



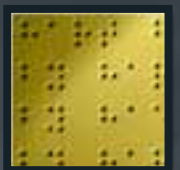
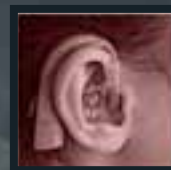
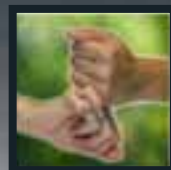
Government of  
South Australia

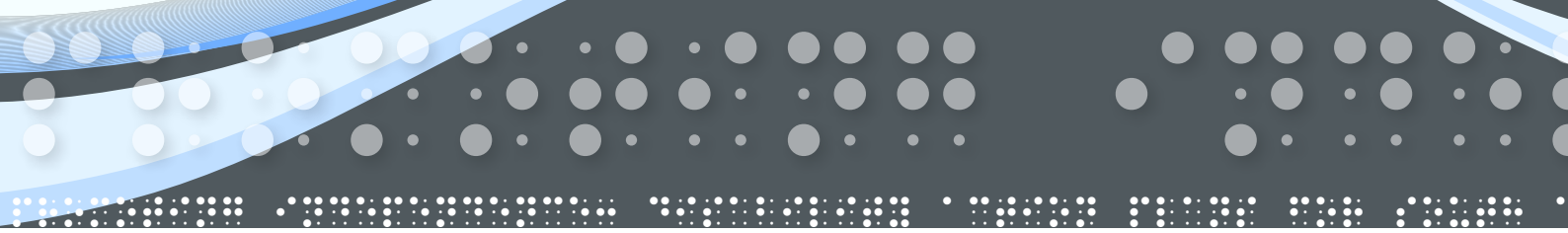


# Promoting Independence:

Disability Action Plans for South Australia  
**10th Progress Report on Implementation**

*2009-2010*





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

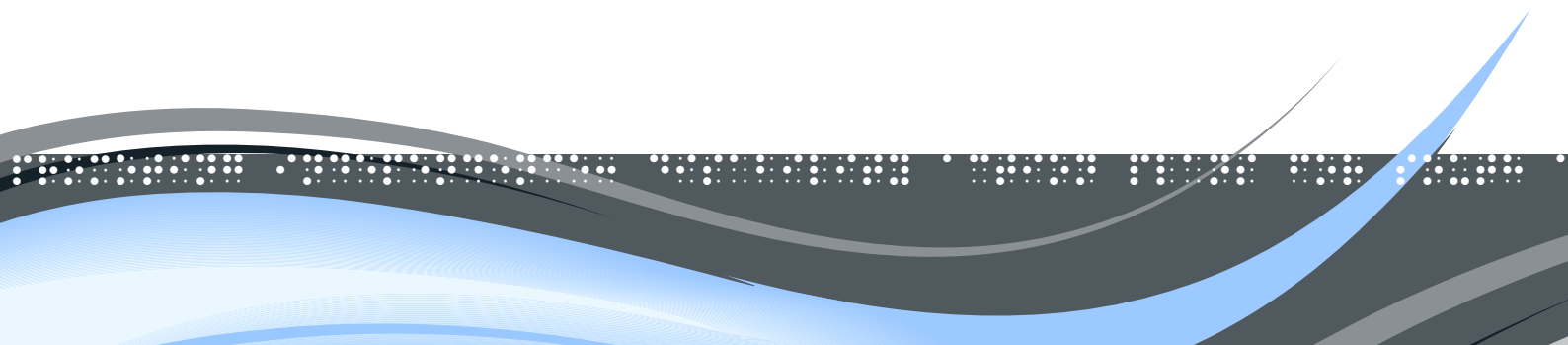
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The report can also be downloaded from: [www.sa.gov.au](http://www.sa.gov.au).

December 2010.





Promoting Independence:  
Disability Action Plans for South Australia

# 10th Progress Report on Implementation

2009-2010

Prepared by the Promoting Independence Implementation Reference Group

December 2010

## Acknowledgements

To successfully implement this strategy across the South Australian public sector, there has been significant reliance on committed members of the public service. The Promoting Independence Implementation Reference Group were key drivers in moving the disability access and inclusion agenda forward. Representatives on the Reference Group are acknowledged below.

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# Contents

- 1 Foreword
- 2 Executive Summary
- 3 Reporting Process
- 4 Key Outcomes And Targets
- 5 Scope Of The Policy Statement
- 6 Results
  - 6.1 Outcome 1 – Ensure access to Facilities and Services
    - 6.1.1 Highlights of Implementation – Access to Facilities and Services
    - 6.1.2 Barriers to Implementation – Access to Facilities and Services
  - 6.2 Outcome 2 – Information and Communication is Inclusive
    - 6.2.1 Highlights of Implementation – Information and Communication
    - 6.2.2 Barriers to Implementation – Information and Communication
  - 6.3 Outcome 3 – Disability Awareness and Discrimination Training
    - 6.3.1 Highlights of Implementation – Training and Awareness Raising
    - 6.3.2 Barriers to Implementation – Training and Awareness Raising
  - 6.4 Outcome 4 – Consultation and Complaints Process
    - 6.4.1 Highlights of Implementation – Consultation and Complaints
    - 6.4.2 Barriers to Implementation – Consultation and Complaints
  - 6.5 Outcome 5 – Compliance with *Disability Discrimination Act 1992 (Clth)* and *Equal Opportunity Act 1984 (SA)*
    - 6.5.1 Highlights of Implementation – Legislative Compliance
    - 6.5.2 Barriers to Implementation – Legislative Compliance
    - 6.5.3 Analysis of complaints against State Government portfolios lodged under the *South Australian Equal Opportunities Act 1984*.
  - 6.6 Outcome 6 – Increased Employment Rates
    - 6.6.1 Highlights of Implementation - Employment
    - 6.6.2 Barriers to Implementation - Employment
7. Conclusion
8. Appendices
  - Appendix A Abbreviations/Acronyms
  - Appendix B Reporting Framework
  - Appendix C Survey Questionnaire



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

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

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

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

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

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

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

  
Hon Jennifer Rankine MP  
Minister for Disability  
December 2010





*Promoting Independence: Disability Action Plans for South Australia* has been a fundamental driver of improvements in relation to access and inclusion of people with disabilities across State Government portfolios. The *10th Progress Report on Implementation* highlights further developments made across State Government Departments to become more accessible and inclusive for people with disabilities.

Some of the strategies identified within this report and undertaken by the various departments appear relatively easy to implement. They can however, have a monumental impact on the lives of some South Australians. A change of policy, developments on a website, building works or advisory committees with representatives from the disability sector – can all have an impact on the way services are delivered and create a culture of community inclusiveness. This report has outlined progress made by agencies over the past 12 months, 2009-10.

There has been little change identified through the self-assessed traffic light reporting. The 'Machinery of Government' changes have impacted on reporting in some instances, with work being deferred pending clarity of future organisational make-up. As an example, the Department for Water Land and Biodiversity Conservation delayed some *Promoting Independence Strategy* tasks/responsibilities pending the formalising of a new departmental structure. This structure has now been formalised, through the creation of the new Department for Water, with the establishment of a new Disability Action Plan identified as an opportunity to embed leading practice systems and processes into business areas over the coming 12 months.

Reports provided by agencies demonstrate that Disability Action Plans are providing practical and measurable strategies to improving the accessibility and inclusiveness of people with disabilities into the business of State Government agencies. The planned and prioritised approach is ensuring real solutions are being implemented.

A number of agencies indicated improvements to the physical access of buildings. Others reported on increased staff awareness and acceptance of people with disabilities due to their efforts around Disability Awareness and Discrimination Training. One agency has funded the development of an online tool, which has been shared with other State Government departments, a legacy of an effective across Government approach to the *Promoting Independence Strategy*.

This report can be utilised as a tool for agencies to identify leading practice occurring within other agencies, reduce duplication of effort and improve the inclusion of people with disabilities in South Australia.

## 2009 – 2010 Disability Action Plans Implementation Status: Assessment Summary

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

### Legend

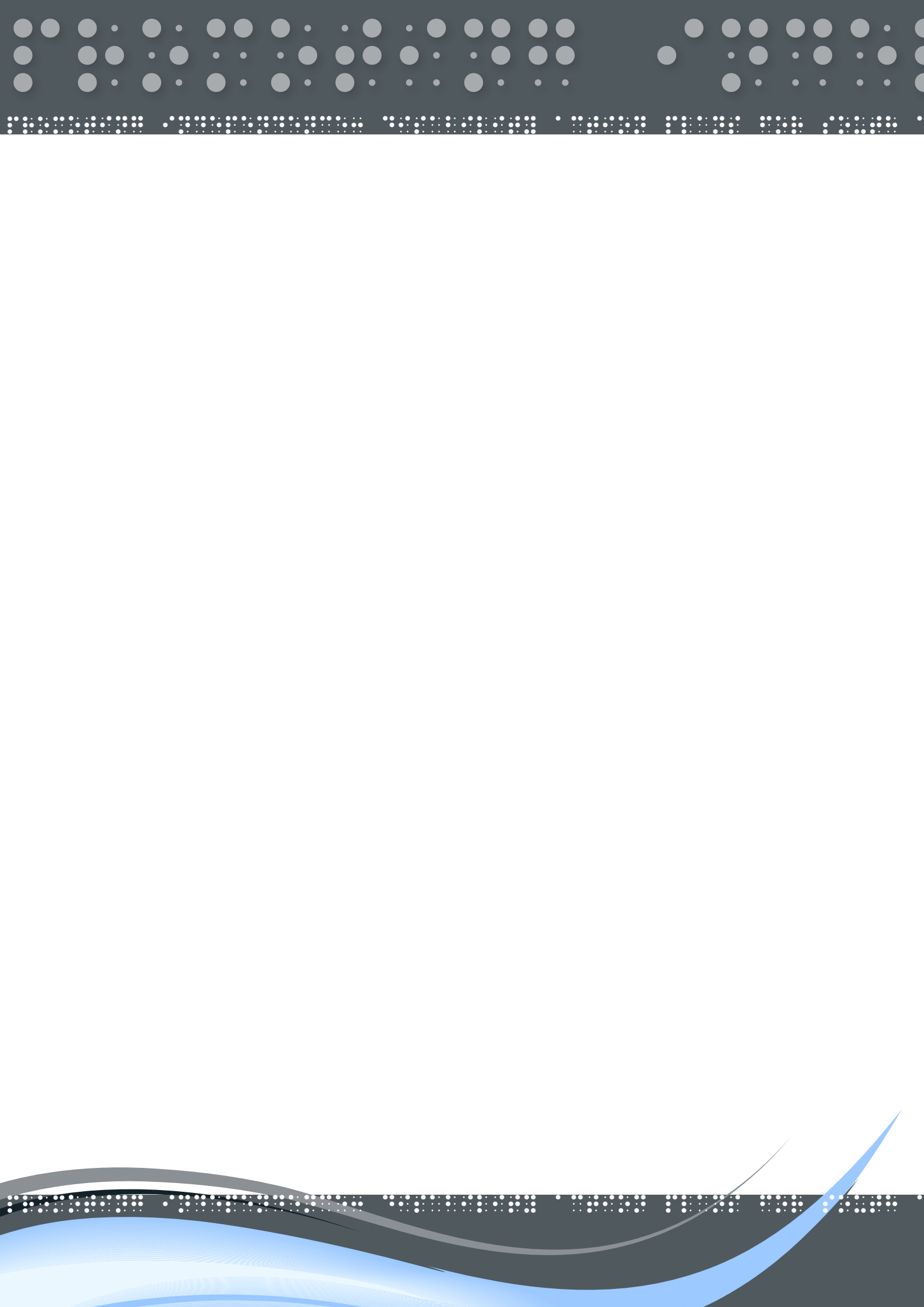
<b>Green</b>	<b>61 - 100 %</b>	<b>Enhanced Outcomes</b> Clear evidence of enhanced levels in development, implementation and evaluation of Outcomes.
<b>Amber</b>	<b>31 - 60 %</b>	<b>Foundation Outcomes</b> Demonstration of a moderate level of development and implementation of Outcomes.
<b>Red</b>	<b>30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

## Outcome Assessment Compared with Previous Year 2008-09 and 2009-10

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

### Legend

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



The *Promoting Independence Strategy* is a reporting framework that tracks actions by Government portfolios and their agencies to address the requirements of the *Disability Discrimination Act 1992 (Cth)* and the impairment discrimination provisions of the *Equal Opportunity Act 1984 (SA)*. An across-government Promoting Independence Implementation Reference Group is responsible for monitoring progress, collating portfolio progress reports and compiling the results into an annual consolidated progress report. This group has representatives from each portfolio required to report on the *Promoting Independence Strategy*.

The Office for Disability and Client Services within the Department for Families and Communities (DFC) chairs the Promoting Independence Implementation Reference Group and coordinates the annual report.

The Terms of Reference for this group are to:

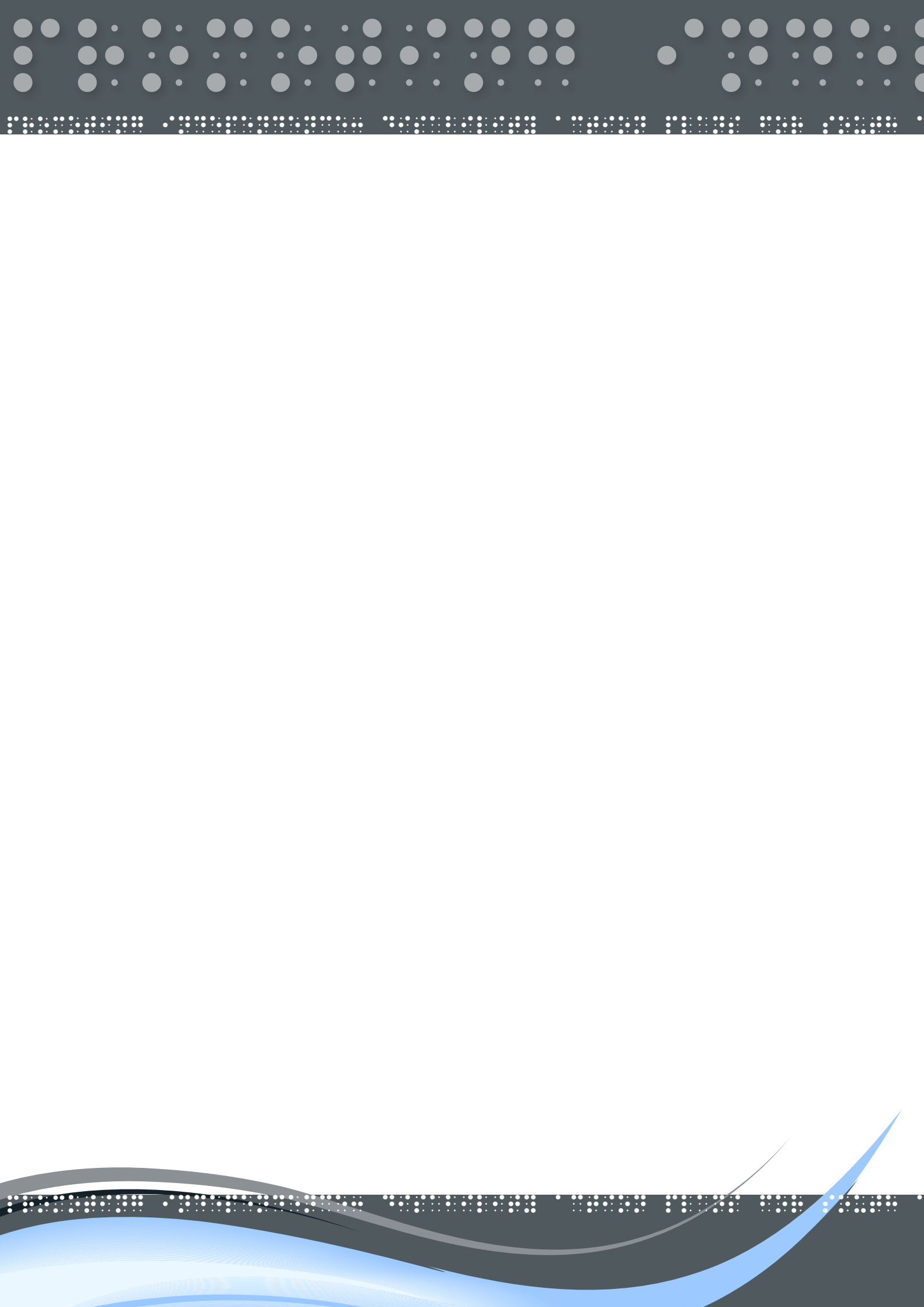
- Promote particular focus on the development of Disability Action Plans;
- Develop an across government reporting framework to benchmark achievements and initiatives;
- Promote awareness and systemic improvements in the accessibility of government services to people with disabilities;
- Identify issues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

At the conclusion of each reporting period, the Promoting Independence Implementation Reference Group reviews the questionnaire and reporting process as a means of continually improving the process. This report is the tenth *Promoting Independence Strategy* progress report and is for the period 1 July 2009 to 30 June 2010.

A review of the *Promoting Independence Strategy* will be conducted in the next twelve months. Until an updated reporting framework is developed, the existing processes will continue.

Agencies were required to complete the survey questionnaire (Appendix C). The reporting framework has again been used, along with the three coloured 'traffic light' progress report and coding system. However, since 2006 there has been increased rigour in the comparison assessments, to reflect increased expectations in progressing the government's disability policy.

Agencies rated themselves against a five stage-reporting framework (Appendix B). This rating was then converted to a percentage score that can be seen in the report card in the *Results* section. This system enables easy comparison of progress. Green light assessments are awarded for progress of 61% or higher against the policy outcomes.



## 4 *Key Outcomes and Targets*

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

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

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

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

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

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

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

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

4. **Portfolios and their agencies provide opportunities for consultation with people with disabilities concerning service delivery and in the implementation of complaints and grievance mechanisms**
  - The 2007-08 Annual Report to include an analysis of complaints against state government portfolios lodged with the South Australian Equal Opportunity Commission and the Australian Human Rights Commission
  - Evidence that agencies or representatives of people with disabilities have been consulted regarding the development and implementation of a Disability Action Plan, and the strategies and actions contained within the Plan
  
5. **Each portfolio chief executive will ensure that their portfolio has met the requirements of the *Disability Discrimination Act 1992 (Cth)* and the *Equal Opportunity Act 1984 (SA)***
  - Current Disability Action Plans and relevant strategies should be made publicly available
  
6. **Portfolios and their agencies will ensure they can meet the South Australian Strategic Plan Target (T6.22) “to double the number of people with disabilities employed in the public sector by 2014”**
  - By June 2009, a baseline is established by the roll out of the staff survey
  - By December 2009, across government and portfolio employment targets are negotiated



## 5 *Scope of the Policy Statement*

The policies contained in the *Promoting Independence Strategy* apply to all publicly funded services and programs of South Australian Government portfolios and their agencies. The object of the policy is to ensure that government services are accessible for people with disabilities and that all practices within government organisations and services that unlawfully discriminate against people with disabilities are eliminated.

In the interests of broad national consistency and alignment with the objectives of the Act, the definition of 'disability'<sup>1</sup> adopted in the policy is that in the *Disability Discrimination Act 1992 (Cth)*. It should be noted that this definition is broader than the categories of persons covered by the *Equal Opportunity Act 1984 (SA)* or the *Disability Services Act 1993 (SA)*.

### Prevalence of Disability

In 2003, the Australian Bureau of Statistics (ABS) *Survey of Disability, Ageing and Carers* estimated that one in every five Australians has a disability (or approximately 3,958,300 persons). The survey recorded 362,100 South Australians with disabilities<sup>2</sup> 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 one in five of these people live alone compared to 8.6% or one in twelve of those without a disability. In the ABS survey, disability was defined as any limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

<sup>1</sup> Under Section 4 of the *Disability Discrimination Act 1992 (Cth)*, 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; and 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.

<sup>2</sup> In the Australian Bureau of Statistics (ABS) *Survey of Disability, Ageing and Carers (2003)*, disability was defined as any limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. Examples range from hearing loss which requires the use of a hearing aid, to difficulty dressing due to arthritis, to advanced dementia requiring constant help and supervision.



## 6.1 Outcome 1 – Ensure access to Facilities and Services

Department	Policies People with disabilities & 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 people with disabilities & 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 people with disabilities (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, 1.10)	Overall Rating for Outcome 1
Families & Communities	Yes	Yes	Yes	Yes	Yes	All	100%
Premier & Cabinet	Yes	Yes	Yes	Yes	Yes	All	95%
SA Health	Yes	Yes	Yes	Yes	Yes	More than 50%	100%
Treasury & Finance	Yes	Yes	Yes	Yes	Yes	All	100%
Justice	Yes	Yes	Yes	Yes	Yes	More than 50%	90%
Education & Children's Services	Yes	Yes	Yes	Yes	Yes	All	95%
Environment & Heritage	Yes	Yes	Yes	Draft completed	Yes	All	90%
Water, Land & Biodiversity Conservation	Yes	Yes	Yes	Yes	Yes	More than 50%	90%
Primary Industries & Resources SA	Yes	Yes	Yes	Yes	Yes	All	100%
Further Education, Employment, Science & Technology	Yes	Yes	Yes	Yes	Yes	All	100%
Trade & Economic Development	Yes	Yes	Yes	Yes	Yes	More than 50%	95%
WorkCover SA	Yes	Yes	Yes	Yes	Yes	All	100%
Transport, Energy & Infrastructure	Yes	Yes	Yes	Yes	Yes	All	100%

### 6.1.1 Highlights of Implementation – Access to Facilities and Services

A number of agencies have reported that they have an internal working group that is responsible for the development and monitoring of their agency's Disability Action Plans. The work undertaken by these groups appear to be major drivers of change within their individual departments.

The Department of Water, Land and Biodiversity Conservation (DWLBC) stated that their working group was allocated a budget to operate. In addition to this, it was also noted that each agency within their department were responsible to fund their own disability access works, including workstation modifications.

It is also noted that a number of agencies have referred to their customer feedback mechanisms which provide individuals the opportunity to contribute to the development of improvements. WorkCover SA contracts an independent market research company to undertake annual satisfaction surveys of injured workers and employers. From this, a service improvement plan is developed to address survey findings, incorporating any disability or access related issues.

A number of agencies also indicated that there were consultative committees in place where community members were utilised, and contribute to service improvements. Some agencies indicated that there were people with disabilities represented on these committees. SA Health reported that the Central Office has a three year contract with Health Consumers Alliance which incorporates consumer consultation in the policy development and service planning work undertaken by Regional Health Services.

Review of submissions for GP Plus funding and service design principles incorporates disability and inclusion assessment. Consumers are represented on metropolitan GP Plus Health Networks with involvement and provision of advice regarding the development of GP Plus Health Care Centres and Super Clinics.

The Department for Correctional Services (DCS) reported that the Offender Development Directorate has introduced a new assessment model that informs sentence planning with consideration to disability issues, and reported the delivery of a pilot program in 2010 for sexual offenders with a disability.

In 2009-10 the Department for Families and Communities (DFC) identified separate funding for access improvements within the DFC minor works budget for the first time. This funding was allocated to install hearing loops in thirteen sites across the state, and to install an accessible toilet in the Salisbury Disability SA office.

In relation to service delivery, disability access and inclusion has been embedded into policy and practice through a number of initiatives across the State Government. An example of this is provided by the Department of Further Education, Employment, Science and Training (DFEEST) whereby a *'Guide for Students with a Disability or Medical Condition'* booklet which has been distributed widely across the school sector. It has recently been reprinted due to high demand and continues to be enthusiastically received by teachers and students. It is highly recognised as a leading practice resource and has been utilised and adapted by three interstate TAFE Institutes and the university sector.

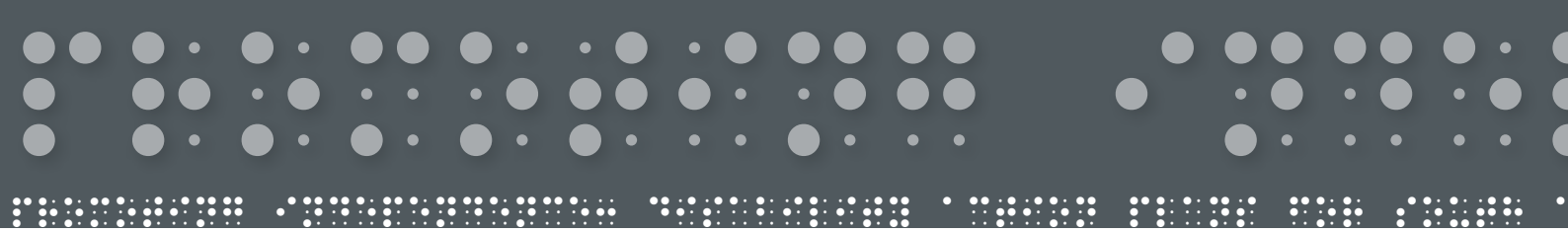
The *'Guide for Students with a Disability or Medical Condition'* is provided to all lecturing staff and is available online. It provides staff with practical information for accommodating students with disabilities (e.g. inclusive practices, assistive technologies and alternative assessment). Information to assist staff working with students with disabilities is also available on an ongoing basis face-to-face through professional development activities and is available on Institute websites.

In June 2010, 120 visitors from schools across South Australia visited Adelaide City Campus as part of the annual *'Come and Try Higher Education Day 2010'*. The event comprised of workshops about post school options, career planning and the support that students with disabilities can access. Specific sessions for parents, teachers and service providers were included. Student speakers talked about their experience of higher education life and how they negotiated the supports they needed.

The physical access to buildings is a key issue that is faced by staff within government departments, and the general public. Many agencies indicated consideration of this in relation to their activities over the past 12 months.

The Department of Trade and Economic Development (DTED) relocated its main office in December 2009 to new premises. These premises have high levels of accessibility, and access checklists have been completed for the new location as well as regional office facilities. Similarly, WorkCover SA is proactively ensuring their accommodation accessibility requirements are met. Their current lease expires in June 2012 and plans are now in progress to assess WorkCover SA's future tenancy needs, with consideration for accessibility.

The Attorney-General's Department (AGD) engaged access consultants in 2010 to assess all AGD sites against disability access requirements. New sites are reviewed by project staff and design architects. There is a new allowance in project budget for individual access reviews prior to occupancy.



A major upgrade occurred at 45 Pirie Street in this financial year. A significant number of AGD Business Units occupy this building although it is privately owned. The upgrade has resulted in improvements to the lifts with the buttons being placed at a suitable height for wheelchair users and Braille signage has been placed in both the lifts and toilets in the building. As floors have been upgraded, more accessible toilets have been provided.

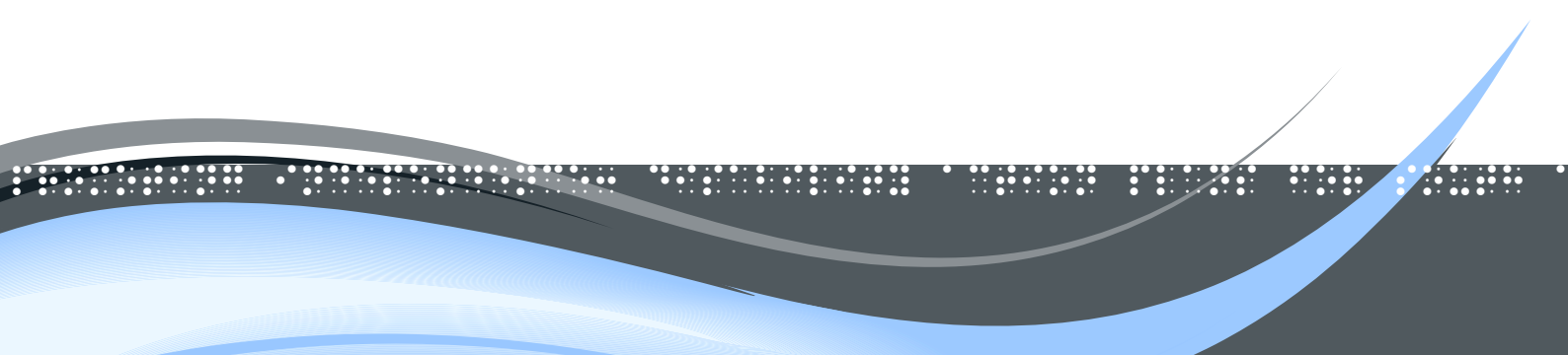
As part of the registry consolidation, the Courts Administration Authority (CAA) ensured that new public counters were provided to the registry of the Sir Samuel Way Building which ensure *Disability Discrimination Act 1992 (Clth)* compliance.

SA Health reported that all newly designed and built facilities are disability compliant. Similarly, physical environments are adapted where possible to ensure disability access.

DFEEST engaged the services of Disability Consultancy Services in June 2009 to complete an audit of all DFEEST owned and leased sites. The audit highlighted a large number of *Disability Discrimination Act 1992 (Clth)* access non-compliance issues, of varying risk and severity, requiring substantial financial investment to fully address. A risk based approach has been taken to developing and implementing a plan to address non-compliance. The Audit has identified over \$3 million of high priority remediation. Funding will need to be allocated and prioritised to meet this requirement.

The Department for Transport, Energy and Infrastructure (DTEI) is currently involved in the national harmonisation of the disability parking permit scheme which is aimed to provide opportunities for greater social inclusion for people with a disabilities. The reform has progressed with the Transport Accessibility Advisory Group (TAAG) being the first stakeholder consultation to be undertaken in Australia.

An example of agencies ensuring that access and inclusion initiatives are embedded in practice is demonstrated by WorkCover SA. Compliance with their Disability Action Plan is a key outcome listed in staff performance and career development plans. These are reviewed twice a year.



Programming work is undertaken to address 'access to facilities and services' activities on a risk/priority basis by the Department of Environment and Heritage (DEH). Identification of access and facilities for people with disabilities are incorporated into the scope of works for all contractors and consultants involved in planning and construction of visitor services and facilities. Highlights for 2009-10 include:

- Planning and documentation of disabled compliant paths
- Front counter modifications
- Construction of compliant connecting paths
- Construction of new disabled toilets as part of major projects within DEH
- Pedestrian and vehicle access ramp upgrades have been designed to increase accessibility
- 'Garden of Health' accessibility design is expected to enhance visitor experience for visitors with a disability

SA Health reported a key development was that of an election commitment of \$3.5 million identified in 2010, to support the timely discharge of long-stay hospital patients with a disability to the community. A further \$1 million was identified to address issues around access to equipment and home modifications. Central Office is working closely with SA Health regions and Disability SA to develop a service and funding model to expedite the discharge of these patients from acute care settings into more appropriate community based solutions.

The Richard Llewellyn Arts and Disability Trust demonstrates access to services by people with disabilities. This is administered by the Department for Premier and Cabinet (DPC), through Arts SA, and has reached its fourth year of operation. It has now contributed over \$800,000 to individual artists and organisations. One of the 2009-10 funded projects was Nina Pearce's play *This Place* which won the Jill Blewett playwright's award in the 2010 Adelaide Festival Awards for Literature.

DCS has drafted an Aged Prisoner Care Policy. Consultation has occurred, and it is expected to be endorsed soon. The policy incorporates offender security and management requirements for prisoners with mobility issues and disabilities relating to aging factors.

By increasing the accessibility for people with disabilities, the broader community has provided positive feedback to DTEI (e.g. parents with prams and people who have mobility aids who do not necessarily identify themselves as having a disability).

## 6.1.2 Barriers to Implementation – Access to Facilities and Services

Similar to the previous 12 months, the majority of portfolios reported that competing demands on their programs is impacting on their ability to fully resource access upgrades and continuous improvement.

SA Health reported that there is recognition that there is an ongoing need to improve coordination and integration of services for people with a disability, particularly across transition points such as from the paediatric to adult sector. The Disability Acute Working Party is currently considering strategies to address this barrier in a consolidated approach.

It was noted by DEH that the physical environment can pose a barrier for people to access parks or buildings. The challenge for DEH is in maintaining the balance between increasing access for people with disabilities and retaining the natural environment and/or the heritage value of a site.

Additionally, DEH reported that resource allocation in the Botanic Gardens Education Services, including staff time to review current program content and skills to adapt resources to suit smaller specialist groups, is a challenge.

An agency reported that the continued development of staff awareness and skills in relation to disability inclusion was a significant challenge.

It was noted that many State Government agencies lease buildings and it can be a challenge getting the cooperation and contribution from the building owner to improve accessibility.

DPC referred to the new legislative framework for building construction and redevelopment which will change from May 2011 when the Disability (Access to Premises – Buildings) Standard comes into force. The Building Code of Australia is expected to be updated accordingly. It was noted that undertaking any major redevelopment will trigger a set of requirements, adding significant costs to capital projects. In an environment of fiscal restraint, a number of projects are likely to be reprioritised.



## 6.2 Outcome 2 – Information and Communication is Inclusive

Department	Policies	Structures Processes	Programs Services	Planning Evaluation	Staffing Resources	Assessment	Overall Rating for Outcome 2
Families & Communities	Yes	Yes	Yes	Yes	Yes	All	90%
Premier & Cabinet	Yes	Yes	Yes	Some agencies	Yes	All	95%
SA Health	Yes	Yes	Yes	Some agencies	Some agencies	More than 50%	95%
Treasury & Finance	Yes	Yes	Yes	Yes	Yes	All	100%
Justice	Yes	Started to monitor	Within other policy	Yes	Some agencies	More than 50%	70%
Education & Children's Services	Within other policy	Started to monitor	Within other policy	Some agencies	Yes	All	95%
Environment & Heritage	Yes	Started to monitor	Yes	Yes	Yes	All	90%
Water, Land & Biodiversity Conservation	Yes	Yes	Yes	Have started	Some agencies	All	80%
Primary Industries & Resources SA	Yes	Yes	Yes	Yes	Yes	All	95%
Further Education, Employment, Science & Technology	Yes	Yes	Yes	Yes	Yes	All	100%
Trade & Economic Development	Yes	Yes	Yes	Some agencies	Yes	More than 50%	90%
WorkCover SA	Yes	Yes	Yes	Yes	Yes	All	95%
Transport, Energy & Infrastructure	Yes	Yes	Yes	Yes	Yes	More than 50%	95%

## 6.2.1 Highlights of Implementation – Information and Communication

Access to information and communication about services and programs is essential to the inclusion of people with disabilities.

A number of agencies identified that they monitor requests for information in alternative formats, and provide information in alternative formats upon request. Whilst this is a positive initiative by agencies, some have achieved high levels of accessibility through the use of specific computer programs.

TAFE SA has a large catalogue of Assistive Technology which provides publications in a range of different formats including electronic, 'JAWS' or videos with subtitles, etc. Provision of these materials and software is dictated by the TAFE SA Disability Action Plan and the *Disability Standards for Education 2005 (Clth)*.

The Legal Services Commission converted Portable Document Format (PDF) Booklets to HyperText Mark-up Language (HTML) to make it easier for screen readers to use them.

Resources related to transition from school, through TAFE and into employment for young people with disabilities are now available in five formats, with copies for loan being lodged with the Disability Information Resource Centre, Special Education Resource Centre and South Australian School for Vision Impaired libraries as well as available (except for Braille) from the Program website.

In 2009-10 materials were provided by the National Disability Coordination Officers (NDCO) Program in five different text styles, Braille, text only files (including PowerPoint presentations), MP3 files and in electronic format. The NDCO program also promotes and provides accessible software to schools and community members free of charge.

Continued progress towards meeting the requirements of the Web Content Accessibility Guidelines (WCAG) 2.0 was noted by a number of agencies. The DFEEST website and Intranet are meeting the needs of a wide variety of audiences and special interest groups and meets Level 2 Accessibility at July 2010. The Content Management System (DotNetNuke) was upgraded to minimise security risk and resolve accessibility issues. TAFE SA intranet sites now have the capability of large font format to assist staff with vision impairment.

DTED reported that their 'Brand Guidelines' were upgraded during the 2009-10 reporting cycle, and have included accessibility considerations.

The Department for Primary Industries and Resources South Australia (PIRSA) has developed an online resource for the training of staff. The design of this training

involved consultation and advice from people with disabilities. It features video clips, case studies and web pages of people with disabilities, both internal and external to PIRSA.

Arts SA consulted extensively with artists with disabilities in developing the accessible format of the Richard Llewellyn Arts and Disability Trust (RLADT) handbook. A website for the RLADT is being developed, and will be tested by a range of customers with disabilities before it is launched.

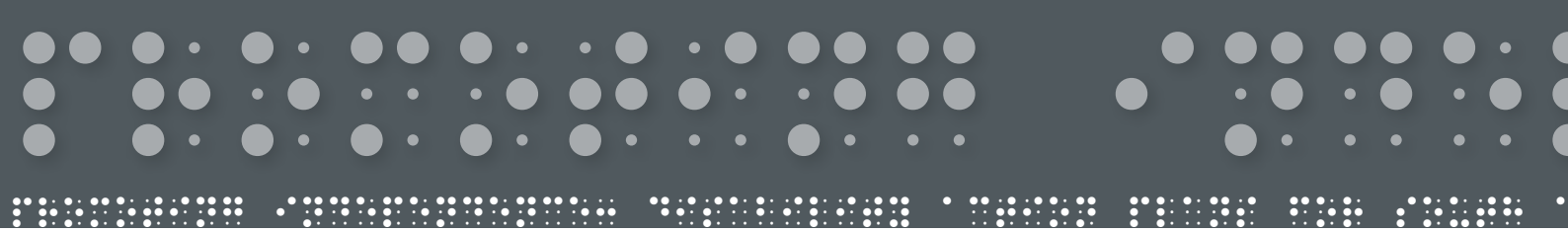
Similarly, as part of the planning for the Social Inclusion Unit Blueprint for Disability Reform, effort has been made to ensure information and communication is inclusive of people with disabilities. The Social Inclusion Unit have liaised with the Disability Information and Resource Centre, other organisations and people with disabilities, to ensure publications and community engagement strategies would meet the needs of people with disabilities.

WorkCover SA continues to use its communication style guide when preparing communication to ensure that language we use is accessible to stakeholders. The guide was reviewed in March 2010 and no changes were required. WorkCover SA's Access and Equity policy also outlines a strong commitment to producing publications in accessible formats and including accessibility statements on publications.

WorkCover SA has a central marketing fund which enabled the agency to produce a product in an alternative format if required. The disability stakeholder group (along with all stakeholder groups) are consulted on key policies and services. In November 2009, the group were consulted on WorkCover SA's new advertising campaign including information products for workers and employers.

The DWLBC Disability Access Plan 2006-09 contained a commitment to ensuring 'information about its services and programs is inclusive of people with disabilities'. This commitment is demonstrated in the Department's Communication Strategy template, which requires author of all communication strategies to consider the needs of people with disabilities. The Department is committed to ensuring all agency websites comply with WCAG 2.0. During 2009-10 the Department hosted seven external facing websites. All websites were designed and built in line with the State Government's website standards and adhere to the conformance Level A of the W3C Guidelines.

SA Health demonstrated its commitment to the provision of information and communication regarding services being provided in an inclusive manner through the activities of the Children, Youth and Women's Health Services (CYWHS). CYWHS often consult with families in the preparation of information. An example of this includes parents of children with disabilities being involved in the development of the booklet *'There is No Such Thing as a Silly Question'*. This was published in 2009 and was so successful that a second print run was undertaken in 2010.



## 6.2.2 Barriers to Implementation – Information and Communication

A variety of barriers have been identified as impacting upon the inclusiveness of people with disabilities in relation to information and communication about services and programs.

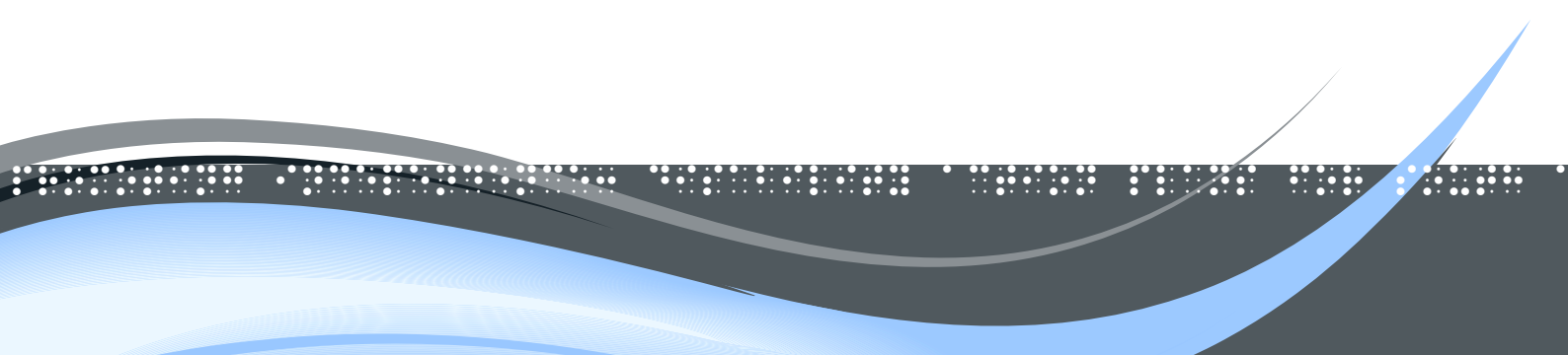
DPC commented on the prohibitive level of funding for the third party technical work necessary to fix non-compliance issues for complex, database-managed websites. It was also highlighted that experiences with commercial web developers show there is a limited understanding of compliance standards in the private sector.

Other agencies noted the budgetary constraints associated with providing information in alternative formats, and that they generally do so as needed (e.g. Braille and sign language translation).

SA Health noted that software will not create text equivalents for audio files automatically, which poses as a barrier for accessibility by some population groups.

Similarly, DWLBC referred to the high number of maps, photographs and graphics in the department's reports and documents, which continues to limit the department's ability to provide all online publications in alternative formats.

A number of agencies identified gaps in compliance with accessibility standards on their websites. Some noted that retrospective work would not be undertaken to become compliant, but all new sites will meet the standards.



### 6.3 Outcome 3 – Disability Awareness and Discrimination Training

Department	Policies A disability awareness and discrimination training framework or policy is established (3.1)	Structures Processes A staff training needs analysis on disability awareness, has occurred. Training priorities developed & implemented (3.2)	Programs Services Services' training and education delivered with awareness and are accessible to people with disabilities (3.3, 3.4)	Planning Evaluation Consultation occurs to review policies, programs & 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 people with disabilities (3.6)	Overall Rating for Outcome 3
Families & Communities	Yes	Yes	Yes	Yes	Within existing budget	100%
Premier & Cabinet	Yes	Yes	Yes	Yes	Within existing budget	100%
SA Health	Training planned	Yes	Yes	Started evaluations	Within existing budget	90%
Treasury & Finance	Yes	Yes	Yes	Yes	Within existing budget	100%
Justice	Yes	Yes	Yes	Yes	Within existing budget	80%
Education & Children's Services	Yes	Yes	Yes	Started evaluations	Within existing budget	95%
Environment & Heritage	Yes	Yes	Yes	Started evaluations	Yes	90%
Water, Land & Biodiversity Conservation	Yes	Yes	Yes	Yes	Within existing budget	95%
Primary Industries & Resources SA	Yes	Yes	Yes	Yes	Within existing budget	100%
Further Education, Employment, Science & Technology	Yes	Yes	Yes	Yes	Within existing budget	100%
Trade & Economic Development	Yes	Yes	Yes	Started evaluations	Within existing budget	100%
WorkCover SA	Training planned	Identifying priorities	Started analysis	Started evaluations	Yes	80%
Transport, Energy & Infrastructure	Yes	Yes	Yes	Yes	Yes	95%

### 6.3.1 Highlights of Implementation – Training and Awareness Raising

Awareness and understanding of the issues and needs of people with disabilities is an important principle when promoting the inclusion and access of people with disabilities. Agencies have addressed this outcome in a variety of ways, some through formal training programs, and others through mechanisms such as 'expos' designed to improve service delivery and agency responsiveness to meeting the needs of individuals.

Some agencies highlighted significant effort undertaken to increase awareness and understanding within their agencies through targeted training of staff. A comprehensive program was undertaken across DWLBC which managed to provide 52.5% of staff with Disability Awareness and Discrimination Training in 2009-10. In addition, the agency has incorporated disability awareness training into the departmental Induction Program. One of the accountabilities of the Organisational Development Team (2 full time equivalents) has been to introduce disability awareness training within the agency.

Similarly, the Department of Treasury and Finance (DTF) demonstrates their commitment to the provision of Disability Awareness Training through its scheduling as part of the Corporate Training Program each year. This has continued throughout the reporting period and programs have been conducted for employees and managers/supervisors. DTF has also requested that employees who have not undertaken training within the last three years to attend these programs to ensure they are provided with current knowledge. The Department has met its target of 20% of staff to be trained in disability awareness throughout the reporting period. The department has continued to conduct separate training for employees and managers/supervisors to ensure the information is relevant to the individuals attending.

A number of agencies have purchased an online training tool from PIRSA and are in the process of adapting this to meet their specific departmental needs. Some agencies have identified that this is one mechanism that could be utilised, but have also stated that they recognise that it will unlikely be the core training method across their department.

The further development and implementation of the interactive online program to improve DEH staff's disability awareness and recognition of carers is a highlight of 2009-10. This program enables all staff (especially those in regional areas) to access relevant training to improve their skills and knowledge, and will assist DEH to meet the target of 20% of staff to be trained each year. Training workshops were targeted towards managers/supervisors and staff that have a direct impact on activities within the DEH Disability Action Plan and/or the provision of DEH services

direct to the public. The online program is promoted to all staff as part of the DEH Induction Process.

In 2009-10, three *'Above and Beyond Sessions'* were held by WorkCover SA. Information was presented about what can be achieved from injury and disability management in helping injured workers recover from a workplace injury. The information included real life stories in which injured workers shared their stories about how they managed injuries/disabilities and remained focused on getting back to work. Employers, health and rehabilitation providers and case managers, whose relationships with workers are pivotal in the return to work proves, also share their insights on improving return to work outcomes in South Australia.

In 2009-10 the NDCO Program within DFEEST funded training for key staff for preparation of individual access plans, career planning for students with disabilities, disability and employment, changes to the *Disability Standards for Education 2005 (Clth)* and *Equal Opportunity Act 1984 (SA)*. The following areas have been modified and/or improved to incorporate the relevant components:

- Selection Panel Training material has been modified to include more information
- Information has been included within the Equity and Diversity section of HR intranet site
- DFEEST online Induction includes link to the Disability Awareness Training and the dedicated site on this area
- Checklists for managers to use for their local induction of staff will ensure that each staff member has undertaken the training
- Statement has been developed which promotes DFEEST as an equal opportunity employer and encourages people with a disability to apply for positions
- Statement has been included on the Expression of Interest and Job and Person Specification templates and Notice of Vacancy advertisements
- Job Application guidelines contain specific information on disability services
- Relevant human resources forms have been modified to promote and identify recruitment source such as Disability Employment Register and to encourage the use of the various registers to fill positions.

South Australia Police (SAPOL) conducts an online Disability Awareness Training Program. From 1 July 2009 to 30 April 2010, 802 employees completed online disability awareness training.

Within DFC, the Magill and Cavan Training Centres (Families SA) have referenced initiatives under the new Families SA Workplace Learning Initiative. The staff at these centres attended workshops in September 2009 and February 2010 on 'working with young people with developmental disabilities and autism spectrum disorders'. Through Families SA, all Contract and Licence Agreements entered into with Alternative Care service providers specify the requirement for staff to have undertaken Disability Awareness and Discrimination Training.

An online Disability Awareness Training Program was implemented to ensure that all SA Health Central Office employees contribute to the delivery of services that are non-discriminatory in accordance with the objectives of the *Disability Discrimination Act 1992 (Clth)*.

The Department of Education and Children's Services (DECS) hosted the Special Education Expo held in June 2010 over four days. It attracted 431 participants who attended 84 workshops on a range of diverse special education and learning difficulties topics.



### 6.3.2 Barriers to Implementation – Training and Awareness Raising

Some agencies reported that limited funding and resources impact upon the awareness and understanding of the issues and needs of people with disabilities.

Whilst formal training is a mechanism to improve this, some agencies reported that competing training priorities impacted on the ability of staff to attend Disability Awareness and Discrimination Training. It was also raised that there are constraints in releasing staff to attend professional development.

SA Health reported that there was a lack of dedicated resources to deliver training and release staff to attend training in a number of its services. The Royal Adelaide Hospital noted however, that there is the opportunity to utilise an e-learning module which will improve access to training for some staff.

AGD stated that the use of 'in-house' disability trainers can be problematic due to the natural attrition and workload issues. For this reason, the AGD intends to use an online system while still providing an opportunity for face-to-face training in the future.

DPC noted that although significant resources are required to organise and deliver group-based training for managers, this is the preferred approach as it is expected to achieve the most effective training outcomes for the targeted critical group. Similarly, significant resources are required to properly scope and implement an online awareness program for all staff. There are risks in ensuring the technical specifications of such a program anticipate future needs and corporate strategy.

DECS operates as a tri-level system of support and service delivery (sites, regions and system/central). The quality and diversity of training provided by the organisation across these three systemic levels raises challenges to data collection particularly in relation to accuracy of information that reports the full scope of staff participation in training.



### 6.4.1 Highlights of Implementation – Consultation and Complaints

Opportunities for consultation with people with disabilities in regard to service delivery, as well as the provision of robust complaints and quality assurance mechanisms enhance the accountability of services to meet the needs of all South Australians.

The DTED Disability Action Plan 2009-14 and *'Employment of People with a Disability Managers'* factsheet were consulted externally through HC Harrison Consultants prior to internal consultation and approval. The Disability Action Plan 2009-14 has a specific key performance indicator that aims to promote and increase representation of people with disabilities on DTED advisory boards and committees.

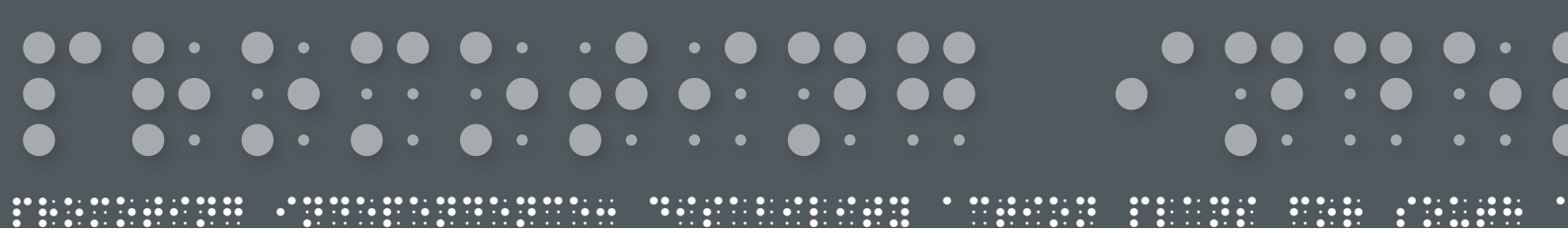
Similarly, DTF has a commitment to diversity and the Promoting Independence Disability Working Party actively promotes representation from people with disabilities on DTF boards and committees.

PIRSA indicated that they consulted with the Disability Information Resource Centre South Australia, Orana and the Royal Society for the Blind on the development of the third PIRSA Disability Action Plan.

WorkCover SA's stakeholder relations unit is staffed with 2 full time equivalent positions. The unit manages the relationship and consultation processes with the disability stakeholder group and other stakeholders. It is also responsible for the access and equity strategies across the organisation. There is a structured complaints process in place both in WorkCover SA and in Employers Mutual. Interpreters can be arranged if required, teletypewriter (TTY) services are available, and information on complaints processes are included in several publications including worker and employer information booklets, websites, and the service charter.

People with disabilities are considered principal partners in establishing and overseeing program development and delivery. This is reflected in their representation across a range of advisory bodies and committees which are predominantly delivered across Health Regions. SA Health Central Office works closely with the Health Regions in developing information packages across all programs, to promote the rights of consumers, including people with disabilities.

Various resources across DFEEST have been allocated to consult with people with disabilities, and as resource to assist in the complaints resolution process. Access and Equity Consultants/Disability Officers, Student Services Officers, Educational Managers, Lecturers, TAFE SA Disability Support Coordinator, Harassment and Bullying Contact Officers, and Disability Contact Officers located in each teaching program. Complaints management and resolution is part of the general management responsibilities of all managers, as stated in the 'Complaint and Allegation Investigation' procedure. The Human Resources Manager and team are



resourced to respond and assist in close partnership with managers and staff, to ensure complaints and grievances from staff and the public/clients are not escalated.

Within DECS, the redevelopment of the Negotiated Education Plan (NEP) is continuing. Consultation to inform the development of an individual plan for children and students with additional needs is ongoing with schools and preschools. The Plan is compulsory for each individual student with a disability. It is prepared in consultation with families, students and teachers to ensure that all students with disabilities have access to an appropriate curriculum based on the South Australian Curriculum Standards and Accountability Framework or the South Australian Certificate of Education (SACE) and on the needs of the learner. The NEP addresses such issues as physical access to buildings, the provision of special measures and transport arrangements. It also addresses changes to methodology to ensure equitable outcomes, changes to assessment procedures to allow students to demonstrate achievement and specific training for teachers and school services officers in addressing the needs of students with disabilities. Work on the NEP has now been connected to a whole of department Individual Education Plan initiative that will integrate all individual planning requirements for students into one model with specific sections for groups with additional needs. This integrated model reflects inclusive planning processes.

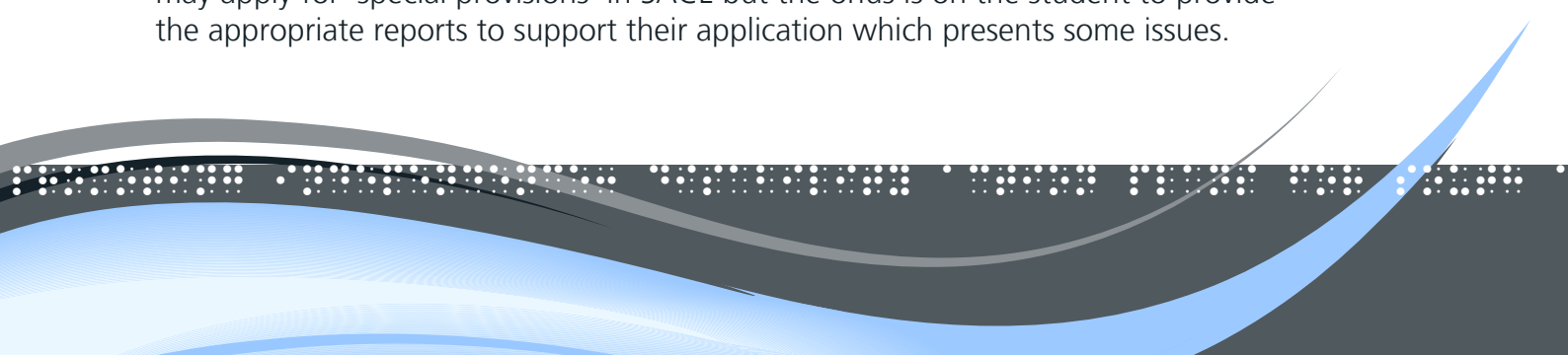
#### **6.4.2 Barriers to Implementation – Consultation and Complaints**

DPC noted that it is difficult to identify suitable representative groups for consultation relating to staff complaints of discrimination. This is due to the incomplete, confidential data available on employees with disabilities, which is reliant on staff to self-identify. Creating a supportive environment to encourage more staff to self-identify is an expected outcome of the new DPC training program for managers.

AGD indicated that the business of each agency is too diverse to create an overarching complaints charter. The degree of interface with members of the public varied greatly and therefore complaints processes required some agencies to develop them 'in-house'.

DECS reported that the SACE Implementation Board is currently developing the structures and processes for SACE Stage 2 for students in 2011. The requirements for students with disabilities, particularly in relation to the mandated Personal Learning Plan (PLP) in Year 10 impact on the ongoing redevelopment of the NEP.

Modified SACE subjects including the modified PLP are only available to students with verified intellectual disabilities. It was noted that students with a range of disabilities may apply for 'special provisions' in SACE but the onus is on the student to provide the appropriate reports to support their application which presents some issues.



## 6.5 Outcome 5 – Compliance with *Disability Discrimination Act 1992 (Cith)* and *Equal Opportunity Act 1984 (SA)*

Department	Policies Develop, implement & evaluate Disability Action Plans by portfolios, agencies & service providers (5.1)	Structures Processes Report on implementation & impact of Disability Action Plans in program evaluation, funding agreements and annual reports (5.2)	Planning Evaluation In consultation with people with disabilities, regular reviews of the draft Disability Action Plans occur & progress reports feed into the strategic planning process and budget preparation (5.3)	Staffing Resources Staff & resources are allocated to the review of the Disability Action Plan (5.4)	Overall Rating for Outcome 5
Families & Communities	Evaluated	Yes	Yes	Yes	90%
Premier & Cabinet	Sent to AHRC	Yes	Yes	Yes	100%
SA Health	CEO endorsed	Yes	Yes	Yes	90%
Treasury & Finance	Sent to AHRC	Yes	Yes	Yes	100%
Justice	Sent to AHRC	Yes	Yes	Yes	100%
Education & Children's Services	Evaluated	Implementing	Yes	Yes	95%
Environment & Heritage	Sent to AHRC	Yes	Yes	Yes	100%
Water, Land & Biodiversity Conservation	Draft only	Yes	Have started	Yes	75%
Primary Industries & Resources SA	Sent to AHRC	Yes	Yes	Yes	100%
Further Education, Employment, Science & Technology	Sent to AHRC	Yes	Yes	Yes	100%
Trade & Economic Development	Evaluated	Yes	Yes	Yes	90%
WorkCover SA	Sent to AHRC	Yes	Yes	Yes	100%
Transport, Energy & Infrastructure	Sent to AHRC	Yes	Yes	Yes	100%

### 6.5.1 Highlights of Implementation – Legislative Compliance

Disability Action Plans and other inclusion initiatives were most commonly reported as being available on the internet/intranet associated with each agency. In most, there are direct strategies ensuring compliance with relevant legislation and standards.

SAPOL state that their Disability Action Plan is a key component of the compulsory online training program. The Plan is also on the Equity and Diversity Section on their website. A comprehensive reporting process supports the Plan, including an audit protocol. The Plan has also been extensively promoted throughout SAPOL.

SA Health promotes compliance to relevant requirements through the Disability Action Plan which is available via the internet and intranet. Additionally, performance agreements with the Health Regions require them to implement the Disability Action Plan and report annually on progress. Particular attention has been given to working with:

- Asset Services regarding building and facility access
- Communication division regarding access requirements for all Health publications and communications
- Workforce development for awareness training and access to employment.

DPC reported that the Disability Action Plan feeds into the DPC strategic plan and corporate reporting process. Divisional Business Plans are required to identify three disability actions at the local level, and report on progress against these every six months. It was acknowledged that the Disability Action Plan has been effective in achieving positive, long-term change across DPC to ensure services and programs are inclusive for people with disabilities, and to provide a positive work environment for current and potential employees with disabilities.

The actions arising from the DFC Disability Action Plan are incorporated within the DFC Business Plan and the Divisional Business Plans. For example, one of the strategies incorporated include 'support the diversity of our workforce', a strategy that is measured using performance indicators such as the 'percentage of people with disabilities employed'.

For example, DECS has included strategies:

- Access to services and options for people with disabilities
- Disability awareness and discrimination training for staff
- Participation and achievement data for learners with disabilities
- Employment of people with disabilities.

This was endorsed by the Chief Executive in December 2009. The Disability Action Plan is reviewed annually and is published in the DECS Annual Report.

The DFEEST Disability Action Plan was promoted by the Chief Executive in a whole of agency Communiqué. A Disability Group across DFEEST meets to develop and

monitor the Disability Action Plan.

TAFE SA Disability Access Plans are developed which provide students who have disabilities with opportunities that will maximise their learning experience. The Disability Access Plan process assists students with a disability to identify and communicate their accommodation needs (reasonable adjustments) to ensure that they are able to access our services on the same basis as students who do not have a disability. It is the intention of the Plan to provide information to teaching and support staff so that they may be able to better adapt their services to support the student's needs.

WorkCover SA engages in a number of strategies to promote the awareness of the Disability Action Plan, and ensure compliance. These include:

- It was released by the Chief Executive Officer at a staff forum, and subsequently emailed to all staff.
- A presentation is included in each staff induction program for new staff, and a copy is provided to them.
- Every staff member must demonstrate how they have actively contributed to WorkCover SA's initiatives (including the Disability Action Plan) in their performance and development plan.
- The internal Occupational Health, Safety and Welfare Committee assists in monitoring and implementing the Disability Action Plan. The Disability Action Plan progress update is now a standard agenda item on the committee's monthly meeting agenda.

PIRSA's Chief Executive and Executive Directors are accountable for achieving the key outcomes of the strategy. The requirement to report on the progress of the plan is included in their individual executive performance Agreements.

The DTEI Disability Action Plan is:

- Promoted through the DTEI portal;
- Available in the file management system KNet;
- Linked to the DTEI online Disability Awareness Training which is a mandatory requirement for all existing and new staff;
- Linked to the staff induction package; and
- Available on the DTEI internet site.

The revised DEH Disability Action Plan 2009-11 was promoted to all staff in the electronic newsletter, OCHRE, when the online training program was launched. Key stakeholders are aware of their responsibilities in relation to implementing the Disability Action Plan due to their contribution in developing it.

The Plan is available on the departmental intranet site and is made available to staff attending disability awareness training. Quarterly reports on the progress of the Disability Action Plan outcomes are provided to the Human Resources Committee.

## 6.5.2 Barriers to Implementation – Legislative Compliance

One agency reported that the review of their Disability Action Plan will not be completed until the Promoting Independence Review has taken place.

Other agencies stated that competing priorities and diverse agency business, the need to meet a range of compliance requirements, time, resources and staff were barrier to implementation of actions that met the requirements of the *Disability Discrimination Act 1992 (Clth)* and the *Equal Opportunity Act 1984 (SA)*.



### 6.5.3 Analysis of complaints against state government portfolios lodged under the South Australian *Equal Opportunities Act 1984*.

The following is a summary of complaints received and complaints accepted by the Equal Opportunity Commission which claimed discrimination on the grounds of disability by a State Government agency during the 10½ year period from 1 January 2000 to 30 June 2010.

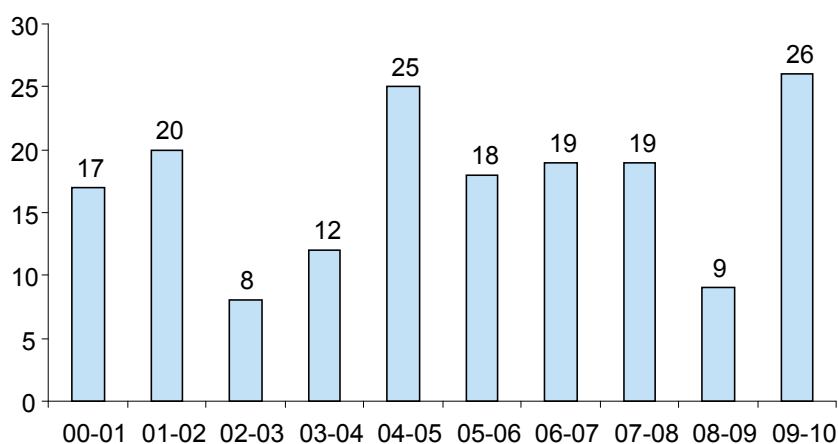
#### Complaints

This refers to all complaints lodged with the Equal Opportunity Commission, including those that the Commissioner was unable to take up (for example, complaints that are not within the Commissioner’s jurisdiction or are lodged too late).

- There were 800 disability-related complaints in all, out of a total of 2,654 complaints received by the Equal Opportunity Commission in the above time period. That is, 30% of all complaints received were in relation to disability or impairment.
- Of the disability-related complaints, 22% (177) were against State Government agencies.

Table 1 provides a graphical representation of the number of these complaints over time.

**Table 1: Number of disability complaints against SA Govt agencies**



**Note 1:** ‘State Government agencies’ refers to all State Government Departments and State Government controlled boards (this does not include Local Government or WorkCover SA). Any privately owned companies that are contracted to provide a service on behalf of the State Government have not been included. For example, private bus contractors have not been included but bodies such as the Passenger Transport Board have. Note also that the definition of a State Government agency may need to be reviewed for later reports. Should this definition change, it would have an impact on the statistics provided to date.

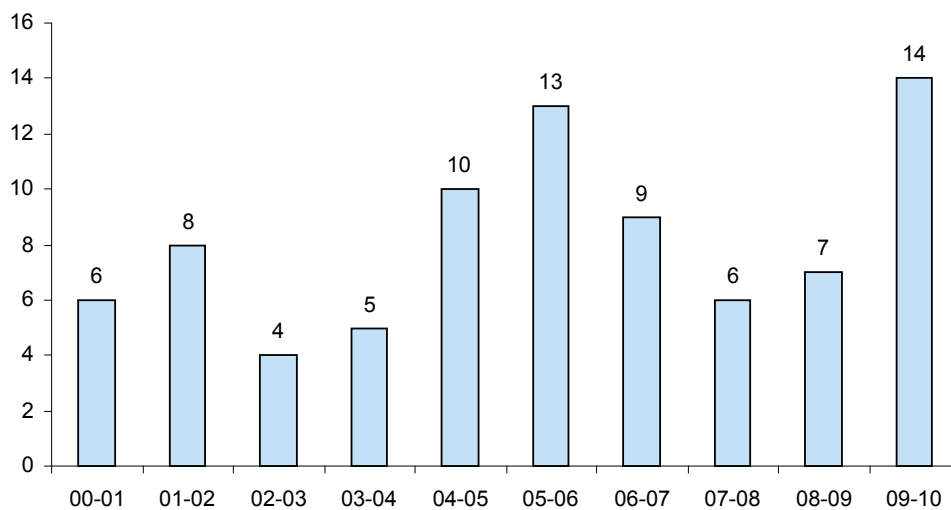
## Accepted complaints

This refers to the subset of all complaints that the Commissioner is able to take up under the Act. Historically, about half of all complaints received by the Commission can be taken up by the Commissioner.

- There were 471 disability-related complaints accepted out of a total of 1,317 complaints accepted during that time period. That is, 36% of all complaints accepted were in relation to disability.
- Of the disability-related complaints, 18% (85) were against State Government agencies.

Table 2 provides a graphical representation of the number of these accepted complaints over time.

**Table 2: Number of accepted complaints against SA Govt agencies**



**Note 2:** This report has been compiled using complaints lodged during a given year vs. complaints accepted during a given year - these complaints may not be the same complaints. For example, a complaint lodged in 2008-09 might be accepted in 2009-10.

### Types of complaints

Of the 85 accepted complaints over the 10 year period:

- 58% were in the area of employment (n=49)
- 28% were in the area of goods and services (n=24)
- 14% were in the area of education (n=12).

The nature of the 26 complaints lodged in 2009-10 was as follows:

Nature of Complaint - Summary	
Treatment at work	9
Treatment by Govt dept/services	4
Treatment in education	3
Recruitment	3
Volunteering	2
Access to civil rights	2
Access to services	1
Access to education	1
Access to Govt information	1
<b>Total</b>	<b>26</b>



## 6.6 Outcome 6 – Increased Employment Rates

Department	Policies Employment policy is established & implemented (6.1)	Structures Processes Strategy to promote the percentage of people with disabilities employed (6.2)	Programs Services Review human resources & recruitment strategies to ensure they are inclusive (6.3,6.4)	Staffing Resources Training has occurred on recruitment, selection & appointment of people with disabilities (6.5)	Overall Rating for Outcome 6
Families and Communities	Yes	Yes	Yes	Yes	100%
Premier and Cabinet	Yes	Yes	Yes	Have started	95%
SA Health	Within other policy	Within other policy	Yes	Yes	95%
Treasury and Finance	Yes	Yes	Yes	Yes	100%
Justice	Within other policy	Yes	Yes	Yes	100%
Education & Children's Services	Yes	Yes	Yes	Yes	95%
Environment & Heritage	Within other policy	Yes	Yes	Yes	90%
Water, Land & Biodiversity Conservation	Within other policy	Yes	Yes	Have started	80%
Primary Industries & Resources SA	Yes	Yes	Yes	Yes	100%
Further Education, Employment, Science & Technology	Yes	Yes	Yes	Yes	100%
Trade & Economic Development	Yes	Yes	Yes	Yes	100%
WorkCover SA	Yes	Yes	Yes	Yes	90%
Transport, Energy & Infrastructure	Yes	Yes	Yes	Yes	100%

### 6.6.1 Highlights of Implementation - Employment

Increasing the rate of employment of people with a disability within State Government departments is a key outcome area of the *Promoting Independence Strategy* that directly links to the South Australian Strategic Plan (SASP) Target 6.22. Most agencies report that they have developed robust systems that assist them in meeting this target.

Use of the Disability Employment Register, through Disability Works Australia appears to be a common strategy to promote the employment of people with disabilities across State Government Departments. Some agencies have noted that they have specific partnership agreements with Disability Works Australia to encourage recruitment of people with disabilities.

To support increased employment of people with disabilities, DEH entered into an Individual Customised Plan with Disability Works Australia to identify and support candidates suitable for vacancies within DEH. It is being piloted until September 2010.

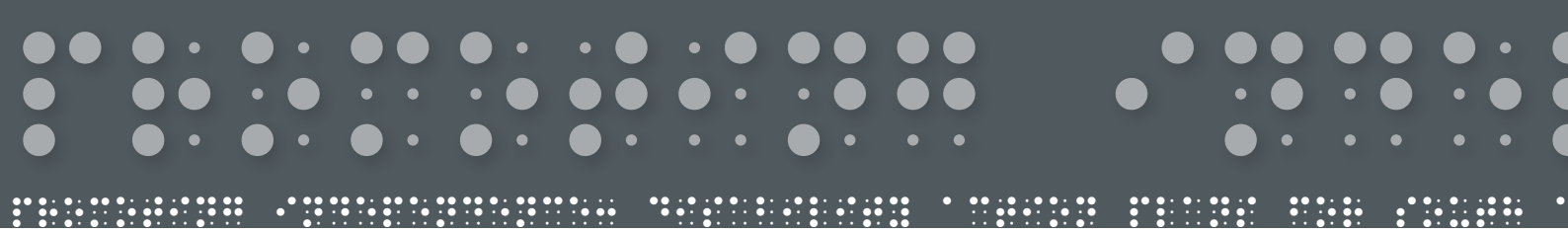
DTED has an '*Employment of People with a Disability*' factsheet which is linked directly to the departmental Disability Action Plan. It consolidates management information, recruitment processes, employment management, and a partnership with Disability Works Australia regarding priority consideration of suitable people with a disability to DTED vacancies.

AGD is undertaking a major review of all human resources policies to reflect the new *Public Sector Act 2009 (SA)*. This will include a review of all recruitment policies and processes.

DPC has a policy where specific vacancies are referred to Disability Works Australia for identification of potential suitable candidates prior to being advertised. In addition, DPC's Traineeship Program and Graduate Program targeted recruitment of people with disabilities. All trainee and graduate positions were advertised via the Commonwealth Rehabilitation Service. Disability Support Officers within the universities also advertised the graduate positions.

A number of agencies identified that they have undertaken a review of key recruitment and selection processes and systems which have consequently become more inclusive of people with disabilities.

DWLBC had an implementation plan for progress towards the SASP Target 6.22 and Outcome 6 of the *Promoting Independence Strategy*. With the transition to the Department for Water, all DWLBC policies, procedures and guidelines underwent review. The Recruitment and Selection Policy (now Recruitment and Engagement Policy) was reviewed, particularly processes around the referral of positions



to Disability Works Australia and the internal mechanisms around promotion. Encouragingly, the department has had more staff self-identify with a disability in the last 12 months. This enables other units, such as facilities and organisational development to provide effective targeted solutions to ensure the department meets identified needs.

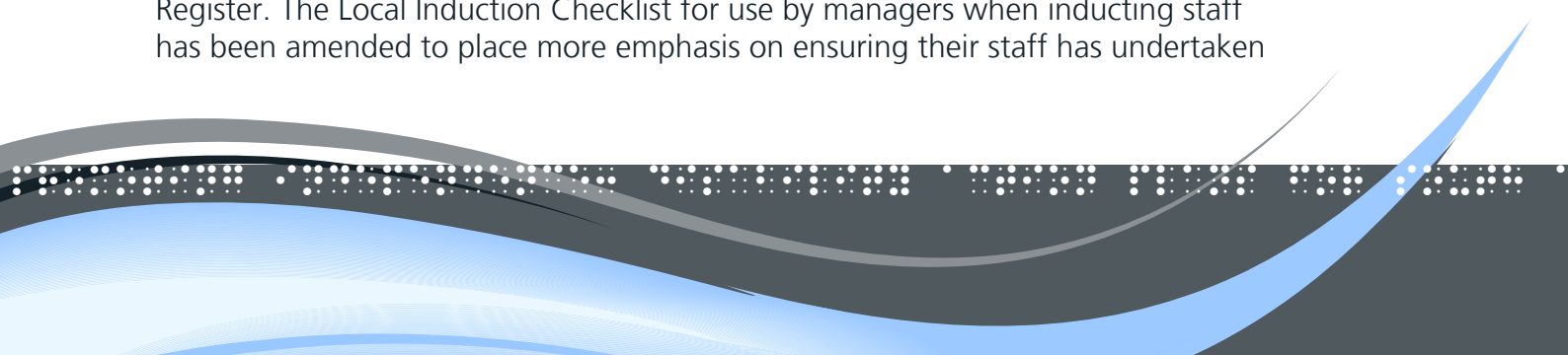
Pursuant to *Public Sector Act 2009 (SA)*, DFC has reviewed its recruitment guidelines and policy to ensure that applicants are not subject to discrimination. The DFC Job Design Project has been completed. New capability based role description templates have been developed to ensure they are accessible and inclusive to people with a disability and are included in information packages for applicants.

Similarly, DTF's job and person specifications have been assessed and criteria modified to simplify processes. This matter is also addressed through recruitment and selection training and ensuring that language used in the development of job and person specifications is inclusive. Selection Panel Training continues to be provided to directors, managers, supervisors and nominated staff involved with the filling of positions within the department and included a session on employing people with disabilities.

DEH began the conversion of traditional Job and Person Specifications to outcome and competency based role descriptions in 2009-10. The revised template is shorter and easier to read, providing a benefit for all applicants, including those with a disability. The new outcome and competency based role description was provided to Disability Works Australia in May 2010 with a copy of the Applicant Guidelines. As job vacancies arise, the selection documentation is reviewed for accessibility and inclusion of people with disabilities in relation to the specific job role.

Other mechanisms are utilised across agencies to increase the rate of employment of people with a disability. These include the use of electronic communication methods such as the internet and intranet. An example of this is provided by DPC. DPC's Careers website was launched in early 2010 and promotes a commitment to people with disabilities, including those seeking employment. Information on the website also notes that DPC will provide appropriate support to assist an applicant with a disability through the interview process. All applicants have the opportunity to identify if they have a disability and if they have any specific requirements.

When vacancies arise, DFEEST consultants advise Workgroup Managers of the Disability Register as an option for recruitment strategy. Information on the Disability Register is also publicised on HR Intranets as Recruitment initiative. DFEEST Recruitment Strategy specifically targets such areas as well as traineeships and cadetships and the various employment registers such as the Disability Employment Register. The Local Induction Checklist for use by managers when inducting staff has been amended to place more emphasis on ensuring their staff has undertaken



the disability awareness training as well as identifying support required to undertake their role, should information about a disability be disclosed.

The new DTEI intranet site 'Managing Our People' has been implemented on the DTEI portal. All facets of human resource management are divided into five broad areas of focus with the department's recruitment approach being included under focus area 'attracting the people we need', including references to people with disabilities.

SA Health noted that their human resources information session on recruitment and selection is targeted to managers and panel members. It discusses different ways to recruit good candidates, and includes information on accessing the Disability Employment Register.

The Human Resources and Workforce Development (HRWD) Office within DECS recently held a Disability Employment Workshop which included HRWD Directors and key staff. It was designed to:

- Develop a shared understanding and ownership of the *Promoting Independence Strategy* and reaffirm DECS/HRWD's commitment to achieving the strategies and objectives, particularly Outcome 6.
- Assist to build collaborative relationships and identify new partnerships across HRWD to support disability employment
- Identify system and process strengths and short term improvements for Outcome 6.

The workshop highlighted that while DECS has a solid foundation on which to increase the number of employees with disabilities, a more cohesive and coordinated approach across HRWD was required to facilitate further system and cultural improvements. There is an opportunity to build on strengths and tailor existing services and programs so that they are more effective. In addition, whilst there is a focus on recruitment, workshop participants also highlighted the issue of having strategies that support the retention of employees with disabilities, and promoting the successful stories that we know exist. The development, implementation and monitoring of a DECS Disability Employment Action Plan will be a key strategy to driving further improvement.

## 6.6.2 Barriers to Implementation - Employment

Employment of people with disabilities is a key strategy promoting inclusion of people with disabilities in the State Government. A variety of issues were raised as barriers. These include:

- Given the nature of DTF's workforce which is based around specialist skills in finance and economics, the ability to attract suitable skilled candidates with disabilities continues to be a challenge for the agency. DPC noted a similar concern.
- SA Health and DFC both noted that limited resources have been available to develop, deliver and implement specific strategies focussing on the employment of people with disabilities
- DFEEST stated that timely response from the disability employment register to requests inhibited the employment of people with disabilities
- DECS noted that establishing reliable baseline data on employees with disabilities is problematic. A manager, Workforce Data and Planning has been appointed and will lead the data systems project; however the cost of 'quickly' developing effective workforce data systems such as an employee kiosk for 25,000 staff in 1,100 sites across South Australia is financially prohibitive in the short term
- DECS also highlighted that developing a practice and culture that promotes the identification of people with a disability is crucial to effective data gathering, and that promoting a number of government employment strategies and targets is a challenge for Human Resources staff with limited appropriate vacancies (e.g. the need to support both Aboriginal and Disability targets).



The commitment by State Government portfolios to become more accessible and inclusive of people with disabilities is evident. The challenge will be keeping the momentum going for a further 12 months, and beyond the review of the *Promoting Independence Strategy*. The activities highlighted by agencies in their reporting for the 2009-10 period accentuate the resolve of all portfolios in moving this strategy forward.

The sponsorship and support of the *Promoting Independence Strategy* by the portfolio Chief Executives has been enormously important to the continued success of the strategy. Similarly, the representatives on the Promoting Independence Implementation Reference Group have demonstrated significant commitment and persistence in bringing about systemic and real changes for people with disabilities, for which they should be commended.

Whilst the *Promoting Independence Strategy* is working to enhance the inclusion of people with disabilities, there are other initiatives occurring that will influence the coming review, and the future directions of the *Promoting Independence Strategy*. The United Nations Convention on the Rights of Persons with Disabilities, the National Disability Strategy (to be presented to the Council of Australian Governments for approval), and the South Australian Government's Social Inclusion Blueprint for Disability Reform are key frameworks that the revised strategy should reflect.

The *Promoting Independence Strategy* has celebrated many achievements over the previous 10 years, and opportunity exists to build on this, improving the lives of South Australians with disabilities over the coming years.



Zofia Nowak

AVChair

Promoting Independence Implementation Reference Group



## Appendix A – Abbreviations/Acronyms

<b>ABS</b>	Australian Bureau of Statistics
<b>AGD</b>	Attorney-General's Department
<b>AHRC</b>	Australian Human Rights Commission
<b>CAA</b>	Courts Administration Authority
<b>CYWHS</b>	Children, Youth and Women's Health Services
<b>DCS</b>	Department for Correctional Services
<b>DECS</b>	Department of Education and Children's Services
<b>DEH</b>	Department of Environment and Heritage
<b>DFC</b>	Department for Families and Communities
<b>DFEEST</b>	Department of Further Education, Employment, Science and Training
<b>DPC</b>	Department for Premier and Cabinet
<b>DTED</b>	Department of Trade and Economic Development
<b>DTEI</b>	Department for Transport, Energy and Infrastructure
<b>DTF</b>	Department of Treasury and Finance
<b>DWLBC</b>	Department of Water, Land and Biodiversity Conservation
<b>HRWD</b>	Human Resources and Workforce Development
<b>HTML</b>	HyperText Mark-up Language
<b>NDCO</b>	National Disability Coordination Officers
<b>NEP</b>	Negotiated Education Plan
<b>PDF</b>	Portable Document Format
<b>PIRSA</b>	Department for Primary Industries and Resources South Australia
<b>PLP</b>	Personal Learning Plan
<b>RLADT</b>	Richard Llewellyn Arts and Disability Trust
<b>SACE</b>	South Australian Certificate of Education
<b>SAPOL</b>	South Australia Police
<b>SASP</b>	South Australian Strategic Plan
<b>TAAG</b>	Transport Accessibility Advisory Group
<b>TTY</b>	Teletypewriter
<b>WCAG</b>	Web Content Accessibility Guidelines

## APPENDIX B – Reporting Framework

Outcome	Policies	Structures Process	Programs Services	Planning Evaluation	Staffing Resources	Assessment
<p><b>OUTCOME 1</b></p> <p>Portfolios and their agencies are to ensure access to their services to people with disabilities</p>	<p>Inclusion of people with disabilities and their access requirements are in all policy, planning, program plans and overall strategic plan. (1.1; 1.2)</p>	<p>Strategies/tools to audit services have been developed and implemented. An audit of existing services has occurred to ensure they are inclusive of people with disabilities. (1.3; 1.4)</p>	<p>Services and Programs promote inclusion of people with disabilities and are delivered in a sensitive manner that is accessible to the whole community. (1.5)</p>	<p>An access plan has been developed in consultation with people with disabilities with timelines to improve access to buildings, facilities and services together with a system of setting priorities and review. (1.6)</p>	<p>Allocation of responsibility for actions and budget for access audits has been approved. Staff training has occurred on disability access and access solutions and associated budgets agreed. (1.7)</p>	<p>Report on:</p> <ul style="list-style-type: none"> <li>• extent (%) of audits of buildings and services assessed;</li> <li>• future work &amp; plans to address audit findings;</li> <li>• % of active clients with disabilities in services and programs;</li> <li>• feedback analysis. (1.8; 1.9; 1.10)</li> </ul>
<p><b>OUTCOME 2</b></p> <p>Portfolios and their agencies ensure that information and communication about services and programs is inclusive of people with disabilities</p>	<p>A corporate policy is established regarding all publications and all forms of communications being accessible and this is communicated throughout Portfolio. (2.1)</p>	<p>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)</p>	<p>All services and programs publicise information on access provisions, services and programs and have this available in a range of accessible formats. (2.3)</p>	<p>An information and communication strategy has been developed in consultation with people with disabilities that records accessible publications, and access to electronic communications. The level of demand for the information is recorded together with comments and feedback. (2.4)</p>	<p>All publication budgets allow for alternative formats. Technical solutions for communications such as hearing loops, Text Telephone and interpreter services are allowed for within approval process for communication strategies. (2.5)</p>	<p>Report on:</p> <ul style="list-style-type: none"> <li>• Policies completed;</li> <li>• extent (%) of publications available in alternative formats;</li> <li>• demand for alternative formats;</li> <li>• % of accessible websites and other technical solutions;</li> <li>• feedback analysis. (2.6; 2.7)</li> </ul>
<p><b>OUTCOME 3</b></p> <p>Portfolios and agencies deliver advice or services to people with disabilities with awareness and understanding of issues and needs</p>	<p>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)</p>	<p>Staff training needs analysis on disability awareness, access provision and communication has occurred. Training modules have been developed via consultation and involvement of people with disabilities. (3.2; 3.3)</p>	<p>Services are delivered with awareness and with provision of the specific needs of people with disabilities. Consultation with people with disabilities is undertaken in the formulation and review of programs and services. (3.4)</p>	<p>Consultations have taken place with a range of disability organisations to ensure the full range of disabilities and needs are considered in the formulation of policies, initiatives and evaluations. What employment practices are there to encourage and support people with disabilities. (3.5)</p>	<p>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)</p>	<p>Report on:</p> <ul style="list-style-type: none"> <li>• Training resources and Framework</li> <li>• Training analysis</li> <li>• Consultations with disability organisations (3.7)</li> </ul>

Outcome	Policies	Structures Process	Programs Services	Planning Evaluation	Staffing Resources	Assessment
<p><b>OUTCOME 4</b></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 with people with disabilities, their associates and/or advocates have been developed and inform decision making and review processes of all policies, programs and services. (4.1)</p>	<p>A mechanism to promote and seek representation of people with disabilities, 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 people with disabilities are developed and distributed. Ensure that people with disabilities, their associates and advocates have access to internal and external complaints mechanisms. (4.3)</p>	<p>The consultative strategies and decision making processes are widely promoted. Accessible and participatory complaints procedures are also promoted. There have been surveys of clients and the per cent (%) of people with disabilities and their needs have been identified and information incorporated into planning and evaluation. (4.4)</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"> <li>• Consultation and decision making processes</li> <li>• Advisory structures and involvement of people with disabilities</li> <li>• Client Rights</li> <li>• Complaints processes</li> <li>• Surveys</li> <li>• Staffing and resources (4.6)</li> </ul>
<p><b>OUTCOME 5</b></p> <p>Each Portfolio Chief Executive will ensure that their Portfolio has met the requirements of the Disability Discrimination Act 1992 (Clth) and the Equal Opportunity Act 1984 (SA)</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 of 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 people with disabilities, regular reviews of the Draft Disability Action Plans occur and the implementation progress reports feed into the strategic planning process and budget preparation. (5.4)</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"> <li>• Process of developing Draft Disability Action Plans</li> <li>• The impact of Disability Action Plans in programs and services</li> <li>• Review of Disability Action Plans and how it feeds into strategic planning and budget preparation</li> <li>• Allocation of time and resources (5.6)</li> </ul>
<p><b>OUTCOME 6</b></p> <p>Portfolios and agencies will explore how they can increase the rate of employment of people with a disability</p>	<p>A Corporate policy is established regarding employment of people with a disability and is communicated throughout Portfolio. (6.1)</p>	<p>Strategies/tools/initiatives have been developed and implemented to promote an increase in the number of people with disabilities employed within the Portfolio. (6.2)</p>	<p>Programs and services are assessed to ensure they are inclusive of people with disabilities and are delivered in an appropriate manner that is accessible. (6.3)</p>	<p>Profile of staff with disabilities have been identified through staff surveys and given the opportunity to comment on employment practices and support they have received (6.4)</p>	<p>Relevant staff are provided with the appropriate level of training on recruitment of people with disabilities and associated budgets agreed. (6.5)</p>	<p>Report on:</p> <ul style="list-style-type: none"> <li>• Policy development;</li> <li>• Recruitment strategies;</li> <li>• Training resources and Framework. (6.6)</li> </ul>

## Appendix C – Survey Questionnaire

# Promoting Independence

## Disability Action Plans for South Australia



Government of  
South Australia

### Reporting Proforma 2009-10

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 Pat Coidan 8226 6143

**Email:** pat.coidan@dfc.sa.gov.au

**Name of Portfolio**

Telephone Number

Fax Number

Email

**Name of person completing survey**

Title

Portfolio

Please list all agencies within your Portfolio:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

Please specify the Agency Disability Action Plan commencement date and timeframe (e.g. 2009 - 2012)

## 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?

No  Preparing one  Contained within other policy  Yes

If **yes**, please provide evidence or relevant weblink

1.2 Has your agency included a 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

How are you monitoring/evaluating the effect of this?

### Structures/Process

1.3 Has your agency developed an assessment strategy to assess buildings/facilities to determine whether they are accessible and inclusive for people with disabilities?

No  Have started  Yes

If **yes**, please provide details of the assessment strategy and any plan that has been developed as evidence

1.4 Could you also identify any barriers to implementing access modifications identified by assessments?

### Programs/Services

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

No  Some do  Majority do  Yes

If **yes**, please provide a brief description or attach examples

## Planning/Evaluation

1.6 Does your agency have an up-to-date Strategy/Plan for upgrading access provisions?

No  Preparing now  Draft completed  Yes

If **yes**, please attach a copy or provide relevant weblink

If you **do not** have a Strategy/Plan, please provide details of the agency's intentions to create a Strategy/Plan, including any explanatory comments or timeframes

## Resources

1.7 Has your agency allocated a budget for building upgrades that include costing of access modifications?

No  Getting quotes to assess  Have started  Yes

If **yes**, please provide details of the expenditure during 2008-09 financial year and upgrade initiatives undertaken

## Assessment

1.8 How many of your buildings have been assessed for access against your agency schedule for the year? What % does this represent?\*

None  Less than 50%  More than 50%  All

1.9 What numbers of services to the public have been formally assessed for accessibility against your agency schedule for the year? What % does this represent?\*

None  Less than 50%  More than 50%  All

\*if you are a larger portfolio/agency please indicate the numbers that have been assessed and your overall number of buildings

1.10 Have you assessed your customer satisfaction ratings of people with disabilities accessing your services and programs?

No  Strategy in development  Strategy in place   
Part of overall Customer Satisfaction survey

## Comment:

## General comments on progress against Outcome 1:

## Highlights of implementation:

## Barriers to implementation/Risks identified:

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

- 5 All buildings and services have been assessed and a continuous improvement strategy/plan to address access is in place with associated resources (Outcome 1 Target)
- 4 Assessments have commenced, reporting systems are established to identify barriers.
- 3 Resources are committed to the assessment process and managerial responsibilities are assigned
- 2 Assessments of buildings and services are planned.
- 1 Agency has a plan and can demonstrate awareness of its basic responsibilities in providing access to services for people with disabilities



## Outcome 2

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

### Policies

2.1 Does your agency have a corporate policy/guide that incorporates the need for printed publications, information and electronic communication to be accessible to people with disabilities?

No  Preparing one  Contained within other policy  Yes

If **yes**, please provide evidence or the relevant weblink

### Structures/Process

2.2 Is your agency monitoring the implementation of the corporate policy/guide for printed copies of publications to ensure that they promote alternate formats?

No  Partially  Started to monitor  Yes

2.3 Is your agency monitoring the implementation of the corporate policy/guide for Websites and electronic communications?

No  Preparing one  Contained within other policy  Yes

**Comment:**

### Programs/Services

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

No  Preparing one  Contained within other policy  Yes

If **yes**, please comment (including details of providers)

### Planning/Evaluation

2.5 Have people with disabilities or their representatives been involved in the development of the communication strategies for your agency?

No  Have started  Some agencies do  Yes

**Comment:**

### Resources

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

No  Have started to monitor  Some agencies do  Yes

**Comment:**

2.7 Do all of your agency's publication budgets allow for alternative format production?

No  Some agencies do  Yes  within existing publications budget

**Comment:**

**Assessment**

2.8 Please indicate the number of agency websites that have been audited against W3C guidelines. What % does this represent?

None  Less than 50%  More than 50%  All

Please indicate against each of the checkpoint levels below the number of audited websites which satisfy the W3C Guideline checkpoint requirements/compliance.

Level 1

Level 2

Level 3

**Comment:**

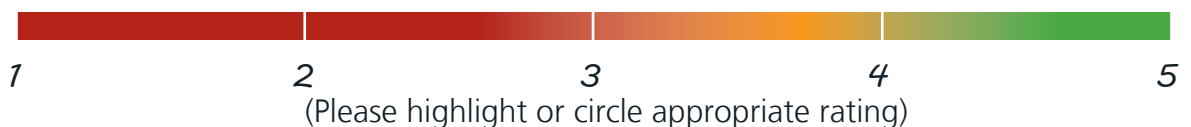
**General comments on progress against Outcome 2:**

**Highlights of implementation:**

**Barriers to implementation/Risks identified:**

2.9 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



## Outcome 3

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

### Policies

3.1 Has your agency promoted, incorporated or implemented training programs from the Disability Awareness and Discrimination Training Framework and the associated target of 20% of staff trained per year?

No  Proposal prepared  Training programs planned  Yes

If **yes**, please provide a percentage rating for staff training in 2008-09

### Structures/Process

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

No  Have started to identify priorities  Yes

### Comment:

### Programs/Services

3.3 Has your agency analysed the training needs for all staff?

No  Have started the analysis  Yes

3.4 Has your agency analysed mainstream training and educational programs to ensure they incorporate disability awareness and discrimination components?

No  Have started the analysis  Yes

### Comment:

### Planning/Evaluation

3.5 Have your agency programs been evaluated to ensure they incorporate elements of Disability Awareness and Discrimination?

No  Started evaluations  Yes, Programs evaluated

### Comment:

## Resources

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

No  Proposal prepared  Yes  Part of general training budget

If **Resources are committed**, please indicate the resource allocation for 2008-09

## Assessment

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

**Highlights of implementation:**

**Barriers to implementation/Risks identified:**

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

- 5 The agency have ensured that 20% of staff have completed training to the level required in their position and roles as is required under the Disability Discrimination Training Framework
- 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



## Outcome 4

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

### Policies

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

No  Have started to consult  Some services have  Yes

If **yes**, please provide details of the consultation mechanisms and processes

### Structures/Processes

4.2 Does your agency have strategies in place to promote and increase representation of people with disabilities on advisory bodies and committees?

No  Have started on a strategy  Relevant services have  Yes

If **yes**, please provide evidence or the relevant weblink

### Programs/Services

4.3 Does your agency have any information and education strategies on the rights of customers including people with disabilities?

No  Have started a strategy  Some services have   
Included in mainstream strategies  Yes

If **yes**, please provide evidence or provide the relevant weblink

### Planning/Evaluation

4.4 Are complaints processes accessible to people with disabilities and promoted in your agency?

No  Have started process  Some services do  Yes

If **yes**, please attach any documentation as evidence or the relevant weblink

## Resources

4.5 Have resources and staff time been allocated for consultation with people with disabilities?

- No  Prepared funding proposal  Included in mainstream strategies   
Yes

If **yes**, please provide evidence or provide the relevant weblink

4.6 Have resources and staff time been allocated to manage an effective agency complaints mechanism?

- No  Prepared funding proposal  Included in mainstream strategies   
Yes

If **yes**, please provide evidence or comment

## Assessment

### General comments on progress against Outcome 4:

### Highlights of implementation:

### Barriers to implementation/Risks identified:

4.7 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



## Outcome 5

Each Portfolio Chief Executive will ensure that their portfolio has met the requirements of the *Disability Discrimination Act 1992 (Clth)* and the Equal Opportunities Act 1994

### Policies

5.1 At what stage is your Disability Action Plan?

Draft only  CEO endorsed  Consulted on  Evaluated   
Submitted to HREOC

If **yes**, please supply Plan as evidence or the relevant weblink  
If your Plan is **not** up to date, please provide details of the agency's intentions to update or create a Plan, including an explanatory comment or timeframes.

### 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

Please provide comment of the method of dissemination used for distributing across the agency:

### Planning and Evaluation

5.3 Does the Disability Action Plan feed into your agency's strategic plan or other corporate planning processes?

No  Have started to feed into strategic plan  Yes

If **yes**, please indicate the details of the relevant strategies

### Resources

5.4 Have staff time and resources been allocated to the development, implementation and review of the Disability Action Plan?

No  Staff time committed  Budget committed to outcomes  Yes

If **yes**, please comment on extent of allocation

## Assessment

### General comments on progress against Outcome 5:

### Highlights of implementation:

### Barriers to implementation/Risks identified:

5.5 Please rate the extent to which 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 require



## Outcome 6

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

### Policies

6.1 Does your agency have a policy on employment of people with a disability?

No  Preparing one  Contained within other policy  Yes

If **yes**, please supply policy as evidence or provide relevant weblink

### Structures/process

6.2 Does your agency have strategies in place to promote and increase the numbers of people with disabilities employed within your agency in order to meet the State Strategic Plan Target (T6.22)?

No  Preparing one  Contained within other policy  Yes

If **yes**, please provide a brief description

### 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

If **yes**, please provide a brief description

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

No  Started review  Review completed  Yes

If **yes**, please provide a brief description

### Resources

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

No  Have started  Yes

If **yes**, please provide a brief description

**Assessment**

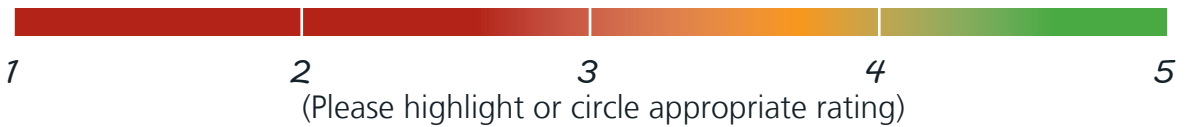
**General comments on progress against Outcome 6:**

**Highlights of implementation:**

**Barriers to implementation/Risks identified:**

6.6 Please rate the extent to which 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

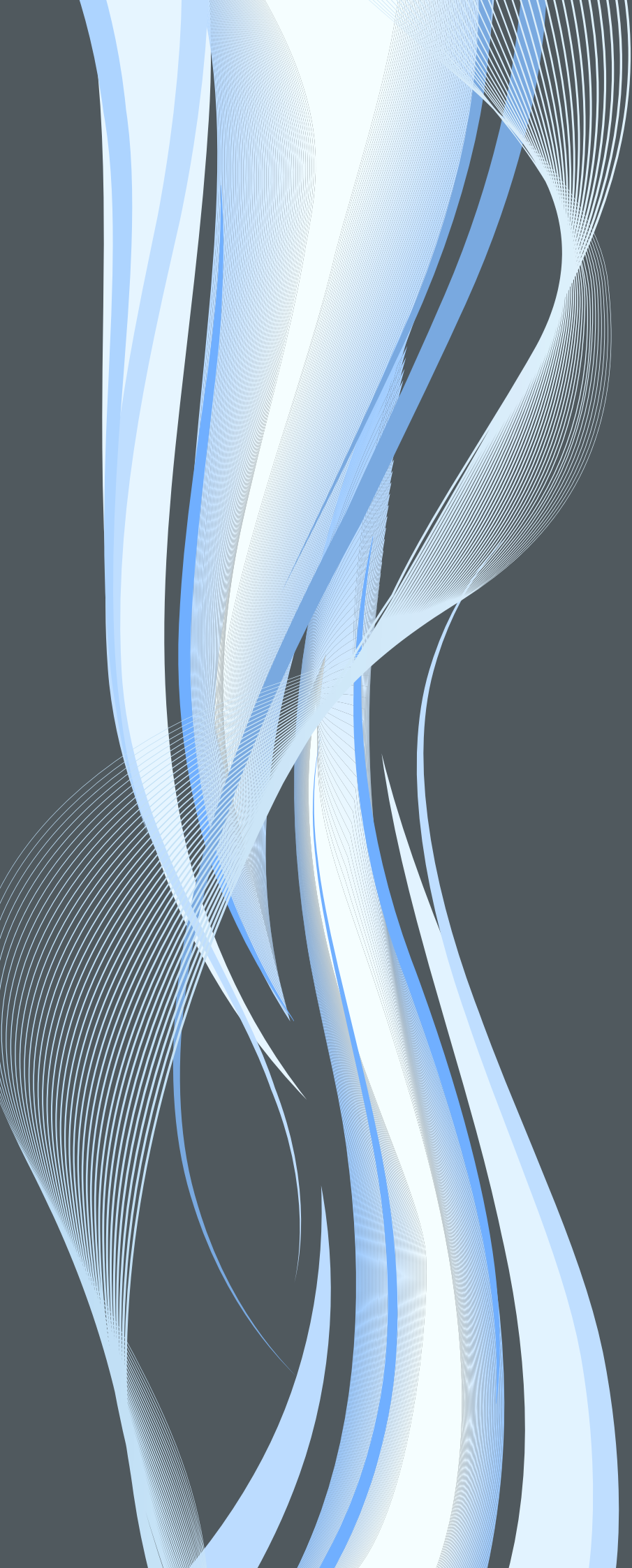


*Organisational Learning*

What has your organisation learnt through this process?

*Thank you for taking time to complete this survey*



Government of  
South Australia