

# Department for Infrastructure and Transport

## *Disability Access and Inclusion Plan 2020-2022*

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**Government of South Australia**

Department for Infrastructure  
and Transport

*Contact the Department for Infrastructure and Transport*

**Website:** [https://dit.sa.gov.au/contact\\_us](https://dit.sa.gov.au/contact_us)

**Online form:** [https://dit.sa.gov.au/contact\\_us/compliments\\_and\\_complaints](https://dit.sa.gov.au/contact_us/compliments_and_complaints)

**Telephone:** 1300 872 677

**Write to us at:**

Department for Infrastructure and Transport

GPO Box 1533

ADELAIDE SA 5001

**Contact the Disability Access and Inclusion Team at:**

Email: [DIT.AccessandInclusion@sa.gov.au](mailto:DIT.AccessandInclusion@sa.gov.au)

## RECOGNITION OF THE UNITED NATIONS CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES

The Department for Infrastructure and Transport recognises and supports the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) and commits to promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and the promotion of respect for their inherent dignity.

## ACKNOWLEDGEMENT OF COUNTRY

The Department for Infrastructure and Transport acknowledges and respects Aboriginal people as the State's first people and recognises their traditional relationship with Country.

We acknowledge that the spiritual, social, cultural and economic practices of Aboriginal people come from their traditional lands and waters, and that the cultural and heritage beliefs, languages and laws are still of importance today.

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## Chief Executive's message

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We are pleased to present the first *Disability Access and Inclusion Plan* for the Department for Infrastructure and Transport (the Department, DIT).

The South Australian Government's first State Disability Inclusion Plan (2019-2023) created a timely opportunity for the Department to review our current practices and consider how we can contribute to an inclusive and accessible community for all. We have done this with due consideration to the significant scope and diversity of what we do and the potential impacts and benefits for the communities we serve.

DIT is responsible for a wide-ranging complex set of activities within government, enabling other agencies to deliver outcomes as well as delivering on our own commitments. We deliver infrastructure that is critical to economic and social functions. The services we deliver to other government agencies can significantly impact opportunities for inclusion and participation in social, economic and civic life. Transport infrastructure and services are particularly important in connecting people with the various threads of their daily life. This means our Department is well positioned to progressively deliver improved disability access and inclusion outcomes for the community of South Australia across all of our core functions and activities.

As a keystone South Australian employer, the public sector plays an important role in leading reforms that make our employment processes and workplaces more inclusive and accessible to people living with disability. In this Plan we also make concrete commitments to measures intended to cultivate a more diverse and inclusive workplace environment where all employees are valued and respected.

This Plan charts the course for the next stage of the Department's journey of reform in this area. It builds on the momentum of our recent progress and focuses on the pursuit of the broader goals for our State. It sets out the next steps we will take to shape our infrastructure, the services we deliver and our workplaces, to be more inclusive and accessible for all.

**Tony Braxton-Smith**

Chief Executive

## Introduction

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This Disability Access and Inclusion Plan (DAIP) details the Department for Infrastructure and Transport's (the Department, DIT) commitment to promoting, protecting and enhancing the rights of people living with disability in South Australia. The Plan includes clear and measurable actions and targets designed through community and Departmental consultation to give effect to the priority areas of the first *State Disability Inclusion Plan 2019-2023* (the State Plan), as they relate to the purpose and activities of the Department.

The State Plan has set the benchmark for all State authorities to give effect to the *Disability Inclusion Act 2018* (the Act), as well as to contribute to the whole of government and community effort to support and further the principles of the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD).

In accordance with the principles and intent of the Act, the State Plan is appropriately expansive and holistic in its approach to collaboration between State Government agencies and local councils to reduce the barriers faced by people living with disability.

Increasingly, *accessibility* is being justly recognised as encompassing principles and practices that are in the broad public interest, and not just of benefit to people living with disability. Changing demographics and increasingly diverse needs mean that greater segments of the community benefit from inclusive and accessible design as *a social good, not a compromise*.

Accessible spaces are intergenerational and benefit the whole community, including children, parents with prams and strollers, and older people, as well as people with disability. At the same time, improved understanding of the diversity of visible and invisible disabilities in the community, and the diverse needs of people living with disability are informing our planning and responses to these design and service delivery requirements.

The first DIT DAIP builds upon the ongoing work of the Department in relation to disability access and inclusion outcomes, and sets the Department's priority agenda and action plan for a period of two years, 2020-2022. This timeframe will facilitate a strategic review and alignment of the Department's second and subsequent Disability Access and Inclusion Plans to the 2021 revitalisation of the Department's Strategic Objectives, enabling these interconnected strategies to inform and respond to the innovations and learnings of the other.

Over this period there will be additional opportunities for evolution of the Department's strategic priorities in relation to access and inclusion with consideration of new information and learnings. This includes the implementation of the *Public Sector Disability Employment Strategy*, a renewed *State Disability Inclusion Plan* in 2021, a new *National Disability Strategy*, the modernisation of the *Disability Standards for Accessible Public Transport*, and a review of the *Disability (Access to Premises – Buildings) Standards 2010*.

Community consultation on the State Plan and our draft DAIP highlighted areas of improvement for the Department to address particular community needs. It ensured we are on the right track, responsive to community needs and priorities, and investing in areas that will provide the greatest benefit for people living with disability.

The strategic objectives of the Department's first DAIP are as follows:

- To ensure accessibility is prioritised through our business processes and systems.
- To be in touch with our communities through greater community engagement, communications, and responsiveness to complaints and feedback.
- To provide integrated and accessible end-to-end public transport journeys.
- To improve the accessibility of our roads and pathways for pedestrians with disability.
- To create accessible and inclusive workplaces for all people including people living with disability.

## Legislative and policy context

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### *The United Nations Convention on the Rights of Persons with Disabilities*

The *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD) was ratified by the Australian Government in 2008, reflecting Australia's commitment to promoting and supporting equal and active participation by people with disability in economic and social life.

The Convention affirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms, and identifies where adaptations must be made for people with disabilities to effectively exercise their rights.

### *Disability Inclusion Act 2018*

The South Australian *Disability Inclusion Act 2018* (the Act) supports the UNCRPD, requiring that the operation, administration and enforcement of the Act supports and furthers the principles and purposes of the UNCRPD as much as reasonably practicable. It provides a legislative framework to support equal access and inclusion for people living with disability in community activities and services including recreation, education, health, and public transport.

The Act sets out a number of principles aligned to the UNCRPD, and requires the creation of a *State Disability Inclusion Plan* for South Australia (the State Plan). The first State Plan came into effect on 31 October 2019.

The Act also requires all State authorities to develop and implement a *Disability Access and Inclusion Plan* (DAIP) in accordance with published guidelines, which demonstrates how the State authority intends to give effect to the objects and principles of the Act and the State Plan.

Each DAIP must also include:

- Measures to ensure that people living with disability can access mainstream support and services provided by or on behalf of the State authority.
- Strategies to support people with disability in the following areas:
  - access to built environs, events and facilities;
  - access to information and communications;
  - addressing the specific needs of people with disability in programs and services; and
  - employment.



### *Relationships to other legislation, and government and Departmental strategies and frameworks*

The development of the first DIT DAIP was guided by *Inclusive SA* – the first *State Disability Inclusion Plan 2019-2023* and *DAIP Guidelines for State Authorities*, and is aligned to and will support the following legislation, strategies and frameworks:

- The National Disability Strategy, National Disability Insurance Scheme, and National Disability Agreement
- *Disability Discrimination Act 1992*, *Disability Standards for Accessible Public Transport 2002*, and *Disability (Access to Premises – Buildings) Standards 2010*
- South Australian Public Sector Diversity and Inclusion Strategy 2019-21.

Related Departmental strategies and policies include:

- DIT Strategic Plan 2016-2020
- DIT Diversity and Inclusion Program Overview and Plan.

### *Defining disability*

The *Disability Inclusion Act 2018* defines disability in relation to a person as including long-term physical, psycho-social, intellectual, cognitive, neurological or sensory impairment, or a combination of any of these impairments, which in interaction with various barriers may hinder the person's full and effective participation in society on an equal basis with others.

This Plan and the Department's general strategic approach to improving accessibility will be informed by the social model of disability, which views disability as *the result of the interaction between people living with impairments, and barriers in the physical, attitudinal, communication and social environment*.

## The Department

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### *Our purpose*

The Department works as part of the community to deliver safe and efficient transport solutions and valuable social and economic state infrastructure that will improve the lives of all South Australians every day.

### *What we do*

The Department is comprised of eight Divisions that contribute to delivering on our purpose.

***Transport Planning and Program Development*** establishes the strategic plans, standards and program management frameworks for transport network development that are designed to deliver customer, community and economic benefits and outcomes.

***Transport Project Delivery*** delivers infrastructure safely and efficiently to sustain and support growth, and maximise the benefit of Government investments in transport assets.

***North-South Corridor Program Delivery Office*** develops the plans and oversees the delivery of infrastructure needed to connect the North-South Corridor and enhance the economic opportunity and livability for the communities it serves.

***Road and Marine Services*** connect our communities by providing safe, reliable and efficient movements and flows of goods, services and people across the State's Roads and Marine networks.

***South Australian Public Transport Authority*** offers safe well-connected and customer-focused services for mass transit movement.

***Across Government Services*** provides building construction delivery and property related services to State Government clients.

***People and Corporate Services*** delivers internal services that enable the Department and its people to fully comply with our obligations, do our work and deliver on our commitments by managing the enterprise's human resources, finances, core business processes and systems.

***Public Affairs*** keep our customers and the community well informed at all times, through community consultation and engagement, stakeholder relations, customer engagement, media management and public communications.

### *Strategic objectives*

The Department's strategic objectives focus on outcomes that support the vision and purpose of the organisation and commit to delivering the social and economic benefits of a more accessible and inclusive South Australia.

They are:

- Growth and job creation
- Enhanced liveability and connectivity between people and places, business and markets
- Community-focussed and customer-focussed services
- Maximised use and return on infrastructure
- Optimised, safe and effective operations and workforce.

### *Our commitment to diversity & inclusion*

DIT is cultivating a culture of acceptance where the value of diversity is acknowledged by a workforce that is reflective of the wider South Australian community.

With leadership and staff commitment we will adopt an inclusive and equitable approach to plan and drive our programs from all staff levels.

We will work together, with honesty, respect and enjoyment to grow in excellence.

Our Priorities:

- Reflect the diverse communities that we serve
- Build diversity and inclusion capability and knowledge
- Be accountable for diversity and inclusion.

Our Diversity and Inclusion Program is focussed on six diversity areas including age, culture and language, disability, domestic and family violence, LGBTIQ+ (rainbow allies) and gender.

We value and respect Aboriginal and Torres Strait Islander Peoples as the First Australians and are committed to creating a culturally competent and respectful workforce that advocates for mutually respectful relationships between Aboriginal and non-Aboriginal people.

### *The Disability Access and Inclusion Team*

The Disability Access and Inclusion Team sits within the Department's Transport Planning and Program Development Division. The team works to ensure that access and inclusion are considered in all areas of Departmental service delivery. The team works closely with project teams, asset managers and other technical disciplines to ensure that our buildings, assets, public transport services and infrastructure are accessible and meet required standards.

The Disability Access & Inclusion Team provides guidance and advice to internal and external stakeholders relevant to the:

- *Disability Discrimination Act 1992*, and its subordinate instruments:
  - *Disability Standards for Accessible Public Transport, 2002*
  - *Disability (Access to Premises - Buildings) Standards, 2010*
- *Disability Inclusion Act 2018*, and the State Disability Inclusion Plan and this Departmental Disability Access and Inclusion Plan.

Core functions of the Disability Access & Inclusion Team include:

- Providing technical and expert advice relevant to maintenance or adaptations to existing infrastructure.
- Providing timely guidance and technical advice to project managers and teams responsible for new infrastructure and major projects, including to ensure that contractors and contract managers are aware of legislative and planning requirements.
- Assisting business units across the Department to understand their obligations regarding, and the importance of accessibility and inclusion, in terms of outcomes for the community and Departmental employees.
- Administration and facilitation of the Department's Disability Access & Inclusion Committee (DAIC). The DAIC is a consultative committee through which the Department consults with community representatives and receives guidance and advice on access and inclusion matters related to Departmental business.

## Our customers and staff

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### *Our customers*

Across all Divisions of the Department and elements of our core business, the Department for Infrastructure and Transport serves the entire community of South Australia in a variety of ways.

Our customers are the people, businesses and communities that rely on the services and products provided directly by DIT or in partnership with others, as set out in 'our purpose' and 'what we do' above.

Many South Australians and visitors to our State rely on the services delivered by the Department on a daily basis. This includes infrastructure delivery, road maintenance, public transport, public buildings and government facilities management, and recreation facilities.

Our customers include pedestrians, motorcyclists, public transport passengers, motorists, cyclists, recreational boaters, commercial vehicle operators, importers, exporters, government departments and industry.

### *Customer & community feedback*

The Department receives customer and community feedback, including complaints and suggestions relevant to all areas of service provision, through various channels including our websites, phone calls, emails, social media and feedback at public events.

You can make a complaint if you are dissatisfied with our products or services, the way we have provided a product or service or if we have not provided a product or service to you as expected.

You can also provide us with feedback if you think we are doing a good job.

There are a number of ways you can lodge a complaint or other feedback with us:

- Telephone on **1300 872 677**
- Website at [https://dit.sa.gov.au/contact\\_us](https://dit.sa.gov.au/contact_us)
- Face to face at a Customer Service Centre
- Write to us at:  
Department for Infrastructure and Transport  
GPO Box 1533  
ADELAIDE SA 5001
- Via our [Facebook](#) or [Twitter](#) pages

Where feedback pertains to matters of accessibility and inclusion, this is noted and will inform the Department in reform and improvements to our service delivery, in addition to endeavouring to resolve the particular matter in a reasonable timeframe.

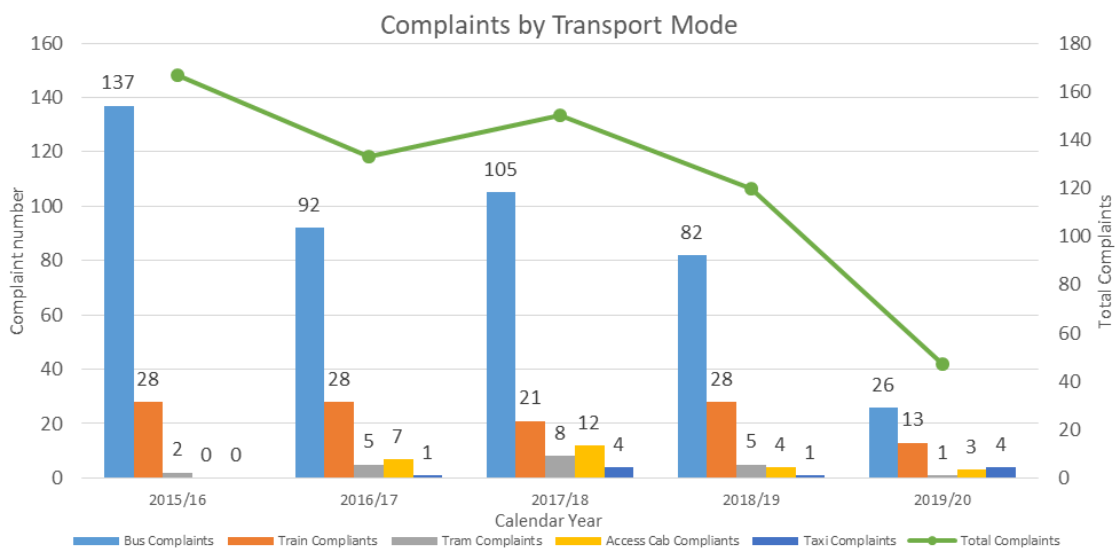
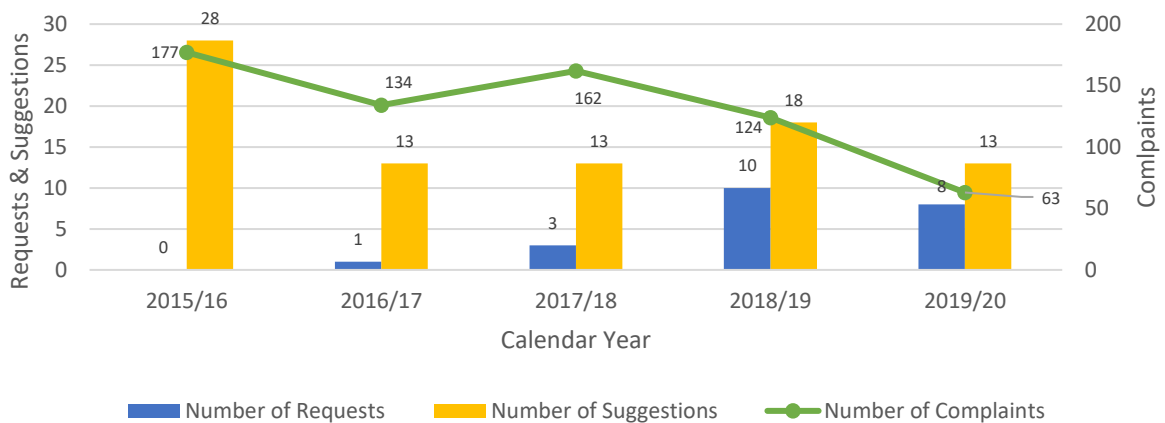
The Department will also treat the information you provide us sensitively in adherence to Premier and Cabinet Circular 12 – *Information Privacy Principles (IPPS) Instruction*.

### Public Transport Requests, Suggestions and Complaints

The past four full financial years have seen an average of 171 contacts (complaints, requests and suggestions) relevant to the accessibility of public transport per year. Of these contacts, an average of 149 complaints were received by the Department each financial year. Complaints are categorised into areas such as public transport accessibility, driver behaviour, train, tram and bus accessibility and taxi access.

Complaints decreased in total by 43% between 2015/16 (n=177) and 2018/19 (n=124).

Access related complaints and feedback received by DIT  
Customer Feedback Line

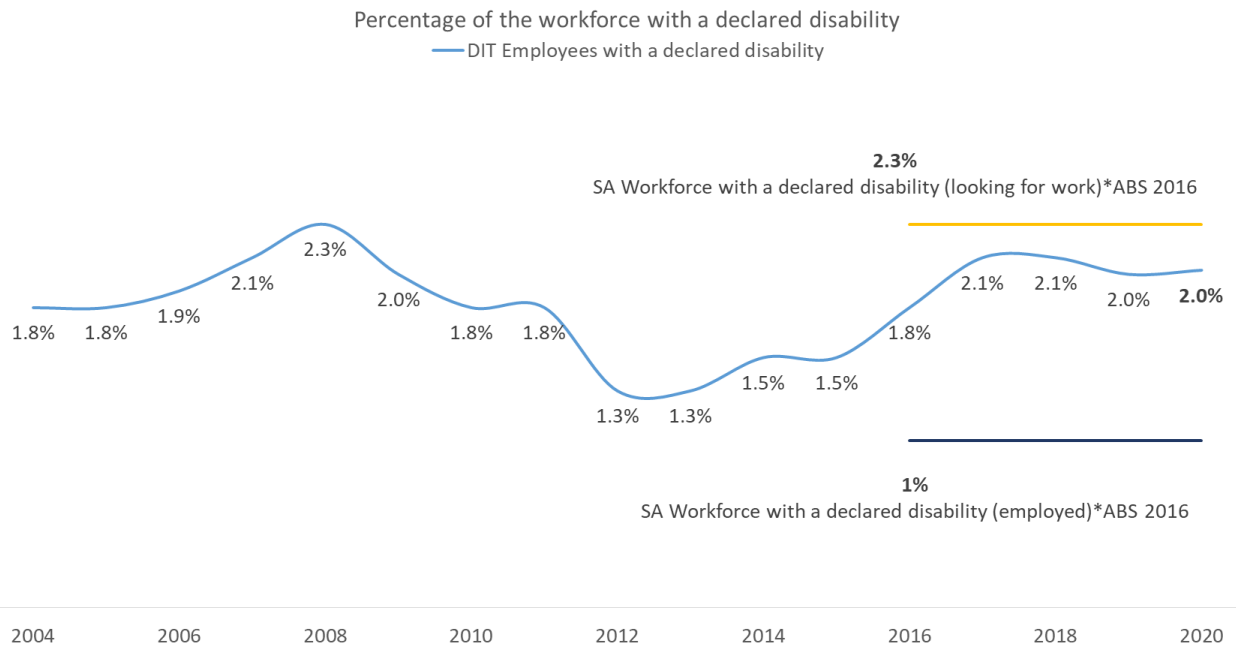


### Staff profile

The Department has undertaken initiatives to improve workplace supports for people with disability and increase the number of people with disability in the workforce.

In 2019, 2% of the Department’s workforce was made up of people who declared a disability. Note that declaration is voluntary and this statistic does not necessarily reflect the total number of employees living with disability.

The percentage of employees with a declared disability employed in the South Australian Public Sector as at 30 June 2019 was 1.3%.



## Principles

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In accordance with the *Disability Inclusion Act 2018* and our duty to give effect to the objects and principles of the Act and the *State Disability Inclusion Plan*, the following principles will be observed in the planning, administration and implementation of this Plan.

The Department recognises and will, so far as we are able through the planning, administration and delivery of our core business, contribute to the full realisation of the following principles for people living with disability:

- Fundamental human rights, responsibilities and right to autonomy.
- Respect for individual worth and dignity.
- Participation in and contribute to social and economic life.
- The right to realise physical, social, sexual, reproductive, emotional and intellectual capacities.
- The right to make decisions that affect their lives, including decisions involving risk.
- Assistance and support in decision-making over substituted decision-making.
- Appropriate access to information to enable informed choice.
- Respect for cultural or linguistic diversity, age, gender, sexual orientation and religious beliefs.
- Rights to privacy and confidentiality.
- The right to live free from neglect, abuse and exploitation.
- Rights to pursue complaints and access justice.
- Acknowledgement and respect of the crucial role of families, carers and other significant persons, and the importance of preserving relationships.
- Freedom to association and support where necessary to engage in family, social and friendship activities.
- Acknowledgement and respect of the needs and rights of children with disability as they develop.
- Acknowledgement and respect of the changing abilities, strengths, goals and needs of people with disability.

Additionally, the Department acknowledges, and through this Plan will strive to give consideration to and accommodate where relevant, the additional, composite and specific needs of:

- women with disability;
- children with disability;
- Aboriginal and Torres Strait Islander people with disability; and
- people from culturally and linguistically diverse backgrounds with disability.



## Monitoring and evaluation

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### *Progress and accountability*

The Department will monitor progress and outcomes against each of the Actions and Targets in the DAIP Action Plan. Divisional Implementation Plans have been developed in collaboration with relevant Divisions that set out these arrangements.

Reporting on the overall implementation of the DAIP will be to the People and Culture Executive Committee, which will have the capability to address internal barriers to implementation of particular objectives where they arise, by providing direction and/or resources across the agency as required.

In accordance with the *Disability Inclusion Act 2018*, an Annual Report on the operation of the DAIP over the previous financial year will be provided to the Chief Executive, Department of Human Services (DHS), by 31 October each year from 2021.

### *Review*

This Plan will be reviewed in 2022, and a new DAIP published with consideration to:

- Learnings arising from the implementation of the DAIP Action Plan, and ongoing consultation and collaboration with internal stakeholders.
- Learnings arising from community feedback, and complaints and comments related to disability access and inclusion, including ongoing consultation, guidance and advice from the Disability Access and Inclusion Committee.
- New priority focus areas and/or stretch goals in areas where the Department has been substantially successful in achieving existing targets.
- Renewed alignment with any relevant changes to the Department's strategic plan and priorities, changes to the model of service delivery and/or contractual arrangements across our core business functions, and related State and Commonwealth Government strategies.

## Action Plan

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To achieve our vision for disability access and inclusion, and give effect to the objects and principles of the *Disability Inclusion Act 2018* and the first *State Disability Inclusion Plan*, DIT presents our Action Plan for the period 2020-2022.

In accordance with the recommendations of the State Plan and Guidelines for State authorities, our Disability Access and Inclusion Plan (DAIP) Action Plan is aligned to the Themes and Priority Areas in the State Plan:

- Inclusive communities for all
- Leadership and collaboration
- Accessible communities
- Learning and employment.

The Department has reviewed the Priority Areas and Actions in the State Plan and focussed on priorities that align with our core business and greatest potential for community impact.

The following sections outline the Department's goals in relation to the above listed *Themes*. This is intended to provide clarity and context to the following Action Plan, which includes specific responsibilities and measurable targets for accountability and reporting.

### *Glossary of acronyms*

The following acronyms appear in the Action Plan:

AGS - Across Government Services Division

AMPRN - Adelaide Metropolitan Passenger Rail Network

DAIC - Disability Access and Inclusion Committee

DAIT - Disability Access and Inclusion Team

DIT - Department for Infrastructure and Transport

PACS - People and Corporate Services Division

RMS – Road and Marine Services

SAPTA - South Australian Public Transport Authority

TPPD - Transport Planning and Program Development Division

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## *Inclusive communities for all*

Social inclusion is a priority for people living with disability as it affects all aspects of their lives. Everyone has a responsibility to make our community inclusive.

The capacity of people with disability to be involved in the community can be significantly affected by the accessibility of the built environment and the public transport system, and the understanding and awareness of the rights and needs of people with disability in the community and service provision.

### **Goals:**

- An informed community on the accessibility of public transport services, and the rights of people with disability on public transport
- Departmental involvement in public events is accessible and inclusive
- Departmental staff have strong understanding and awareness of disability access and inclusion in service provision and the workplace.

### Priority 1 - Involvement in the Community

#### **Action 1.1**

Develop a resource guide relating to public transport user accessibility of services and premises

#### **Measurable Target**

Develop access guide

#### **Responsibility**

SAPTA & DAIT

#### **Timeframe**

2022

#### **Measurable Target**

Continue to provide information on accessibility of services and premises through smart stops, the Adelaide Metro website, and to app developers

#### **Responsibility**

SAPTA

#### **Timeframe**

Ongoing

## **Action 1.2**

Improve accessibility of our public events and participation in events

### **Measurable Target**

Review *Inclusive SA* event toolkit when available, and align Departmental processes as required

### **Responsibility**

Public Affairs

### **Timeframe**

2021 (pending availability of *Inclusive SA* event toolkit)

### **Measurable Target**

Review internal guidance for ensuring public event locations and communications are accessible

### **Responsibility**

Public Affairs

DAIT

### **Timeframe**

2021

## Priority 2 - Improving community understanding and awareness

### **Action 2.1**

Improve community understanding and awareness about the rights and needs of people living with disability on public transport

### **Measurable Target**

Allocated space and priority seating identification and signage to be progressively standardised across all public transport modes

### **Responsibility**

SAPTA

### **Timeframe**

Ongoing

### **Measurable Target**

Investigate feasibility of internal side exit announcements on train services

**Responsibility**

SAPTA

DAIT

**Timeframe**

2022

Priority 3 – Promoting the rights of people with disability

**Action 3.1**

Review Departmental disability awareness training, with consideration of any outcomes arising from Action 8 in the State Plan

**Measurable Target**

Review and update general mandatory disability awareness training for all staff

**Responsibility**

DAIT

PACS

**Timeframe**

2022 (pending delivery of State Plan Action 8)

**Measurable Target**

Research potential expansions for departmental disability training packages, including: customer service; accessible design; and communications.

**Responsibility**

DAIT

PACS

**Timeframe**

2022 (pending delivery of State Plan Action 8)

**Action 3.2**

Deliver disability awareness training to all staff, with consideration of Action 3.1

**Measurable Target**

Include disability awareness training module in general staff induction, to be completed by all new employees and relevant contractors within 3 months of commencement

**Responsibility**

PACS

**Timeframe**

2022

**Measurable Target**

All existing staff to complete disability awareness training within 12 months of implementation

**Responsibility**

PACS

**Timeframe**

2022

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## *Leadership and collaboration*

Inclusive SA public consultation identified that people living with disability want to have a greater role in leading and contributing to government and community decision-making.

Good community engagement establishes relationships of trust and actively involves the community in decisions and activities that affect them. This leads to well informed decisions that are more likely to meet competing needs and expectations and ultimately achieve more successful outcomes. These processes must be *inclusive and accessible for all* to facilitate contribution from the whole community including people living with disability.

Collaboration also means listening to feedback and acting on feasible innovative ideas and reforms put forward by interested stakeholders. Community feedback, comments and complaints are an important and valuable source of information to inform relevant Departmental decision-making.

### **Goals:**

- People with lived experience of disability are contributing to strategic decision-making through government boards and committees
- Employees with lived experience with disability are informing and contributing to workplace diversity and inclusion initiatives and priorities
- Perspectives of people with disability are actively sought and considered in Departmental policy, programs and projects
- Community engagement processes are accessible and ensure the Department's activities are genuinely informed by community needs and priorities, including regional communities
- Complaints and feedback systems are accessible and responsive, and community complaints related to disability access and inclusion inform priority improvements and reforms.

## Priority 4 – Participation in decision making

### **Action 4.1**

Continue to facilitate Disability Community of Practice within Diversity and Inclusion Program

### **Measurable Target**

Disability Community of Practice is engaged on relevant workplace Diversity and Inclusion initiatives

**Responsibility**

PACS

**Timeframe**

Ongoing

**Measurable Target**

Employees who have lived experience with disability are involved in informing the priorities of the Diversity and Inclusion Steering Committee and Action Plan

**Responsibility**

PACS

**Timeframe**

Annual

Priority 5 – Leadership and raising profile

**Action 5.1**

Encourage employees with disability to express interest in participation on South Australian Government boards and committees

**Measurable Target**

Promote BoardingCall to employees in line with *Inclusive SA* communications strategy

**Responsibility**

PACS

**Timeframe**

2021

**Action 5.2**

Support Departmental committees to improve membership diversity, including people who have lived experience with disability

**Measurable Target**

Updated Terms of Reference for Departmental committees inclusive of commitment to diversity

**Responsibility**

PACS

**Timeframe**

2021



**Measurable Target**

Available resources to support departmental committees to better understand and improve diversity outcomes

**Responsibility**

PACS

**Timeframe**

2022

Priority 6 – Engagement and consultation

**Action 6.1**

Continue to facilitate Disability Access and Inclusion Committee (DAIC)

**Measurable Target**

Review DAIC Terms of Reference and update as required

**Responsibility**

DAIT

**Timeframe**

2021

**Measurable Target**

Review DAIC membership and explore opportunities for encouraging representation of priority groups including young people living with disability

**Responsibility**

DAIT

**Timeframe**

Annual

**Action 6.2**

Consult with the Disability Access and Inclusion Committee (DAIC) on Departmental projects and reforms where appropriate

**Measurable Target**

DAIC continues to be consulted and provide advice and recommendations to the Department on a range of access and inclusion matters

**Responsibility**

DAIT

**Timeframe**

Ongoing

**Measurable Target**

The Department will facilitate and encourage Committee members to trial and review departmental services and report on accessibility matters or concerns

**Responsibility**

DAIT

**Timeframe**

Annual

**Action 6.3**

Review DIT Community Engagement Toolkit with reference to *Inclusive SA* toolkit, when available

**Measurable Target**

Ensure community engagement guidelines incorporate principles of co-design

**Responsibility**

Public Affairs

**Timeframe**

2022 (pending release of Inclusive SA toolkit)

**Measurable Target**

Ensure community engagement guidelines give specific consideration to regional communities

**Responsibility**

Public Affairs

**Timeframe**

2022 (pending release of Inclusive SA toolkit)

**Measurable Target**

Develop stakeholder engagement lists targeting disability community services sector and people living with disability

**Responsibility**

Public Affairs

DAIT

**Timeframe**

2022

**Action 6.4**

Review customer enquiry, complaints and feedback systems to ensure an effective and consistent response to access and inclusion related matters

**Measurable Target**

Develop staff guidelines and/or training and other resources for processing, actioning and responding to accessibility related complaints and feedback

**Responsibility**

Public Affairs

DAIT

**Timeframe**

2022

**Measurable Target**

Ensure recurrence and trends of reported accessibility issues are captured and inform program and process change

**Responsibility**

Public Affairs

DAIT

**Timeframe**

Ongoing

## *Accessible Communities*

The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life.

Our aim is to increase the accessibility of our public transport and other infrastructure, our community service centres, and Departmental communications and information.

### **Goals:**

- Principles of Universal Design are considered in Property Asset Management
- Departmental websites are accessible in line with the State Government's *Online Accessibility Policy*
- New and significantly upgraded buildings and premises meet or exceed *Disability (Access to Premises – Buildings) Standards*, including provision of accessible parking
- Departmental communications are accessible and reaching vulnerable communities to the best of our ability and in collaboration with community service providers
- Community services information is available in a range of accessible formats
- Accessibility of public transport system is progressively improved based on strategic prioritisation, informed by community need
- Departmental road network maintenance and improvement works create accessible outcomes for pedestrians
- Significant pedestrian accessibility concerns across our road network are given due consideration in the prioritisation of maintenance and improvement works.

## Priority 7 – Universal Design across South Australia

### **Action 7.1**

Ensure accessibility and Universal Design are considered in the ongoing renewal of the Property Directorate's asset portfolio

#### **Measurable Target**

Review the Strategic Asset Management Framework for the Property Directorate

#### **Responsibility**

AGS

#### **Timeframe**

2022

## Priority 8 – Accessible and available information

### **Action 8.1**

Continue to review and update Departmental websites as required to achieve compliance with the *Online Accessibility Policy*

#### **Measurable Target**

New and significantly upgraded websites comply with the *Online Accessibility Policy* including *Web Content Accessibility Guidelines (WCAG) 2.0*

#### **Responsibility**

PACS

Public Affairs

SAPTA

RMS

#### **Timeframe**

Ongoing

### **Action 8.2**

Review public information and resources for key customer services to provide information for people of various abilities

#### **Measurable Target**

Service SA forms, information sheets, pamphlets and other customer information can be provided in a range of accessible formats

#### **Responsibility**

RMS

**Timeframe**

Ongoing

**Measurable Target**

Public transport customer information can be provided in a range of formats and channels

**Responsibility**

SAPTA

**Timeframe**

Ongoing

**Action 8.3**

Review communications strategies, ensuring accessibility and reach to vulnerable communities

**Measurable Target**

Develop a Communications Toolkit with reference to the *Inclusive SA* accessible communications toolkit and in collaboration with the Disability Access and Inclusion Team

**Responsibility**

Public Affairs

DAIT

**Timeframe**

2022 (pending availability of Inclusive SA toolkit)

**Measurable Target**

Review Communications Plans and Creative Briefs with reference to updated DIT Communications Toolkit, as required to ensure accessibility and social inclusion

**Responsibility**

Public Affairs

**Timeframe**

Ongoing

Priority 9 – Access to services

**Action 9.1**

Continue to work with the Commonwealth Government to reform and modernise the *Disability Standards for Accessible Public Transport 2002*

**Measurable Target**

Contribute to the National Accessible Transport Taskforce and Steering Committee

**Responsibility**

TPPD

**Timeframe**

Ongoing

**Action 9.2**

Continue to progressively improve the accessibility of public transport services and infrastructure

**Measurable Target**

All new buses, and new and refurbished train and tram rollingstock, will be accessible

**Responsibility**

SAPTA

**Timeframe**

Ongoing

**Measurable Target**

In prioritising Public Transport infrastructure works, and allocation of budget submissions, access for people with disability is considered

**Responsibility**

SAPTA

DAIT

**Timeframe**

Annual

**Measurable Target**

Improved passenger next stop information systems for bus services developed and trialled

**Responsibility**

SAPTA

**Timeframe**

2022

**Measurable Target**

Develop a program of works to improve accessibility across the AMPRN, to be implemented subject to available resources

**Responsibility**

DAIT

SAPTA

TPPD

**Timeframe**

2022

**Measurable Target**

Public transport operators are required to provide disability awareness training for frontline staff

**Responsibility**

SAPTA

**Timeframe**

Ongoing

**Action 9.3**

Improve the provision of accessible parking spaces at public transport nodes

**Measurable Target**

All new and significantly upgraded public transport premises meet or exceed accessible car parking requirements under the *Premises Standards* on occupation

**Responsibility**

TPPD

**Timeframe**

Ongoing

**Action 9.4**

Ensure access and inclusion issues are addressed appropriately on transport projects, and where issues arise the Disability Access and Inclusion Team is consulted

**Measurable Target**

Contract specifications and technical requirements identify that transport infrastructure will meet all relevant access and inclusion Standards

**Responsibility**

TPPD

**Timeframe**

Ongoing



**Measurable Target**

Develop internal guidance on advisory function of Disability Access and Inclusion Team for project teams

**Responsibility**

DAIT

**Timeframe**

2021

**Action 9.5**

Monitor accessibility issues across the road network arising from maintenance and improvement works and incoming correspondence

**Measurable Target**

Give consideration to complaints, feedback and ministerials as appropriate in the prioritisation of program of works

**Responsibility**

RMS

DAIT

**Timeframe**

Ongoing

**Action 9.6**

Improve accessibility of our buildings and tenancies for customers, visitors and staff

**Measurable Target**

Review processes for determining business requirements related to accessibility in fitouts and accommodation of Departmental premises as well as leased office accommodation and new fit outs managed by DIT Across Government Services

**Responsibility**

AGS

DAIT

**Timeframe**

2022

**Measurable Target**

Reasonable workplace modifications are available where required

**Responsibility**

AGS

**Timeframe**

Ongoing

**Measurable Target**

Review of SA Government Office Accommodation Guidelines to include consideration of access and inclusion

**Responsibility**

AGS

DAIT

**Timeframe**

2022

**Measurable Target**

Review service accessibility and assistive technology needs across customer service centres

**Responsibility**

RMS

DAIT

**Timeframe**

2022

## *Learning and Employment*

Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connections and friendships, value, identity and belonging.

It is our aim that people living with disability have access to accessible and inclusive workplaces, access to meaningful and inclusive employment and volunteering opportunities, and career development pathways.

### **Goals:**

- Recruitment processes are accessible and inclusive, and reach potential applicants living with disability including through Disability Employment Services
- Volunteering opportunities are accessible and inclusive for people with disability
- All managers understand the Department's responsibilities and processes for making reasonable adjustments in the workplace for people with disability, and reasonable adjustments are actioned in a timely manner
- The Department implements new across-government data measures to track the employment and retention of people living with disability as developed through *Inclusive SA*

## Priority 10 – Better supports within educational and training settings

### **Action 10.1**

Initiate career development strategy for employees with disability

### **Measurable Target**

New Diversity and Inclusion Plan Actions, informed by Disability Community of Practice and *Public Sector Disability Employment Plan*

### **Responsibility**

PACS

### **Timeframe**

2022

**Action 10.2**

Ensure workplace training is available in accessible formats on request, and employees are made aware they can request reasonable adjustments

**Measurable Target**

Develop Learning and Development guideline and process for producing training materials in a range of accessible formats

**Responsibility**

PACS

**Timeframe**

2022

**Measurable Target**

All reasonable adjustments requested in training settings are provided

**Responsibility**

PACS

**Timeframe**

Ongoing

Priority 11 – Skill development through volunteering

**Action 11.1**

Continue to coordinate volunteering opportunities through the Rail Care program

**Measurable Target**

Ensure that Rail Care program processes remains accessible and inclusive for people with disability

**Responsibility**

SAPTA

DAIT

**Timeframe**

2021

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

**Action 12.1**

Develop a renewed disability employment strategy aligned to the OCPSE *Disability Employment Strategy* addressing: policies and guidelines; recruitment; workplace flexibility and reasonable adjustments

**Measurable Target**

Contribute to *Public Sector Disability Employment Plan* across government implementation, with reference to guidance in the OCPSE *Disability Employment Toolkit*

**Responsibility**

PACS

**Timeframe**

2021-22

**Measurable Target**

Ensure advertised vacancies, internal expressions of interest, and role statements are accessible for people with disability

**Responsibility**

PACS

**Timeframe**

2022

**Action 12.2**

Review ergonomic assessment and workplace adjustments processes, with a focus on the rights of people with disability

**Measurable Target**

Revise workplace adjustments guidelines and communications

**Responsibility**

PACS

**Timeframe**

2021

**Measurable Target**

Reasonable workplace adjustments are available on request

**Responsibility**

PACS

**Timeframe**

Ongoing

**Action 12.3**

Review data collection related to the employment and retention of people living with disability

**Measurable Target**

Outcomes of wider State review and reporting of data indicators reviewed and DIT practices updated as appropriate

**Responsibility**

PACS

**Timeframe**

2022 (pending delivery of State Plan Action 39)

## Consultation

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### *Consultation Process*

In accordance with the requirements of the *Disability Inclusion Regulations 2019*, DIT released for public consultation a draft Framework for our Disability Access and Inclusion Plan by Public Notice in the South Australian *Advertiser* newspaper on Saturday 18 April 2020, inviting “people with disability, their carers, family, organisations and other interested parties to provide feedback”. The consultation period extended to 15 May 2020. Requests for extension of the consultation period were received and late submissions were accepted.

The draft Framework and feedback submission form were made available as advertised on the Department’s website, and submissions were invited to be submitted via email or phone. Additionally, community members were invited to contact the Disability Access and Inclusion Team if they wanted to discuss alternative avenues of consultation, or desired to receive the DAIP in an alternative version such as Easy Read.

The public consultation was also announced to all staff, and the draft Framework disseminated to all staff inviting feedback, via broadcast email on Friday 17 April 2020.

In addition to the advertised Public Notice, the draft framework was provided to the Department of Human Services to invite feedback from the Disability Engagement Group, as well as distributed to various other stakeholders known to the Department from across the disability sector and community, including all organisational members of the DAIC for provision to their communities.

### *Key findings and amendments arising from consultation*

Public and internal consultation on the draft DAIP Framework resulted in twenty submissions. This included Departmental employees and directorates, members of the community with lived experience of disability, colleagues from other State authorities, and leaders from the disability advocacy and community services sectors, both in their capacity as individuals and representing organisations.

All submissions were of a very high quality and the Department would like to thank respondents for participating in the consultation process, and thereby assisting DIT to ensure that the Department’s first Disability Access and Inclusion Plan under the *Disability Inclusion Act 2018* is informed by insightful and broad ranging contributions from a diverse group of stakeholders.

The key issues raised through consultation submissions, and how the Department incorporated that feedback in the DAIP Action Plan, are detailed below.

### **Community engagement, communications and feedback**

The importance of genuine community engagement, greater communication of Departmental services and changes to service delivery, and timely responsiveness to customer feedback were highlighted through consultation, and are priority areas for the Department. A key goal of the DAIP and other Departmental strategies is to ensure that we are communicating clearly and keeping our customers and the community informed, and that we are meeting the expectations of the community in the way we undertake community engagement.

In support of this priority, DIT announced the creation of a new Division of Public Affairs in August 2020, to renew and strengthen the functions of community consultation and engagement, customer service and stakeholder relations, and public communications. Within the DAIP Action Plan, this includes commitments to ensure:

- Communications are available in a range of accessible formats.
- Department websites and online services are fully compliant with the State Government's Online Accessibility Policy.
- Staff have tools and resources to ensure that community engagement, consultation and communications are inclusive and accessible to all.
- Complaints and feedback systems are accessible, responsive and consistent, and feedback is reaching the right people and informing the development and review of Departmental policy, programs and services.

The DAIP Action Plan has also been amended following consultation to incorporate feedback that measurable targets could be clearer in some cases to ensure greater accountability.

### **Public transport services**

Some respondents were concerned with ensuring that people living with disability are informed about the relative accessibility of elements of the public transport system and the Department will continue to investigate opportunities for improvement in this area. The DAIP includes commitments to develop an access guide and to expand the availability and accessibility of information about our services.

As the Department's complaints and feedback systems get better at capturing and analysing real-time information from the community, this data will inform our priorities for ongoing improvement works to infrastructure across the road network and the Adelaide Metropolitan Passenger Rail Network (AMPRN).

Additionally, we acknowledge feedback related to the provision of accessible parking at public transport nodes and commit to ensuring that all new and significantly upgraded public transport premises meet or exceed the *Disability (Access to Premises – Buildings) Standards*, including through the provision of accessible parking spaces.



### ***Cultural Safety***

Consultation also highlighted the need for Aboriginal people with disability to feel culturally safe on public transport services, particularly in relation to interactions with staff. Our Department has been a leader within State Government in this area with the implementation of the WHS Framework for Cultural Safety in 2019.

The DIT Cultural Safety Procedure supports our commitment to treating all cultural safety issues seriously, and provides for culturally appropriate reporting of incidents. The Procedure also ensures that our longstanding Aboriginal Engagement and Inclusion Team will be engaged as a key stakeholder on all cultural safety issues, whether the impact is to a member of staff or the community.

A part of how we achieve these goals will be improving disability awareness and understanding for staff including on public transport services.

### ***Pedestrian Accessibility***

Consultation feedback included concerns regarding ongoing accessibility issues for pedestrians, in particular related to paths of travel along main roads and intersections. This feedback informed the development of DAIP commitments relating to the road network. Our Road and Marine Services and Public Affairs Divisions will collaborate with our Disability Access and Inclusion Team on strategies to improve how community feedback informs investment priorities in this area. The DAIP also reflects our ongoing commitment for the Disability Access and Inclusion Committee to be consulted on a range of accessibility matters and concerns.

### ***Training and Awareness***

The need to improve understanding and awareness of the rights and diverse needs of people living with disability was raised through consultation and is a priority area in the DAIP Action Plan. Disability awareness training for customer service staff, and people managing civil construction works impacting pedestrian accessibility were particularly highlighted by respondents, and these will be priority focus areas for the Department in our research and development of targeted disability awareness training packages for staff. The Department will also implement a recommendation from consultation to work collaboratively across government and in particular in partnership with the Office of the Commissioner for Public Sector Employment (OCPSE) in our review of disability awareness training.