

Appendix 1: SA Autism Strategy Action Plan

Our SA Autism Strategy 2025-2029 Action Plan Commitments

The Department for Infrastructure and Transport continues to collaborate with industry stakeholders, other state government agencies and the community to deliver safe, accessible, and inclusive services. This includes:

- Service SA centre quiet hours are in operation on Saturday afternoons between 4:00 pm and 5:00 pm.
- We continue to collaborate with the Office for Autism to ensure building codes are updated.
- Public Transport SA partners with the Office for Autism supporting sensory buses.
- Public Transport SA's Try Before You Ride program, in partnership with community organisations, is active for people to explore public transport patronage. This includes the use of virtual reality technology for patrons to experience public transport before they ride.
- The Disability Parking Reform project completed in 2025 was consulted on with key stakeholders. The Disability Parking Scheme is accessible on the Service SA website.

The Action Plan should be read in conjunction with the Strategy on the Inclusive SA website - <https://autismstrategy.sa.gov.au/>.

Focus Area 1: Pathways to diagnosis

Objective: We want to create a clear and equitable approach to diagnosis in South Australia.

Commitments within Focus Area 1:

1. Create clearer and more consistent pathways to diagnosis for Autistic people of all ages.
2. Improve the availability and access of diagnosis, especially in regional and/or remote areas.
3. Consider ways to reduce the occurrence of undiagnosed autism amongst girls and women and within the Aboriginal and culturally and linguistically diverse communities.
4. Improve the post-diagnostic referral process and accessibility of accurate information and resources.

Commitment 1: Create clearer and more consistent pathways to diagnosis for Autistic people of all ages.

Target: Raise public awareness regarding diagnostic pathways and ensure all information and resources are accessible and easy to navigate.

Action	Target Date	Measure	Responsibility and data source
Develop and promote information, where appropriate, on autism to assist people and their families to access services, for example: • assessment and diagnostic services • counselling and support following a diagnosis • autism and disability specific information • supports for parents with disability, including autism.	Ongoing	The number of autism-related information sources* developed, promoted and/or delivered to assist people and families to access autism-related services such as assessment, diagnosis, counselling, and parent supports. *Sources include: Resources, online content, brochures, survey material.	All state government agencies Data source: event attendance log, website analytics, distribution logs.

Focus Area 2: Positive educational experiences

Objective: We want the South Australian public education system to champion Autistic children and students to thrive in the educational environment, to receive the right supports for them, and feel empowered to succeed.

Commitments within Focus Area 2:

1. Improve environments to support the inclusion of Autistic children and young people in our preschools, primary and secondary school settings.
2. Improve the knowledge and understanding of autism amongst our educators, support staff and those connected to our education and care settings.
3. Identify ways to improve transition pathways between educational settings and beyond school.
4. Implement neurodiversity-affirming supports and strategies, tailored to the individual, to ensure Autistic children and students receive the right supports for them.

No actions for the Department for Infrastructure and Transport.

Focus Area 3: Thriving in the workplace

Objective: We want a diverse, inclusive and welcoming South Australian workforce where the strengths and skills of Autistic people flourish.

Commitments within Focus Area 3:

1. Improve knowledge, understanding and awareness of autism across the workforce.
2. Create an accessible, inclusive and welcoming public sector where Autistic people can thrive.
3. Increase opportunities for Autistic people to gain meaningful and lasting employment.
4. Consider alternative employment initiatives when transitioning from education to employment.

Commitment 1: Improve knowledge, understanding and awareness of autism across the workforce.

Target: Ensure public sector employees undertake Autism Awareness and Understanding training.

Action	Target Date	Measure	Responsibility and data source
Ensure in-person and online Autism Awareness and Understanding training is completed across public sector workforce.	Ongoing	The number of staff who undertook Autism Awareness and Understanding Training online and in-person.	All state government agencies Data source: HR training management records.

Target: Increase awareness of autism across the public sector workforce and the strengths and benefits of employing Autistic people.

Action	Target Date	Measure	Responsibility and data source
Outline the initiatives completed to promote autism inclusion in the workplace.	Ongoing	The number of initiatives completed to promote autism inclusion in the workplace. Note: this action aligns with State Disability Inclusion Plan Measure 1.2.1 - Total number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with a disability in the community.	All state government agencies Data source: website analytics, survey material.

Action	Target Date	Measure	Responsibility and data source
Engage Autistic employees and employees with disability to provide advice and inform inclusion activities, including to assist in promoting days of significance.	Ongoing	The number and proportion of lived experience staff engaged to inform inclusion activities. Note: this action aligns with State Disability Inclusion Plan Measure 1.2.1 - Total number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community.	All state government agencies Data source: survey and feedback material, event attendance, employee-led boards and committees.

Commitment 2: Create an accessible, inclusive and welcoming public sector where Autistic people can thrive.

Target: Embed autism inclusion into workplace policies and practices.

Action	Target Date	Measure	Responsibility and data source
Review recruitment policies and processes to ensure they support reasonable adjustments and are responsive to the alternative ways Autistic employees can engage throughout the recruitment and training processes.	Ongoing	The number and proportion of recruitment and training policies and processes that are reviewed to ensure they support Autistic and/or neurodivergent staff.	All state government agencies Data source: policy registers.
Review and implement reasonable adjustments procedures and flexible workplace arrangements that support all staff, including Autistic employees and parents and carers of Autistic people.	Ongoing	The number and proportion of reasonable adjustment and flexible workplaces arrangement procedures to support staff, including Autistic staff, that are reviewed and implemented.	All state government agencies Data source: procedure register.

Action	Target Date	Measure	Responsibility and data source
Review and update, where applicable, new starter forms to include an opportunity to identify as Autistic and/or neurodivergent to enable more accurate reporting and awareness in the public sector workforce.	Ongoing	The number of onboarding forms used to identify Autistic and/or neurodivergent staff that are reviewed and updated.	All state government agencies Data source: HR Reporting records, employee lifecycle communication processes.
Review and update, where applicable, the Design Quality Handbook to support the inclusion of Autistic employees across public sector workspaces.	Ongoing	Updating of document led by Department for Housing and Urban Development.	Department for Housing and Urban Development (DHUD) and Department for Infrastructure and Transport: Property directorate Data source: DHUD.

Target: Promote autism inclusion across the public sector.

Action	Target Date	Measure	Responsibility and data source
Establish a Carers and Parents network within the Department for Infrastructure and Transport's Community of Practice employee groups to provide supports to employees who are carers of Autistic people.	2026	Network established.	Department for Infrastructure and Transport: Workforce Strategy and Culture Data source: Network created, intranet page created, and communication for visibility of network.

Target: Develop strategies to improve the overall health and wellbeing of Autistic public sector employees.

Action	Target Date	Measure	Responsibility and data source
Identify appropriate mechanisms, including clear confidentiality, to ensure Autistic employees feel safe, supported and confident to disclose that they are Autistic at the commencement of employment and through the employment lifecycle.	Ongoing	The number of support mechanisms available to ensure Autistic and/or neurodivergent staff can disclose confidentially.	All state government agencies Data source: HR Reporting records, onboarding process communication.
Continue to promote and provide EAP services that are inclusive, culturally appropriate, neurodiversity-affirming and in a range of modes and formats to support the diverse communication styles of Autistic employees.	Ongoing	Employee Assistance Program (EAP) services are regularly promoted via multiple soft and hard communications methods	All state government agencies Data source: Communications data.
Consult with the Aboriginal Employment Team and training providers about making the departmental Aboriginal Cultural Footprint program autism inclusive and neurodiversity-affirming to provide tailored and specific supports for Autistic Aboriginal employees.	2026	Training reviewed, consultation occurred and any identified adjustments implemented.	Department for Infrastructure and Transport: People Culture and Capability Data source: Departmental HR learning and performance development system.
Consult with lived experience networks and stakeholders about how to provide tailored and specific supports for Autistic employees from culturally and linguistically diverse communities.	2026	Contacts established. Ongoing consultation in line with Department for Infrastructure and Transport (DIT) programs.	Department for Infrastructure and Transport: Communities of Practice employee network Data source: consultation and employee feedback data.

Action	Target Date	Measure	Responsibility and data source
In consultation with the Office for Autism, develop a 'Toolbox' resource for building designers to support inclusive design for employees with a disability and neurodivergent employees.	2029	Toolbox developed and lived experience consultation has occurred.	Department for Infrastructure and Transport: Property Directorate and Department for Housing and Urban Development Data source: added to Inclusive SA website.
Review and update, where relevant, the SA Government Office Accommodation Guidelines and provide training to Department for Infrastructure and Transport staff to ensure public sector buildings are autism inclusive.	2029	Continued engagement with the Office for Autism and the review of guidelines where relevant, with outcomes captured in existing reporting mechanisms.	Department for Infrastructure and Transport: Property Directorate Data source: Inclusive SA website, National Construction Code (NCC.)

Commitment 3: Increase opportunities for Autistic people to gain meaningful and lasting employment.

Target: Develop programs and resources that support Autistic people transition into meaningful employment in the public sector.

Action	Target Date	Measure	Responsibility and data source
Deliver programs that target diversity and inclusion for Autistic people to gain practical workplace experience while undertaking higher education to support them into employment long-term.	2029	The number of programs that target diversity and inclusion for Autistic and/or neurodivergent people to gain practical workplace experience while undertaking higher education.	All state government agencies Data source: Departmental employment pathways data.

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Action	Target Date	Measure	Responsibility and data source
Review and implement opportunities for supported transition into employment programs for Autistic people transitioning into employment in the public sector to receive tailored supports, ensuring that Autistic people are supported initially and ongoing.	2029	1. The number of employment transition programs that support Autistic and/or neurodivergent people are reviewed, and; 2. The number of Autistic and/or neurodivergent people who accessed those programs.	All state government agencies Data source: Departmental employment pathways data.
Establish a Disability and Neurodivergence Employment Coordinator position to provide better outcomes for Autistic employees.	2029	Role has been created and recruited.	Department for Infrastructure and Transport: People and Corporate Services Data source: Organisation chart.

Target: Provide alternative workplace training and volunteer options that support Autistic people entering the public sector workforce.

Action	Target Date	Measure	Responsibility and data source
Review and implement alternative and accessible workplace training options to support Autistic employees, including in a range of accessible formats and learning styles.	2029	The number of alternative and accessible workplace training options available to support Autistic and/or neurodivergent staff.	All state government agencies Data source: Departmental HR Learning and Development data.
Identify volunteering opportunities for Autistic people across all state government agencies.	Ongoing	The number of volunteering opportunities for Autistic people.	All state government agencies Data source: Departmental volunteer data.
Review existing peer support or mentoring programs to ensure they are inclusive of Autistic employees.	Ongoing	The total number of peer support and/or mentoring programs and, of those, the proportion reviewed to ensure they are inclusive of Autistic staff.	All state government agencies Data source: Departmental HR learning and development data.

Commitment 4: Consider alternative employment initiatives when transitioning from education to employment.

Target: Develop programs or supported pathways for Autistic students transitioning from education settings to employment across the public sector.

Action	Target Date	Measure	Responsibility and data source
Review existing graduate programs to expand pathways for Autistic graduates from education settings to employment.	Ongoing	The number of expanded pathways for Autistic graduates engaging in graduate programs.	All state government agencies Data source: Entry level program data.

Focus Area 4: Access to supports and services

Objective: We want a clearer, more consistent and accessible service system where Autistic people and their families and carers can access the support they need, when they need it.

Commitments within Focus Area 4:

1. Develop a centralised state information system to support access and navigation of available supports and services.
2. Improve the knowledge and understanding of autism amongst professional staff.
3. Work with organisations to ensure evidence and research on autism can be effectively and efficiently translated into practice.
4. Ensure neurodiversity-affirming and culturally appropriate services and supports are available.

Commitment 1: Develop a centralised state information system to support access and navigation of available supports and services.

Target: Ensure resources and information about supports and services are updated, easily accessible and autism inclusive.

Action	Target Date	Measure	Responsibility and data source
Deliver or review initiatives, platforms and systems to connect Autistic people with information in various accessible formats across Government of South Australia supports and services.	Ongoing	The number of initiatives, platforms and systems made to connect Autistic people with information in various accessible formats. *Initiatives, platforms and systems include website content, accessible formats (e.g. Easy Read.)	All state government agencies Data source: Surveys and feedback.

Commitment 2: Improve the knowledge and understanding of autism amongst professional staff.

No actions for the Department for Infrastructure and Transport.

Commitment 3: Work with organisations to ensure evidence and research on autism can be effectively and efficiently translated into practice.

Target: Collaborate with subject matter experts when developing and implementing supports and services for Autistic people.

Action	Target Date	Measure	Responsibility and data source
Collaborate with autism-specific organisations, where relevant, when developing and implementing policies, supports and services for Autistic people.	Ongoing	The number of autism-specific organisations engaged when developing and implementing policies, support and services for Autistic people.	All state government agencies Data source: Consultation data.

Target: Collaborate with the Autistic and autism community throughout the planning, development and implementation phases to ensure services are neurodiversity-affirming and are effectively meeting the needs of Autistic people.

Action	Target Date	Measure	Responsibility and data source
Consult with reference groups and lived experience groups, where relevant, on autism-related matters to provide insights and guidance on identifying and addressing barriers to accessing services provided by the Government of South Australia.	Ongoing	The number of reference and/or lived experience groups engaged to identify and address barriers to accessing services on autism-related matters.	All state government agencies Data source: Consultation data.

Commitment 4: Ensure neurodiversity-affirming and culturally appropriate services and supports are available.

Target: Improve existing services to ensure they are streamlined, effective and efficient to meet the individual needs of Autistic people.

Action	Target Date	Measure	Responsibility and data source
Review and update, where relevant, the customer service areas and experiences to ensure Autistic people feel supported when accessing services.	Ongoing	The number of customer service areas reviewed to ensure Autistic and/or neurodivergent people are supported when accessing services.	All state government agencies Data source: surveys and feedback.

Target: Ensure a wide range of neurodiversity-affirming and culturally appropriate services and supports are available, including to Autistic people who do not yet have an autism diagnosis.

Action	Target Date	Measure	Responsibility and data source
In the development of new strategies and initiatives, the State Autism Strategy and/or Autism Charter will be linked and referenced, where appropriate.	Ongoing	The number of references made to the State Autism Strategy and/or the Autism Inclusion Charter in new strategies and initiatives.	All state government agencies Data source: strategy and plan register.

Target: Target Improve data capturing strategies of diverse cohorts of people accessing state government services and supports.

Action	Target Date	Measure	Responsibility and data source
When consulting to inform the development of new strategies and initiatives, personal identifying data will be collected where appropriate, to capture and consider the specific perspectives of the Autistic community.	Ongoing	Volume of data collected through consultation on new strategies and initiatives.	All state government agencies Data source: surveys and feedback.

Focus Area 5: Participation in the community

Objective: We want a truly inclusive South Australia where Autistic people can meaningfully participate in the community without restriction.

Commitments within Focus Area 5:

1. Consider how the built environment may impact Autistic people and identify opportunities for improvement across current and future infrastructure projects.
2. Identify ways to improve accessible transport options and the accessibility of public spaces and venues, including signage and wayfinding tools.
3. Partner with organisations, sporting clubs, local councils and community services to support inclusive initiatives for Autistic people of all ages.

Commitment 1: Consider how the built environment may impact Autistic people and identify opportunities for improvement across current and future infrastructure projects.

Target: Improve the standardisation of autism inclusion in infrastructure projects.

Action	Target Date	Measure	Responsibility and data source
Collaborate to develop autism inclusive guidelines that are available publicly to ensure the needs of Autistic people are being met throughout the planning, development and management of new infrastructure projects.	2025 (publish 2026)	Fit out guidelines to be updated and toolbox established in collaboration with lived experience networks and consulted.	Office for Recreation, Sport and Racing and Department for Infrastructure and Transport: Property Directorate Data source: fit out guidelines, design quality handbook, toolbox.

Commitment 2: Identify ways to improve accessible transport options and the accessibility of public spaces and venues, including signage and wayfinding tools.

Target: Collaboration with subject matter experts to ensure the needs of the Autistic and autism community are considered in the decision-making process.

Action	Target Date	Measure	Responsibility and data source
Collaborate on Driver Training Reform Bill to ensure the needs of the Autistic and autism community are considered during the reform process.	2025	Consultation occurred, documented and informed strategy.	Office for Autism (Department of the Premier and Cabinet) and Department for Infrastructure and Transport: Transport Policy Regulation Directorate Data source: Consultation data.
Collaborate on Disability Parking Reform to ensure the needs of the Autistic and autism communities are considered during the reform process.	2025	Consultation occurred, documented and informed strategy.	Office for Autism (Department of the Premier and Cabinet) and Department for Infrastructure and Transport Data source: consultation feedback data.

Target: Improve public spaces and venues to be accessible and inclusive of Autistic people.

Action	Target Date	Measure	Responsibility and data source
Review customer service areas and facilities, including Service SA, Public Transport Authority and Rider Safe, and make autism inclusive supports available to customers accessing them.	Ongoing	Continued engagement with the Office for Autism and the review of guidelines where relevant, with outcomes captured in existing reporting mechanisms.	Department for Infrastructure and Transport: Property Directorate Data source: Inclusive SA website, National Construction Code (NCC.)

Action	Target Date	Measure	Responsibility and data source
Consider alternative ways to manage physical queueing for services, such as Service SA, including offering a virtual experience and/or access to sensory or quiet rooms.	Ongoing	Total number of customers who present on a Saturday between 4-5pm during “quiet hour”.	Department for Infrastructure and Transport : Service SA Data source: Service SA queue ticketing machine.

Target: Improve the accessibility of public transport systems to support Autistic people navigate their journey.

Action	Target Date	Measure	Responsibility and data source
Incorporate any relevant findings into the design and delivery of the Department of Human Services-funded Community Transport SA services to support access and inclusion of Autistic people.	2026	Support Department for Human Services as appropriate.	Department of Human Services (DHS) and Department for Infrastructure and Transport Data source: to be led by DHS.
Investigate the introduction of quiet carriages and/or services and spacious zones with window tinting, less stickers and advertising on public transport.	2029	Investigation outcome and, if feasible, identification of suitable carriages and/or services.	Department for Infrastructure and Transport: Public Transport South Australia: Customer Strategy & Inclusion team Data source: Recommendations provided to Executive Committee for consideration.
Investigate the introduction of seats on public transport that showcase not all disabilities are visible and the availability of badges that public transport users can wear to help promote understanding of hidden disabilities to other passengers that the individual may require additional support or consideration.	2029	Identify and introduce hidden disability seating. Implement a tool for customers to show they require additional support or consideration easily and voluntarily.	Department for Infrastructure and Transport: Public Transport South Australia: Network Asset Planning Data source: Recommendations provided to Executive Committee.

Action	Target Date	Measure	Responsibility and data source
Promote the Try Before You Ride initiative to provide Autistic people, and/or people with disability who may not feel confident using public transport, and their support people, with a safe and supportive environment.	2029	Establish communication strategy and plan with Public Affairs.	Department for Infrastructure and Transport: Public Transport South Australia: Customer Strategy & Inclusion team Data source: Marketing and communication data, engagement data.

Commitment 3: Partner with organisations, sporting clubs, local councils and community services to support inclusive initiatives for Autistic people of all ages.

Target: Collaborate with the Autistic and autism community to ensure activities and services are autism inclusive.

Action	Target Date	Measure	Responsibility and data source
Consult with the Autistic and autism community, where appropriate, when planning and organising events to ensure they are autism inclusive, such as the inclusion of breakout or sensory spaces.	Ongoing	The number and proportion of lived experience people engaged to inform planning and organising of events.	All state government agencies Data source: consultation schedule, event attendance.

Focus Area 6: Access to health and mental health services

Objective: We want to address the barriers Autistic people and their families continue to face in accessing health and mental health services.

Commitments within Focus Area 6:

1. Improve the knowledge, understanding and acceptance of autism amongst health practitioners, medical staff and first responders.
2. Improve the experiences of Autistic people of all ages navigating and engaging in health and mental health services.
3. Improve the accessibility of health and mental health services, especially in regional and remote communities.

No actions for the Department for Infrastructure and Transport.

Focus Area 7: Interactions with the justice system

Objective: We want to improve the experiences of Autistic people coming into contact with the criminal and youth justice systems.

Commitments within Focus Area 7:

1. Improve the knowledge and understanding of autism across the criminal and youth justice systems.
2. Ensure services and supports provided in community and custodial justice settings are responsive to the needs of Autistic people.
3. Create autism inclusive environments within criminal justice settings.

No actions for the Department for Infrastructure and Transport.