

HIGHLIGHTS

A major highlight has been the very active and committed Reference Group for the Promoting Independence strategy that is representative of all government portfolios. Working groups have also recruited other individuals with specific skills to work on identified projects to advance the strategy which have included:

- 1 | Disability Awareness and Discrimination Training Framework, Preferred providers list; and
- 2 | A report working group to explore ways to improve reporting.

The advice and leadership provided by the Department for Administration and Information services (DAIS) and the Department for Further Education, Employment, Science and Technology's (DEFEST) Digital divide project in the area of web site accessibility has been very useful in creating disability awareness, training and greater consistency in web management across Government.

All DAIS on-line presences have been audited for accessibility, problems identified and schedules established to meet at minimum priority 1 standard of the W3C Guidelines.

The Department for Families and Communities (DFC) has worked closely with DAIS to refine the Disability Access Guide for buildings and met with Real Estate Management (REM) about the incorporation of the checklist into their overall assessment of all buildings to be leased by Government.

DFC also highlights that \$23.5 million has been allocated to move 150 residents from Strathmont Centre into community accommodation places.

\$2.977 million was spent on 3,556 SA Housing Trust access modifications.

The Department for Education and Children's Services (DECS) spent \$1.6 million access modifications for students with disabilities in mainstream schools.

The Department of Administration and Information Services (DAIS) spent \$70,000 on access audits in 2004-05 on seventy sites, including major sporting venues.

All Executive Directors of DAIS have a Disability Action Plan for the areas under their supervision which are annually reviewed and disability is included in their performance agreements and that of the Chief Executive.

BARRIERS

Department of the Premier and Cabinet state that implementation of the Disability Training Framework presents a major challenge in prioritisation of training resources available.

Justice highlighted the following as barriers to implementation:

- | Delays in progressing amendments to the Equal Opportunity Act;
- | Potential costs to building upgrades;
- | Lack of links from Promoting Independence Policy to State Strategic Plan.

The Department of Water, Land and Biodiversity Conservation identify their main barrier to be the resources required for implementing any significant structural changes to buildings identified as part of the workplace audit.

This is a common issue for all departments.

2004-05 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%	40%	40%	90%	50%
Premier and Cabinet	50%	90%	60%	100%	100%
Health	50%	50%	40%	80%	60%
Treasury and Finance	80%	80%	60%	80%	80%
Justice	60%	40%	60%	60%	60%
Administrative and Information Services	90%	90%	90%	90%	90%
Education and Children's Services	90%	70%	80%	75%	75%
Environment and Heritage	60%	40%	50%	40%	60%
Water, Land and Biodiversity Conservation	50%	50%	70%	60%	60%
Primary Industries and Resources SA	60%	60%	80%	70%	90%
Further Education, Employment, Science and Technology	80%	80%	80%	80%	80%
Trade and Economic Development	60%	80%	60%	80%	70%
Arts SA	20%	20%	30%	30%	40%
Workcover	60%	80%	60%	80%	80%
Transport, Energy and Infrastructure	70%	60%	80%	70%	70%

Legend

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

Promoting Independence

Disability Action Plans for South Australia



5th Progress Report on Implementation

Prepared by the Promoting Independence Reference Group

September 2005



Government of South Australia



Foreword

Promoting Independence: Disability Action Plans for SA is the South Australian Government's strategy for ensuring that the public sector progressively becomes more accessible and inclusive for people with disabilities. It is also about eliminating discriminatory policies and practices which treat people with disabilities less favourably than those without a disability. This is the 5th progress report since the strategy was introduced in October 2000.

The five key outcome areas that government departments are required to address to improve disability access are:

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

This 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.

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.

I praise and recognise the many staff across Government who have worked hard to compile this report as well as make the many practical changes that the report summarises. I am pleased to see the implementation of training against the *Disability Awareness and Discrimination Training Framework* and look forward to seeing greater numbers of staff completing this and being more capable of accommodating the needs of people with a disability.

I hope that this report will be used as a catalyst for further change and that portfolios will commit further resources to ensure the inclusion of people with disabilities in all State Government services.

HON JAY WEATHERILL MP
Minister for Disability
October 2005

REPORTING FRAMEWORK



Outcome	Policies	Structures / Process	Programs / Services	Planning / Evaluation	Staffing / Resources	Assessment
OUTCOME 1 Portfolios & their agencies are to ensure access to their services to people with disabilities	Inclusion of people with disabilities (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 time lines 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: <ul style="list-style-type: none"> • extent (%) of audits of buildings and services assessed • future work & plans to address audit findings • % of active clients with disabilities in services and programs • feedback analysis. (1.7; 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, publications and communication strategies has occurred. Guidelines and resources have been developed and distributed that will assist programs to improve access to communication. (2.2)	All services and programs publicise information on access provisions, services and programs and have this available in a range of accessible formats. (2.3)	An information and communication strategy has been developed in consultation with 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)	Report on: <ul style="list-style-type: none"> • Policies completed • extent (%) of publications available in alternative formats • demand for alternative formats • % of accessible web sites and other technical solutions • feedback analysis. (2.6; 2.7)
OUTCOME 3 Portfolios and agencies deliver advice or services to people with disabilities with awareness and understanding of issues and needs	A training and resource framework is established for in-service education and training to equip staff with skills and awareness to ensure services are inclusive and do not discriminate. (3.1)	A staff training needs analysis on disability awareness, access provision and communication has occurred. Training modules have been developed via consultation and involvement of PWDs. (3.2; 3.3)	Services are delivered with awareness and with 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: <ul style="list-style-type: none"> • Training resources and Framework • Training analysis • Training programs • Consultations with disability organisations (3.7)
OUTCOME 4 Portfolios and agencies provide opportunities for consultation with people with disabilities on service delivery, complaints and quality assurance mechanisms	Meaning consultation processes with PWDs, their associates and/or advocates have been developed and inform decision making and review processes of all policies, programs and services. (4.1)	A mechanism to promote and seek representation and appointment of PWDs, their associates or advocates on advisory bodies, committees and networks has been implemented. (4.2)	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)	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)	Staff have been allocated time and resources to develop, implement and evaluate the quality assurance and complaints mechanisms. (4.5)	Report on: <ul style="list-style-type: none"> • Consultation and decision making processes • Advisory structures and involvement of PWDs • Client Rights • Complaints processes • Surveys • Staffing and resources (4.6)
OUTCOME 5 Each Portfolio Chief Executive will ensure that their Portfolio has met the requirements of the DDA and the EOA	Ensure the development, implementation and evaluation of Draft Disability Action Plans by Portfolios, agencies and service providers. (5.1)	Portfolios and their agencies report on the implementation of Disability Action Plans in program evaluation, funding agreements and annual reports. (5.2)	Programs and services are delivered in a non-discriminatory manner. Case studies describe how individuals are being included within services and the impact of this inclusion. (5.3)	In consultation with 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)	Staff time and resources are allocated to the review of the Draft Disability Action Plan. (5.5)	Report on: <ul style="list-style-type: none"> • Process of developing Draft Disability Action Plans (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 (5.6)

