

# Disability Access and Inclusion Plan 2014–2018



Figure 1 Mother and child playing with a toy

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Please note that in developing this document consideration has been given for screen readers (for example text under images).

For the purposes of this document the terms Aboriginal community and Aboriginal people are inclusive of Aboriginal and Torres Strait Islander peoples.

The information in this publication is available online, as an easy-read version and in plain text. It can be provided in an alternative format or another language on request. Phone (08) 8415 4250.



## Chief Executive's Foreword

The Department for Communities and Social Inclusion (DCSI) is leading the introduction of disability access and inclusion plans (DAIPs) across state and local government, and statutory authorities in South Australia.

To achieve socially cohesive communities agencies need inclusive practices. Well documented research indicates that people who are excluded from the community are socially and economically disadvantaged, impacting on their health, wellbeing and capacity for participation.

Disability can be a product of functional impairment but also of the environment in which a person lives. Meaningful access and inclusion involves a community-wide shift in attitudes and includes physical, social, economic and cultural aspects, as well as access to services and information.

With more than twenty per cent of South Australians indicating that they have a disability, it is more important than ever to ensure that all members of our diverse community are able to participate in, and contribute to society.

The *National Disability Strategy 2010–2020* has resulted in significant disability reforms being implemented across Australia, including the National Disability Insurance Scheme providing care and support for people with a permanent and significant disability. Mainstream agencies have an important role to play in the successful implementation of these initiatives because the services they provide complement the disability service system and enable people with disability to participate in their communities on an equitable basis.

The DCSI *Disability Access and Inclusion Plan 2014–2018* progresses the work previously undertaken by the Department and reflects our commitment to making genuine improvements for agency customers and employees with disability. This plan provides a foundation for achieving greater access and inclusion in line with international and national thinking and the expressed wishes of people with disability. The DAIP actions move us beyond compliance towards culture change focussing on best practice and innovation.

I would like to take this opportunity to thank everyone who has been involved in developing the DCSI DAIP, as well as the individual DCSI divisional DAIPs. In particular I would like to acknowledge the members of the DCSI DAIP Intra-Department Steering Committee for their efforts in championing the DAIP process and the DCSI executive directors and directors who supported the project.

I am firmly committed to improving outcomes and increasing opportunities for people with disability and encourage you to become familiar with the plan and work together to ensure the DCSI vision of “Communities for all: opportunities for everyone” becomes a reality.

**Joslene Mazel**  
**Chief Executive**  
**Department for Communities and Social Inclusion**



Figure 2 DCSI Chief Executive  
Joslene Mazel

# Our vision

## Communities for all: opportunities for everyone

The Department for Communities and Social Inclusion (DCSI) strives to help South Australians build communities where people are involved and feel connected, safe and supported. We know that where a person lives affects their access to opportunities and has a major impact on their wellbeing. If people work together to strengthen a community, the lives of all those who live within it will be better.

*South Australia's Strategic Plan 2011*, the South Australian Government's Seven Strategic Priorities and the 10 economic priorities identified in the report *South Australia: The Place Where People and Business Thrive*, focus on achievements to improve the quality of life and prosperity for all members of the community. The DCSI DAIP provides a unique opportunity to seize these opportunities to benefit South Australians with disability.

# Our objectives

DCSI defines its priorities with three strategic objectives:

- Support independence and participation.
- Make our communities stronger.
- Provide the best services.

# Our business

The Department brings together a range of services and policies designed to support vulnerable people and to help build resilient communities. We are committed to working together to make South Australia a place of opportunity for all.

Being included in our community is fundamental to building a better life. Communities have a significant impact on our daily lives, influencing our access to services and opportunities, our health, safety and wellbeing.

DCSI comprises:

- |  |  |
|--|--|
| • Disability and Domiciliary Care Services | • Office for Women   |
| • Disability SA                            | • Policy and Community Development                               |
| • Financial Services                       | • State Recovery Office  |
| • Housing SA                               | • Youth Justice, Community Engagement and Organisational Support |
| • Human Resources                          |  |



## Disability access and inclusion context

The Disability Access and Inclusion Plan (DAIP) initiative demonstrates the commitment of the South Australian Government to improving the participation of people with disability across a range of policy, program and service areas. It replaces the previous access strategy *Promoting Independence: Disability Action Plans for South Australia*.

DAIPs are active documents that acknowledge community and cultural diversity and the valuable contribution of all individuals to the social and economic fabric of our society. The plans provide a systematic approach to identifying barriers to inclusion, and actions to overcome these barriers.

The development of DAIPs aligns with the intent and principles of the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) signed by Australia in 2008. The UNCRPD adopts a social model of disability which defines disability as including “those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others”. DAIPs provide an opportunity to identify and seek solutions to overcome social, attitudinal, economic and cultural barriers that limit participation.

Inherent in Australia’s commitment to the UNCRPD is an obligation to continually improve the lived experience of people with disability. For government, that not only means improving outcomes through the specialist disability service system but also ensuring that mainstream services, programs and infrastructure are responsive to the individual requirements of people with disability.

In response to the UNCRPD, in February 2011, the Council of Australian Governments endorsed the *National Disability Strategy 2010–2020* (NDS). The NDS provides a shared agenda to help achieve the vision of an inclusive Australian society that enables people with disability to achieve their full potential as equal citizens.

To further recognise the rights of people with disability and strengthen available protections, in December 2013, DCSI was instrumental in amending the South Australian *Disability Services Act 1993*. The Act complements existing discrimination legislation including the *Disability Discrimination Act 1992* (Commonwealth) and the *Equal Opportunity Act 1984* (South Australia).

In addition the South Australian Government endorsed the introduction of DAIPs across government agencies in accordance with a recommendation of the report *Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012–2020)*.



Figure 3 Person with a guide dog and cane

DCSI is the lead agency implementing this initiative across state and local government agencies and an across-government Disability Access and Inclusion Plans Steering Committee provides expert advice and guidance to the project.

The steering committee consists of members nominated by chief executives of government agencies, the SA Commissioner for Equal Opportunity, the Local Government Association of South Australia and the Adelaide City Council, as well as people with disability.

## South Australians living with disability

The Australian Bureau of Statistics (ABS) *Survey of Disability, Ageing and Carers 2012* (SDAC) defines a person with disability as someone who has a functional limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

The SDAC figures indicate that in South Australia, more than one in five people (357,100 or 21.5 per cent) reported having a disability in 2012. Of these, nearly 90 per cent had a specific limitation or restriction that meant they were limited in the core activities of self-care, mobility or communication, or restricted in education or employment.

Around 32 per cent of people with disability had a profound or severe limitation in one or more of the core activity areas, with a further 49.5 per cent having a moderate or mild limitation in core activity areas.

In 2012, there were 22,700 children aged less than 15 years with a disability (7.7 per cent of all children aged less than 15 years). Of these, 54.6 per cent had a profound or severe limitation in core activity areas and 10.6 per cent had a moderate or mild limitation in core activity areas.

ABS findings indicate that there were 219,000 people providing informal assistance to people with disability (13.4 per cent of population). Of these, 56,000 people identified themselves as being primary carers (3.4 per cent of the population).

The ABS also measures the participation of people with disability in a range of activities away from home. In the previous three months prior to data collection, most people with disability had visited relatives or friends (88.6 per cent). Participation in other specific activities away from home over the previous 12 months was also measured. These included visiting a library, participating in physical activities for exercise or recreation, or attending a sporting event or movie.

Of concern is the finding that nearly one in five (18.0 per cent) South Australians with disability aged less than 65 years did not participate in any of these activities away from home.

## DCSI profile — staff with disability

DCSI leads the way in the South Australian public sector in disability employment. The Disability Workforce Profile for 2013–2014 indicated that 4.9 per cent (253 employees) of the DCSI workforce identified as having disability.

88.9 per cent of employees with disability were in ongoing positions, with 70.8 per cent employed full time. The average age of employees with disability is 49.4 years and the average tenure is 12.6 years.

Financial security and employment have been identified as key policy priorities by people with disability in South Australia.

DCSI is committed to increasing workforce diversity and providing greater employment opportunities for people with disability.



Figure 4 Two people sharing coffee

The DCSI *Disability Employment Strategy 2014–2016* outlines three key objectives related to attracting and retaining employees with disability, as well as increasing awareness of the strengths and capabilities people with disability bring to the workforce.

Initiatives include the development of a set of workplace modification guidelines and the introduction of special leave provisions so that employees with disability can access Special Leave with Pay for appointments or illness related to their disability. In addition, primary carers of a person with disability who requires ongoing care are able to access carer leave.

The DCSI Disability Employment Community of Practice group has also been established to address issues related to employment and raise disability awareness in the workplace.

## DAIP outcomes

DAIP policy directions reflect those of the NDS but specifically relate to the South Australian context and priorities. This approach provides a common framework that aligns with the direction of current national and state government disability reforms in moving from a focus on service provision to a rights-based approach supporting individual choice, control and independence.

### **Outcome 1 Inclusive and accessible communities**

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People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.

### **Outcome 2 Economic security and employment**

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People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives.

### **Outcome 3 Rights protection, justice and legislation**

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People with disability have their rights promoted, upheld and protected.

### **Outcome 4 Personal and community support**

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People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities.

### **Outcome 5 Learning and skills**

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People with disability achieve their full potential through their participation in an inclusive high-quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives.

### **Outcome 6 Health and wellbeing**

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People with disability attain the highest possible health and wellbeing outcomes throughout their lives.

## Development and implementation of the DAIP

The DCSI Disability Access and Inclusion Plan Intra-Department Steering Committee was established to implement the DAIP initiative within this Department. The committee met regularly during the life of the project and was chaired by the Executive Director of Disability SA, Dr David Caudrey. All DCSI business areas and the DCSI Disability Employment Community of Practice were represented on this committee.

The group provided guidance and advice to the project to ensure that it was developed in accordance with the decisions of the across-government steering committee and reflected current reforms and South Australian priorities. Each DCSI business area identified actions through a range of processes and developed their own DAIPs. Key strategic actions from these individual plans have been included in the DCSI DAIP.

Overall responsibility for the implementation of the DCSI DAIP rests with the Chief Executive. Responsibility for specific actions may be delegated to executive directors and directors of the business areas specified in the plan.

The DCSI DAIP will be publicly available on the Department's website and lodged with the Australian Human Rights Commission. In accordance with the Department of the Premier and Cabinet Circular PCO13, DCSI will report on implementation of the plan in annual reports.

## Acknowledgements

DCSI would like to thank everyone who has contributed to the development of the DAIP, in particular the members of the across-government and intra-department DAIP steering committees, the SA Disability Register, the Housing SA focus group and the many other people who provided valuable and insightful input during the process.

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## Outcome 1 Inclusive and accessible communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic sporting and cultural life.

	Actions	Lead responsibility	Timeframe	Measurable target
1	Lead the development of disability access and inclusion plans (DAIPs) across state and local government in South Australia.	Disability SA	31 December 2014	Introduction of disability access and inclusion plans (DAIPs) across government agencies.
2	Develop a consumer engagement approach to hear the voices of people with disability in the development of government policy, programs and services.  Promote disability consumer engagement across government and grow the SA Disability Register.	Disability SA	31 December 2014  30 June 2015	Disability consumer engagement approach established.  Increased number of SA Disability Register members and number of organisations that consult with people with disability.
3	Engage with the Aboriginal community to increase cultural awareness when providing services to people with disability.	Disability SA	Ongoing	Increased numbers of Aboriginal people accessing culturally appropriate disability services.
4	Improve capacity in non-government organisations, local government and SA Government agencies to ensure the requirements of people with disability are considered in all service, program and infrastructure developments.	Disability SA	Ongoing	New collaborative working relationships developed leading to improved inclusion in the community for people with disability.
5	Ensure DCSI financial policies facilitate inclusion.	Financial Services	Ongoing	All policies are flexible enough to allow for people with disability to participate in the community.

	<b>Actions</b>	<b>Lead responsibility</b>	<b>Timeframe</b>	<b>Measurable target</b>
6	Ensure all DCSI publications (and online design work) are designed with accessibility formats (including text, colour and images).	Financial Services	Ongoing	All publications and online design work are designed with accessibility formats.
7	Continue to improve/modify existing social housing stock to ensure its long term capability for clients, including meeting Universal Housing Design Criteria.	Housing SA	Each financial year	Housing SA to undertake major and minor disability modifications on 2,200 properties in the 2014–15 financial year.
8	Provide access to suitably adapted properties in regional areas for Aboriginal people with disability transitioning from their community or returning to the region.	Housing SA	30 June 2016	Appropriate properties are allocated to this program, in line with identified need.
9	Support the development and network of housing providers with a specific focus on people with disability, including start up support for Access 2 Place Ltd, a new disability specific, not-for-profit community housing organisation.	Housing SA	31 December 2014	Provider feedback reflects progress and opportunities.
10	Assist in the growth of housing options available to people with disability through the roll-out of the National Disability Insurance Scheme.	Housing SA	To be confirmed in line with NDIS agenda	Housing SA will pursue opportunities in relation to any housing programs arising from the work of the National Disability Insurance Scheme.
11	Ensure that women with disability are informed of planned major public forums and consultation events are held in venues that are accessible.	Office for Women	Ongoing	Increased ability for women with disability to provide advice and seek information.

	<b>Actions</b>	<b>Lead responsibility</b>	<b>Timeframe</b>	<b>Measurable target</b>
12	Implement the South Australian Government Universal Access and Inclusion Guidelines.	Policy and Community Development	Ongoing	Implementation strategy progressed with South Australian Government agencies.
13	Implement the <i>South Australian Strategy for the Inclusion of Lesbian, Gay, Bisexual, Transgender, Intersex and Queer People 2014–2016</i> , which includes people from these communities who also have disability.	Policy and Community Development	30 June 2016	Implementation of the strategy developed with key stakeholders.
14	Updated accessibility audit will be conducted to include parking and transport access, kitchen and toilet facilities and travel to and from main meeting spaces.	Youth Justice, Community Engagement and Organisational Support (YCO)	31 May 2015	Report approved by Executive Director.
15	All DCSI staff providing services to people with disability have access to higher level learning through nationally accredited Skill Sets.	YCO	Ongoing	Number of Skill Sets issued.

## Smart living for independence

Eight new “smart living” apartments were opened in 2013 to support people with disability to lead more independent lives.

The high-tech apartments at The Square in Woodville West are equipped with innovative South Australian technology that assists people who need 24-hour support.

The apartments are a major step forward in housing for people with disability, providing tenants with greater control over their environment and the ability to easily communicate with others.

The cutting-edge technology includes a call system, environmental controls and communications devices such as smart phones, which are all integrated into one system.

Using such technology affords people greater dignity and independence by reducing reliance on paid support staff and minimising the time staff are in clients’ homes.

The Woodville West renewal project demonstrates the value of diverse, high-quality affordable housing in fostering inclusive communities.

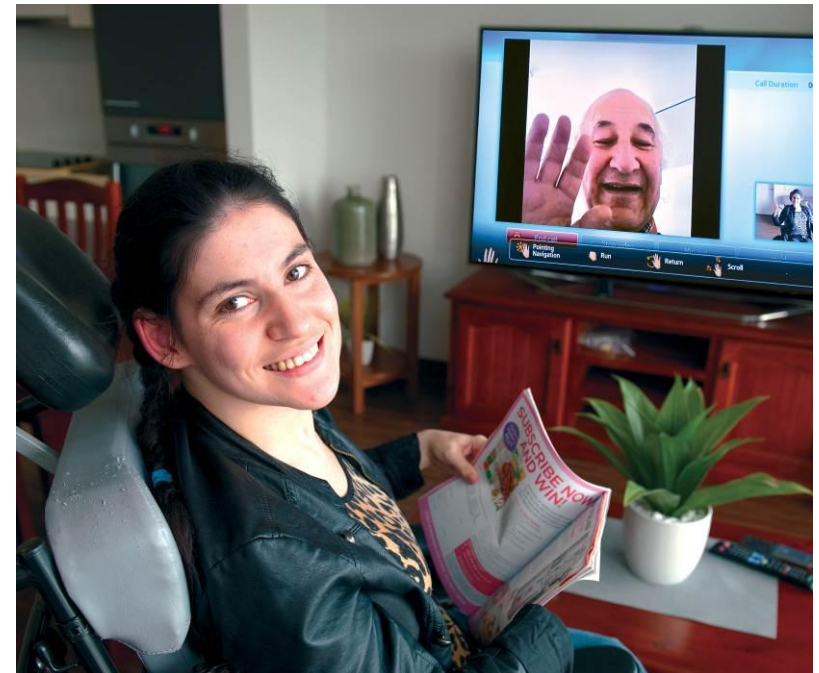


Figure 5 Woman using smart technology in her apartment



## Outcome 2 Economic security and employment

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives.

	<b>Actions</b>	<b>Lead responsibility</b>	<b>Timeframe</b>	<b>Measurable target</b>
1	Increase the number of people participating in the Individualised Funding Program.	Disability SA	Ongoing	Increased numbers of people choosing to purchase support services of their choice using individualised funding.
2	People with disability in supported accommodation are able to access prepaid purchase cards for financial transactions.	Financial Services	2014–2015	Implementation of prepaid purchase card policy, procedures and practices.
3	Promotion and implementation of the DCSI Disability Employment Strategy across the department.	Human Resources and Executive	31 December 2016	Increase the disability representation of the DCSI workforce to 6 per cent.
4	Inform all South Australian Government employees with caring responsibilities about carer-friendly policies and entitlements and external assistance available to carers of people with disability.	Policy and Community Development	30 June 2014	Information is developed and distributed through the SA Government Human Resources Leaders' Group.

## DCSI Disability Employment Community of Practice

The Disability Employment Community of Practice (DE CoP) was formed in February 2012 by the DCSI Human Resources Directorate in response to challenges identified in a department-wide survey distributed to managers and staff with disability.

The group initially focussed on how the department could better support its employees with disability and their managers. The group highlighted issues such as employees needing to take sick leave due to their disability, difficulties in obtaining workplace modifications and the need to promote disability awareness in the workplace.

The DE CoP has been instrumental in shaping the DCSI *Disability Employment Strategy 2014–2016*, providing feedback on the Special Leave with Pay provisions for employees with disability and the DCSI *Workplace Modifications Guideline*.

The group continues to identify avenues for support designed to empower current employees with disability and promote disability recruitment across DCSI.

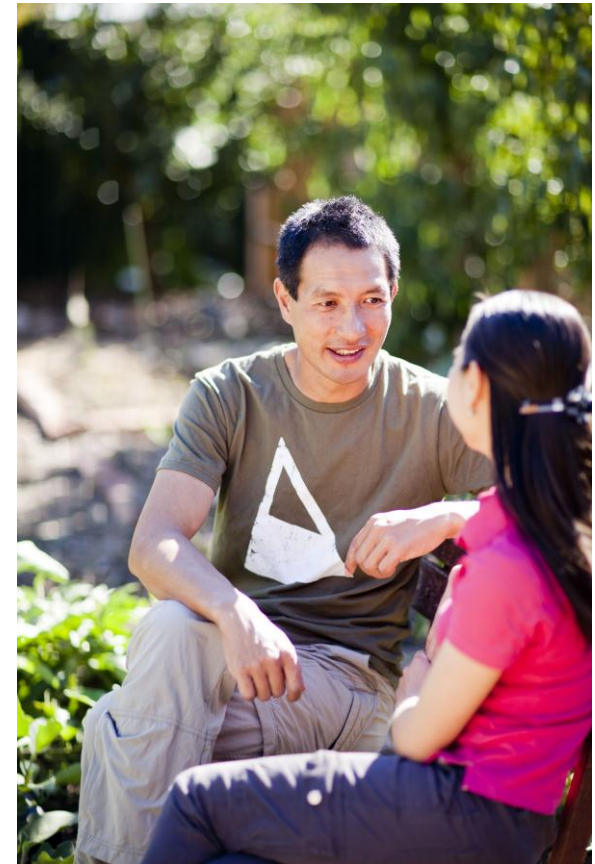


Figure 6 People having discussions outside

## Outcome 3 Rights protection, justice and legislation

People with disability have their rights upheld, promoted and protected.

	Actions	Lead responsibility	Timeframe	Measurable target
1	Collaborate on a major across-government review of screening arrangements related to staff and volunteers in the disability sector.	Disability SA	30 June 2015	Proactively participate on the review to ensure the best interests of vulnerable people with disability are upheld.
2	Implement the suite of policy directives on restrictive practices across Disability Services.	Disability Services	30 June 2015	Full implementation of the suite of policy directives.
3	Review client practices in dementia day programs to identify if any are deemed 'restrictive' and develop procedures or guidelines for best practice.	Domiciliary Care	30 June 2015	Restrictive practices, where used, are administered appropriately, according to best practice described in procedures or guidelines.
4	Provide clients with information and undertake staff training on the new South Australian <i>Advance Care Directives Act 2013</i> and update related resources.	Domiciliary Care	31 December 2014	Client Services Area team staff provided with a training session. Resources are updated. Clients are advised of the new Act through appropriate mechanisms.

## Outcome 4 Personal and community support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities.

	<b>Actions</b>	<b>Lead responsibility</b>	<b>Timeframe</b>	<b>Measurable target</b>
1	Expand the National Disability Insurance Scheme Trial in SA to around 5,000 children aged from birth to 14 years, in partnership with the Commonwealth Government.	Disability SA	30 June 2016	SA Government commitments met as required by the National Disability Insurance Scheme Intergovernmental Agreement.
2	Review the government's contributions to the financial arrangements for supported residential facilities to ensure delivery of a transparent and accountable subsidy scheme, consistent with other government programs and funding mechanisms.	Disability SA	30 December 2014	Revised administrative arrangements for supported residential facilities implemented.
3	Transition to the National Disability Insurance Scheme (NDIS), initially through Child and Youth Services (CYS) by developing service offers and business systems to enable families to have the choice of CYS under the NDIS.	Disability Services	30 June 2015	People with disability in South Australia choose Department for Communities and Social Inclusion as their service provider.
4	Improve awareness of, and enable access to, relevant mental health training opportunities regarding both shorter term and long-term mental health conditions that may affect staff and/or their families or clients, and/or their carers.	Domiciliary Care	30 June 2015	Domiciliary Care staff mental health training needs (regarding clients, peers) clarified. The staff training calendar identifies relevant mental health training opportunities. The guideline for staff about working with clients with challenging behaviours is developed and available to staff.



5	Provide opportunities for clients with disability living on the Anangu Pitjantjatjara Yankunytjatjara lands to enhance their life experiences and connections to the community.	Policy and Community Development	Annually	Annual trip for clients organised and funded.
6	Develop a state framework to address the resilience and safety needs of vulnerable communities, including people with disability, in disasters.	State Recovery Office	31 December 2016	State framework, signed off by the State Mitigation Advisory Group (SMAG) and the State Emergency Management Committee (SEMC).
7	Build an implementation plan for South Australia incorporating tested and successful strategies to build resilience and safety in vulnerable communities. This will encompass the needs of people with disability from the planning to the recovery stages of disasters.	State Recovery Office	30 June 2017	An implementation plan endorsed by SMAG and SEMC that provides strategies to identify individuals and build resilience and safety in vulnerable communities.

### Individualised funding leads to real choices

Individualised funding gives clients of Disability Services the option of using their personal budget to purchase disability services or disability-related items of their choice. These may include supports to assist them to live independently, to stay living with family, to develop or improve skills and capabilities, to have more opportunities to participate in the community and expand their networks and to improve their wellbeing.

Therese decided that she would like to live independently just as her friends did, so she used her personal budget to move from the family home into her own place. By being part of the Individualised Funding Program, Therese was able to purchase the support she needed to maintain her house and enjoy her life.

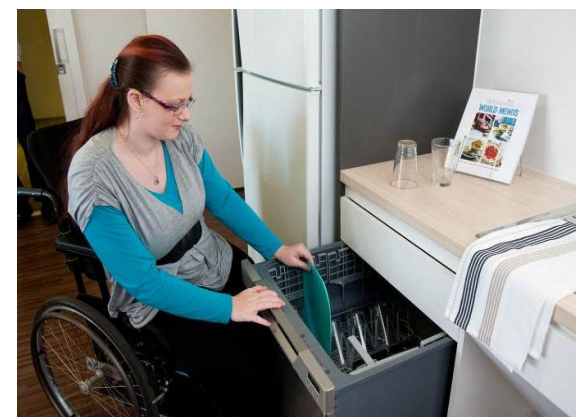


Figure 7 Woman in a wheelchair unpacking a dishwasher at home

## Outcome 5 Learning and skills

People with disability achieve their full potential through their participation in an inclusive, high quality, education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives.

	Actions	Lead responsibility	Timeframe	Measurable target
1	Provide learning opportunities to Accommodation Services clients through the Pathways recreation program.	Disability Services	30 June 2015	Clients are participating in Pathways recreation programs.



Figure 8 Female teacher with a small boy building with blocks

### Ready Set Go — Starting School

Starting school is an important and exciting time. DCSI has developed a guide for families of children with disability who are about to enter, or who are already in, preschool or school in South Australia. It aims to assist families to advocate for their child's learning needs.

While the guide focuses on younger children and education, the information, suggestions and resources may also be helpful for families of children with disability when accessing other non-disability-specific services or for those who are moving on to secondary school.

The guide offers tips and tools to help people speak up for a child's needs and contains practical information about children's rights, inclusive education and suggests ways to work with preschools and schools.

## Outcome 6 Health and wellbeing

People with disability are supported to attain the highest possible health throughout their lives.

	Actions	Lead responsibility	Timeframe	Measurable target
1	Develop a suite of disability and health interface policies.	Disability SA	31 December 2015	Suite of disability and health interface policies delivered.
2	Complete the <i>Challenging Domestic Environments Project</i> to ensure consistency in staff knowledge and support to people living in squalor and other challenging situations to enable those clients to remain safe and healthy.	Domiciliary Care	31 December 2014	Staff resources developed and staff training completed.
3	Implement <i>We Care: Our Carers Plan for South Australia</i> across applicable South Australian Government departments.	Policy and Community Development	31 December 2014 30 June 2015	Assistance provided to applicable government departments to set targets against <i>We Care</i> .  Applicable departments have reported good practice examples against one or more of their targets.

## Returning home ...



Figure 9 Three men who use wheelchairs enjoying time together outside

As a result of a motorbike accident, Steve had a spinal cord injury and limited use of his limbs. On completing his rehabilitation, he was assessed as being unable to return home because of the need for assistance with everyday tasks including personal care.

Steve used an electric wheelchair to get around and although he wanted to live in the community, he was worried about leaving the rehabilitation centre. Steve was depressed and anxious and needed time to come to terms with, and be supported through, this major life transition.

Steve thought that his increasing dependence on the support received in the centre was not assisting his recovery. Consultation between the centre and Disability SA resulted in supported accommodation being identified that could provide the physical and emotional support Steve required to learn new skills and participate safely in the community.

Without the collaboration between SA Health and Disability SA, through the Disability Transition to Community Funding program, this option would not have been possible.

Steve would like to live independently in the future and is working towards this goal.