

Disability Access and Inclusion Plan 2020 - 2024



**Government
of South Australia**

Department for Trade
and Investment

Statement from the Chief Executive

I am pleased to present the Department for Trade and Investment's first Disability Access and Inclusion Plan (DAIP) 2020-2024.

Our vision is to create an accessible, inclusive and informed environment, where people with disability have the same opportunities to contribute to the department's goals and are enabled to reach their full potential.

We understand that we are at the start of our inclusive journey. We are committed to workplace diversity and exploring ways to remove the barriers that prevent full participation for people with disability at work, by ensuring an accessible and inclusive workplace.

Our DAIP outlines the actions that the department will undertake over the next four years to foster greater inclusivity within our agency and across trade and investment for South Australia.

The Department for Trade and Investment is committed to playing its part to uphold and enable the rights of people living with disability to access our information and services, as well as supporting them to thrive as employees of the department.

It is our purpose as a department, to drive economic growth in South Australia that creates opportunities and benefits for all South Australians.

We want to engage with employees living with disability to ensure their voices are heard and we are committed to continually reviewing our actions and achievements over the life of the plan, so that it remains relevant and reflects our learnings along the way.

I look forward to the implementation of our first Disability Access and Inclusion Plan and taking our next steps in the creation of a more inclusive and accessible department to work in and with as we drive economic growth for all South Australians.

Leonie Muldoon

Chief Executive

Department for Trade and Investment

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This Disability Access and Inclusion Plan (DAIP) is available on the Department for Trade and Investment website. If you require a copy in an alternative format, (such as Easy Read, large font, electronic format (disk or emailed), audio or Braille), please contact DTI.DisabilityInclusion@sa.gov.au.

Acknowledgement of Country

The Department for Trade and Investment 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 these cultural and heritage beliefs, languages and laws are still of importance today.

About the Department for Trade and Investment

The Department for Trade and Investment (DTI) helps industry, business and communities identify and capitalise upon opportunities for job creation and economic growth. A strong economic future for South Australia depends on growing exports including international student enrolments, attracting investment and making it easier for international partners to do business with South Australia. DTI works with South Australian businesses and stakeholders to boost exports, grow the state's international engagement and promote South Australia as a valued trade partner and attractive investment destination.

Our regional advisers, covering southern metropolitan Adelaide, northern regional South Australia, south-east regional South Australia and Riverland regional South Australia, provide expert advice and support to assist South Australian exporters to achieve long-term success in international markets.

Our employees are based in Adelaide, South Australia and in the following overseas locations:

- Hong Kong, China
- Shanghai, China
- Jinan, China
- Guangzhou, China
- Tokyo, Japan
- Seoul, South Korea
- Kuala Lumpur, Malaysia
- Dubai, United Arab Emirates
- New Delhi, India
- London, United Kingdom
- Houston, United States of America
- New York, United States of America

Our overseas employees work with industry partners and South Australian businesses to provide export assistance and help attract business investment to the state.

Although the actions in our DAIP apply specifically to DTI's employees and offices within South Australia, we are committed to supporting our overseas employees to implement aspects of our DAIP actions where possible. Most of our offshore teams are co-located with an Austrade office in market and therefore Austrade policies and strategies related to disability access and inclusion also apply.

Employee profile

DTI employs up to 150 employees, who work to support exporters and grow investment in South Australia. Approximately three percent of our employees identify as living with a disability.

DTI is committed to workplace diversity and exploring ways to remove the barriers that prevent full participation for people with disability through ensuring an accessible and inclusive workplace. This includes working with employees living with disability to make reasonable adjustments to enable them to perform their duties.

We recognise that ensuring inclusivity and participation of people with disability in the workforce also means supporting family members and carers of people with disability in the workplace as well.

Access and inclusion: Strategic context

The *Disability Inclusion Act 2018* (SA) supports the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD), and acknowledges that people living with disability have the same human rights as other members of the community; and that the state and the community have a responsibility to facilitate the exercise of those rights.

The *National Disability Strategy* (NDS) is a coordinated plan across all level of government to improve the lives of people living with disability, their families and carers. It is Australia's response to the UNCRPD and is designed to ensure that its principles are incorporated into policies and programs across Australia.

At the state level, *Inclusive SA* is South Australia's first State Disability Inclusion Plan 2019-2023 and was published on 31 October 2019. Together with state authorities' DAIPs, *Inclusive SA* will support South Australia's implementation of the NDS.

Our vision

Our *vision* is for DTI to be an accessible, inclusive and informed environment, where people with disability have the same opportunities to contribute to the department's goals and are enabled to reach their full potential.

Our *purpose* is to drive economic growth in South Australia that creates opportunities and benefits for all South Australians.

Disability definition

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

The interpretation of this definition and application in workplaces means that people 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 in the broad categories above (which cover many specific conditions and may be visible to others, or invisible and not immediately apparent). It also includes people receiving treatment or medication for long-term conditions or ailments or other long-term conditions resulting in a restriction in everyday activities.

Relationships to other policies, strategies and frameworks

Our DAIP is informed by existing policies and strategies within DTI and has been guided by *Inclusive SA*.

Where appropriate, we will ensure that disability access and inclusion planning is integrated within our standard work activities and other relevant strategies and frameworks (including future versions of these plans), such as:

- *DTI Corporate Plan 2020*
- *Sector Growth Plans*, in particular the *Health & Medical Sector Growth Plan* for trade and investment in the health, ageing well and disability sectors
- *DTI Diversity and Inclusion Framework 2019 - 2021*
- *DTI Reconciliation Action Plan 2020 - 2022*
- Department policies, including Human Resource policies and procedures; and
- *Building Code of Australia*.

Our plan

Our DAIP outlines the actions that DTI will take over the next four years to foster greater inclusivity within our department and the state. As this is DTI's first DAIP, we are just starting our journey and are committed to reviewing our plan regularly over the next four years, to ensure it remains relevant and incorporates the learnings and experiences along the way.

This plan is structured around the themes and priority areas of the *Inclusive SA*, which are:

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.

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.

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

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 provide pathways to meaningful and inclusive employment and volunteering opportunities.

Theme one: Inclusive communities for all

The table below outlines DTI’s proposed actions under this theme and the three associated State Plan priorities:

State Priority 1: Involvement in the community

State Priority 2: Improving community understanding and awareness

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

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
1. Develop guide for internal use on accessibility requirements for DTI internal and external events, based on resources such as the DHS event toolkit (to be developed) and Accessible Events: A Guide for Meeting and Event Organisers	1	State Promotions	31 October 2021	Guide developed and disseminated to all employees
2. Actively promote events to raise awareness and promote understanding of disability and disability related issues; e.g. International Day of People with Disability (IDPwD)	2	Disability Access and Inclusion Committee	30 June 2021 30 June 2022 30 June 2023 30 June 2024	Calendar of activities maintained as part of Diversity & Inclusion and Wellbeing frameworks with activities such as ‘a day in my life’ and events delivered by people living with disability considered for inclusion Number of attendees at events

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Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
3. Ensure all DTI employees complete Disability Awareness training. This training should highlight the prevalence of both visible and invisible disabilities	3	People & Culture	30 June 2022	All DTI employees complete Disability Awareness package within 12 months of its availability
			3-year cycle	All employees offered refresher training every three years
4. All new employees to complete online Disability Awareness training as part of induction	3	People & Culture	30 June 2021	Disability awareness module included as mandatory requirements for new starter induction
			Ongoing from June 2021	All new employees to complete training within their first six months of employment
5. DTI employees are supported to undertake other disability-related training as required and relevant, this may include in-person training sessions delivered by a person living with disability	3	Disability Access & Inclusion Committee	30 June 2022	Suitable training programs identified
		People & Culture	Ongoing	All requests for additional disability-related training responded to

Theme two: Leadership and collaboration

The table below outlines DTI's proposed actions under this theme and the three associated State Plan priorities:

State Priority 4: Participation in decision-making

State Priority 5: Leadership and raising profile

State Priority 6: Engagement and consultation

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
6. Develop Disability Access & Inclusion Committee (DAIC) Terms of Reference to ensure that it remains an effective consultation forum for projects, programs and policy development	4	Disability Access & Inclusion Committee	31 October 2021 Annually	DAIC Terms of Reference developed and implemented DAIC Terms of Reference reviewed on a periodic basis
7. Assess DAIC membership annually to ensure a broad cross-section of the department can contribute, including employees living with disability	4	Disability Access & Inclusion Committee All DTI directorates	Ongoing	DAIC is consulted and engaged in co-design where appropriate on DTI projects, programs and relevant policy development
8. Ensure the DAIC agenda is developed in consultation with employees living with disability and seeks to practically address relevant issues	4	Disability Access & Inclusion Committee	Ongoing	DTI programs and policies are regularly reviewed by employees living with disabilities for assessment of effectiveness

Disability Access and Inclusion Plan

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
9. Support the participation of employees living with a disability in leadership development opportunities such as the Governor's Leadership Foundation Program Scholarships	5	All Directors People & Culture	Ongoing	All eligible employees are aware of leadership opportunities available to them, are encouraged to apply and are considered for such opportunities
10. Ensure (external) complaints and feedback systems are accessible	6	Strategic Coordination & Business Improvement	30 June 2022	External complaints and feedback system is reviewed for accessibility and improvements implemented
11. Review our approach for how we engage employees living with disability in the development and implementation of our access and inclusion actions	6	Disability Access & Inclusion Committee	30 June 2022	Review of approaches for engagement undertaken
		People & Culture	30 June 2023	Internal survey to understand needs assessment and satisfaction with support arrangements for employees living with disability

Theme three: Accessible communities

The table below outlines DTI's proposed actions under this theme and the three associated State Plan priorities:

State Priority 7: Universal Design across South Australia

State Priority 8: Accessible and available information

State Priority 9: Access to services

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
12. Ensure safe, equitable and dignified access to DTI occupied building and facilities for employees living with disability	7	Finance, Procurement & Facilities	Annually	Building modifications undertaken as appropriate to ensure safe, equitable and dignified access to DTI occupied buildings and facilities, for people with disability
13. New fit outs to be assessed against Building Code of Australia as a minimum standard and universal design and best practice consideration and relevant standards	7	Finance, Procurement & Facilities	At time of fit out and lease negotiations	Compliance and certification with Building Code of Australia and other relevant building regulations and standards including <i>Disability Discrimination Act 1992</i> requirements as a minimum standard

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Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
14. Develop and maintain DTI websites to ensure people with disability can readily access information	8	State Promotions	30 June 2021	Assess and establish baseline percentage of DTI websites at level 2 compliance in line with Web Content Accessibility Guidelines (WCAG)
			30 June 2023	100% of DTI websites at level 2 compliance in line with WCAG
15. Ensure that information (publications, products and online) is provided in accessible formats and uses inclusive language	8	State Promotions	30 June 2022	Inclusive language is used in publications and products are readily accessible
			30 June 2022	Information about how to request information in alternative formats is included in core business documents/templates and website
			Ongoing	No complaints received

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Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
16. Internal and external events organised by DTI meet the needs of people with disability, including physical and non-physical disabilities	9	State Promotions Event organisers	30 June 2021	Internal and external events are held in accessible venues and meet access requirements of attendees
			30 June 2021	Event registration processes enable attendees to identify requirements for their participation
			Ongoing	DAIC consulted as part of event planning process for all major internal events
			Ongoing	No complaints from participants

Theme four: Learning and employment

The table below outlines DTI's proposed actions under this theme and the three associated State Plan priorities:

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

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
17. Implement training, career development and mentoring programs for our employees living with disability	10	People & Culture	Ongoing	All employees living with disability are provided with accessible and inclusive training opportunities when requested to enable them to gain skills and experience
			Annually	Percentage of employees living with disability provided with additional training
18. Employee training is provided in an accessible format where required, e.g. location of training, facilities offered, materials offered	10	People & Culture All directorates	Ongoing	Employees living with disability can fully participate in internal training
			Ongoing	Training enrolment processes enable employees to identify access requirements for their participation
19. DTI Disability Access and Inclusion Plan is promoted to all new employees	12	People & Culture	30 June 2021	Information about our DAIP is provided to all new starters through their Induction and information is available on the intranet

Disability Access and Inclusion Plan

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
<p>20. Ensure Human Resource policies and recruitment and selection processes support disability accessibility and inclusion</p> <p>People & Culture to review and revise policies and procedures as necessary; and support directorates to implement</p>	12	<p>People & Culture</p> <p>All DTI directorates</p>	Annually	<p>Policies and procedures highlight inclusiveness and/or support in how to successfully recruit people with disability, and retain those employees</p> <p>Review OCPSE Disability Employment Toolkit recommendations and incorporate into recruitment and selection processes</p>
<p>21. Remove recruitment barriers for prospective employees living with disability</p>	12	<p>People & Culture</p> <p>People & Culture</p>	<p>30 June 2021</p> <p>30 June 2022</p>	<p>Internal and external recruitment processes include information for people with disability seeking employment with the department</p> <p>Implement Unconscious Bias training for all recruitment panel participants, with a focus on disability bias</p>

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Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
22. Increase number of people with a disability employed within DTI	12	Executive All directorates to participate and contribute to meet the target	Annually	Increase in percentage of employees with disability from June 2020 baseline (3%) Explore opportunities to host a student living with a disability in the broader team for work experience where facilitated by whole of government programs
23. Workplace assessments conducted to identify barriers for employees with declared disability	12	Directorates in conjunction with People & Culture	As required	Workplace assessment arranged within one week of request
24. Solutions to barriers identified from workplace assessments identified and implemented	12	All DTI directorates People & Culture Finance, Procurement & Facilities	One month from completion of workplace assessment for equipment purchase Ongoing	All employees with disability are provided the necessary equipment and aids required to fulfil the requirements of their role Building modifications undertaken as appropriate

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Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
25. Provide appropriate support to employees with a disability or medical condition to maintain their health, safety and wellbeing at work	12	People & Culture	30 June 2021	Employee induction process to include requirements for employees with a disability, medical condition or limited mobility to establish a personal emergency evacuation plan (PEEP)
			30 June 2021	All existing employees with a relevant disability and or limited mobility are identified and have a PEEP in place
			Ongoing	All requests for assistance drafting a PEEP are responded to
		WHS Divisional Committee	Ongoing - as required	Warden training details responsibilities related to PEEPs
			Ongoing	Wardens to meet with new employees who require a PEEP to walk through evacuation procedures within first month of commencement

Development of the DAIP

Consultation

As part of the DAIP development, DTI undertook a process of consultation to ensure that the plan incorporated the views of our employees and the community more broadly, particularly people living with disability.

The public consultation undertaken by DTI was promoted through various external channels including the YourSAy DAIP consultation hub, Department for Human Services' Disability Engagement Group and DTI Social Media accounts. Directors, managers and employees were also encouraged to share the draft DAIP with their contact networks.

Concurrent with the external consultation, the DAIP was promoted through internal email communication to gather feedback from DTI employees. Members of the DTI Leadership Team were also specifically invited to provide their feedback on the plan and its actions.

DTI received feedback from members of the public as well as employees within the Department. This included people living with disability, as well as carers, family or friends of people living with disability; people working in the disability sector; and people interested in disability issues. In relation to the priority groups identified in the State Plan (women, children, culturally and linguistically diverse (CALD) people and Aboriginal and Torres Strait Islanders), responses were received from women and CALD people.

Responses varied with both positive and constructive feedback received on the plan. Some of the issues highlighted in the feedback included the importance of access to flexible working arrangements for those living with disability and the need for the plan to more explicitly cater for the needs of those with invisible and non-physical disabilities (e.g. tinnitus, dyslexia and blindness or vision impairments). Some feedback also reflected a perception that actions in the plan were only addressing surface-level issues, while others called for further consultation.

The Working Group responsible for drafting the DAIP met following the closure of the consultation period to discuss the feedback received. All submissions were given consideration and where possible suggested amendments to strengthen the DAIP were made. Some suggestions were also noted for consideration and inclusion in future iterations of the plan.

Monitoring implementation of the DAIP

Implementation, monitoring and review

DTI has endorsed an Executive Sponsor and will expand its membership of DAIC to include representation from employees living with disability to assist in leading and monitoring the implementation of our plan. Divisional Directors will be primarily responsible for the delivery of actions assigned to their respective areas.

DAIC will provide a quarterly report against the action plan to the DTI Leadership Team; and will ensure that it remains relevant to our work and the needs of stakeholders.

In accordance with the *Disability Inclusion Act 2018* (SA), DTI will formally review this DAIP every four years, or following a review of the State Disability Inclusion Plan. A report on the progress of our DAIP will be submitted to the Chief Executive by 31 October each year.

Communicating the DAIP

DTI's DAIP will be made available to our employees, contractors, stakeholders, clients and the broader South Australian community. It will be promoted on the department's website and can be made available in other accessible formats upon request.

Glossary

Co-design

An approach to design that attempts to actively involve all stakeholders in the design process to help ensure the result meets their needs and is usable.

Disability Discrimination Act

The Federal *Disability Discrimination Act 1992* (DDA) provides protection for everyone in Australia against discrimination based on disability. Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

Disability (Access to Premises Buildings) Standards

Sets performance requirements and provide references to technical specifications to ensure dignified access to, and use of, buildings for people with disability.

Disability Engagement Group

A group of people who have nominated themselves to provide feedback on issues that are important to people living with disability in South Australia. The group is made up of people living with disability and their families and carers, and members of the community interested in disability matters.

NDS National Disability Strategy 2010–2020

The strategy is a shared commitment by all governments to work together to improve the lives of Australians with disability by guiding governments and other organisations to build the wellbeing of people with disability and their carers.

National disability strategy for 2020 and beyond

The national disability strategy that will replace the existing NDS.

State authority

As defined in the *Disability Inclusion Act 2018* (SA) to include a government department, an agency or instrumentality of the Crown, a local council constituted under the *Local Government Act 1999* (SA) or any other person or body declared by regulations to be included.

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.

UNCRPD

United Nations Convention on the Rights of Persons with Disabilities: a human rights treaty that aims to change attitudes and approaches to people with disability. It reaffirms that all people with disability must enjoy human rights and fundamental freedoms.

Universal design

Universal design involves creating facilities, built environments, products and services that can be used by people of all abilities, to the greatest extent possible, without adaptations.