

OFFICIAL

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

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Government of South Australia  
Department of Treasury  
and Finance

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### Table of contents

Statement from Chief Executive.....	3
About the Department of Treasury and Finance.....	4
Our staff profile.....	4
Our purpose and objectives.....	4
Our vision.....	5
Our guiding principles.....	5
Strategic context.....	6
Actions.....	7
1: Inclusive communities for all.....	7
2: Leadership and collaboration.....	8
3: Accessible communities.....	9
4: Learning and employment.....	10
Disability access and inclusion plan development and implementation.....	12
Glossary and definitions.....	14

### Acknowledgement of Country

The Department of Treasury and Finance acknowledges Aboriginal people as the state’s first peoples, nations and Traditional Owners of South Australian land and waters.

We recognise that their unique cultural heritage, customs, spiritual beliefs and relationship with the land are of ongoing importance today, and we pay our respects to Elders past, present and emerging leaders of the future.



# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### STATEMENT FROM CHIEF EXECUTIVE

I am pleased to deliver the Department of Treasury and Finance's first Disability Access and Inclusion Plan.

Promoting the rights of South Australians living with disability and ensuring all people enjoy the same access and inclusion experience within our community is of the utmost importance.

Through this plan, the department will continually strive to foster a work environment that embraces diversity, inclusion and upholds the rights of people living with disability to access the services and programs we deliver.

We know that through embracing the individual skills, perspectives and experiences that our employees bring to the workplace, we can improve our services to the South Australian community.

This plan demonstrates our commitment to an inclusive South Australian community in which all people living with disability are included, recognised and respected. I look forward to leading the implementation of these actions across our service.



David Reynolds  
CHIEF EXECUTIVE

*This Disability Access and Inclusion Plan (DAIP) is available on the [Department of Treasury and Finance website](#), or in alternative formats such as Easy Read, large font, electronic format (disk or emailed), audio or Braille, on request.*

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### ABOUT THE DEPARTMENT OF TREASURY AND FINANCE

The Department of Treasury and Finance (DTF) is the lead agency for economic, social and financial policy outcomes, where we play a vital role in providing economic and fiscal policy advice to the government of South Australia. Our people conduct research, analyse information, give advice, contribute to government policy and decision-making and support the Treasurer in producing the State Budget.

Our people also provide corporate and business services in the areas of Payroll, Accounts Payable, Accounts Receivable and Financial Services so that all South Australian government departments can focus on their core business operations.

As an organisation we contribute to South Australia by providing financial services to the community, covering asset and liability management, collection of state taxes, insurance and superannuation as well as services for work health and safety and state-based industrial relations services across South Australia.

DTF staff and offices are based across metropolitan Adelaide (Adelaide CBD, Keswick, Port Adelaide) and regional South Australia (Berri, Mount Gambier, Port Lincoln, Port Pirie, Whyalla).

### OUR STAFF PROFILE

As at August 2020, DTF employed 1,795 people. Of these, 48 people, equating to 2.7% of the workforce, self-identified as having some form of disability.

We are committed to workforce diversity and reducing the barriers that prevent full participation at work for people with disability through ensuring an accessible workplace and technologies.

### OUR PURPOSE AND OBJECTIVES

DTF's purpose is 'working together to support the future prosperity and wellbeing of all South Australians'. Our objectives are to:

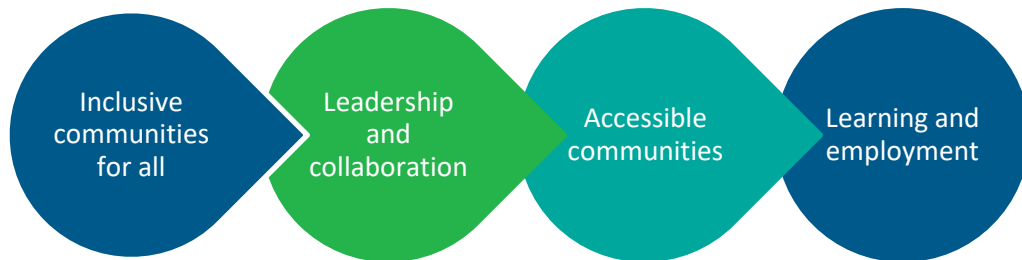
1. Empower and trust our skilled, diverse, flexible and committed people
2. Promote and support responsible budget and financial management
3. Deliver timely high-quality services to meet the needs of our clients
4. Collaborate to deliver high-quality advice, policy, compliance and regulation

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### OUR VISION

Our vision is to enable an accessible and inclusive South Australia based on fairness and respect. To achieve this vision, DTF will focus on four key focus areas:



Through our actions DTF aims to achieve the following:

- To increase the employment opportunities and retention of people with disability, and position the department as an employer of choice for candidates with disability
- To acknowledge and respect the positive impact that employees with disability have on the work environment
- To build relationships with people with disability and expand the knowledge of all staff around the lived experience of people with disability
- To support the full economic and social participation of people with disability in the community
- To enable disability access and inclusion to become an integral part of everyday business.

### OUR GUIDING PRINCIPLES

This DAIP is based on the following principles for people living with disability to have the fundamental right to a workplace that:

- Respects their responsibility and autonomy, where their individual worth and dignity is recognised.
- Supports their participation in social and economic life, and enables them to make decisions, including supported decisions and to take risks.
- Provides access to information in appropriate forms and methods
- Respects privacy and confidentiality and enables effective complaint management and access to justice when needed.
- Their managers, colleagues and peers acknowledge and respect the crucial role of their families, carers and significant persons in supporting them in the workplace.
- Acknowledges and respects their abilities, strengths, goals and individual needs.

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

Further supporting this, in the development of this plan and all other relevant materials DTF supports the concept – Nothing about us without us – that is, no policy is decided by any representative without the full and direct participation of members of the group(s) affected by that policy.

Our approach will include a human rights-based approach which seeks ways to respect, support and celebrate human diversity by creating the conditions that allow meaningful participation by a wide range of people, including people living with disability.

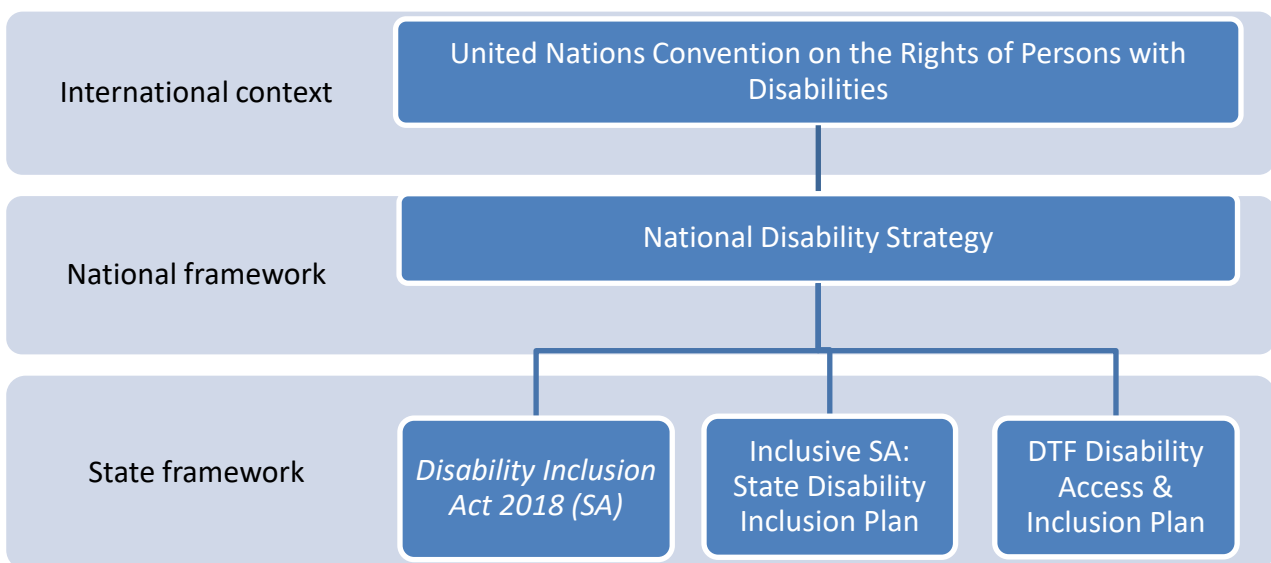
### STRATEGIC CONTEXT

This DAIP was developed in accordance with the *Disability Inclusion Act 2018 (SA)* (the Act) and is strategically aligned to the Inclusive SA: State Disability Inclusion Plan 2019-2023 (the State Plan).

In 2018, the Act was passed because the South Australian Government recognised that a stronger commitment to access and inclusion planning for people living with disability was needed. The Act supports the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), and mandates the development of Disability Access and Inclusion Plans for State authorities under Part 5, section 16.

The State Plan sets a framework to support State authorities to implement the National Disability Strategy (NDS) by developing a Disability Access and Inclusion Plan. Annual reporting against DTF’s DAIP and the State Plan will fulfil the requirements of the Act and align the South Australian Government’s achievements towards the NDS’s areas of policy action.

### Strategic alignment of DTF’s Disability Access & Inclusion Plan:



# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### ACTIONS

The DTF DAIP is aligned to the themes and priority areas of the Inclusive SA: State Disability Inclusion Plan 2019–2023.

#### 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.

**Inclusive SA Priority 1:** Involvement in the community

**Inclusive SA Priority 2:** Improving community understanding and awareness

**Inclusive SA Priority 3:** Promoting the rights of people living with disability

Action	State Priority #	Responsibility	Timeframe	Measurable Target
1.1. DTF led community events are designed to enable the inclusion by all	1	DTF Branches with customer-facing events	Mar 2022	Promotional materials, comms materials are written in plain language, published in accessible formats and channels
1.2. Raise the understanding of disability access and inclusion through proactive disability awareness campaigns	2	People and Performance (Comms & Digital Engagement)	Jun 2022	Activities included within DTF's Communications calendar/plan. Number of days of significance that are promoted across the department.
1.3. All new and existing DTF employees receive information about working with people living with disability.	3	People and Performance (HR / Organisational Development)  Branch Heads	Sept 2021	Disability Awareness and Inclusion for Employees training and Unconscious Bias training is provided and completed by all staff.
1.4 Improve promotion of DTF services to people with disability	1	Equity, Diversity and Inclusion Committee	Jun 2023	'Our Services' page on DTF's website reviewed and updates considered that take into account the needs/views of people with disability.

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### 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.

**Inclusive SA Priority 4:** Participation in decision-making

**Inclusive SA Priority 5:** Leadership and raising profile

**Inclusive SA Priority 6:** Engagement and consultation

Action	State Priority #	Responsibility	Timeframe	Measurable Target
2.1. Support young people living with disability to actively participate in decision-making.	4	People and Performance (Organisational Development) – in consultation with DTF Branches	Dec 2022	Investigate with DTF Branches any available opportunities to support young people with disability through the services we deliver.
2.2. Support and encourage employees living with disability to participate in leadership development opportunities such as the Governor's Leadership Foundation Program Scholarships	5	People and Performance (Organisational Development)	June 2022	Leadership development opportunities available to employees with disability are promoted across DTF, including a statement of encouragement for people with disability to apply.
2.3. Engage and consult with people with disability to increase participation in decision-making within DTF	4 and 6	Equity, Diversity and Inclusion Committee	June 2021	Number of people with disability consulted in development and reviews of this plan. Identified position on the ED&I Committee for a person with disability.
2.4 Raise awareness and profile of people with disability	5	Equity, Diversity and Inclusion Committee People and Performance (Communications & Digital Engagement)	Dec 2021  Dec 2021	Guest speaker with disability invited to share with staff.  Good news story from people with disability in our workplace or in the community promoted across DTF.



# DISABILITY ACCESS AND INCLUSION PLAN

2020 – 2024

## 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.

**Inclusive SA Priority 7:** Universal Design across South Australia

**Inclusive SA Priority 8:** Accessible and available information

**Inclusive SA Priority 9:** Access to services

Action	State Priority #	Responsibility	Timeframe	Measurable Target
3.1. Continue best practice in implementing future workplace infrastructure and accessibility considerations for staff living with disability	7	Facilities Services (in consultation with Branch Heads)	Sept 2023	All DTF worksites assessed for compliance under the <i>Disability Discrimination Act</i> and Universal Design principles and implement a plan for sites that require ongoing improvement.
3.2. Improve online accessibility of DTF online information, including through implementation of the Online Accessibility Policy and related guidelines.	8	People and Performance (Communications & Digital Engagement) DTF branches with public facing information.	June 2024	Publications, articles, intranet and websites meet the WCAG-2.0 level AA accessibility standards and information is available in accessible formats.
3.3. Consider including in workplace infrastructure maintenance/upgrade schedules the installation of signs on the front of public buildings indicating disability access (where this has been assessed by an accredited access consultant) and installation of multimedia devices in queues at service outlets to include people who are deaf, hard of hearing, vision-impaired or blind.	9	Facilities Services (in consultation with building owners)	June 2024	Number of public interfaces across DTF sites assessed and inclusion of multimedia devices considered where required.

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### 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.

**Inclusive SA Priority 10:** Better supports within educational and training settings

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

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

Action	State Priority #	Responsibility	Timeframe	Measurable Target
4.1. Ensure that all of DTF's professional development opportunities are fully accessible for employees living with disability	10	People and Performance (Organisational Development)	Sept 2023	WCAG-2.0 compliant learning management system implemented.
4.2. Facilitate meaningful volunteering opportunities for people living with disability.	11	Equity, Diversity and Inclusion Committee	Mar 2022	Future volunteering opportunities are investigated within DTF for people with disability.
4.3. Increase employment opportunities across all levels in DTF through the targeting of job opportunities for people living with disability under section 65 of the Public Sector Act 2009 (SA) which provides for employment opportunity programs.	12	Branch Heads People and Performance (HR)	Jun 2024	Number of job opportunities targeted through the <i>Public Sector Act 2009</i> provision for employment opportunity programs. SA Public Sector Disability Employment Toolkit promoted to all DTF Branches. Recruitment policy and procedure updated to include awareness and utilisation of candidates referred via <a href="#">Disability Employment Service Provider Registers</a> .

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

Action	State Priority #	Responsibility	Timeframe	Measurable Target
4.4. Increase awareness of selection panels to ensure that inclusive language and relevant support is provided to any applicants who have disclosed that they have disability.	12	People and Performance (HR)	Mar 2022	Appropriate guidance included on the recruitment intranet page and selection panel resources about disability access and inclusion. Step included on HR recruitment and selection checklist for the panel to ask all shortlisted applicants whether they require any adjustments or assistance to participate in the interview.
4.5. Ensure response to individual staff needs for workplace modifications or support is undertaken	12	Branch Heads (supported by WHS). Branch Heads (supported by HR). People and Performance	Ongoing Ongoing Dec 2022	Percentage of ergonomic corrective actions closed within 1 month. Relevant Disability Service Providers engaged where required to support staff. Guidance on reasonable adjustment for employees with disability is considered/included within DTF's policy/procedure framework.
4.6. Engage a person with disability through a capacity building pilot service offering.	12	CTP Regulator	Dec 2021  Mar 2022	Employ a person with disability for a 12 month capacity building placement at the CTP Regulator. Employee secures ongoing employment after the placement concludes. Deliver a pilot person-centred service offering that can be used by SA public sector agencies to support a person with disability capacity build to confidently enter the workforce.

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### DISABILITY ACCESS AND INCLUSION PLAN DEVELOPMENT AND IMPLEMENTATION

#### Consultation

Consultation and collaboration occurred with the following key stakeholders and feedback received informed the final version of our DAIP:

- People and Performance team, DTF
- Branch Executive Directors, DTF
- Equity, Diversity and Inclusion committee, DTF
- DTF employees who have identified as living with disability
- Across-government DAIP Consultation Community of Practice
- SA Public Sector Disability Employment Reference Group
- Members of the public through the YourSAy Disability Access and Inclusion Plan consultation hub
- Department of Human Services Disability Engagement Group

Our DAIP will undergo regular reviews and updates. While the official public consultation period for DTF's DAIP has now closed, feedback is still welcome at any time. To provide feedback, you can call us on +61 8 8226 9500 (call-back service), email us at [commservices@sa.gov.au](mailto:commservices@sa.gov.au) or write to us at GPO Box 1045, Adelaide SA 5001.

#### Relationship to other policies, strategies, frameworks

This DAIP supports and complements the following policies and procedures:

- DTF Equity, Diversity and Inclusion Strategy
- DTF Wellbeing for Our People Policy and Plan 2018–20
- DTF Fair Treatment in the Workplace Procedure
- DTF Flexible Working Arrangement Policy and Procedure
- DTF Ergonomic Issue Guideline for Managers
- DTF Standing Desk Ergonomic Setup Guideline
- Government of South Australia Online Accessibility Policy
- South Australian Public Sector Disability Employment Strategy and Plan 2020–21

The development of this DAIP was guided by the following action, conventions, plans and organisations:

- [Inclusive SA: State Disability Inclusion Plan 2019 - 2023](#)
- [Disability Inclusion Act 2018 \(SA\)](#)
- [Disability Discrimination Act 1992](#)
- [United Nations Conventions on the Rights of Persons with Disabilities](#)
- [Equal Opportunity Act 1984](#)
- [Australian Human Rights Commission](#)
- [The South Australian Equal Opportunity Act 1984](#)

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### Examples of previous achievements

- Policy development on the 2013 reforms to South Australian Compulsory Third Party insurance scheme, including the creation of the Lifetime Support Scheme for people who suffer catastrophic injuries in motor vehicle accidents.
- Provision of ongoing policy and financial advice on the NDIS and support for the state's commitment to the National Disability Agreement, through the State's Disability Plan 'Inclusive SA' (2019-2023). This work has involved: Active membership on national intergovernmental groups considering national disability reform; Participating in negotiating the parameters for the various intergovernmental NDIS agreements; and Continuous evaluation of the relevant agreements and the sector taking into account NDIS scheme performance, market development and the state's ongoing financial commitment and obligations.
- CTP Insurance Regular website approved by the Royal Society for the Blind.
- Language help information available on DTF websites and access to the Interpreting and Translating Centre to provide professional interpreting services
- Employment of staff member with disability in the Budget and Performance Branch, through a specific provision in the Public Sector Act.
- Redesign of several office spaces to facilitate better access for people with disability (Levels 5, 8, 10 and 19 of Wakefield House; Levels 1, 2, 5, 6 and 7 of the State Administration Centre)
- Work Health and Safety (WHS) Advisory Service working with industry to make workplaces safe and ensure compliance. SafeWork SA's WHS Advisors work directly with businesses to gain an understanding of the work being undertaken and the diversity of the workforce before providing tailored advice to ensure all workers, no matter their needs, have a safe work environment.

### Acknowledgements

Our DAIP was developed with guidance and assistance from DTF employees who identify as living with disability. DTF gives special thanks to those employees for sharing their advice, insights and lived experience during the development of this plan.

### Implementation process

The DTF Equity, Diversity and Inclusion (ED&I) Committee in partnership with the People and Performance branch will support the monitoring and implementation of the DAIP. Progress against the plan will be reported to the DTF Executive Leadership Group annually in June, the Minister for Human Services by 31 October each year and in DTF's Annual Report. In accordance with the Act, DTF will formally review the DAIP at least every four years. We will launch this DAIP to our staff and stakeholders and communicate regularly about our ongoing commitment to ensuring the rights of people living with disability are upheld across our department and in the community.

As this is DTF's very first DAIP, we are working towards determining our baseline data for future reporting purposes. This will be improved over the life of the DAIP and incorporated into future DAIPs.

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### GLOSSARY AND DEFINITIONS

#### DAIP

Disability Access and Inclusion Plan. This is prepared by State authorities for their own agency, department or council area.

#### 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.

#### Disability

Disability is defined in Part 1 – Preliminary, Section 3 of the *Disability Inclusion Act 2018* as: *Disability*, in relation to a person, includes 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

#### Accessibility

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

#### 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.

#### 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.

#### People and Performance

People and Performance is a business unit of DTF. The People and Performance business unit comprises the following teams: Communications and Digital Engagement Team; Business Performance and Reporting; Human Resources; Organisational Development; and Work Health and Safety.

# DISABILITY ACCESS AND INCLUSION PLAN

## 2020 – 2024

### **Equity, Diversity and Inclusion Committee**

The Equity, Diversity and Inclusion Committee advocates the importance of equity, diversity and inclusion with respect to all staff across DTF regardless of gender, race, age, religious beliefs or personal commitments. The Committee maintains a focus on the strategies, policies and plans that raise awareness and create cultural change in relation to:

- prevention of violence against women
- gender equality in leadership
- Increasing diversity and inclusion in DTF to provide equal opportunity to all employees regardless of their differences
- advancing the reconciliation movement
- access and inclusion for people living with disability
- wellbeing for DTF staff.

### **Supported decision-making**

Supported decision-making is the best practice approach to enhance the ability of people with disability to make their own decisions. When someone makes a decision on behalf of another person without their consent, a fundamental right is being denied. This applies to every person, including people with disability. While the right to make our own decisions has always been there, it is a right that not everyone with a disability has enjoyed. For people who have difficulty making a particular decision, supported decision-making is an approach that demonstrates respect for people's rights to make decisions about their own lives.

### **Reasonable Adjustment**

Some people who live with disability can face barriers at work because of how their work situation is organised. In many cases, these barriers can be removed by changing some feature of the workplace environment. Making these changes is commonly referred to as 'reasonable adjustment'. Employers have a responsibility to make reasonable adjustments to the workplace so that an employee with disability can do their job effectively. Failure to do so may amount to discrimination.

### **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.