

Attorney-General's Department Draft Disability Access and Inclusion Plan 2020–2024

About the Attorney-General's Department

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.

AGD provides legal, civil, prosecutorial and legislative services to the community, ministers and agencies across government, as well as specialist policy advice. 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 (SAGRN) and the State Rescue Helicopter Service, which support the Minister for Emergency Services and Minister for Police.

In addition, from 29 July 2020, Planning and Land Use Services joined AGD. Planning and Land Use Services manages the planning and land use system for our State, to grow the economy and create more vibrant places for our communities; and support the effective functioning of Local Government and outback communities.

Our 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.

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.

Theme 1 includes the following priorities:

1. Involvement in the community
2. Improving community understanding and awareness
3. Promoting the rights of people living with disability

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 (Priority 1).

All business units are responsible for this action.

This action is ongoing.

Measurable Target:

Access and inclusion is incorporated in communication and engagement strategies.

All new documents have inclusive design.

Action 1.2

Promote the 2021 National Disability Strategy to staff and persons accessing our services through AGD websites and general service delivery (Priority 2).

Strategic Communications is responsible for this action.

This action will be completed by June 2021.

Measurable Target:

Promotion strategy developed and implemented.

Action 1.3

Commemorate International Day of People with Disability annually and celebrate the contributions people with disability make to society (Priority 2).

Strategic Communications is responsible for this action.

This action is ongoing.

Measurable Target:

Annual promotion and participation in International Day of People with Disability.

Action 1.4

Raise awareness of the specific needs of people with a disability by engaging with persons with disability / disability advocates to present to AGD staff on experiences and information about working with and supporting persons with disability (Priority 2).

All business units are responsible for this action.

This action is ongoing.

Measurable Target:

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

Action 1.5

Review and update content of AGD online disability awareness training consistent with Office of the Commissioner for Public Sector Employment updates (Priority 2).

Human Resources is responsible for this action.

This action will be completed by June 2021.

Measurable Target:

AGD online disability awareness training is reviewed and updated.

Action 1.6

Review current completion rates of AGD online disability awareness training (currently mandated to new employees) and encourage all staff to complete (Priority 2).

Human Resources is responsible for this action.

This action will be completed by December 2021.

Measurable Target:

Report completed of AGD online disability awareness training.

Action 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 (Priority 3).

Human Resources is responsible for this action.

This action is ongoing.

Measurable Target:

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.

Action 1.8

Ensure departmental internal and external complaints systems are accessible to people with disability (Priority 3).

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

This action is ongoing.

Measurable Target:

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

Action 1.9

Develop practice guidelines with relevant stakeholders to address disability discrimination (Priority 3).

The Equal Opportunity Commission is responsible for this action.

This action will be completed by June 2021.

Measurable Target:

Practice guidelines developed.

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 (Priority 3).

The Public Trustee is responsible for this action.

This action is ongoing.

Measurable Target:

Monthly liaison meetings are conducted.

Action 1.11

Promote disability rights and inclusion in decision making (advance care planning, guardianship and supported decision making) (Priority 3).

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

This action is ongoing.

Measurable Target:

Community education sessions conducted.

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

Action 1.12

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 (Priority 3).

OPA is responsible for this action.

This action will be completed by June 2023.

Measurable Target:

Research report with recommendations completed.

Action 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 (Priority 3).

OPA is responsible for this action.

This action will be completed by 30 June 2022.

Measurable Target:

Information Sharing Schedule developed between OPA and the NDIA.

100% of OPA clients identified as eligible for NDIS have transitioned with an activated plan.

100% of restrictive practices used for NDIS / OPA clients are authorised.

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.

Theme 2 includes the following priorities:

4. Participation in decision making
5. Leadership and raising profile
6. Engagement and consultation

Action 2.1

Include people with disability and / or disability advocates in the development, implementation and review of relevant policies, programs and initiatives (Priorities 4 and 6).

All business units are responsible for this action.

This action is ongoing.

Measurable Target:

People with disability and / or disability advocates are consulted during the development, implementation and review of relevant policies, programs and initiatives.

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

Action 2.2

Lead **action 13 in the State Disability Inclusion Plan** 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 (Priority 5).

The Royal Commission Response Unit is responsible for this action.

This action is ongoing.

Measurable Target:

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

Action 2.3

The Equal Opportunity Commission 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)* (Priority 5).

The Equal Opportunity Commission is responsible for this action.

This action will be completed as required over the course of the Royal Commission's investigation and reporting requirements.

Measurable Target:

The Equal Opportunity Commission provides written responses to the Royal Commission on relevant issues within its jurisdiction.

Action 2.4

Consult people with disability during the refit of new office accommodation (Priority 6).

Facilities and Security is responsible for this action.

This action is ongoing.

Measurable Target:

People with disability are consulted each time there is a refit of new office accommodation.

Theme 3: Accessible communities

The accessibility of the built environment, quality services and information are 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.

Theme 3 includes the following priorities:

7. Universal Design across SA
8. Accessible and available information
9. Access to services

Action 3.1

Lead Action 16 in the State Disability Plan 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 (Priority 7).

Planning and Land Use Services is responsible for this action.

This action is ongoing.

Measurable Target:

Guidance document on the Principles of Universal Design is prepared.

Action 3.2

Lead Action 18 in the State Disability Plan to contribute to the 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 (Priority 7).

Planning and Land Use Services is responsible for this action.

This action is ongoing.

Measurable Target:

Contribute, where applicable, to the Australian Building Code Boards Accessible Housing Project.

Action 3.3

New fit-outs in AGD workplaces to be assessed against the Building Code of Australia (Priority 7).

Facilities and Security is responsible for this action.

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

Measurable Target:

New fit-outs comply with Building Code of Australia.

Action 3.4

Ensure AGD websites, intranet and digital applications meet Web Content Accessibility Guidelines 2.1, including content design, plain English writing, site functionality and visual representation of information (Priority 8).

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

This action will be completed by June 2024.

Measurable Target:

All 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.

Action 3.5

Develop easy read versions of major and relevant AGD strategies, fact sheets and brochures (Priority 8).

Strategic Communications is responsible for this action.

This action is ongoing.

Measurable Target:

Easy read versions of documents developed and promoted.

Action 3.6

Convert State Records website indexes from PDF to accessible formats (.xls) (Priority 8).

State Records is responsible for this action.

This action is ongoing.

Measurable Target:

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

Action 3.7

Undertake feasibility study for waiving fee for digitisation of state records for persons with disability (Priority 8).

State Records is responsible for this action.

This action will be completed by June 2021.

Measurable Target:

Feasibility of waiving fee is investigated and implemented if achievable.

Action 3.8

All AGD service contracts and grant agreements to include provision for delivery of accessible services to people with disability (Priority 9).

All business units are responsible for this action.

This action is ongoing.

Measurable Target:

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

Action 3.9

Complete the Consumer and Business Services *Improving the Customer Service Experience* project, including improved service for persons with disability (Priority 9).

Consumer and Business Services is responsible for this action.

This action will be completed in stages, with full completion by June 2022.

Measurable Targets:

Current state analysis and implementation of improvement program completed for Licensing, Gambling, Associations and Charities, and Advice and Conciliation (December 2021).

Improved service to vulnerable populations, including people with disability, implemented (June 2022).

Improved customer complaints model implemented (June 2022).

ICT system upgrades to improve the customer service experience implemented (June 2022).

Action 3.10

Consider the installation of multimedia devices in queues at service outlets to support people who are deaf, hard of hearing, vision-impaired or blind (Priority 9).

Facilities and Security is responsible for this action.

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

Measurable Target:

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

Action 3.11

Lead **action 13 in the State Disability Inclusion Plan** – 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 (Priority 9).

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

This action will be completed in 2021.

Measurable Target:

Completion of Stage 2 and Stage 3.

Number of appointments attended by the canine companion.

Number of victims and witnesses supported.

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.

Theme 4 includes the following priorities:

10. Better supports within education and training settings
11. Skill development through volunteering and support in navigating the pathway between learning and earning
12. Improved access to employment opportunities and better support within workplaces

Action 4.1

Review accessibility of all corporate educational and training opportunities within AGD to employees living with disability (Priority 10).

All business units are responsible for this action under the guidance of Human Resources.

This action will be completed by June 2023.

Measurable Target:

Review of corporate training undertaken and recommendations made to ensure accessibility to development opportunities as required.

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 (Priority 12).

The Equal Opportunity Commission is responsible for this action.

This action is ongoing.

Measurable Target:

Advice and support is provided to the Road2Employment Steering Group.

Action 4.3

Ensure AGD policies and procedures support accessibility and inclusion (Priority 12).

All business units are responsible for this action.

This action will be completed by June 2023.

Measurable Target:

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

Action 4.4

Support and promote implementation of the Office of the Commissioner for Public Sector Employment's Public Sector Employment Strategy (Priority 12).

Human Resources is responsible for this action.

This action will be completed by June 2021.

Measurable Target:

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

Action 4.5

Build awareness of supports and resources available to managers and employees in regards to disability access and inclusion (Priority 12).

Human Resources is responsible for this action.

This action will be completed by December 2021.

Measurable Target:

Job Access service promoted 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.

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 (Priority 12).

All business units are responsible for this action.

This action is ongoing.

Measurable Target:

Staff and managers are aware of available flexible working arrangements.