



## DISABILITY DISCRIMINATION ACTION PLAN

### Focal Area - Buildings

Outcome: People with disabilities have independent access to SA Lotteries' buildings and agent premises and appropriate use of facilities within each area.

Objective: SA Lotteries will modify (where necessary and feasible) SA Lotteries and agent buildings to ensure accessibility and ease of use for people with disabilities.

Buildings		Barriers	Strategies	Completion	Responsible Staff Member
1.	Head Office Level 1, 26 Franklin Street, Adelaide	Possibility of limited staff awareness of the needs of people with disabilities.	Arrange staff awareness training.	Ongoing	Human Resources Coordinator
2.	Agent Premises  (Sellers of SA Lotteries products in a variety of locations and sites Statewide)	Counter height sometimes difficult for access by wheelchair users. Some do not provide wheelchair access.	Agents and property owners to provide adequate access and counters.  Corporate fit out area to provide appropriate access according to minimum Australian standard.	Ongoing  Ongoing	Master Agent  Master Agent

### **Focal Area - Facilities**

Outcome: People with disabilities have independent access to SA Lotteries and agent facilities.

Objective: SA Lotteries will modify (where necessary and feasible) facilities to ensure accessibility and ease of use for people with disabilities.

<b>Facilities</b>	<b>Barriers</b>	<b>Strategies</b>	<b>Completion</b>	<b>Responsible</b>
1. Head Office Level 1, 26 Franklin Street, Adelaide	No audio announcement in lift to assist people with vision impairment.	Embossed buttons on lift for vision impaired.	Completed	Human Resources Coordinator

### **Focal Area - Services**

Outcome: People with disabilities receive quality customer service appropriate to their needs and have equal opportunity for employment, professional development and appropriate work place support.

Objective: SA Lotteries will review and adapt (if necessary) existing services, policies and procedures to ensure accessibility, ease of use and effective application

<b>Services</b>	<b>Barriers</b>	<b>Strategies</b>	<b>Completion</b>	<b>Responsible</b>
1. Equal Employment Opportunity	Workspace design may create access limitations for persons utilising large mobility aids (eg wheelchairs).	Make reasonable adjustment in design of jobs and work places; provide technical aids and equipment if necessary.	Ongoing	Human Resources Coordinator
		If an employee with a mobility aid is employed or a staff member becomes temporarily disabled, reassess office workspace design	Ongoing	Human Resources Coordinator
		Toilet facilities are currently available for disabled staff.	Completed	Human Resources Coordinator

## **Focal Area - Products**

Outcome: People with disabilities can access and effectively use gaming products sold by SA Lotteries' Master Agent via agents.

Objective: SA Lotteries, where possible, will provide access to products to meet the needs of people with disabilities.

<b>Products</b>	<b>Barriers</b>	<b>Strategies</b>	<b>Completion</b>	<b>Responsible</b>
1. Purchase entries.	People with certain disabilities unable to complete due to physical impairment.	Provide access to computer entry - eg Easi-Pick.	Completed	SA Lotteries
		New online play facility via ozlotteries.com.	Completed	SA Lotteries
2. Results/validation.	Some disabled customers have difficulty in verifying and collecting prizes.	Additional security for tickets is provided by the Easiplay Club and a telephone results service is available for customers for products.	Completed	Master Agent
		Customers can access draw results and dividends by SMS.	Completed	Master Agent
		Disabled customers with access to Internet can access winning numbers and dividends for all games via SA Lotteries' website.	Completed	Master Agent