



**Department for Health and  
Wellbeing Disability Access  
and Inclusion Plan 2020 - 2024**



**Government  
of South Australia**

SA Health



# Department for Health and Wellbeing Disability Access and Inclusion Plan 2020 - 2024

This Disability Access and Inclusion Plan (DAIP) is available on the Department for Health and Wellbeing Internet website. If you require a copy in an alternative format, (such as large font, electronic format (USB or emailed), audio or Braille), please contact [healthrecruitment@sa.gov.au](mailto:healthrecruitment@sa.gov.au)

## Acknowledgement of Country

The Department for Health and Wellbeing (DHW) acknowledges and respects Aboriginal people as the State's first people and recognises their traditional relationship with Country.

The Department acknowledges 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.

## About the Department for Health and Wellbeing

### Our business

The Department for Health and Wellbeing is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care. SA Health is the brand name for the health portfolio of services and agencies, which includes the Department, responsible to the Minister for Health and Wellbeing.

The SA Health portfolio comprises:

- Department for Health and Wellbeing
- SA Ambulance Service
- Barossa Hills Fleurieu Local Health Network
- Central Adelaide Local Health Network which includes Statewide Services
- Eyre and Far North Local Health Network
- Flinders and Upper North Local Health Network
- Limestone Coast Local Health Network
- Northern Adelaide Local Health Network
- Riverland Mallee Coorong Local Health Network
- Southern Adelaide Local Health Network
- Women's and Children's Health Network
- Yorke and Northern Local Health Network

Attached agencies:

- Commission on Excellence and Innovation in Health
- Wellbeing SA

The Department assists the Minister for Health and Wellbeing to set the policy framework and strategic directions for SA Health. The Department supports the delivery of public health services, formulates health policy, facilitates public and consumer consultation on health issues, and monitors the performance of South Australia's health system by providing timely advice, research and administrative support.

No health services are provided direct to the community by DHW (with the exception of some COVID-19 responsibilities).

The Department provides important services to the South Australian community including:

- environmental health protection and regulation
- communicable disease control
- ageing well and seniors card program
- blood organ and tissue policy
- disaster preparedness and resilience

- statewide strategy and intergovernment relations

The Department also engages with some non-government and community service providers on a formal, contractual basis and more broadly, on policy and planning matters.

The Department has central responsibility for the communication of information about health services, clinical resources and health campaigns to the general public and is the first point of contact for other Health agencies in the state and nationally.

The Department houses the Clinical Collaborative which is made up of the Chief Medical Officer, Chief Nurse and Midwifery Officer, Chief Allied and Scientific Health Officer, Chief Pharmacist, Chief Public Health Officer, and the Chief Psychiatrist.

### **Examples of DHW's consumer consultation**

A number of the Department's branches actively engage and consult with people living with disability to gain advice on service development, access, and improved service outcomes and experiences. These are generally targeting a specific issue or group such as mental health, intellectual disability and aged care.

The Office of the Chief Psychiatrist has a Lived Experience Reference Group and actively involves consumers in the designing of mental health services and in the Office's governance structures.

The System and Design Branch conducts regular consumer engagement as part of the process of designing SA Health wide clinical and services plans, and models of care. A recent example is the SA Intellectual Disability Health Service Model of Care.

The Health Services Programs and Funding branch has consulted on the palliative care needs of people including those living with disability, and plans to consult on the needs of the veteran community for the development of the Veteran Wellbeing Centre.

The Provider branch of the Commissioning and Performance Division gains information through surveying the consumers of the Local Health Networks on their experience and requirements of the Transition Care Programme.

### **Our Staff**

As at June 2020 the Department had 1,412 employees with .85% identifying as people with disability.

Aboriginal and Torres Strait Islander people make up 1.35% (19FTE) of our employees and none are reporting that they live with disability.

### **Strategic Context**

The [Disability Inclusion Act 2018 \(SA\)](#) supports the [United Nations Convention on the Rights of Persons with Disabilities \(UNCRPD\)](#) acknowledging that people living with disability have the same human rights as other members of the community.

The Act also establishes a framework to support a whole-of-Government approach to improving the inclusion of all South Australians living with disability. To achieve this, the Act requires:

- the South Australian Government to develop and publish a State Disability Inclusion Plan, and
- for State authorities to develop disability access and inclusion plans (DAIPs) that relate to the specific supports and services they provide.

The State Disability Inclusion Plan and State authority DAIPs will together support South Australia's implementation of the National Disability Strategy (NDS), which is a coordinated plan across all levels of government within Australia to improve the lives of people living with disability, their families and carers.

The DHW DAIP sets out the actions we will take over the next four years to achieve a more inclusive South Australia. Our actions align to the key themes and priorities in the State Disability Inclusion Plan.

### **Our vision**

The Department for Health and Wellbeing will ensure an inclusive workplace in which all employees are treated fairly, having equity of opportunity, and working in a safe, respectful environment. Members of the public with disability will have ease of access to information, communication and decision making processes.

### **Our commitment to access and inclusion**

DHW will provide a workplace in which people who live with disability will be treated with dignity and have their inherent value and human rights respected. Our workplace practices and physical environment will mean that people with disability can undertake routine daily activities of work and life without impediment. Reasonable workplace adjustments will provide the best opportunity for people with disability to perform to the best of their ability and to be as effective as possible.

People with disability will participate in decision making.

There will be zero tolerance toward discrimination.

Accessibility and inclusion will be actively considered in our decisions and their implementation. We will embed the principle of universal design into all of our workplace arrangements and in our contact with members of the community. The workplace will not create impediments to employment or career aspirations but instead encourage employee engagement and imbue job satisfaction. People with disability should feel that any requests they make are treated seriously and considered part of the Department's business.

We will embrace difference as an opportunity to expand the way we approach our business. The voices of people with lived experience of disability will be actively sought and considered in the development of health policy and practice.

The purpose of the [United Nations Convention on the Rights of Persons with Disabilities](#) is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.

Article three of the convention identifies the principles as follows:

- a) Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
- b) Non-discrimination
- c) Full and effective participation and inclusion in society
- d) Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- e) Equality of opportunity
- f) Accessibility
- g) Equality between men and women
- h) Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

## Actions

The DHW Disability Access and Inclusion Plan is structured around the themes and priority areas of the Inclusive SA: State Disability Inclusion Plan 2019–2023. The DAIP is structured using the template provided by *Inclusive SA* for this purpose including the wording associated with each theme.

The Workforce Strategy unit, within Workforce Services, is responsible for the oversight of the DAIP to ensure the listed actions are completed and to provide reports and information to the Executive Leadership.

### Theme 1: Inclusive communities for all

**Social inclusion is a priority for people living with disability as it affects all aspects of their lives. It is our aim that the contributions and rights of people living with disability are valued and understood by all South Australians and that their rights are promoted, upheld and protected. We also want to ensure that people living with disability are supported to advocate for their own rights.**

Priority 1: Involvement in the community

Priority 2: Improving community understanding and awareness

Priority 3: Promoting the rights of people living with disability

### Priority 1: Involvement in the community

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcome
1.1 Explore further opportunities within DHW work for facilitating the participation of people living with disability in State Government proceedings and to provide support for this to occur	Lead: to be determined All Divisions; Provider Commissioning & Performance (NGO Performance Management); Diversity and Inclusion Advisory Group (see 5.1)	Commence by March 2021 then ongoing	Annual report on efforts Number of people with disability participating in the State Government- SA Health proceedings
1.2 Explore further opportunities within DHW work for facilitating the access of people living with disability to community events and facilities; include in the communications plan. Use of the Event toolkit being developed as part of the State Disability Inclusion Plan by Department of Human Services (completion scheduled for Dec 2020)	Lead: Corporate Communications All branch heads to address in their business	Commence by June 2021 then ongoing	Events in communication plan; Annual reporting; Number of people accessing community events & facilities

1.3 Report and analyse consumer complaints, feedback and suggestions that relate to accessibility to services, facilities and information	Lead: Safety and Quality Unit Provider Commissioning & Performance; Office for Ageing Well (Adult Safeguarding unit)	December 2021 Ongoing	Number of complaints and complaints resolved at the end of the financial year
1.4 Increase accessibility of complaints processes and the visibility of these processes to the community i.e. submitting a complaint can be done with ease	Safety and Quality Unit; Provider Commissioning & Performance; Office for Ageing Well (Adult Safeguarding unit); Corporate Communications; Equal Opportunity (EO) Commission	Reviewed by April 2021 and ongoing	Number of complaints increased Number of complaints resolved

## Priority 2: Improving community understanding and awareness

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcome
<p>2.1 Disability awareness training for employees is identified/ revised (or new established) to raise awareness of barriers people living in the community may encounter, and includes consideration of intersectionality<sup>1</sup></p> <ul style="list-style-type: none"> <li>Explore available training options across the SA Public Sector for this purpose</li> <li>Ensure the lived experience of people with disability is included in the development and content of all training on disability</li> </ul>	<p>Workforce Strategy (Workforce Services)</p> <p>OCPSE; EO Commission</p> <p>Workforce Services with LHNs/SAAS; Diversity and Inclusion Advisory Group (5.1)</p>	<p>Training identified by January 2021</p> <p>June 2021 and ongoing</p>	<p>Disability awareness training identified/ revision completed</p> <p>Number of people with disability consulted over training content</p>
2.2 Disability awareness training is encouraged and included in onboarding requirements for new employees	Workforce Strategy (Workforce Services); CE Council	December, 2021	90% on-line completion rate - employees trained

<sup>1</sup> (e.g. Aboriginal people with disability; transgender person with disability). See definitions

### Priority 3: Promoting the rights of people living with disability

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
<p><b>3.1</b> Establish a Disability Engagement Group (DEG) for DHW to facilitate broad consultation with people living with disability over SA Health service delivery policies. Available to all branches delivering policy or monitoring service delivery and for new initiatives.</p> <ul style="list-style-type: none"> <li>Establishment of a Disability Register to assist in identifying people with lived experience for committees and advisory groups (in conjunction with the DEG)</li> </ul>	<p>Lead: To be determined</p> <p>Safety and Quality Unit; Provider Commissioning &amp; Performance; Safety and Quality Unit</p>	<p>April 2021</p> <p>March 2021</p>	<p>DEG established</p> <p>Disability Register established</p>
<p><b>3.2</b> Audit the process for complaints, identifying gaps, and review the effectiveness of the complaints procedures for people with disability using the health services of SA Health (see Health and Community Services Complaints Commissioner (HCSCC) report on acute settings July 2020)</p>	<p>Lead: Provider Commissioning &amp; Performance; Safety and Quality Unit; Office for Ageing Well</p>	<p>June 2021</p>	<p>Audit of complaints procedures in place</p>
<p><b>3.3</b> Make any adjustments identified in the review of the complaints procedures (3.2) for people with disability, using the health services of SA Health</p>	<p>Lead: Provider Commissioning &amp; Performance</p>	<p>December 2021</p>	<p>Adjustments to the complaints procedure made</p>
<p><b>3.4</b> Ensure the recommendations of the Royal Commission into Aged Care Quality and Safety, and the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability are implemented, including consideration of workforce requirements. Establish a plan to meet the recommendations of the Royal Commission in collaboration with the relevant areas of DHW/SA Health</p>	<p>Lead to be determined</p> <p>Royal Commission Response Unit; Health Strategy &amp; Intergovernment Relations; Workforce Services (Workforce Strategy, National Health Workforce Policy)</p>	<p>TBA</p>	<p>A plan to meet the recommendations of the Royal Commission is in place</p>
<p><b>3.5</b> Strengthen the safety care provided by Non-Government Organisations (NGOs) on behalf of SA Health through a framework for clinical governance of contracted services</p>	<p>Provider Commissioning &amp; Performance (NGO Performance Management)</p>	<p>TBA</p>	<p>Safety Care Framework for clinical governance established</p>
<p><b>3.6</b> Provide regular updates on the implementation of the DHW DAIP to the public through the SA Health website and to Executive.</p>	<p>Workforce Strategy, Workforce Services</p>	<p>Commence March 2021</p>	<p>Quarterly reports provided</p>



## Theme 2: Leadership and collaboration

People living with disability want to have a greater role in leading and contributing to government and community decision-making. It is our aim that the perspectives of people living with disability are actively sought and that they are supported to participate meaningfully in government and community consultation and engagement activities.

Priority 4: Participation in decision-making

Priority 5: Leadership and raising profile

Priority 6: Engagement and consultation

### Priority 4: Participation in decision-making

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
4.1. Development of a Supported Decision-Making policy and practice framework to support people living with disability to make decisions about services that affect their lives (e.g. A Guide for NDIS Providers in NSW <a href="https://www.nds.org.au/images/resources/People_with_Disability_and_SD_M-Guide_for_NDIS_Providers_in_NSW.pdf">https://www.nds.org.au/images/resources/People_with_Disability_and_SD_M-Guide_for_NDIS_Providers_in_NSW.pdf</a> ) for SA Health	Lead: Policy and Legislation Unit, Corporate Governance and Policy; Workforce Services; Clinical Collaborative; Safety & Quality Unit; LHNs/SAAS; Diversity and Inclusion Advisory Group (see 5.1)	June 2021	Supported Decision-Making policy established
4.2 Stay informed: Keep abreast of new initiatives in inclusiveness by dedicated organisations, such as Vision Australia, for possible implementation	Workforce Strategy in Workforce Services;	Ongoing	Number of new initiatives established
4.3 Establish a Community of Practice (COP) on Diversity and Inclusion for SA Health, inclusive of disability, to share ideas and develop strategies on inclusion and other strategies with special consideration of health service delivery. Link to OCPSE and DHS COPS if established ongoing	Workforce Services to facilitate by gaining representatives from SA Health and developing the Terms of Reference for approval	March 2021 Ongoing	SA Health Diversity and Inclusion COP Established

### Priority 5: Leadership and raising profile

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
5.1 Establish a Diversity and Inclusion Advisory Group (DIAG) for DHW/SA Health, to leverage SA Health's unique position in servicing the health needs of people with disability to provide support, disseminate information, and link to other services	Workforce Strategy to facilitate development	February, 2021	DIAG Established
	Reports to Executive Leadership forum	Ongoing	
	Provides reports/information to Chief Executive's Council		
5.2 DHW monitors and responds to the national and state wide matters affecting the health and wellbeing of people living with disability	Workforce Service (Workforce Strategy) Health Strategy & Intergovernment Relations; Clinical Collaborative; DIAG (see 5.1)	Ongoing	Existing mechanisms reinforced and new mechanisms established when identified

### Priority 6: Engagement and consultation

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
6.1 Establishment of a guide to consultation and engagement practices for SA Health that ensure people living with disability are engaged and consulted over the nature and delivery of DHW functions.	Lead: System Design and Planning Divisions; Diversity and Inclusion Advisory Group	Establish by December 2022 and then regular revision	Proportion of people living with disability who participate in consultation conducted across SA Health
6.2 Continuous learning from previous consultation processes conducted by DHW (e.g. Office for Ageing Well's, <i>Statewide Conversations with Stakeholders</i> ) and from across SA Health	Lead: Diversity and Inclusion Advisory Group; Community of Practice	Ongoing	Number and type of consultations conducted

### Theme 3: 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. It is our aim to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

Priority 7: Universal Design across South Australia

Priority 8: Accessible and available information

Priority 9: Access to services

#### Priority 7: Universal Design across South Australia

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
<b>7.1</b> Audit the accessibility of premises, including signage and guides, and establish a schedule of modifications (consulting the State Disability Inclusion Plan toolkit)	Lead: Infrastructure	Audit by Sept 2021	Improved accessibility as measured against the toolkit recommendations
<b>7.2</b> Establishment of a universal design policy for SA Health health services that sets out a consistent approach for planning decisions and approvals (see <a href="https://www.vhhsba.vic.gov.au/resources/universal-design">https://www.vhhsba.vic.gov.au/resources/universal-design</a> ) <a href="https://www.education.sa.gov.au/sites-and-facilities/maintenance-and-design/design-everyone/why-design-everyone">https://www.education.sa.gov.au/sites-and-facilities/maintenance-and-design/design-everyone/why-design-everyone</a> ), capitalises on DHS work with DIT for whole of SA Government and applies the 7 principles of universal design across all activities	Lead: Infrastructure; Corporate Governance and Policy	June, 2021	Policy established
<b>7.3</b> Ensure meetings and activities are accessible by all (e.g. hearing loops in meeting rooms; lifts available and have braille call option)	Lead: Infrastructure	Audit by June 2021	Meetings are accessible
<b>7.4</b> Planning for events includes the use of universal design, across all event requirements (e.g. noise levels, grip capacity required for eating and drinking implements etc.) in consideration of those living with disability	Lead: Corporate Communications Infrastructure; Workforce Strategy	October 2021	

**Priority 8: Accessible and available information**

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
<p><b>8.1</b> Implement the accessibility standards for websites and all communication sources, and .strive for even greater accessibility</p> <ul style="list-style-type: none"> <li>Explore the use of accessibility tools. Use of SA Government Online Accessibility Toolkit <a href="https://www.accessibility.sa.gov.au/">https://www.accessibility.sa.gov.au/</a></li> <li>Promote the South Australian Government Online Accessibility Policy and Online Accessibility Toolkit to SA Health</li> </ul>	<p>Lead Workforce Strategy: Digital Health SA; Corporate Communications</p> <p>Lead: Online Services</p> <p>Corporate Communications. Digital Health SA; Workforce Strategy (Workforce Services)</p>	<p>Audit completed by March 2021</p> <p>Website accessibility updated</p> <p>February 2022 March 2021</p>	<p>Audit of the accessibility of communication sources is completed and gaps identified.</p> <p>Website accessibility updated</p> <p>Communications Plan developed with promotion to LHNs -SAAS (CE update and SA Health internet)</p>
<p><b>8.2</b> DHW communication and provision of information use accessible technologies and software on their websites and alternative formats (could include Easy Read, Auslan, pictorial forms, large font, audible options, Braille, subtitles and VoiceOver) to increase availability of information to people with disability</p>	<p>Lead: Corporate Communications</p> <p>Workforce Strategy; Digital Health SA</p>	<p>Commenced</p> <p>Ongoing</p>	<p>Number of accessibility options available</p>
<p><b>8.3</b> Ensure web content developers, and employees who develop content for the SA Health intranet and internet, undertake web accessibility training that meets the standards and requirements of the Web Content Accessibility Guidelines</p>	<p>Corporate Communications</p>	<p>Ongoing</p>	<p>March 2021</p>
<p><b>8.4</b> Provide a guide on how to conduct meetings in a manner that accommodates different needs including attention to sensory overload and the need to have more time to absorb information, for example, through the distribution of meeting papers ahead of time</p>	<p>Workforce Strategy</p>	<p>December 2021</p>	<p>Guide to conducting meetings for diverse needs of participants</p>
<p><b>8.5</b> Procurement of IT systems and hardware include accessibility considerations</p>	<p>Procurement and Supply Chain Management</p>	<p>June 2021 then ongoing</p>	<p>IT systems and hardware are accessible</p>

**Priority 9: Access to services**

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
<p><b>9.1</b> Information provided on websites regarding methods of access to buildings for visitors, and readily available/accessible directory of who to contact over what matter</p>	<p>Corporate Communications; Infrastructure;</p>	<p>June 2021</p>	<p>Positive feedback from community consultation; complaints monitored over time</p>
<p><b>9.2</b> Support animals:</p> <ul style="list-style-type: none"> <li>• are accommodated in facilities</li> <li>• Update existing Information Sheet and develop a guide for staff regarding appropriate protocols when interacting with assistance animals and in supporting visitors and employees with assistance animals in the workplace</li> </ul>	<p>Lead: Infrastructure HR facilitates for new employees</p>	<p>December 2021</p>	<p>Facilities and processes in place  Information Sheet updated and Guide established</p>
<p><b>9.3</b> Inclusion of the installation of signs indicating disability access and multi-media devices, and include people who are deaf and blind, in the actual infrastructure maintenance and upgrade schedules .</p>	<p>Lead: Infrastructure</p>	<p>June 2021</p>	<p>Includes in infrastructure maintenance and upgrade schedules</p>
<p><b>9.4</b> Accessible car parks for visitors and employees:</p> <ul style="list-style-type: none"> <li>• are available in sufficient number</li> <li>• their location indicated on the SA Health website</li> <li>• sufficient space is available to accommodate loading and unloading</li> </ul>	<p>Lead: Infrastructure; Corporate Communications</p>	<p>March 2021  Ongoing</p>	<p>Accessible car parks available and information on their location provided</p>
<p><b>9.5</b> National Relay Service/TTY: Provide training to employees, providing services to the community, on how to receive and make calls through the National Relay Service, and this service is promoted on all websites, so people who are deaf, or have a hearing or speech impairment, can access services</p>	<p>Lead: Digital Health SA  HR</p>	<p>June 2021</p>	<p>Training provided</p>

#### Theme 4: 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 inclusive places of study and that education and training provides pathways to meaningful and inclusive employment and volunteering opportunities.**

Priority 10: Better supports within educational and training settings

Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning

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

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

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
<b>10.1</b> Training materials are accessible for people with disability in SA Health: Provide a best practice guide	Lead: to be determined Procurement and Supply Chain; Trainers across all Divisions and external contracted trainers	September 2021	Guide established and training materials are accessible to all
<b>10.2</b> Review the student placement process to ensure students with disability are supported through reasonable workplace adjustments or other needs, including mentoring and psychological supports	Lead: Clinical Collaborative Allied Health- BetterPlaced	March 2021	Review and amendments completed

#### Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning.

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
<b>11.1</b> Explore pathways for people with a disability to access meaningful volunteering opportunities that will support learning and employment pathways in SA Health (e.g. partnering with NGOs such as Community	Lead: Workforce Strategy Workforce Services with LHNs	Dec 2021	Pathways for transitioning from volunteering to work placement identified.

Centres SA).			
<b>11.2</b> Work with OCPSE in the development of the Disability Employment Strategy to establish training pipelines	Workforce Services	June 2022	Training pipeline is established

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

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
<b>12.1</b> A general campaign highlighting Employer of Choice credentials (e.g. flexible work arrangements (FWA); equity of opportunity) as an employer of diverse people. Vacancy advertising includes campaign elements/branding; cross reference with the Diversity and Inclusion Plan (under development)	Corporate Communications; Workforce Services; Digital Health SA	March 2021	Increase employees identifying as living with disability over the 4 year plan.  CHRIS21data on use of flexible work arrangements of employees identifying as living with disability
<b>12.2</b> Have diversity reflected in all publicly available images accompanying information throughout SA Health, including websites, social media, Better Placed/Placeright, and career sites.	Lead: Corporate Communications	June 2021	Diversity reflected in all public available information
<b>12.3</b> Develop and implement an Equal Opportunity Program for people with disability for SA Health with targeted recruitment campaigns (include on the SA Health's Careers landing page) highlighting work flexibility and reasonable workplace adjustments. The Program may include support services.	Lead: Workforce Strategy  OCPSE; Equal Opportunity Commission	February 2022	Equal Opportunity Program for people with disability for SA Health established and trialled
<b>12.4</b> Review accessibility of SA Health's intranet and the E-Recruitment platform for employees and candidates for employment  <ul style="list-style-type: none"> <li>implement user satisfaction surveys that are accessible to a range of literacy and ability levels</li> </ul>	Corporate Communications; Digital Health SA; Workforce Strategy	Started-completion by June 2021	Intranet and E-Recruitment platform reviewed & updated; User satisfaction survey implemented

Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
<p><b>12.5</b> Review HR processes:</p> <ul style="list-style-type: none"> <li>to remove possible bias or potential barriers in assessments of candidates for job vacancies;</li> <li>Adjust role descriptions and key performance indicators to support employees with disability (e.g. visuals, hands-on, practical duties for people with dyslexia)</li> <li>Explore the services of Disability Employment Service (DES) providers through Job Access</li> <li>Flexibility in job design: in consultation with the candidate/employee consider hours of work, location, nature of duties, workplace adjustment (aids, equipment/assistive technologies) etc.</li> </ul>	Lead: Workforce Services (HR and Workforce Strategy)	June 2022	Increased applications from, and employment of, people with disability
<p><b>12.6</b> Psychological safety of employees with disability is assessed:</p> <ul style="list-style-type: none"> <li>Monitoring the workplace culture for indicators of belonging/exclusion;</li> <li>Level of safety experienced in identifying as a person with disability</li> </ul> <p>DHW employee survey established and use of CHRIS21 workforce data to achieve this</p>	Lead: Workforce Services  All Managers  OCPSE	October 2021  Ongoing	Annual employee survey established, inclusive of specific questions. Baseline cultural factors measured. Increase in the number of employees identifying as a person with a disability.
<p><b>12.7</b> Employee Assistance Programs providers are encouraged to:</p> <ul style="list-style-type: none"> <li>undergo disability awareness training</li> <li>to consider accessibility to their premises</li> </ul>	Lead: Workforce Health Procurement and Supply Chain; Workforce Services	Dec 2020- with contract negotiations  Ongoing	Disability awareness training available to providers  Discussions re accessibility of premises
<p><b>12.8</b> Identify opportunities to purchase goods and services from Australian Disability Enterprises (ADEs) and organisations with strong inclusive employment practices and provide employment to people living with disability.</p>	Lead: Procurement and Supply Chain	March 2020  Ongoing	Opportunities to purchase goods and services are identified and made visible.



Action	Responsibility/Stakeholder	Timeframe	Measurable Target/Outcomes
<b>12.9</b> Support and promote implementation of the Office of the Commissioner for Public Sector Employment's <i>Disability Employment Strategy</i> across SA Health- undertake a gap analysis with the DHW's DAIP	Lead: Workforce Strategy Workforce Services	December 2020 Ongoing	Gap analysis conducted with any outstanding items integrated into the DHW DAIP
<b>12.10</b> Disability Awareness training for staff specific to the workplace and employment, including recruitment considerations, to build confidence in disability access and inclusion in the workplace, and include people with lived experience in delivery of the training. Consider cultural factors (CALD; Aboriginal)	Lead: Workforce Strategy Workforce Services (HR and Workforce Health)	March 2020 Ongoing	Training developed , scheduled and implemented
<b>12.11</b> Consider establishing a target for the recruitment of people with disability reflecting the proportionate representation of people with disability in the community	Lead: Diversity and Inclusion Advisory Group Workforce Strategy; Workforce Services	October, 2021	Possibility of a target has been assessed and decision made

## Disability access and inclusion plan development

### Consultation

The DHW DAIP will be available on the SA Health website with a link to a survey for the provision of feedback.

Consultation with members of the public will also occur through the YourSAy Disability Access and Inclusion Plan consultation hub, and the DHS Disability Engagement Group.

This will meet the reporting requirements under regulation 9(4) of the Disability Inclusion Regulations 2019 (SA).

The draft DHW DAIP was provided to all Divisions of DHW for feedback and appropriate amendments made following this.

### Implementation process

The implementation of the DAIP will be driven and monitored by the Workforce Strategy team in Workforce Services, Corporate and System Support Services Division. It will be integrated in to the work plan of the Division and reported upon annually to the Chief Executive.

It is anticipated that a diversity and inclusion working party, made up of Divisional representatives from across DHW, will be established in order to maintain momentum and share ideas.

The DHW DAIP will be communicated via the SA Health internet and intranets. It will become available in different formats to facilitate accessibility over time.

### Relationship to other policies, strategies, frameworks

The Disability Discrimination Act 1992 (Commonwealth)

2010–2020 National Disability Strategy (Commonwealth)

The National Disability Agreement (Commonwealth)

The South Australian Equal Opportunity Act 1984

Code of Ethics for South Australian Public Sector Employees

Public Sector Act 2009

Work Health & Safety Act 2012

National Safety and Quality Health Service Standards

SA Health Nursing and Midwifery Professional Practice Framework

SA Health Consumer Feedback Management Policy Directive

SA Health Improving Access to SA Health services Policy Directive

SA Health Framework for Active Partnership with Consumers and the Community Policy Directive

The Health and Community Services Complaints Commissioner- Charter of Rights Building Code Australia

National Disability Insurance Scheme (NDIS)

National Disability Strategy

State Disability Inclusion Plan

Management of Non-Work Related Disability or Medical Incapacity Policy Guideline

Diversity and Inclusion Plan (pending)

Mentally Health Workplace Framework

SA Health Psychological Health Strategy

Respectful Behaviour Policy Directive (under review)

Prevention and Management of Workplace Bullying and Harassment Policy Directive (under review)

## Acknowledgments

Melissa Centofanti, Manager Strategy and Partnerships, Department of Human Services

## Glossary and Definitions

### Accessibility:

Accessibility is about ensuring that people with disability have equal access to programs, employment, training, goods and services, premises, communication, information and technology.

### Assistive Technology:

Assistive Technology (AT) provides the support a person with a disability might use to reach their potential at home, in the community and the workplace (e.g. for mobility or communicating).

### Auslan:

Auslan is the majority sign language of the Australian Deaf community.

### Culturally and Linguistically Diverse:

Culturally and Linguistically Diverse (CALD), also referred to as multicultural, refers to the diversity of people from different countries, including English-speaking countries, have different cultural backgrounds, can speak more than one language, are from different regions in Australia and/or align with different religions

### Disability:

Persons are considered to have a disability if they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities (based on the Australian Bureau of Statistics' Survey of Disability, Ageing and Carers). Other conceptualisations, such as the social model of disability, however suggest that disability exists in both physical and social barriers created by society.

### Inclusion:

Inclusion is about embracing and harnessing our diverse resources. It is about removing attitudinal, behavioural and physical barriers so that everyone feels valued and respected, has equal access to opportunities, and is empowered to participate and contribute their skills and perspectives to their workplace and society.

### Intersectionality:

Intersectionality refers to the theory that the overlap of various social identities, as race, gender, sexuality, and class, contributes to the specific type of systemic oppression and discrimination experienced by an individual. An example of intersectionality is an Aboriginal person who also identifies as having disability.

Reasonable workplace adjustment:

A reasonable workplace adjustment is any adjustment to the workplace to accommodate a person with disability to fulfil the inherent duties of a role that does not significantly affect or disrupt the business operation of the workplace, put at risk clients or co-workers or cause unjustifiable hardship

Unconscious bias:

Unconscious bias refers to a bias that we are unaware of, happens automatically and which happens outside of our control. It is our brain's way of making quick judgments and assessments of people and situations, using our background, cultural environment and personal experiences over our lifespan. Unconscious bias is reflected in the prejudices and stereotypes that are deeply seated within us as a result of our socialisation.

Universal design:

Universal design involves creating facilities, built environments, products and services that can be used by people of all abilities.

---

## For more information

**Department for Health and Wellbeing  
Workforce Services, Corporate and System Services  
Level 7, CitiCentre, 11-13 Hindmarsh Square  
Adelaide**

**Telephone: 8204 1446**

**[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)**



[www.ausgoal.gov.au/creative-commons](http://www.ausgoal.gov.au/creative-commons)



**Government  
of South Australia**

SA Health