

Disability Access & Inclusion Plan

.....
2020 – 2024

Interim Review 2023



Contents

Acknowledgement of Country	3
Introduction	4
About the Attorney-General's Department	5
Our Disability Access and Inclusion Plan 2020-2024 actions (revised)	6
Outcome Area 1: Employment and Financial Security	7
Outcome Area 2: Inclusive Homes and Communities	10
Outcome Area 3: Safety, Rights and Justice	15
Outcome Area 4: Personal and Community Support	17
Outcome Area 5: Education and Learning	20
Outcome Area 6: Health and Wellbeing	22
Outcome Area 7: Community Attitudes	24
Appendix A: Completed actions	26
Appendix B: Actions changed or removed	28

Acknowledgement of Country

The Attorney-General's Department (AGD) acknowledges and respects Aboriginal¹ people as the State's First Peoples and nations, and recognises Aboriginal people as Traditional Owners and occupants of lands and waters in South Australia.

We recognise:

- the spiritual, social, cultural and economic practices of Aboriginal people come from their connection to traditional lands and waters
- maintaining cultural and heritage beliefs, languages and laws are of ongoing importance to Aboriginal people today
- Aboriginal people have made and continue to make a unique and irreplaceable contribution to South Australia.

We acknowledge Aboriginal people have endured past injustice and dispossession of their traditional lands and waters and the effects of such injustice and dispossession are still felt today.

¹ In South Australia, Aboriginal is used to describe Aboriginal and Torres Strait Islander people.

Introduction

The AGD Disability Access and Inclusion Plan (DAIP) 2020-2024 was developed in consultation with our staff, members of the community and disability organisations, and aligns with the values of the department and our aim to deliver a workplace and services that are fair, accessible and responsive to those who live with disability.

The DAIP outlines strategies and actions for the department as a whole and responsibilities for specific business units in safeguarding people's rights and ensuring equality of access to our services. It also includes information about the development of the DAIP, including the public consultation process.

This Interim Review version aligns the actions in the current AGD DAIP with the seven outcome areas under the new Australia's Disability Strategy 2021 - 2031 and South Australia's revised Disability Inclusion Plan – *Inclusive SA Interim Review 2022*. Most actions and measures are unchanged.

A new SA Disability Inclusion Plan will be developed by the Department of Human Services during 2023, building upon the achievements of Inclusive SA and Inclusive SA Interim Review 2022. Following the publication of this new plan, due in early 2024, AGD will conduct a wholesale review of the AGD DAIP 2020–2024 and commence development of the second DAIP, for the period 2025 to 2029.

Caroline Mealor

Chief Executive
Attorney-General's Department

Contact details

Attorney-General's Department
10 Franklin Street Adelaide, SA, 5000
Phone: (08) 8207 1555
Email: [AGD: Disability Access and Inclusion](mailto:AGD.Disability.Access.and.Inclusion@agd.sa.gov.au)
Website: agd.sa.gov.au

This DAIP is available on the AGD website.



About the Attorney-General's Department

AGD promotes justice by protecting the rights of all South Australians, holding people to account according to the law, improving safety, and contributing to an efficient and fair justice system.

We promote fair, timely and economical access to justice by providing legal, civil, prosecutorial and legislative services to the community, ministers and agencies across government, as well as specialist policy advice.

We foster community safety and wellbeing by advocating for and protecting the rights of individuals, particularly the most vulnerable, and promoting cultural diversity and equality.

AGD also has regulatory and compliance functions. We work with businesses and provide services direct to the public to achieve better compliance and promote a fair, secure and balanced marketplace, where consumers are protected and know their rights.

AGD supports the work of independent statutory officers that have a formal reporting relationship to Parliament. AGD also supports the South Australian Computer Aided Dispatch, South Australian Government Radio Network and the State Rescue Helicopter Service, which support the Minister for Emergency Services and Minister for Police.

Since 1 July 2022, with the inclusion of Aboriginal Affairs and Reconciliation, SafeWork SA and Industrial Relations, AGD also provides leadership across government policy development on Aboriginal community support and provides key services in improving safety in South Australian workplaces and industrial relations policy. As a department, we are committed to workplace diversity and a culture of respect, and to delivering our services with impartiality and professionalism.

We strive to ensure our services are accessible and considerate of people with disability, particularly people with disability who face additional barriers as members of other diverse groups, including women, children, Aboriginal people and people from culturally and linguistically diverse backgrounds.

Our Disability Access and Inclusion Plan 2020- 2024 actions (revised 2023)

Our actions align with the seven outcome areas set out in the revised State Disability Inclusion Plan, Inclusive SA Interim Review 2022

Inclusive SA Interim Review 2022

Outcome Area 1:

Employment and Financial Security

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

1

Our actions under Outcome Area 1:

Action 1.1

(Original Action 4.3)

Ensure AGD policies and procedures support accessibility and inclusion.

Responsibility

All business units are responsible for this action.

This action is ongoing.

Measure

All relevant policies are reviewed as part of the existing cyclic policy review process.

Action 1.2

(Original Action 4.6)

Support flexible working hours for staff living with disability / caring for someone with disability to accommodate start and finish time needs and medical appointments.

Responsibility

All business units are responsible for this action.

This action is ongoing.

Measure

Staff and managers are aware of available flexible working arrangements.

Action 1.3

(Original Action 4.4)

Support and promote implementation of the Office of the Commissioner for Public Sector Employment's Public Sector Employment Strategy.

Responsibility

Human Resources is responsible for this action.

This action is ongoing²

Measure

The Public Sector Employment Strategy is promoted across AGD to increase awareness, through information sessions, intranet updates and other activities as appropriately identified.

Action 1.4

(Original Action 4.2)

Participate in the Road2Employment Steering Group convened by Julia Farr Association Purple Orange, which steers a funded program aimed at building the capacity and capability of South Australian small to medium enterprises to provide employment opportunities for people with disability.

Responsibility

Equal Opportunity SA is responsible for this action.

This action is ongoing.

Measure

Advice and support is provided to the Road2Employment Steering Group.

² This action was previously marked as completed in 2020-21, but has been reinstated as ongoing, to align with Inclusive SA Interim Review 2022 Action 2.

Inclusive SA Interim Review 2022

Outcome Area 2:

Inclusive Homes and Communities

People with disability live in inclusive, accessible, and well-designed homes and communities



2

Our actions under Outcome Area 2:

Action 2.1

(Original Action 1.1)

Ensure all internal and external stakeholder engagement activities are accessible to all members of the community, including people with disability, in line with State Government Guidelines.

Responsibility

All business units are responsible for this action.

This action is ongoing.

Measure

Disability access and inclusion are incorporated in communication and engagement strategies and activities.

All new documents, video, and web-based content have inclusive and accessible design.

Action 2.2

(Original Action 1.3)

Commemorate International Day of People with Disability annually and celebrate the contributions people with disability make to society).

Responsibility

Strategic Communications is responsible for this action.

This action is ongoing.

Measure

Annual promotion of International Day of People with Disability.

Action 2.3

(Original Action 1.4)

Raise awareness of the specific needs of people with disability by engaging persons with disability / disability advocates to present to AGD staff on experiences and information about working with and supporting persons with disability.

Responsibility

All business units are responsible for this action.

This action is ongoing.

Measure

Number and type of disability information sessions held for staff each year.

Action 2.4

(Original Action 1.8)

Ensure departmental internal and external complaints systems are accessible to people with disability.

Responsibility

All business units managing a complaint process are responsible for this action.

This action is ongoing.

Measure

Departmental complaints materials and procedures are assessed against accessibility standards as part of existing cyclic review process.

Action 2.5

(Original Action 1.10)

The Public Trustee to liaise regularly with the Office of the Public Advocate and the National Disability Insurance Scheme (NDIS) / National Disability Insurance Agency (NDIA) to discuss the impact of the NDIS in the community and ensure the Public Trustee remains up to date with NDIS / NDIA initiatives impacting its customers.

Responsibility

The Public Trustee is responsible for this action.

This action is ongoing.

Measure

Monthly liaison meetings are conducted.

Action 2.6

(Original Action 1.11)

Promote disability rights and inclusion in decision making (advance care planning, guardianship and supported decision making).

Responsibility

The Office of the Public Advocate (OPA) is responsible for this action.

This action is ongoing.

Measure

Community education sessions conducted.

Accessible information sheets about advance care planning, decision making and the work of OPA are developed.

Action 2.7

(Original Action 1.12)

Inclusive SA Interim Review 2022 Action 12: Undertake a supported decision-making project, in partnership with the South Australian Health and Medical Research Institute (SAHMRI) to document the wishes of Office of the Public Advocate (OPA) clients who have impaired decision-making capacity.

Responsibility

OPA is responsible for this action.

This action will be completed by June 2024.

Measure

Research report with recommendations completed.

Action 2.8

(Original Action 3.10)

Inclusive SA Interim Review 2022 Action 10: Consider the installation of multimedia devices in queues at service outlets to support people with a hearing or vision impairment.

Responsibility

Facilities and Security is responsible for this action.

This action is ongoing, at the time of fit-out.

Measure

The installation of multimedia devices is considered when developing service outlet fit-outs.

3

Inclusive SA Interim Review 2022 Outcome Area 3:

Safety, Rights and Justice

The rights of people with disability are promoted, upheld and protected, and people with disability feel safe and enjoy equality before the law.

Our actions under Outcome Area 3:

Action 3.1

(Original Action 3.11)

Lead **Inclusive SA Action 16** – the Canine Court Companion pilot project, to provide increased practical support and assistance to vulnerable victims and prosecution witnesses involved with the Office of the Director of Public Prosecutions.

Responsibility

The Office of the Director of Public Prosecutions is responsible for this action.

This action will be completed in 2021³.

Measure

Completion of Stage 2 and Stage 3.

Number of appointments attended by the canine companion.

Number of victims and witnesses supported.

Action 3.2

(Original Action 2.2)

Lead **Inclusive SA Action 13** to ensure high quality and co-ordinated engagement with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, including providing consistent, accurate and relevant information, through a dedicated response unit led by AGD.

Responsibility

The Royal Commission Response Unit is responsible for this action.

This action will be completed at the conclusion of the Royal Commission

Measure

Royal Commission Response Unit established and engaging with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

³ The Canine Court Companion Pilot Program is complete. The action has been retained in the AGD DAIP Interim Review 2023 as it is Action 16 in the State Disability Inclusion Plan Inclusive SA Interim Review 2022.

Inclusive SA Interim Review 2022

Outcome Area 4:

Personal and Community Support

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



4

Our actions under Outcome Area 4:

Action 4.1

(Original Action 3.3)

New fit-outs in AGD workplaces to be assessed against the Building Code of Australia

Responsibility

Facilities and Security is responsible for this action.

This action is ongoing at the time of fit-outs and lease negotiations.

Measure

New fit-outs comply with Building Code of Australia.

Action 4.2⁴

(Original Action 3.4)

Increase access to assistance technology, including the implementation of the State Government Online Accessibility Policy and related web accessibility guidelines across all AGD websites and digital applications, to address barriers to appropriate support.

Responsibility

Strategic Communications and all business units managing a local website are responsible for this action.

This action will be completed by June 2024.

Measure

Websites and intranets managed by AGD and its business units meet digital accessibility standards for government.

Existing content is systematically reviewed to ensure it meets accessibility standards.

⁴ The wording of Action 4.2 has been revised to better align with Inclusive SA Interim Review 2022 Action 20. See Appendix B for details.

Action 4.3

(Original Action 3.5)

Develop Easy Read versions of major and relevant AGD strategies, fact sheets and brochures.

Responsibility

Strategic Communications is responsible for this action.

This action is ongoing.

Measure

Easy Read versions of documents developed and promoted.

Action 4.4

(Original Action 3.6)

Convert State Records website indexes from PDF to accessible formats (.xls).

Responsibility

State Records is responsible for this action.

This action is ongoing.

Measure

Number / proportion of .xls indexes available on the State Records website.

Action 4.5

(Original Action 3.8)

All AGD service contracts and grant agreements to include provision for delivery of accessible services to people with disability.

Responsibility

All business units are responsible for this action.

This action is ongoing.

Measure

Service contracts and grant agreements require delivery of services accessible to and inclusive of people with disability.

Inclusive SA Interim Review 2022
Outcome Area 5:

Education and Learning

People with disability achieve their full potential through education and learning.

5

AGD has no actions
under Outcome Area 5.

Inclusive SA Interim Review 2022

Outcome Area 6:

Health and Wellbeing

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



6

AGD has no actions
under Outcome Area 6.

7

Inclusive SA Interim Review 2022 Outcome Area 7:

Community Attitudes

Community attitudes support equality, inclusion and participation in society for people with disability.

Our actions under Outcome Area 7:

Action 7.1

(Original Action 2.1)

Include people with disability and / or disability advocates and peak bodies in the development, implementation and review of relevant policies, programs and initiatives. This includes, where relevant, people with disability who face additional barriers as members of other diverse groups including women, children and young people, Aboriginal people and people from culturally and linguistically diverse backgrounds.

Responsibility

All business units are responsible for this action.

This action is ongoing.

Measure

People with disability and / or disability advocates are engaged to inform the development, implementation and review of relevant policies, programs and initiatives, including the use of co-design where appropriate.

Actively engage people with disability during the refit of new office accommodation (previously Action 2.4)

AGD Diversity webpage for staff promotes and facilitates engagement through the inclusion of contact information for disability advocates and support groups.

Appendix A: AGD DAIP 2020-2024 Completed Actions

AGD DAIP Original Action No.	Action	Measure	Completed
4.1	Review accessibility of all corporate educational and training opportunities within AGD to employees living with disability.	Review of corporate training undertaken and recommendations made to ensure accessibility to development opportunities as required.	2022-23
4.5	Build awareness of supports and resources available to managers and employees in regard to disability access and inclusion.	Promote the Job Access service to increase awareness, availability and accessibility to people living with a disability. Support and advice provided to business units to assist with reasonable workplace adjustments for candidates and employees as required. Disability awareness / eligibility criteria and resources are incorporated in the AGD recruitment selection panel online training. Require at least one trained panel member to be on each selection panel.	2020-21
1.2	Promote the 2021 National Disability Strategy to staff and people accessing our services through AGD websites and general service delivery.	Promotion strategy developed and implemented.	2021-22
1.5	Review and update content of AGD online disability awareness training consistent with Office of the Commissioner for Public Sector Employment updates.	AGD online disability awareness training is reviewed and updated.	2021-22
3.7	Undertake feasibility study for waiving fee for digitisation of state records for persons with disability.	Undertake feasibility study for waiving fee for digitisation of state records for persons with disability.	2021-22

AGD DAIP Original Action No.	Action	Measure	Completed
1.6	Review current completion rates of AGD online disability awareness training (currently mandated to new employees) and encourage all staff to complete.	Report completion of AGD online disability awareness training.	2021-22
1.7	AGD induction process to include information about working with people living with disability and support available for employees with disability in the workplace.	The AGD online induction program is updated to include information about working with people living with disability and support available for employees with disability in the workplace.	2021-22
1.9	Develop practice guidelines with relevant stakeholders to address disability discrimination.	Practice guidelines developed.	2020-21
3.7	Undertake feasibility study for waiving fee for digitisation of state records for persons with disability.	Undertake feasibility study for waiving fee for digitisation of state records for persons with disability.	2021-22
3.9	Complete improved services for vulnerable people as identified in the Consumer and Business Services Customer Service Improvement Program.	Improved service to vulnerable populations, including people with disability.	2021-22

Appendix B: AGD DAIP 2020-2024: Actions changed/removed in 2023 review

Original Action No.	Action	Changes	Timeline
1.13	Collaborate and share information with the National Disability Insurance Agency (NDIA) to ensure all eligible clients of the Office of the Public Advocate (OPA) have a National Disability Insurance Scheme (NDIS) plan which meets their needs.	<u>Removed.</u> Processes are in place to ensure a person's eligibility and access to the NDIS is assessed at the time of the Public Advocate being appointed guardian. Plans have been achieved for the significant majority of clients. At any one time a small number of new clients will be in the process of having a NDIS plan developed.	Ongoing
2.3	Equal Opportunity SA to provide submissions to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability in response to any issues raised that fall under the jurisdiction of the Equal Opportunity Act 1984 (SA).	<u>Removed.</u> The Disability Royal Commission will close on 15 September 2023.	Ongoing
2.4	Actively engage people with disability during the refit of new office accommodation.	<u>Removed.</u> Now a measure under new Action 7.1	Ongoing
3.1	Lead Inclusive SA Action 16 to elevate the design quality of South Australia's built environment and public realms through promoting design quality policy and the principles of Universal Design.	<u>Removed.</u> Action removed from Inclusive SA.	Ongoing
3.2	Lead Inclusive SA Action 18 to contribute to national work on the possibility of introducing Silver or Gold level Liveable Housing standards for all new housing to be applied through the National Construction Code from 2022.	<u>Removed.</u> Now Action 11 under Inclusive SA Interim Review 2022. This action, led by Planning and Land Use Services, was transferred to the Department of Trade and Investment under Machinery of Government changes in July 2022.	Ongoing

Original Action No.	Action	Changes	Timeline
3.4	Ensure AGD websites, intranet and digital applications meet Web Content Accessibility Guidelines 2.1, and the Online Accessibility Policy and guidelines, including content design, plain English writing, site functionality and visual representation of information	<p>Revised.</p> <p>Now Action 4.2 with revised wording to better align with Inclusive SA Interim Review 2022 Action 20. Original wording:</p> <p><i>Ensure AGD websites, intranet and digital applications meet Web Content Accessibility Guidelines 2.1, and the Online Accessibility Policy and guidelines, including content design, plain English writing, site functionality and visual representation of information.</i></p>	Ongoing



Government of South Australia
Attorney-General's Department