



Government of South Australia
Department of Human Services

Inclusive SA: State Disability Inclusion Plan

2019–2023

Draft content for consultation



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Inclusive SA: The Development of South Australia's first State Disability Inclusion Plan 2019 – 2023

South Australians had their say about our first State Disability Inclusion Plan (State Plan) during March and April this year. Over 380 people took part in consultations across metropolitan and regional South Australia through YourSAy, community forums, written and telephone submissions and face-to-face interviews.

The consultation was an exciting time and we heard a lot. We heard from people living with disability, their families and carers, people that work in the sector, and other community members. We heard that community attitudes, employment, education and built environments are important to you. Read more about what we heard during consultation on the consultation report tab in YourSAy.

Based on what you told us matters the most, we propose that our first State Plan will focus on the following areas:

1. Leading and collaborating in decision-making
2. Inclusive communities for all
3. Accessible communities
4. Learning and employment

The proposed State Plan will have an overarching vision, and each theme has its own vision and individual 'I' statements.

We are committed to getting the basics right in our first State Plan and will continue to listen to what the community has to tell us. The consultations with the following priority groups of people living with disability who face additional barriers to access and inclusion are continuing, and will be added to the State Plan within two years, or as the consultations are completed:

- Women
- Children
- Aboriginal and Torres Strait Islanders
- Culturally and linguistically diverse people

We are also working with other State Government departments and local councils to develop further actions for change and will update the State Plan when this work is complete.

There is considerable commitment across State Government and local councils to increase the accessibility and inclusion of our communities for people living with disability. A significant number of agencies already have Disability Access and Inclusion Plans (DAIPs) in place, and many have programs or policies in place to support this commitment. Some examples of existing good practice include supported decision-making resources, access and inclusion committees, disability awareness training across State Government departments, improved access and accessibility features throughout some of South Australia's National Parks, and the employment of access and inclusion officers within a number of local councils.

The State Plan will also inform DAIPs, which will be produced by all State authorities (as defined by the *Disability Inclusion Act 2018 (SA)*), and authorities will be provided with the detailed consultation undertaken by the Department of Human Services to make sure their plans consider what is important to the community.

The proposed content for the first State Plan recognises the existing work occurring across South Australia and seeks to ensure the effort is built upon and maximised. We want to standardise initiatives and build the capacity of agencies to implement the highest standard of access and inclusion practice across all that they do.

The National Disability Strategy 2010–2020 was the first time that all governments across Australia committed to a unified, national approach to improving the lives of people with disability, their families and carers. A new disability strategy for beyond 2020 is currently being developed by the Commonwealth and will assist South Australia in our future planning.

It is also important to note that the South Australian Government continues to work closely with the Commonwealth Government to resolve any gaps identified in service delivery and responsibility, as the transition to the National Disability Insurance Scheme (NDIS) is completed.

However, the whole community is responsible for improving access and inclusion for people living with disability. It is essential that the State Plan is developed alongside the community so that the whole of South Australia takes ownership and responsibility for bringing it to life.

The State Plan must be reviewed every four years, but we have committed to reviewing the first plan within the first two years. We will continue to consult and engage with people living with disability, their families and carers, service providers and the broader community to inform access and inclusion in South Australia.

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In the following pages you will find the proposed Vision, the four themes, 'I' statements, theme visions, priorities and possible areas for action. We want to check with you that the proposed vision and themes will assist in achieving meaningful change and help realise our vision of an accessible and inclusive South Australian community for people living with disability.

We want to hear your feedback!

Please review and fill out the survey on the Get Involved tab on YourSAy.

The first State Plan will be published on 31 October 2019.

Thank you for your contribution.

Inclusive SA: Our Vision

Our vision is a community that is accessible and inclusive of all South Australians, where people living with disability are valued and treated equally, and with respect.

A community that is liveable for all, where people's voices are heard and respected, have opportunities to contribute, and fairness, safety and equality are upheld.

Theme 1: Leading and collaborating in decision-making

Key words

Participation, decision-making, engagement, consultation, leadership.

What you told us

We heard that the requirement for the State Government to consult under the Disability Inclusion Act 2018 (SA) is a positive step and there is already positive change within the community, with more inclusive consultations taking place. Local governments also connect with the disability community through advisory groups and committees. Further opportunities are required so people living with disability can be more actively involved in government decision-making that affects their lives. Leadership training to build skills and capacity is also needed. Consultation must be genuine, meaningful and tailored to meet the needs of all people living with disability.

Vision

The perspectives of people living with disability are highly valued, actively sought and acted upon. People living with disability have a say in decisions that affect their lives, including all levels of Government and community decision-making.

I statements

- I can take action.
- I am truly valued.
- I can make my own life choices.

Priorities and actions

Priority 1: Participation in decision-making

Possible actions:

1. Establish a Disability Register to assist State Government and local councils in identifying people with lived experience for boards and committees and other advisory groups
2. Develop a Supported Decision-Making policy and practice framework to support people living with disability to make decisions about services that affect their lives.

Priority 2: Leadership and raising profile

Possible actions:

3. Investigate the establishment of a whole of State Government Disability Advisory Council that can provide advice on whole of government policies and initiatives to ensure they support and improve access and inclusion for people living with disability, with a focus on regional South Australia.
4. Investigate the establishment of a register of people living with disability and organisations who can be engaged as mentors, speakers and trainers for the purpose of building the capacity of people living with disability, for South Australia.

Priority 3: Engagement and consultation

Possible actions:

5. Develop consultation and engagement resources that promote co-design principles.
6. Review and relaunch the existing Disability Engagement Group Register, ensuring it is available for State Government and local councils as a resource that promotes engagement and consultation with people living with disability.

Possible DAIP actions:

7. State authorities will establish consultation and engagement practices that ensure people living with disability are engaged and consulted with, including within regional South Australia.
8. State authorities working with young people to consider how their services can support capacity building for young people living with disability, so they can confidently participate in decision-making.

Measures and outputs:

- a) Boards and committees disability register established.
- b) Recommendations delivered to the State Government on the establishment of a whole of State Government Disability Advisory Council.
- c) Feasibility of creating a register of people living with disability and organisations that can provide leadership training, mentoring and training investigated.
- d) State Government consultation and engagement resources that promote co-design principles, and accessible and inclusive consultation and engagement practices developed.
- e) Disability Engagement Group Register relaunched and promoted.

Trend indicators 1¹:

- f) Percentage of people living with disability actively involved in governance / civic groups².

¹ Australian Bureau of Statistics General Social Survey or Survey of Disability, Ageing and Carers.

² Civic participation refers to involvement in a union, professional association, political party, environmental or animal welfare group, human and civil rights group, or body corporate or tenants' association.

Theme 2: Inclusive communities for all

Key words

Social inclusion, inclusion, rights, community education and awareness, accessible and available information.

What you told us

Social inclusion was identified as a top priority in the consultation as it affects all aspects of life and social exclusion creates barriers to opportunities. Participants reported that people living with disability often feel excluded from community life and interaction with people such as friends, colleagues and neighbours.

We also heard that the legal framework that protects the rights of people living with disability is quite strong, however many people do not know enough about their rights and where to go for support and advice.

There is a need for more education and awareness-raising among people in the general community, workplaces, schools and educational institutions, health and other service providers, retail and hospitality providers, transport providers and all tiers of government.

The consultation also told us that all forms of information need to be accessible and available for people living with disability in a variety of forms, not just web based.

Vision

The contributions and rights of people living with disability are valued and understood by the broader community and the community is committed to social inclusion. People living with disability have their rights promoted, upheld and protected and are supported to advocate for their own rights. People living with disability have the knowledge and skills to promote/advocate for their own rights.

I statements

- I am included in the community.
- I am understood and valued.
- I know my rights and can access information.

Priorities and actions

Priority 4: Improving community understanding and awareness

Possible actions:

9. Work with relevant State Government agencies and local councils to explore the best ways to improve community understanding and awareness that complements and leverages the national effort under the *National Disability Strategy 2010–2020* and the emerging disability policy for beyond 2020.
10. Work with the Commonwealth to develop data measures that measure changes in community understanding and awareness about the rights and needs of people living with disability.

Priority 5: Promoting the rights of people living with disability

Possible actions:

11. Identify and promote best practice access and inclusion resources and existing legislative requirements across a range of different sectors, including retail and hospitality.
12. Review existing disability awareness training content, establish best practice and standardise for new employees across all State Government agencies.
13. Local Council DAIPs to consider the review of existing disability awareness training as part of their induction program for new employees.

Priority 6: Accessible and available information

Possible actions:

14. Develop best practice resources to support State authorities to ensure their communication is available in a range of accessible formats. These may include easy read, Auslan, pictorial forms, large font, audible options, braille, subtitles and voice over.
15. Support all State Government agencies to ensure their websites meet the WCAG-2.1 accessibility standards.
16. Develop an accessible website (and consider other communication mediums) containing relevant information about disability in South Australia, including but not limited to:
 - Links to resources for various sectors on best practice access and inclusion practices and existing legislative requirements.
 - Guides and links to resources to assist State authorities in the development of their DAIPs.

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- Guidelines relating to accessibility and availability of information in varying formats.

Priority 7: Involvement in the community³

Possible actions:

17. Develop an accessible event guide for State Government and local councils to ensure their events support access and inclusion for people living with disability.
18. Explore the redesign or creation of an app (or other medium) that displays existing and future services and facilities (such as toilets, eateries, sports and recreation facilities, transport services, beaches that are wheelchair and disability-access friendly).

Possible DAIP actions:

19. State authorities to consider measures that reflect and adopt the best practice resources relating to communication, websites and events for their services to support access and inclusion for people living with disability.
20. State authorities to consider including in their DAIPs measures that support access and inclusion principles being built into their program/service delivery models.
21. DAIPs to consider how access and inclusion to sport, recreation and cultural facilities within the community can be improved.

Measures and outputs:

- g) Proportion of people with disability participating in common cultural and recreational activities groups.
- h) Proportion of people with disability participating in community support / social groups⁴.
- i) Research conducted and recommendations developed on a strategy to improve community understanding and awareness of disability.

³ People living with disability have the same access to cultural, community and sport/recreation facilities and events.

⁴ Community support/social groups refer to active involvement in a service club, welfare organisation, education and training, parenting/children/youth, sport or physical recreation group, arts or heritage group, religious or spiritual group, craft/recreation/special interest group or social club.

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- j) Improved access to standardised information about best practice communication, website and community events that ensure access and inclusion for people living with disability.
- k) Best practice guides developed for State authorities to assist communication, websites and events to support access and inclusion for people living with disability.
- l) Inclusive Event Guide published.
- m) SA Disability website established and operational.
- n) Recommendations delivered and project plan developed for the creation of a smart phone app that lists wheelchair and disability-access friendly services and facilities

Trend Indicators⁵:

- o) Proportion of people with disability participating in common cultural and recreational activities groups.
- p) Proportion of people with disability participating in community support / social groups⁶.
- q) Report on the feelings of safety in different situations by disability category.

⁵ Australian Bureau of Statistics General Social Survey or Survey of Disability, Ageing and Carers.

⁶ Community support/social groups refer to active involvement in a service club, welfare organisation, education and training, parenting/children/youth, sport or physical recreation group, arts or heritage group, religious or spiritual group, craft/recreation/special interest group or social club.

Theme 3: Accessible communities

Key words

Built environment, universal design, health, wellness, access to services, cost of living, transport, housing, belonging, community.

What you told us

Although some consultation participants reported an overall improvement in physical accessibility (especially for wheelchair users) there is still frustration about the number of physical barriers faced daily (from footpaths and roads, to businesses and restaurants, to public facilities and community spaces). Participants called for greater commitment to universal design and for more attention to be placed on improving the built environment both in the State Plan and DAIPs. Access to quality services is equally important and while participants recognised that many organisations in South Australia provide a high level of support, improved access to transport options, health services and recreation are vital for connection and belonging in community.

Vision

People living with disability have access to, and are included in, all areas of our community, including through public and community infrastructure and access to quality services to improve and promote health and wellbeing.

I statements

- My community offers what I need to live the life I want.
- I am included and can access everything I need.
- I have choice and support.

Priorities and actions

Priority 8: Universal design across South Australia

Possible actions:

22. Consider establishing a whole of State Government universal design policy that sets out a consistent universal design approach for government buildings and codes and standards, and that also provides support and awareness for private businesses.
23. Consider universal design criteria being incorporated in all relevant State Government contracts.

24. Consider embedding best practice universal design principles in the State Planning and Design Code required under the *Planning, Development and Infrastructure Act 2016* (SA).

Priority 9: Access to services

Possible actions:

25. Continue to work with the Commonwealth Government and the NDIA to ensure a diverse range of disability support providers are operating effectively in South Australia. This will include strategies to support workforce growth with a focus on regional areas.
26. State Government and local councils to consider including in their infrastructure maintenance and upgrade schedules the installation of signs on the front of public buildings indicating disability access; and installation of multi-media devices in queues at service outlets to include people who are deaf and blind.

Possible DAIP actions:

27. Department of Planning Transport and Infrastructure DAIP to consider consultation outcomes including:
 - Provide disability training for all public transport staff.
 - Voice systems in buses (similar to trains) notifying people of the next stop.
 - Reviewing availability of accessible buses during peak hours.
 - Improve public information about accessible buses.
28. SA Health DAIP to consider consultation outcomes including:
 - Review and monitor the training for health care workers/students on how to communicate with and support people living with disability.
 - Investigate the systemic advocacy needs of people living with disability within hospital settings.
29. Local council DAIPs to consider consultation outcomes including:
 - Review of availability of accessible car parks including function, design and location.
 - Incorporating universal design principles in criteria to determine priority within infrastructure works and maintenance schedules.
30. SA Housing Authority DAIP to consider consultation outcomes including:
 - Incorporating universal design principles in criteria to determine priority within infrastructure works and maintenance schedules.

Measure and outputs:

- r) Feasibility of whole of State Government universal design policy for government buildings and codes and standards considered.
- s) Universal design criteria considered in all relevant State Government contracts.
- t) Feasibility of best practice universal design principles in the State Planning and Design Code considered.

Trend indicators⁷:

- u) Decrease in proportion of people with disability reporting difficulty using public transport in South Australia.
- v) Increase in proportion of people with disability who report their health status as good or better.
- w) Increased access to general practitioners, dental and other primary healthcare professionals for people with disability

⁷ Australian Bureau of Statistics Survey of Disability, Ageing and Carers.

Theme 4: Learning and employment

Key words

Employment, education, volunteering, learning, training, ability, flexibility

What you told us

Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connections and friendships, value, identity and belonging. Improvements are required in the awareness of employers, employees and the wider community of what people living with disability bring to places of work, study and the community. More is needed to support places of work, study and volunteering to be accessible and inclusive. Better supports are needed for students finishing their education, to support a pathway between education and employment, and those who are working in supported environments. More training opportunities are required in areas such as leadership, rights and self-advocacy for the wider disability community, starting with building the capacity and expectation of children living with disability to be involved in decision-making.

Vision

The contributions and abilities of people living with disability are understood, valued and sought. People living with disability have access to meaningful and inclusive employment, volunteering and education opportunities.

I statements

- I can make the most of my abilities.
- My contribution is valued.
- I can have a fair go.

Priorities and actions

Priority 10: Better supports within educational and training settings and in navigating the pathway between learning and earning

Possible actions:

31. State education and training authorities to develop and implement inclusion principles/policies to support inclusive education culture and practices.
32. State education authorities to work in partnership with children, students, parents/carers, industry and the community to provide the required curriculum and

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learning opportunities that are personalised and tailored to the individual and prepare for life beyond school.

33. Investigate data required to measure and track the percentage of people living with disability participating and achieving in education and training. Investigate how pathways from education to post school can be provided.

Priority 11: Skill development through opportunities for volunteering

Possible actions:

34. DAIPs to consider meaningful volunteering opportunities for people living with disabilities, to gain skills and experience.

Priority 12: Improved access to employment opportunities and better support within workplaces

Possible actions:

35. Support and monitor the implementation of the Office of the Commissioner for Public Sector Employment's (OCPSE) *Public Sector Disability Employment Strategy* across the whole of State Government.
36. Increase employment opportunities across all levels in the South Australian public sector through the Disability Employment Register and targeting of job opportunities for people with disability.
37. Develop a guide for South Australian businesses to improve awareness about the benefits of employing people living with disability and the importance of paying award wages.
38. Investigate data measures to:
 - Track the percentage of people living with disability employed and retained in State authorities.
 - Track the number of State authorities with policies and practices that support the employment of people living with disability.

Possible DAIP actions:

39. State authorities to consider the development of disability employment strategies and supports within their DAIPs and report on progress.

Measures and outputs:

- x) OCPSE Public Sector Disability Employment Strategy adopted across the whole of State Government.
- y) Consultation on expanding the Public Sector Disability Employment Register.

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- z) Guide developed and promoted to improve business awareness and confidence to employ more people.
- aa) Data measures investigated and developed where possible for:
 - Retention (length of employment) of people living with disability in State Government and local councils.
 - Number of State authorities with policies and practices that support the employment of people living with disability.

Trend Indicators⁸:

- bb) Educational achievement of people with disability.
- cc) Proportion of people aged 15 – 64 with disability with non-school qualification.
- dd) Proportion of people with disability with post-school qualifications.
- ee) Proportion of people with disability participating in the labour-force.
- ff) Proportion of people with disability in both private and public sector employment.
- gg) Difference between average income of people with disability and the average income for all Australians.

⁸ Australian Bureau of Statistics Survey of Disability, Ageing and Carers