul style="list-style-type: none"> Publication demand in alternative formats; % of accessible websites; feedback analysis. (2.6) 	Overall Rating for Outcome 2
Families & Communities	Other policy	Preparing one	Yes	Have started	Started to monitor	All comply	60%
Premier & Cabinet	Yes	Yes	Yes	Yes, completed	Started to monitor	All comply	80%
Health	Other policy	Preparing one	Preparing one	Have started	Started to monitor	A few	50%
Treasury & Finance	Yes	Yes	Yes	Yes, completed	Yes	All comply	100%
Justice	Preparing one	Preparing one	Preparing one	Have started	Started to monitor	All comply	60%
Administrative & Information Services	Yes	Yes	Yes	Yes, completed	Yes	All comply	90%
Education & Children's Services	Other policy	Preparing one	Yes	Have started	Yes	A few	70%
Environment and Heritage	Yes	Preparing one	Yes	No	Started to monitor	A few	60%
Water, Land, Biodiversity Conservation	Other policy	Yes	No	No	No	A few	50%
Primary Industries & Resources SA	Other policy	Other policy	Yes	Yes, completed	Started to monitor	A few	75%
Further Education, Employment, Science & Technology	Yes	Other policy	Yes	No	Started to monitor	A few	80%
Trade & Economic Development	Other policy	Preparing one	Yes	Have started	Started to monitor	A few	60%
WorkCover	Other policy	Yes	Yes	Yes, completed	Yes	A few	80%
Transport, Energy & Infrastructure	Yes	Yes	Yes	Yes, completed	Started to monitor	A few	60%



9.2.1 Highlights of Implementation

ODaCS in partnership with DFEEST, the Australian Federation of Disability Organisations and the Human Rights and the Equal Opportunity Commission developed and organised an E-Accessibility forum on 8 December to coincide with the theme for International Day of Disability.

DAIS published their Disability Action Plan in a version specifically tailored for screen reading software for customers and employees who have vision impairment.

DWLBC have reported enhancements to the Department's website (in particular, its Content Management System) to enable better access for people with disabilities. In addition, DWLBC now has a dedicated Web Administrator who will be actively pursuing enhancements to their communications and publications during 2006-07.

PIRSA have purchased a new web content management system which will enable improvement to the overall useability and accessibility of their websites.

The Department of Trade and Economic Development (DTED) have reported specific high-level resources and progress to their website due to a recent redevelopment.

PTD has developed new and easier to read timetables and general information for service changes.

9.2.2 Barriers of Implementation

The majority of the portfolios have highlighted funding constraints as a barrier to program service delivery.

One issue that emerged was the difficulty in applying style guides, as designers continue to supply designs for publications and signage that are inappropriate. Similar issues have been found with web designers, who despite having access to a free toolbar to test for accessibility of a website and aid in development of a more accessible website, continue to develop websites that feature style over function. This can take time and expense for the agency to get corrected.



9.3. OUTCOME 3

Disability Awareness and Discrimination Training

Department	Policies A disability awareness & Discrimination Training Framework or policy is established. (3.1)	Structure/process A staff training needs analysis on disability awareness, has occurred. Training priorities developed & implemented. (3.2; 3.3)	Program/service Services' training and education delivered with awareness and are accessible to PWDs. (3.4)	Planning/ Evaluation Consultation occurs to review policies, programs and services. (3.5)	Staffing & resources Staff training needs have been analysed & resources committed to implement Training Framework. Staff deliver services with awareness & understanding of needs of PWDs. (3.6)	Overall Rating for Outcome 3
Families & Communities	Yes	Yes	Majority do	Started consultation	Resources committed	80%
Premier & Cabinet	No	Have started	Have started	Started consultation	No	30%
Health	Yes	Have started	Have started	Started consultation	No	50%
Treasury & Finance	Yes	Yes	Yes, all do	Yes, completed	Resources committed	90%
Justice	Yes	Yes	Majority do	Started consultation	Resources committed	80%
Administrative & Information Services	Yes	Yes	Yes, all do	Yes, completed	Resources committed	90%
Education & Children's Services	Yes	Partially	Majority do	Yes, completed	Resources committed	80%
Environment and Heritage	Training programs planned	Yes	Have started	Started consultation	Resources committed	60%
Water, Land, Biodiversity Conservation	Yes	Yes	Have started	Started consultation	Resources committed	70%
Primary Industries & Resources SA	Yes	Yes	Majority do	Yes, completed	Resources committed	85%
Further Education, Employment, Science/ Technology	Yes	Partially	Majority do	Yes, completed	Resources committed	70%
Trade & Economic Development	Yes	Partially	Majority do	Yes, completed	Resources committed	80%
WorkCover	Yes	Partially	Yes, all do	Yes, completed	Resources committed	60%
Transport, Energy & Infrastructure	Yes	Partially	Have started	Started consultation	Prepared funding proposal	65%

9.3.1 Highlights of Implementation

DAIS notes that in 2005-06 more than 650 staff received some training with explicit disability content. Several hundred more received training in areas including Equal Employment Opportunity, Selection Panelist Training, Bullying & Harassment and Occupational Health & Safety. All of which have been modified to be more inclusive of disability content.

PIRSA has successfully implemented a Disability Awareness Training Program throughout the agency with over 50% of staff having participated to date. Continuity is provided through PIRSA's Online Induction Program, PIRSA Introduction Days, all of which is available on the intranet. A strategy to provide specialised Communication and Manager/Supervisor Training is being developed.

The Justice portfolio highlights that training has been successfully and cost-effectively provided by the Equal Opportunity Commission (EOC) and the Manager, Disability Inclusion (DFC).

A guideline for the implementation of the Disability Awareness & Discrimination Training Framework in DFC has been developed and endorsed. The DFC executive agreed to a target of all agencies and divisions undertaking disability awareness and discrimination training with 25% of staff per year and to continue that over the next 4 years.

The DFC Learning and Development Unit has directly involved the following staff in training:

- | DFC Disability Action Plan Implementation Committee Members;
- | 38 DFC Executives in the training requirements for Executives, presented by Graeme Innes, Human Rights and Equal Opportunity Commissioner;
- | 17 staff attended an whole of government Employment and Disability Forum;
- | 60 DFC Managers participated in Disability Dilemmas workshops, covering the training requirements for managers & supervisors & DAP committee;
- | A briefing and introduction to the 'Recruiting Staff with Disabilities' manual was provided to the DFC HR network.

The Learning and Development Unit has developed, promoted and made available a CD ROM training resource for workplace use, covering 'all other employees training requirements' as specified in the Training Framework.

DECS report that a number of Inclusive Preschool Programs have been established to support children with disabilities with high support needs. Programs provide families with a local preschool education option for their child as well as access to specialised educational expertise.

Inclusive Preschool Programs also operate as centres with expertise available to staff at other sites within the network of local preschools. A range of staff training and mentoring strategies are being used to develop skills and expertise among local staff.

Currently, there are six inclusive Preschool Programs. They operate at:

- | Acacia Kindergarten at Mount Gambier
- | Elsie Ey Kindergarten at Hewett
- | Murray Bridge South Kindergarten
- | Whyalla Stuart Early Childhood Kindergarten
- | Willow Close Preschool Centre at Mt Barker
- | Woodcroft Children's Centre.

A significant highlight for 2006 has been the approval for the development of another Inclusive Preschool Program at Kirton Point. In addition, a feasibility study is being undertaken on the development of a further program in the western suburbs of the metropolitan area.

A highlight for the DWLBC 2005-06 training program was training provided to relevant staff in DWLBC to undertake access audits (as opposed to assessments) of the Department's buildings and facilities. An important aspect of DWLBC's approach is that the knowledge and experience in access auditing are being retained within the Department.

9.3.2 Barriers to Implementation

The greatest challenge of the Health Portfolio to implement the Disability Awareness and Discrimination Training Framework is cost. This is because the majority of staff are direct clinical service providers or indirectly involved in service provision. For these staff to participate in disability awareness training they need to be backfilled in order to maintain service provision.

For the Justice portfolio, Aboriginal justice is an extremely high strategic priority for all agencies. A Justice-wide priority for 2005-2007 is implementation of the Indigenous Retention and Employment Strategy, to support achievement of State Strategic Target 6.2. Given that disability awareness is not linked to any State Plan target, it may be unviable for Justice agencies to concurrently focus on another strategic diversity priority, i.e. disability training.

The majority of agencies note the expense of developing training packages with Registered Training Organisations that relate only to disability as prohibitive. Relevance to employees' own work and/or accreditation are essential and this can take time to assess and plan.

DTEI recognise that development of an online training program and phased training will assist this barrier in the longer term.

9.4. OUTCOME 4 | Consultation and Complaints Process

Department	Policies Consultations have been developed and inform decision making and review processes of all policies, programs and services.(4.1)	Structure/process Promote representation & appointment of PWDs on advisory bodies, committees and networks has been implemented. (4.2)	Programs/service Information about the rights of PWDs are developed and distributed. Internal and external complaints mechanisms are accessible to PWDs & associates. (4.3)	Planning/ Evaluation Consultative strategies & decision making processes are promoted. Accessible complaints procedures are promoted. PWDs & their needs are identified & information incorporated into planning and evaluation. (4.4)	Staffing & resources Staff & resources are allocated to develop, implement & evaluate the quality assurance & complaints mechanisms. (4.5)	Overall Rating for Outcome 3
Families & Communities	Started to consult	Some services	Some services	Yes	Resources committed	80%
Premier & Cabinet	Yes	Some services	Some services	Yes	Resources committed	60%
Health	Yes	Yes	Yes	Yes	Resources committed	90%
Treasury & Finance	Yes	Yes	Yes	Yes	Resources committed	80%
Justice	Some services	Have started	Some services	Some services	Resources committed	60%
Administrative & Information Services	Yes	Yes	Yes	Yes	Resources committed	90%
Education & Children's Services	Yes	Some services	Yes	Yes	Resources committed	75%
Environment and Heritage	Started to consult	Have started	Have started	Have started	Resources committed	60%
Water, Land & Biodiversity Conservation	Started to consult	No	Yes	Yes	Resources committed	60%
Primary Industries & Resources SA	Yes	Yes	Yes	Yes	Resources committed	90%
Further Education, Employment, Science/Technology	Yes	No	Yes	Some services	Resources committed	65%
Trade & Economic Development	Yes	Have started	Some services	Yes	Resources committed	80%
WorkCover	Yes	Some Services	Yes	Yes	Resources committed	70%
Transport, Energy & Infrastructure	Some services	Some services	Some services	Some services	Resources committed	65%

9.4.1 Highlights of Implementation

The resource, Community Participation in DAIS was launched, which is inclusive of the need for consultation and participation of people with disabilities as well as providing models and useful techniques.

The relationships that have been developed with the disability sector through ongoing consultation were mutually beneficial in terms of exchange of skills and learning.

The A-Net, convened by the Office for Recreation and Sport, has facilitated the development of the Framework and Strategy for Physical Activity, Sport and Recreation for People with Disabilities, which will deliver a program of services that are targeted to where the sector has determined they are most needed.

The Department of Health have identified that the Health and Community Services Complaints Commissioner's Office commenced operations in October 2005. Health units have complaints policies and processes in place, all of which have been established in line with Australian Standards.

DWLBC's made progress during 2005-06 relating to the involvement of Consultants in the refinement and implementation of the Department's access audit program.

PIRSA used various consultation processes with people with disabilities and organisations including the Commonwealth Rehabilitation Service for assisting people with disabilities in employment; Disability Works Australia for recruitment and recruitment training of people with disabilities; accredited access consultants for refurbishments and access reviews.

DTEI noted that their 'turn around time' for dealing with complaints and commendations has reduced over 2005/06.

9.4.2 Barriers to Implementation

Consultation fatigue in the disability sector is a major factor. It can be difficult to single out members of the community for consultation.

Engaging people who have disabilities in consultation with central agencies is challenging as they are unlikely to have much interest in their activities. The exception to this is the physical activity, recreation and sport sector.

9.5. OUTCOME 5 | Compliance with DDA and EOA

Department	Policies Develop, implement & evaluate Disability Action Plans (DAPs) by portfolios, agencies & service providers. (5.1)	Structure/process Report on implementation and impact of Disability Action Plans in program evaluation, funding agreements and annual reports. (5.2)	Program/services 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)	Planning/ Evaluation In consultation with PWDs, regular reviews of the Draft Disability Action Plans occur & progress reports feed into the strategic planning process and budget preparation. (5.4)	Staffing & resources Staff & resources are allocated to the review of the Disability Action Plan. (5.5)	Overall Rating for Outcome 5
Families & Communities	Sent to HREOC	Majority have	Majority have	Yes	Yes, all are	80%
Premier & Cabinet	Sent to HREOC	Majority have	Majority have	Yes	Budget committed	70%
Health	CEO endorsed	Have started	Majority have	Yes	Staff time committed	60%
Treasury & Finance	Sent to HREOC	All implemented	Yes, all are	Yes	Yes, all are	100%
Justice	CEO endorsed	Have started	Have started	Have started	Yes, all are	40%
Administrative & Information Services	Sent to HREOC	All implemented	Yes, all are	Yes	Yes, all are	90%
Education & Children's Services	CEO endorsed	Majority have	Majority have	Yes	Yes, all are	80%
Environment & Heritage	Consulted	Have started	Have started	Have started	Budget committed	40%
Water, Land & Biodiversity Conservation	CEO endorsed	Have started	Have started	Yes	Yes, all are	60%
Primary Industries & Resources SA	Sent to HREOC	All implemented	Majority have	Yes	Yes, all are	90%
Further Education, Employment, Science/ Technology	Sent to HREOC	All implemented	Majority have	Have started	Yes, all are	80%
Trade & Economic Development	Evaluated	Majority have	Majority have	Yes	Yes, all are	80%
WorkCover	Sent to HREOC	All implemented	Yes, all are	Yes	Yes, all are	80%
Transport, Energy & Infrastructure	Sent to HREOC	All implemented	Yes, all are	Yes	Yes, all are	80%

9.5.1 Highlights of Implementation

In 2005/06, two DAIS staff members received Australia Day medals as recognition for their work on Disability issues in DAIS.

DFC's Disability Action Plan has moved from a policy development environment to a Business Plan and implemented on an outcome-based focus. The plan is monitored by the DFC implementation committee although the Organisational Development division also monitors it through the DFC business plans reporting cycle.

DAIS's work in the disability area was recognised with a *Promoting Independence Excellence Award* at the International Day for Disabled Persons launch of the 5th annual *Promoting Independence Progress Report*.

The involvement of people with disabilities in the development of the revised Disability Action Plan and its availability in alternative formats was a demonstration of DAIS's commitment. Most individual business units have their own Disability Action Plan and resources were committed across the Portfolio to ensure that disability considerations are embedded in all departmental activity.

In 2005-06, DWLBC made further significant progress in a number of areas, building on the momentum gained in 2004-05. A particular highlight has been the implementation of the Department's disability action training and awareness program, continued through further training of DWLBC's Disability Action Steering Committee, and awareness raising of Administrative Officers and general staff.

PIRSA's Disability Action Plan 2005/06 was registered with HREOC in November 2004 following the endorsement of the plan by PIRSA Executive. The requirement to report on progress of the plan is included in the Executive Director's Performance Agreements.

DTED has highlighted that in 2005/06 their Disability Action Plan was upgraded and implemented.

DTEI report that a revised Disability Action Plan has been completed and endorsed. Its development has seen a comprehensive departmental effort, with support from the State Advisory Committee on Accessible Transport.

9.5.2 Barriers to Implementation

As in all areas of business undertaken by any government agency, there are limitations on available funding and staff resources, requiring prioritisation of actions. DWLBC's Disability Action Steering Committee prioritises the actions within the Department's Disability Action Plan for implementation each year, based on whole of government priorities as indicated by the Minister for Disability. As a result, in 2005-06 there was a particular focus on access auditing, improving the Department's website and undertaking general staff awareness raising. In a climate of competing priorities and limited resources, a lack of disability targets within the South Australian Strategic Plan is inhibiting agency commitment to disability action planning and re-allocation of resources to improving justice responses for vulnerable groups, including people with a mental impairment or disability.

The Justice portfolio recognised that the justice agencies are currently focussing their efforts on achieving Targets 1.18, 2.8, 2.9, 2.10, 3.2, 5.1, 5.2, 6.1, and 6.2 within South Australia's Strategic Plan. None of these targets relate specifically to people with disabilities. Current priority groups (as reflected in these targets) are Aboriginal people and women.

DEH note that the need for greater awareness of disability issues in relation to DEH programs and services has impacted on the implementation of Outcome 5.

9.6. Outcome 6 – Increased Employment Rates

In the Minister's speech on 2 December 2005 he requested that the coordinating Reference Group and chief executives do more in the area of employment of people with a disability. For this reason, it was agreed that from 2006/07 the reporting framework include the addition of an 'outcome 6' which specifically relates to employment of people with a disability.

The survey questionnaire for 2005/06 included questions regarding employment and disability, however, completion of the question in this reporting period was optional for Portfolios to complete.

9.6. OUTCOME 6 | Increased Employment Rates

Department+	Policies Employment policy is established and implemented (6.1)	Structure/process Strategy to promote the percentage of PWD employed (6.2)	Program/services Review HR and recruitment strategies to ensure they are inclusive (6.3; 6.4)	Staffing & resources Training has occurred on recruitment, selection and appointment of PWD (6.5)	Overall Rating for Outcome 6
Families & Communities	Other policy	Other policy	Started review	Yes	80%
Premier & Cabinet	Yes	Yes	Started review	Started training	40%
Health	Other policy	Other policy	Started review	Started training	60%
Treasury & Finance	Yes	Preparing one	Started review	Yes	60%
Justice	Other policy	Preparing one	Started review	Yes	60%
Administrative & Information Services	Other policy	Other policy	Yes	Yes	80%
Education & Children's Services	Yes	Other policy	Started review	Started training	80%
Environment & Heritage	Yes	No	Started review	Started training	50%
Water, Land & Biodiversity Conservation	Other policy	Preparing one	No	Started training	40%
Primary Industries & Resources SA	Yes	Preparing one	Started review	Yes	90%
Further Education, Employment, Science/Technology	Preparing one	Preparing one	Started review	Yes	80%
Trade & Economic Development	Other policy	No		No	60%
WorkCover	Other policy	Yes	Started review	Started Training	40%
Transport, Energy & Infrastructure					

10 | Conclusion



The South Australian government disability strategy continues to evolve and refine its implementation policies and processes with a number of portfolios leading by example on how best to achieve targets against each of the outcome areas. Portfolios who have commitment at a senior level and are engaged in implementation committees or teams that meet regularly to address access and inclusion issues in a proactive and positive manner are presenting outstanding results.

There is no doubt that there are significant challenges for all portfolios to achieve positive changes in an environment where resources and staffing is monitored carefully and strategically. As has been raised a number of times within this progress report, a limitation of the *Promoting Independence* strategy is that it is not embedded within the SA Strategic Plan.

However, certain portfolios have been creative in building the implementation process and achievement of key outcomes into business plans and performance management. For instance, following the endorsement of the revised Disability Action Plan by PIRSA Executive, the requirement to report on progress of the plan was included in the Executive Directors' Performance Agreements. DAIS achieved the same in the previous reporting period.

By locking achievements against the *Promoting Independence* outcomes into agency business plans and performance management, it engages and allocates responsibility for this work to a broader and more senior level of personnel. In doing this, it is more likely that those in positions with delegated decision making powers will be determining the level of resources that are applied to the strategy.

The other very important outcome that these above approaches achieve is that it brings together high-performing, positive, strategic thinkers who have greater levels of experience in implementing strategies and are linked to others at a similar level across their portfolio. Regular reviews of SA Government portfolios' implementation performance at the Promoting Independence Reference Group and the consolidated progress reports certainly confirm a number of key indicators that lead to improved implementation strategies against outcomes.

While policy officers within portfolios may have initially had responsibility for drafting and consulting on Disability Action Plans, the successful implementation requires a group of people working together in a supportive way to affect genuine change. Implementation of portfolio action plans simply will not keep pace with other portfolios if it is left to the singular responsibility of one person.

As the HREOC Action Plans guidelines indicate, Government departments need to consider all that they do and identify any barriers that could present to people with a disability. Successful implementation relies on a broad approach across portfolios so that all sections have an understanding and take on responsibility for achieving improved accessibility and inclusion.

Teams or committee approaches also bring together the specific skill and knowledge sets that are required with the various outcome areas. For instance the successful implementation will require group members with knowledge in:

- | Disability access and Australia Standards to buildings and facilities;
- | Information, publication and communication strategies including E-accessibility and relevant web accessibility standards;
- | Equitable employment and recruitment strategies of people with disabilities;
- | Strategic planning and operational business planning;
- | Legislative compliance and reasonable accommodations that constitute equitable service provision.

The annual release of the *Promoting Independence* progress reports by the Minister for Disability has been an important highlight each year and an opportunity for the Minister to indicate priorities for the next year. Portfolios have found this useful in determining their respective priorities and the areas that they need to focus on.

This has also enabled the *Promoting Independence* Reference Group to focus on these areas and led to two important forums, the first being on employment and disability and the second on E-accessibility.

The first was in March 2006 when the *Promoting Independence* Reference Group supported the organising of an employment and disability forum which was targeted at HR managers and managers who recruit and select staff within the public sector. The program for this event was developed in collaboration with a number of State and Commonwealth departments as well as Disability Works Australia who manage the SA Government's Disability Register. There was an overwhelming response for the forum and participants acknowledged a 'knowledge gap' in this area. The disability recruitment manual was very well received and has been distributed widely.

The second was the E-Accessibility forum that was held in December and was again developed in partnership with the DFEEST Digital Divide Unit, the Australian Federation of Disability Organisations and the Human Rights Commission. The Minister for Disability, the Hon Jay Weatherill opened the forum and the Chief Executive of DFEEST, Brian Cunningham later launched a 10 point checklist for ensuring that websites are accessible.

The demand for such forums far exceeded the number of participants that could attend and therefore a commitment has been given to run similar forums in the early part of 2007.

A clear highlight of this reporting period has been the recognition of the *Promoting Independence* strategy and reporting framework receiving a commendation award at the Prime Minister's awards ceremony for excellence in public administration. One of the great benefits of receiving this award is that a thorough analysis of the strategy and reporting framework is conducted and feedback provided.

Amongst the recommendations from this process was the key suggestion to set clear and achievable targets that can be measured against each outcome which is entirely consistent with the Minister's request in December 2005.

The completion of this sixth progress report is later than is the usual practice and is largely due to the Executive Officer being seconded to the Social Inclusion Unit half-time for the period May – December 2006. I would like to acknowledge the Senior Policy Officer within the Access and Inclusion Unit of ODaCS, Helen Beavan who collated and drafted the vast majority of this report.

Dr David Caudrey
Chair

Maurice Corcoran AM
Executive Officer

Promoting Independence Reference Group

11

Appendices



11.1 APPENDIX A - Abbreviations/ Acronyms

BCA	Building Code of Australia
DAIS	Department for Administrative and Information Services
DAP	Disability Action Plan
DDA	Disability Discrimination Act (Commonwealth) 1992
DECS	Department of Education and Children's Services
DEH	Department for Environment and Heritage
DEWR	Department of Employment and Workplace Relations
DFEEST	Department of Further Education, Employment, Science and Technology
DFC	Department for Families and Communities
DPC	Department of the Premier and Cabinet
DTED	Department of Trade and Economic Development
DTEI	Department for Transport, Energy and Infrastructure
DTF	Department of Treasury and Finance
DWLBC	Department of Water, Land and Biodiversity Conservation
EOA	Equal Opportunity Act (South Australia) 1984
EOC	Equal Opportunities Commission
HR	Human Resources
HREOC	Human Rights and Equal Opportunity Commission
ICT	Information Communications Technology
IT	Information Technology
NFWRHS	Northern and Far Western Regional Health Service
ODaCS	Office for Disability and Client Services
ORS	Office for Recreation and Sport
PIRSA	Department of Primary Industries and Resources SA
PTD	Passenger Transport Division
REM	Real Estate Management
RTO	Registered Training Organisation
SAFECOM	SA Fire and Emergency Commission
SAPOL	South Australian Police
SES	State Emergency Service
SMC	Senior Management Council

11.2 APPENDIX B | Reporting Framework

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 (PWDs) 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 PWDs. (1.3)	Services and Programs promote inclusion of PWDs and are delivered in a sensitive manner that is accessible to the whole community. (1.4)	An Access plan has been developed in consultation with PWDs with timelines to improve access to buildings, facilities and services together with a system of setting priorities and review. (1.5)	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. (1.6)	Report on: 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. (1.7; 1.8; 1.9)
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, publication 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 PWDs 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, TTY and interpreter services are allowed for within approval process for communication strategies. (2.5; 2.6)	Report on: Policies completed; extent (%) of publications available in alternative formats; demand for alternative formats; % of accessible websites and other technical solutions; feedback analysis. (2.7; 2.8;)
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 PWDs. (3.2; 3.3)	Services are delivered with awareness and provision of the specific needs of PWDs. Consultation with PWDs 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 PWDs. (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)

11.2 APPENDIX B | Reporting Framework Continued

Outcomes	Policies					
<p>OUTCOME 4</p> <p>Portfolios and agencies provide opportunities for consultation with people with disabilities on service delivery, complaints and quality assurance mechanisms+</p>	<p>Meaning consultation processes with PWDs, their associates and/or advocates have been developed and inform decision making and review processes of all policies, programs and services. (4.1)</p>	<p>A mechanism to promote and seek representation and appointment of PWDs, their associates or advocates on advisory bodies, committees and networks has been implemented. (4.2)</p>	<p>Information and education strategies about the rights of PWDs are developed and distributed. Ensure that PWDs, their associates and advocates have access to internal and external complaints mechanisms. (4.3)</p>	<p>The consultative strategies and decision making processes are widely promoted. Accessible and participatory complaints procedures are also promoted. There has been surveys of clients and the per cent (%) of PWDs and their needs have been identified and information incorporated into planning and evaluation. (4.4)</p>	<p>Staff have been allocated time and resources to develop, implement and evaluate the quality assurance and complaints mechanisms. (4.5)</p>	<p>Report on:</p> <ul style="list-style-type: none"> • Consultation and decision making processes • Advisory structures and involvement of PWDs • Client Rights • Complaints processes • Surveys • Staffing and resources (4.6; 4.7)
<p>OUTCOME 5</p> <p>Each Portfolio Chief Executive will ensure that their Portfolio has met the requirements of the DDA and the EOA</p>	<p>Ensure the development, implementation and evaluation of Draft Disability Action Plans by Portfolios, agencies and service providers. (5.1)</p>	<p>Portfolios and their agencies report on the implementation and replace of Draft Disability Action Plans in program evaluation, funding agreements and annual reports. (5.2)</p>	<p>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)</p>	<p>In consultation with PWDs, 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)</p>	<p>Staff time and resources are allocated to the review of the Draft Disability Action Plan. (5.5)</p>	<p>Report on:</p> <ul style="list-style-type: none"> • Process of developing Draft Disability Action Plans (DAPs) • The impact of DAPs in programs and services • Review of DAPs and how it feeds into strategic planning and budget preparation • Allocation of time and resources

11.3 APPENDIX C – Survey Questionnaire

PROMOTING INDEPENDENCE: DISABILITY ACTION PLANS FOR SA

Reporting Framework

The *Promoting Independence* strategy was launched on 22 November 2000. This initiative provides a policy framework for the development of Disability Action Plans (DAPs) as a key strategy for all South Australian Government portfolios and their agencies. The overall aim of the strategy is to ensure that the Government portfolios and agencies are inclusive and accessible to people with a disability and to eliminate, as far as is possible, disability discrimination.

In order to achieve this aim, 6 key outcomes have been identified to provide a practical framework for portfolios and their agencies to target their efforts. The policy requires all portfolios to report on the development, implementation and progress of DAPs through a whole of Government reference group. There have been five progress reports against the strategy so far, the sixth of these will be constructed from responses to this survey and be released in December 2006.

This across Government *Promoting Independence* Reference Group is tasked with preparing a consolidated across Government progress report to the Senior Management Council (SMC). The SMC in-turn prepares a final report to the Minister for Disability by 30 September.

The Reference Group recognises the importance of consistent and transparent reporting methods across portfolios and agreed to continuously review and refine the reporting framework. In doing so it considered the following:

- | The key outcomes and associated strategies specified within the Promoting Independence policy document and have expanded this from 5 to 6 so as to include employment (please note that responses to outcome 6 is optional for this reporting cycle);
- | The 7 charter principles within the Charter of Public Service in a Diverse Society
- | The Service Excellence Framework and reporting process;
- | Existing reporting requirements within portfolios.

What is a Performance Reporting Framework?

A performance reporting framework is defined as a framework for reporting on outcomes for a specific program or strategy in a systemic way. The objective is to obtain information in a way that allows assessment of progressive improvements, successes and areas for performance improvement. It is also a communication mechanism and allows information on a particular program area to be communicated to a wider audience that will include the public sector and possibly the community. Finally, it is a tool for accountability.

Attached is a series of questions that are directly associated with the reporting framework that will assist in the systematic collection of actions and outcomes associated with the Promoting Independence strategy.

Completing the survey

As you complete the survey please note that if you think that the selection of responses does not adequately cover the type of response you need to provide, you can add a comment to clarify matters and expand upon your response. Near the end of questions to each Outcome area is a section for general comments, highlights and barriers which will enable respondents an option to insert information on Outcome areas which were not covered adequately through the questions.

REPORTING PROFORMA

This proforma has been designed to ensure the Office of the Chief Executive is provided with all relevant information about the progress being made in making services accessible and inclusive to people with disabilities and their associates. Ultimately, the Chief Executives of State Government portfolios are responsible for and accountable to the Promoting Independence strategy.

Should you require any further additional information in relation to the questions asked, please contact Maurice Corcoran 84636160 or email: Maurice.Corcoran@dfc.sa.gov.au

Name of your agency

Telephone..... Fax.....

Name of person completing survey

Title..... Email

Portfolio.....

OUTCOME 1

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

Policies

- 1.1 Does your agency have a written policy on inclusion of people with disabilities and access requirements? If so please provide evidence.

No **Preparing one** **Contained within other policy** **Yes**

- 1.2 Has your agency included policy on inclusion of people with disabilities and their access requirements in all policy, planning, program plans and strategic plans?

No **Have started to audit policies** **Partially** **Yes**

Comments:.....
.....
.....

Structures/Process

1.3 Has your agency developed a strategy to assess buildings/facilities to determine whether they are accessible and inclusive?

No Have started Yes – completed

If so, please provide details of the assessment strategy or evaluation as evidence and any explanatory comments you think are necessary.

.....

1.4 Could you also identify any barriers identified by the assessment and associated costs to address these barriers.

.....

Programs/Services

1.5 Do your services and programs promote inclusion of people with disabilities and the access provisions that are available?

No Have started to Majority do Yes, all do!

Comments:

.....

.....

Planning /Evaluation

1.6 Has a Disability Action Plan been developed for your agency in consultation with people with disabilities? If yes, please attach.

No Preparing now Draft completed Yes

Staffing/Resources

1.7 Has your agency allocated a budget for access assessments and identified costs of access modifications?

No Getting quotes to assess Have started Completed Yes

If so please provide details.

.....

.....



Assessment

1.8 What % of your buildings have been assessed for access?

None A few More than 50% All

What % of services have been assessed?

None A few More than 50% All

1.9 Have you assessed the participation rates of people with disabilities in services and programs?

No Have started More than 50% All

Comments:.....
.....
.....

General comments on progress against Outcome 1:.....
.....
.....

Highlights of implementation:.....
.....
.....

Barriers to implementation:.....
.....
.....

1.10 Please rate the extent which you think your agency has achieved Outcome 1.

5	The agency delivers and evaluates programs and services against Outcome 1 objectives and resources are committed to access solutions.
4	All buildings and services have been assessed and a continuous improvement plan to address access is in place with associated resources. The agency model is seen as a model of best practice.
3	Assessments have commenced, reporting systems are established to identify barriers in access to facilities and services and a workplan to address these is being prepared.
2	Assessments of buildings and services are planned, resources are committed to the process and managerial responsibilities are assigned.
1	Agency has a plan and can demonstrate awareness of its basic responsibilities in providing access to services for people with disabilities

1 2 3 4 5

(Please highlight or circle appropriate rating)

OUTCOME 2

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

Policies

2.1 Have you developed a policy regarding printed publications, information and electronic communication being accessible to people with disabilities? Please attach policy as evidence.

No Preparing one Contained within other policy Yes

Comments:.....
.....
.....

Structures/Process

2.2 Has your agency developed an assessment process for:
a) Printed copies of publications to ensure that they promote alternate formats being available; and

No Preparing one Contained within other policy Yes

b) Web sites and electronic communications.

No Preparing one Contained within other policy Yes

Comments:.....
.....
.....

Programs/Services

2.3 Do you have a strategy in place to ensure information, publications and communication can be provided to people with disabilities in an alternative format?

No Preparing one Yes

If yes, please comment on who provides these to you.

.....
.....

Planning /Evaluation

2.4 Have people with disabilities been involved in the development of communication strategies for your agency.

No Have started to engage with people about strategy Yes – completed

Comments:.....
.....
.....

Staffing/Resources

2.5 Does your agency monitor the level of demand for information in alternative formats and interpreter services?

No Have started to monitor Yes – completed



Do all of your publication budgets allow for alternative format production?

None <input type="checkbox"/>	A few <input type="checkbox"/>	More than 50% <input type="checkbox"/>	All <input type="checkbox"/>
-------------------------------	--------------------------------	--	------------------------------

Comments:.....
.....
.....

Assessment

2.6 Please indicate either the % or numbers of:

a) printed publications available in alternative formats; and

None <input type="checkbox"/>	A few <input type="checkbox"/>	More than 50% <input type="checkbox"/>	All <input type="checkbox"/>
-------------------------------	--------------------------------	--	------------------------------

b) web sites that have been audited against W3C guidelines.

None <input type="checkbox"/>	A few <input type="checkbox"/>	More than 50% <input type="checkbox"/>	All <input type="checkbox"/>
-------------------------------	--------------------------------	--	------------------------------

Comments:.....
.....
.....

General comments on progress against Outcome 2:.....
.....
.....

Highlights of implementation:.....
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.....

Barriers to implementation:.....
.....
.....

2.7 Please rate the extent which you think your agency has achieved Outcome 2

5	All information and communications have been audited and a continuous improvement plan to address access is in place with associated resources.
4	The agency delivers and evaluates programs and services against Outcome 2 objectives and resources are committed to access solutions.
3	Assessments have commenced, reporting systems have been established to identify barriers to achieve outcome 2 and resources are committed to each of these.
2	Assessments are planned, resources committed and managerial responsibilities have been assigned to the process.
1	Agency can demonstrate awareness of its basic responsibilities in providing inclusive information and communication about services and programs.

1	2	3	4	5
---	---	---	---	---

(Please highlight or circle appropriate rating)

OUTCOME 3

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

Policies

3.1 Has your agency promoted and implemented training programs from the Disability Awareness and Discrimination Training Framework to staff?

No Proposal Prepared Training programs planned Yes

If yes, please indicate how many staff have completed training in your comments:

Comments:

.....
.....

Structures/Process

3.2 Has your agency instigated a training needs analysis in relation to disability awareness and discrimination?

No Have started the analysis Partially Yes

3.3 Has your agency identified priority areas to implement the disability awareness and discrimination training?

No Have started to identify priorities Partially Yes

Comments:

.....
.....

Programs/Services

3.4 Have your services' mainstream training and education programs been assessed to ensure they incorporate elements of disability awareness and discrimination?

No Started to Majority have Yes, all do!

Comments:

.....
.....

Planning/Evaluation

3.5 Have consultations taken place with disability organisations in the formulation and review of programs and services?

No Started consultations Yes – completed

Comments:

.....
.....



Staffing/Resources

3.6 Have resources been committed to implementing the disability awareness training framework?

No Have prepared funding proposal Yes, resources are committed

Comments:.....
.....
.....

General comments on progress against Outcome 3:.....
.....
.....

Highlights of implementation:.....
.....
.....

Barriers to implementation:.....
.....
.....

Assessment

3.7 Please rate the extent which you think your agency has achieved Outcome 3

5	The agency has implemented the Training Framework across the portfolio to all staff and evaluations have showed learning outcomes have been achieved.
4	The agency delivers and evaluates training programs against the Training Framework and has set targets to implement the training across the portfolio.
3	Training sessions have been developed and have started and resources are committed for future training.
2	Some resources are committed to training in this area and sessions have been developed.
1	Agency is aware of responsibilities to deliver training against the Framework but has not started training yet.

1 2 3 4 5

(Please highlight or circle appropriate rating)

OUTCOME 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.

Policies

4.1 Do you have consultation processes in place with people with disabilities and organisations to inform on how to make service delivery accessible?

No Have started on a strategy Some services have Yes

Comments:.....
.....
.....

Structures/Processes

4.2 Do you have strategies in place to promote and increase representation of people with disabilities on advisory bodies and committees?

No Have started on a strategy Some services have Yes

Comments:.....
.....
.....

Programs /Services

4.3 Does your agency have any information and education strategies on the rights of customers and specifically those with disabilities? If yes, please provide evidence.

No Have started on a strategy Some services have Yes

Comments:.....
.....
.....

Planning /Evaluation

4.4 Are accessible complaints processes promoted in your agency? If yes, please attach as evidence.

No Have started process Some services do Yes

Comments:.....
.....
.....



Staffing/Resources

4.5 Have resources and staff time been allocated for:

a) consultation; and

No Have prepared funding proposal Yes, resources are committed

b) complaints mechanisms? If yes, please provide evidence in comments.

No Have prepared funding proposal Yes, resources are committed

Comments:.....
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.....

General comments on progress against Outcome 4:.....
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Highlights of implementation:.....
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Barriers to implementation:.....
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.....

Assessment

4.6 Please rate the extent which you think your agency has achieved Outcome 4

5	The agency's consultation strategy and complaints model is seen as a model of best practice.
4	The agency delivers and evaluates programs and services against outcome 4 objectives.
3	Reporting systems have been established to identify discrete activities to achieve outcome 4 and resources are committed to each of these.
2	Some resources are committed to this outcome and managerial responsibilities have been assigned to the process to achieve this aim.
1	Agency has a plan and can demonstrate awareness of its basic responsibilities to consult with people with disabilities and to implement complaint and quality assurance mechanisms.

1 2 3 4 5

(Please highlight or circle appropriate rating)

OUTCOME 5

Each Portfolio Chief Executive will ensure that their portfolio has met the requirements of the Disability Discrimination Act 1992 and the Equal Opportunity Act 1994.

Policies

5.1 What is the status of your agency's Disability Action Plans (DAP)? Please supply DAP as evidence.

Draft only CEO Endorsed Consulted on Evaluated Submitted to HREOC

Comments:

.....

.....

Structures/process

5.2 Has your agency Disability Action Plan been promoted and distributed across your services and programs for implementation?

No Have started Majority of services have Yes, all are implementing

Comments:

.....

.....

Programs/Services

5.3 Have programs and services been made inclusive and accessible?

No Started to identify service barriers Majority have Yes, all are

Comments:

.....

.....

Planning and Evaluation

5.4 Does your Disability Action Plan feed into your agency's strategic plan?

No Have started to feed into strategic plan Yes

Comments:

.....

.....



Staffing and Resources

5.5 Have staff time and resources been allocated to the development, implementation and review of the Disability Action Plan? Please comment on extent of allocation

No Staff time committed Budget committed to outcomes Yes, all are

Comments:.....
.....
.....

General comments on progress against Outcome 5:.....
.....
.....

Highlights of implementation:.....
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Barriers to implementation:.....
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.....

5.6 Could you please rate the extent to which you think your agency has achieved Outcome 5

5	The agency's Action Plan has been forwarded to the Human Rights and Equal Opportunity Commission and is promoted and implemented across the portfolio.
4	The agency delivers and evaluates programs and services against outcome 5 objectives.
3	Reporting systems have been established to identify discrete activities to achieve outcome 5 and resources are committed to each of these.
2	Some resources are committed to this outcome and managerial responsibilities have been assigned to the process to achieve this aim.
1	The agency has a plan and can demonstrate awareness of its basic responsibilities to meet the requirements of the DDA through the development of an Action Plan and to eliminate disability discrimination.

| 1 2 3 4 5 |

(Please highlight or circle appropriate rating)

OUTCOME 6

The Minister for Disability has asked portfolios to explore how they can increase the rate of employment of people with a disability.

Policies

- 6.1 Does your agency have a policy on employment of people with a disability?
Please supply policy as evidence.

No Preparing one Contained within other policy Yes

Comments:.....
.....
.....

Structures/process

- 6.2 Do you have strategies in place to promote and increase the numbers of people with disabilities employed within your agency?

No Preparing one Contained within other policy Yes

Comments:.....
.....
.....

Programs & Services

- 6.3 Has your agency reviewed recruitment strategies to ensure they are accessible and inclusive to people with a disability?

No Started review Review completed Yes

Comments:.....
.....
.....

- 6.4 Have your Job & Person specifications been assessed to ensure they are accessible and inclusive to people with a disability?

No Started review Review completed Yes

Staffing & Resources

- 6.5 Have Managers and Human Resource personnel received training in recruitment, selection and appointment of people with disabilities?

Comments:.....
.....
.....



6.6 Could you please rate the extent to which you think your agency has achieved Outcome 6

5	The agency's employment and recruitment strategies have been reviewed and inclusive strategies developed, promoted and implemented across the portfolio.
4	The agency promotes employment of people with disabilities.
3	HR practitioners and managers have received training on equitable employment and are reviewing current practices.
2	Some resources are committed to this outcome and managerial responsibilities have been assigned to the process to achieve this aim.
1	The agency has a plan to review employment and is intending to implement this to eliminate disability discrimination in this area.



(Please highlight or circle appropriate rating)

ORGANISATIONAL LEARNING

7. What has your organisation learnt through this process?

Comments:

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.....

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Thank you

Thank you for taking the time to fill in this survey.
/ / 2006

