



SA Ambulance Service Disability Action Plan 2008-2010



Government
of South Australia

SA Health



SA
Ambulance
Service

I Introduction / Purpose of plan

As part of SA Ambulance Service Strategic Plan – VISION 2010 states:

Goal: Create a work environment that maximises and recognises the potential of our people

Key Result Area: Our People

Strategy: Organisational Development: Implement policy and programs that ensure a safe, harmonious and equitable working environment

Actions: Ongoing rollout of Equity & Diversity program

Our measures of success: A harmonious and equitable working environment

2 Roles and Responsibilities

Overall responsibility for the implementation of the Disability Action Plan rests with the Chief Executive Officer of SAAS.

Responsibility for specific strategies and key tasks is delegated to General Managers of Business units unless noted on the plan.

Progress of the plan will be driven and reviewed by the General Manager Workforce Relations. The SAAS Disability Focus Group will also provide an avenue for communication and input into the plan.

3 Disability Discrimination Act

The Objective of the Commonwealth Disability Discrimination Act 1992 is to:

- (a) eliminate, as far as possible, discrimination against persons on the grounds of disability in the areas of:
 - (i) work, accommodation, education, access to premises, clubs and sport and
 - (ii) the provision of goods, facilities, services and land; and
 - (iii) existing laws; and
 - (iv) the administration of Commonwealth laws and programs and
- (b) ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and
- (c) promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

4 What is Disability?

The Commonwealth Disability Discrimination Act 1992 (DDA) provides the following definition:

“disability”, in relation to a person, 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, perceptions of reality, emotions or judgement 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.

5 Discrimination

Discrimination covers less favourable treatment of someone because of a disability or the disability of a relative or associate than what would occur to any other member of the community. Discrimination can occur in both direct and indirect manner. Direct discrimination occurs when an individual is treated less favourably because of a disability or perceived disability. Indirect discrimination occurs where the same treatment applies to individuals with and without a disability but the impact is to disadvantage or exclude individuals with a disability in a way which is not reasonable.

6 Promoting Independence: Disability Action Plans for SA

Promoting Independence: Disability Action Plans for SA, provides a framework for South Australian Government Portfolios and their agencies to meet the obligations under the legislation.

7 Scope of the plan

The SAAS Disability Action Plan identifies and addresses 7 main outcomes:

- o accessibility
- o policy and planning
- o information and communication
- o awareness
- o consultation and grievances
- o employment
- o legislative obligations

8 Consultation

During the development of the Disability Action Plan consultation has occurred with:

- o SAAS departmental managers
- o SAAS Disability Focus Group
- o Australian Red Cross SA
- o Alzheimer's Australia SA Inc
- o Aged Rights Advocacy Services
- o The Cancer Council South Australia
- o Royal Society for the Blind of SA Inc
- o Deaf SA

9 Review/Monitoring process

The Disability Action Plan will be evaluated in its last year of operation. This will form the foundation for further plan development.

The plan will be formally reviewed every six months at the Senior Management Team meetings through the General Manager, Workforce Relations. Reporting will also be conducted annually to the Department of Families and Communities, SA Health and within SA Ambulance Service's Annual Report.

SA Ambulance Service: DISABILITY ACTION PLAN 2008-2010

Objective **1**: To ensure accessibility of services and facilities to people with disabilities.

No	Strategy	Key Tasks	Date	Responsibility
1.1	Ensure SAAS public buildings and facilities provide equitable access for people with disabilities	Consultation occurs with relevant staff to ensure input on disability issues during the planning stage of building and projects	Ongoing	General Manager, Asset Management
		Establish mechanisms and approval processes for all new refurbished SAAS public building projects to include assessment and compliance with disability access requirements in accordance with DDA requirements	July 08	General Manager, Asset Management
		Identify and develop strategies and mechanisms to audit SAAS public buildings to determine whether they meet DDA requirements	Dec 08	General Manager, Asset Management
		Develop a 'Master Plan' for prioritising modifications and refits to existing SAAS public buildings	Dec 09	General Manager, Asset Management
		Mechanisms are developed for staff to lodge concerns/issues in regards to SAAS public buildings	July 08	General Manager, Asset Management
		Evacuation procedures are developed, monitored and reviewed to incorporate the safety of people with disabilities	Sept 08	Chief Executive Officer

Objective 2: To ensure policy and planning is inclusive of the rights of people with disabilities.

No	Strategy	Key Tasks	Date	Responsibility
2.1	Develop mechanisms to ensure policies, procedures and practices are inclusive of the rights of people with disabilities	Ensure all new and redeveloped policies, procedures and practices are compliant with the requirements of the DDA and EOA	Dec 08	Policy Manager

Objective 3: To ensure that information about services are inclusive of people with disabilities.

3.1	Ensure that all SAAS information and communication methods and policies enable equitable access to and understanding by customers and staff with disabilities	Review public information about SAAS services to ensure they are inclusive to people with a range of disabilities	July 08	Manager, Corporate Communications
		Ensure relevant training regarding relay training is provided to key customer service areas	July 08	General Manager, Business Services and General Manager, Central Patient Services
		Public information is provided in alternative formats as required and meet the needs of people with disabilities	July 08	Manager, Corporate Communications
		Ensure SAAS's website addresses the needs of people with disabilities and complies with the W3C Web Content Accessibility guidelines	Dec 08	Manager, ICT Service Delivery
3.2	Ensure that SAAS provides training/education programs that are inclusive of staff with disabilities	Ensure that training/education programs, include mechanisms to identify and support staff with disabilities to achieve satisfactory outcomes in academic aspects	Dec 08	General Manager, Educational Services and Manager, In-Service Training Unit
		Ensure that all SAAS trainers take reasonable steps to remove barriers for staff with disabilities.	Dec 08	General Manager, Educational Services and Manager, In-Service Training Unit

Objective 4: Ensure communications and awareness occurs with SAAS staff.

No	Strategy	Key Tasks	Date	Responsibility
4.1	Communicate the DAP to SAAS employees	Ensure information regarding the DAP is appropriately communicated across the organisation	July 08	General Manager, Workforce Relations
4.2	Promote awareness and understanding of disability discrimination issues	Develop disability awareness training packages for SAAS in line with the requirements of the SA Government Disability Awareness and Discrimination Training Framework	Sept 09	General Manager, Educational Services
		Offer ad hoc seminars/forums on a range of disability related topics (e.g., Deaf SA, Royal Society for the Blind etc)	Aug 09	General Manager, Educational Services
		All employees to be made aware of SAAS's commitments to equity and diversity principles	July 08	General Manager, Workforce Relations and General Manager, Educational Services
		Ensure induction process for all new staff provides information on disability awareness and discrimination and support mechanisms available for employees with disabilities	Sept 08	General Manager, Workforce Relations
		Establish and maintain a source of disability related guides and tools for staff and manager	Mar 09	General Manager, Educational Services
		Provide awareness training to managers, educators, trainers, assessors and recruitment and selection panel members on learning related disabilities.	July 09	General Manager, Educational Services and Manager, In-Services Training Unit

Objective 5: Consult people with disabilities regarding service delivery and workplace conditions.

No	Strategy	Key Tasks	Date	Responsibility
5.1	Ensure that there are mechanisms to advise SAAS as required on disability access issues	Consult with peak disability organisations and staff through appropriate mechanisms	Ongoing	General Manager, Workforce Relations
		Establish and continue to support a Disability Focus Group	July 08	General Manager, Workforce Relations
		Ensure the organisation has an appropriate contact person for all issues relating to disability and employment	Aug 08	General Manager, Workforce Relations
		Development of complaints mechanisms for members of the public with disabilities regarding SAAS services/facilities	Nov 08	General Manager, Office of the Chief Executive Officer
		Development of reporting mechanisms for SAAS staff with disabilities regarding SAAS facilities, policies, procedures and work practices	Nov 08	General Manager, Workforce Relations
		Complaints are researched, responded to and actioned accordingly	Ongoing	General Manager, Office of the Chief Executive Officer
		Promote corporate grievance mechanisms available to staff	Sep 08	General Manager, Office of the Chief Executive Officer
5.2	Identify retention of employees with disabilities	Review Exit Interview Form to include disability	July 08	General Manager, Office of the Chief Executive Officer
		Information obtained from Exit Interview in relation to disabilities are reviewed, analysed and actioned accordingly	Ongoing	General Manager, Workforce Relations

Objective 6: To ensure that employment policies and procedures do not unlawfully discriminate against people with disabilities.

No	Strategy	Key Tasks	Date	Responsibility
6.1	Ensure recruitment policies and procedures do not unlawfully discriminate against people with disabilities	All new and redeveloped recruitment and selection policies, procedures and practices are compliant with the requirements of the DDA and EOA	July 08	General Manager, Workforce Relations
		Undertake a review of the recruitment and selection training provided to selection panel members to highlight the issues for applicants with disabilities	Aug 08	General Manager, Workforce Relations
6.2	Ensure that employees with disabilities are provided with appropriate support and workplace accommodation	Ensure that managers are aware of the need to fund reasonable accommodations and support for staff with disabilities	Aug 08	General Manager, Workforce Relations
		Ensure that reasonable workplace adjustments are made to accommodate the needs of employees with disabilities	Ongoing	Departmental Heads
6.3	Increase the number of employees with a declared disability within SAAS	Establish a mechanism to collect information on existing and new staff entering the organisation with a declared disability	July 08	General Manager, Workforce Relations
		Notify disability employment providers regarding suitable vacancies for distribution to applicants with a declared disability	Oct 08	General Manager, Workforce Relations
		Indicate in advertisements that SAAS is an equal opportunity employer	July 08	General Manager, Workforce Relations
6.4	Make job and person specifications accessible and inclusive and review inherent requirements for positions	Review SAAS Job description development procedure to ensure it is inclusive and accessible to people with disabilities	Sept 08	General Manager, Workforce Relations
		Review recruitment and selection training provided to selection panel members to highlight areas of discrimination when preparing these documents	Aug 08	General Manager, Workforce Relations

Objective 7: The Chief Executive will ensure that SAAS has met the requirements of the Disability Discrimination Act 1992 and the Equal Opportunity Act 1984.

No	Strategy	Key Tasks	Date	Responsibility
7.1	Develop, implement, monitor and evaluate the SAAS Disability Action Plan (DAP)	Develop SAAS Disability Action Plan	July 08	Chief Executive Officer
		Consultation occurs with Disability Focus Group	July 08	Chief Executive Officer
		General Managers provide updated reports on the progress of items implemented within the DAP	Ongoing	Chief Executive Officer
		Promote the SAAS Disability Action Plan across the organisation	July 08	Chief Executive Officer
		Lodge the SAAS Disability Action Plan with the Human Rights and Equal Opportunity Commission (HREOC)	July 08	Chief Executive Officer
		Review and report on the progress of the DAP implementation: <ul style="list-style-type: none"> o to SAAS Executives o within SAAS Annual Report o whole of Government Implementation Reference Group – DFC o SA Health 	Ongoing	Chief Executive Officer