



Government of South Australia

Department of the Premier
and Cabinet

DPC DISABILITY ACTION PLAN

2007 – 2009

DPC Disability Action Plan 2007- 2009

1. INTRODUCTION

The DPC Disability Action Plan 2007-09 is our commitment to people with disabilities who use our services, who seek employment, or are already employed, with us. DPC is also committed to positive outcomes for people with disabilities who receive services from organisations funded or administered by DPC.

This plan will be supported by actions identified in divisional plans.

2. PURPOSE

The DPC Disability Action Plan 2007-09 provides a structured approach towards identifying and systematically removing discriminatory practices from policy administration, services, employment and facilities. Its intention is to effect positive change that makes equal opportunity and equity of access to government a reality for people with disabilities.

Definitions of disability, discrimination and temporary disability are contained in Attachment 1.

3. CONTEXT

The Disability Discrimination Act 1992 (DDA) provides the legislative context for the Disability Action Plan.

In South Australia the document *Promoting Independence: Disability Action Plans for South Australia* sets the policy imperative for the development of disability action plans in government agencies. The policy is encapsulated in six key outcome areas:

1. Portfolios and their agencies ensure accessibility to their services to people with disabilities.
2. Portfolios and their agencies ensure information about their services and programs is inclusive of people with disabilities.
3. Portfolios and their agencies deliver advice or services to people with disabilities with awareness and understanding of issues affecting people with disabilities.

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4. Portfolios and their agencies provide opportunities for consultation with people who have disabilities in decision-making processes regarding service delivery and in the implementation of complaints and grievance mechanisms.
5. Each portfolio Chief Executive will ensure that their Portfolio has met the requirements of the Commonwealth Disability Discrimination Act 1992 and the South Australian Equal Opportunity Act 1984.
6. From 2005-06 the Promoting Independence policy also requires Portfolios to address issues of employment for people with disabilities through policy and practice.

The completion and implementation of a Disability Action Plan is a core strategy for achieving Outcome 5.

South Australia's Strategic Plan 2007 supports Outcome 6 with target T6.22: *double the number of people with disabilities employed [in the public sector] by 2014.*

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ACTION PLAN

Outcome 1: Portfolios and their agencies ensure accessibility to their services to people with disabilities (PWD)

Objective	Actions	Success Indicators	Responsibility	Timeline	Resources
1. Policies PWD and access needs are in all policy, planning, program plans and strategic plan.	Develop an overarching policy on staff and public accessibility, inclusion and consultation, and promulgate across the organisation.	Policy developed, promoted across DPC, included in business plans and reflected in programs and service delivery.	Services Division	By June 07	Internal
	Divisions apply policy to programs, planning and service delivery.		All Divisions	From July 07	Internal
2. Structures/processes Strategies and tools to assess building/facilities have been developed and implemented.	Develop and implement a plan to complete the assessment of all owned or leased buildings/facilities for disability access, against the Government checklist guide.	Assessments completed for all sites.	Services Division to coordinate following: Building Management (DTEI) for leased sites; Facilities Managers for owned sites	Assessments completed by December 07	Internal
3. Programs/services Promote inclusion of PWDs; and are delivered in a sensitive manner that is accessible.	The HREOC <i>Accessible Meetings and Events Guide</i> to be used when planning workshops, meetings and conferences.	Events will be accessible to all potential participants.	All Divisions	From July 07	Internal
	Develop and promote DPC Events Checklist.		Corporate Communications	From September 07	Internal

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Objective	Actions	Success Indicators	Responsibility	Timeline	Resources
	Continue rollout of assistive learning systems in customer service environments and conference facilities when fitouts are changed or new facilities are being planned.	Over time appropriate DPC locations achieve Deaf SA <i>Deafness Friendly</i> status.	Services Division, Facilities Managers	From July 07	Included in fitout costs
4. Planning/Evaluation Have in place by 30/06/08 an accommodation master plan that identifies all disability access barriers that need to be addressed, estimates costs to upgrade, sets priorities for upgrading and associated timelines.	Develop an accommodation master plan, based on access plans arising from audits – with set priorities, costs and timelines.	Accommodation master plan approved.	BMAS, Services Division and Facilities Managers	By 30 June 08	Up to \$2million for remedial work – to be finalised when plan developed
	Confirm external resources for implementing master plan.	Resources identified in 08-09 Budget process.	BMAS, Services Division and Facilities Managers	By September 08	

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

Objective	Actions	Success Indicators	Responsibility	Timeline	Resources
1. Policies Corporate policy is established on publications and communications being accessible.	Ensure the <i>Access and equity in DPC external communications – guidelines</i> are applied across DPC.	DPC communications are more disability friendly and comply with accessibility requirements.	Communications staff across DPC	From July 07	Internal
	Raise awareness of guidelines.		Corporate Communications (CC)	From July 07	Internal
2. Structures/Processes Audit information, publications and communication strategies.	Assess websites against corporate and W3C guidelines for accessibility.	Non-compliant and compliant websites and publications identified.	Divisions, CC (for support)	By November 07	Internal
	Assess publications against corporate guidelines for accessibility.		Divisions, CC (for support)	From July 07	Internal
3. Programs/Services Information about services and programs are available in a range of accessible formats.	Staff responsible for website administration and development improve awareness of accessibility issues.	All DPC websites are accessible when audited against W3C guidelines.	Divisions' website administrators	From March 07	Internal
	Fix accessibility issues with websites.			By February 08	Internal
	Ensure publications are available in alternative formats on request.	All requests for alternative formats of DPC publications are met.	Communications staff across DPC	From July 07	Internal

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

Objective	Actions	Success Indicators	Responsibility	Timeline	Resources
1. Policies Training programs from the Disability Awareness and Discrimination Training Framework implemented. 20% of staff trained in disability awareness by 30/06/07, with a continued training rate of 20% of staff per year.	Develop and run pilot program.	Numbers of staff completing training.	HR	20% of DPC staff trained by 30 June 07	Up to \$35000 over two years initially
	Ensure resources to continue the program are allocated in the Corporate Training Curriculum.	Maintain 20% of staff trained per year.	HR	20% of staff trained by July 08; 20% of staff trained by July 09; 20% of staff trained by July 2010	Corporate Training Curriculum will meet ongoing commitment
Mainstream training and education incorporate elements of disability awareness and discrimination. Review by 30 June 07.	Review and revise corporate training programs, orientation packages and evacuation training to ensure it includes elements on disability.	Corporate programs include appropriate content and are accessible for all staff.	HR	Review undertaken by 30 June 07; revision of training programs underway by 30 June 07	Internal
	Promote <i>HREOC Accessible Meetings and Events Guidelines</i> to trainers across DPC.	Training programs are accessible for staff with disabilities.	HR	From 1 July 07	Internal

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Outcome 4: *Portfolios and their agencies provide opportunities for consultation with people with disabilities in decision making processes regarding service delivery and in the implementation of complaints and grievance mechanisms*

Objective	Actions	Success Indicators	Responsibility	Timeline	Resources
Consultation processes in place with PWD and organisations to inform on how to make service delivery accessible. and for implementing complaints mechanisms.	Develop overarching policy – see Outcome 1 Section 1.	Policy implemented.	All Divisions	From June 07	Internal
	Identify policies, programs and services for consultation.	Networks established, feedback included in planning and evaluation processes.	All Divisions	From August 07	Internal
	Identify peak bodies as key stakeholders.	Relevant peak bodies are involved.	Advice from Services Division, Arts SA and ORS	From August 07	Internal
	Review existing complaint mechanisms to include complaints related to disability and discrimination.	Review completed, complaints are dealt with appropriately according to process.	All Divisions	From March 08	Internal

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Outcome 5: Each Portfolio Chief Executive will ensure that their Portfolio has met the requirements of the Disability Discrimination Act 1992 and the Equal Opportunity Act 1984

Objective	Actions	Success Indicators	Responsibility	Timeline	Resources
Develop, implement and evaluate a DPC Disability Action Plan.	Develop a DAP for implementation across DPC.	DPC is compliant with DDA and Promoting Independence.	Services Division	From May 07	Internal
	Divisions incorporate DAP actions into their business plans.		Services Division, all Divisions	From July 07	Internal
Planning/evaluation In consultation with PWD, regular reviews of the DAP occur and progress reports feed into the strategic planning process and budget preparation.	Ensure regular reporting by incorporating into corporate reporting processes.	Corporate and business plans and quarterly reporting process include DAP.	Services Division, all Divisions	From July 07	Internal
	Ensure consideration of DAP in budget preparation.	DAP is costed and appears in budget.	Services Division, all Divisions	From July 07	Internal

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Outcome 6: Increase employment rates (also SASP target T6.22)

Objective	Actions	Success Indicators	Responsibility	Timeline	Resources
1. Policies Employment policy is established and implemented.	Develop, and implement a policy on employment of PWD.	Policy promoted.	HR	By January 08	Internal
2. Structures/processes Strategy to promote the % of PWD employment.	Assess DFC strategy for SASP target T6.22, for implementation in DPC. Develop strategy and promote across DPC, to increase and maintain % of PWD employment. Establish baseline data for 2006 (required by SASP T6.22).	Increase in number of PWD employed.	HR	By February 08 By April 08 By February 08	Internal Internal Internal
3. Programs/Services HR and recruitment policies are inclusive.	Review HR and recruitment policies.	Revised policies implemented.	HR	By January 08	Internal
4. Staffing & resources Training has occurred on recruitment, selection and appointment of PWD.	Train all HR staff, plan and implement training for managers. Incorporate obligations under the Discrimination Disability Act and awareness of PWD into training programs for recruitment, selection and appointment.	Recruitment, selection and appointment processes are inclusive.	HR	By May 08 By May 08	Internal Internal

Attachment 1. Definition of Disability and Discrimination

Definition of Disability

Section 4 of the Disability Discrimination Act 1992 (DDA), defines disability as:

- 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 part of a person's body; or
- f. A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g. A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour.

It includes a disability that:

- a. Presently exists; or
- b. Previously existed but no longer exists; or
- c. May exist in the future; or
- d. Is imputed to a person.

It must also be noted that a disability may not be visible, but may nevertheless impair contribution and participation unless adequate provision is made. In the case of DPC employees, lack of provision for employees with disabilities will work to the detriment of the organisation.

The DDA provides a definition of the term 'disability' that is broader than the categories of the persons with disabilities covered under the South Australian Disability Services Act 1993. For the purposes of the DPC Disability Action Plan 2007-2009 the DDA definition has been used in order to be consistent with the objectives and outcomes of *Promoting Independence: Disability Action Plans for South Australia*.

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The DDA affords protection from discrimination against associates of people with a disability. In the DPC context, this would most likely include family members, colleagues, carers and friends of people with a disability.

Definition of Discrimination

Discrimination covers less favourable treatment of a person because of a disability, or the disability of a relative or associate. Discrimination can be direct or indirect.

Direct discrimination occurs when an individual is treated less favourably because of a disability or perceived disability.

Indirect discrimination occurs when reasonable changes or adjustments are not made for a person with a disability, or if there are conditions or requirements that disadvantage people with disabilities.

'Double disadvantage' or 'multiple disadvantage' is a term used to describe lesser service delivered or received because the person with a disability is from an Aboriginal, culturally and linguistically diverse background and/or lives with some form of social disadvantage.

Temporary Disability

Where DPC customers are suffering from a temporary disability such as an injury or illness, the same entitlements as customers with a permanent disability will apply.

Where an employee acquires a temporary disability at work, conditions are informed by the Rehabilitation Policy and the WorkCover Act.

DPC employees who incur a temporary disability during activity unrelated to their employment negotiate conditions of their return to work with their Manager. These conditions must be such that they do not worsen the temporary disability, increase the length of the recovery time of the temporary disability or pose an Occupational Health and Safety risk for the employee or other staff.