

Disability Access and Inclusion Plan

Interim Review 2023







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Acknowledgement of Country

We acknowledge and respect Aboriginal peoples as the state's first peoples and nations, and recognise them as traditional owners and occupants of land and waters in South Australia. Further, we acknowledge that the spiritual, social, cultural and economic practices of Aboriginal peoples come from their traditional lands and waters, that they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance, and that they have made and continue to make a unique and irreplaceable contribution to the state. We acknowledge that Aboriginal peoples have endured past injustice and dispossession of their traditional lands and waters.

1. About us

When this document uses the words “we” and “us”, it means the Department for Environment and Water.

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Our purpose

To help South Australians
conserve, sustain and prosper





The goals set out in our Corporate Plan 2022-2026 are:



GOAL 1:
A healthy, resilient
environment



GOAL 2:
Improved liveability
and wellbeing



GOAL 3:
A prosperous South
Australia for current and
future generations



FOUNDATIONAL GOAL:
A high-performing
agency

Our approach is:



We put nature first



We engage community in
our work



We enable sustainable growth

2. Achievements

We have had many achievements since the introduction of our Disability Access and Inclusion Plan (DAIP), including:



The adoption of universal design principles. An example of this is at Nilpena Ediacara National Park. The main building in the visitor hub features a fossil bed reconstruction which includes a sensory component giving visitors the opportunity to touch and feel the fossils. The display also includes a state-of-the-art Audio-Visual experience which has been created using 3D realistic animation technology allowing the visitor to see the fossils come to life and listen to a narrative of the history of these fossils.



The creation of at least 5 exemplar visitor experiences include:

- The Goondooloo Ridge walk and picnic area which provides an opportunity for people with disabilities to enjoy Deep Creek Conservation Park and take in the amazing views of backstairs passage and Kangaroo Island. This has been developed to be accessible for people pushing prams or using mobility aids. Other accessible facilities include car parks and toilets.
- The Cape Spencer lookout in Dhillba Guuranda-Innes National Park which provides sweeping views of Investigator Strait. This has been developed to be accessible for people pushing prams or using mobility aids. Other accessible facilities include car parks and toilets.

- The Remarkable Rocks boardwalk in Flinders Chase National Park was rebuilt using fibreglass reinforced plastic, which is smooth and easier to walk and roll on. The boardwalk has been designed with low gradients throughout.
- Postman's Cottage in Flinders Chase National Park was restored after the catastrophic Kangaroo Island bushfires of 2020. It has been designed with accessibility in mind with step free access and has been built to Disability Discrimination Act (DDA) standards.
- Glenthorne National Park- Ityamaitpinna Yarta was built with world-class recreation and accessibility as a guiding principle. The nature play space includes a wide range of accessible equipment to ensure children of all abilities can enjoy the area. Facilities include shelters, accessible BBQs, accessible toilets, picnic areas, drinking fountains and carparks (including 8 accessible carparks). There are class 2 accessible walking trails, 3 include interpretive trails which include audio for people with vision impairment.



A changing places facility is being built as part of the refurbishment of the toilet facilities in the Adelaide Botanic Gardens. This will be the first changing places facility constructed on grounds owned and managed by the department.



An online learning module for Disability Awareness was incorporated into the department's mandatory training program. Additionally, staff attended 3-hour disability awareness workshops facilitated by people with a lived experience of disability.



Accessibility Guidelines which include a set of minimum standards have been developed to ensure that all new infrastructure builds and upgrades include access and inclusion and provides the necessary information to ensure facilities and trails are built to be DDA compliant.



The Little Sprouts Kitchen Garden in the Adelaide Botanic gardens is still going strong and provides an opportunity for kids with disability to get involved.



Social stories have been developed to explain a particular activity, event or location within our national parks. These scripts are particularly useful for children with autism or anxiety who benefit from discovering more details and removing any surprises before visiting a park.



3. Why the review

The actions within DEW's original DAIP were structured around the themes and priority areas of the Inclusive SA: State Disability Inclusion Plan 2019–2023. With the launch of Australia's Disability Strategy 2021-2031 (ADS), the Department of Human Services released the Inclusive SA: State Disability Inclusion Plan 2019–2023 Interim review 2022, which realigned its 39 actions to reclassify them under the new ADS Outcome Areas. To align with changes in the Inclusive SA plan and the new ADS, the actions within DEW's DAIP have been realigned to the new priorities of Inclusive SA and the ADS outcomes and are outlined in the DEW DAIP Interim Review 2023.

Some actions have been refined while others have been removed and replaced by more meaningful actions that more closely align to the Outcome Areas.

This review aims to support our transition to the new ADS and set the foundation for the next iteration of our DAIP.



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.

No.	Action	Key deliverables & milestones	Measures (if applicable)	Lead	Original DAIP action/strategic alignment
1	We will work to enhance the experience of employees with disability and improve recruitment practices to attract more people with disability to work at DEW and fulfil Inclusive SA Action 2 by implementing the South Australian Public Sector Disability Employment Strategy 2019-2023.	Disability employment initiative developed and implemented	An increase in the percentage of DEW workers with disability Survey results from employees with disability in upcoming employee surveys	Corporate Services	4.8, 12: Improved access to employment opportunities and better support within workplaces and 4.9 better support within workplaces
2	We will promote the Diverse Abilities working group for employees to connect, share information and contribute to improving access and inclusion.	Diverse Abilities working group to meet every 3-6 months and provide feedback to the Diversity and Inclusion DEW Consultative Committee (D&I Committee)	Diverse abilities working group reports quarterly or biannually to the D&I Committee	D&I Committee	2.2, 5: Leadership and raising profile

Outcome Area 2: Inclusive Homes and Communities

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

No.	Action	Key deliverables & milestones	Outcome measures (if applicable)	Lead authorities	Original DAIP action/strategic alignment
4	All new construction projects and publicly accessible infrastructure or significant modifications of existing sites, including play spaces, will include an Access and Inclusion Assessment which considers intellectual, cognitive, sensory and physical diversity before approval to proceed.	All new infrastructure and construction projects will include the coordinator access for all on project teams to provide and access and inclusion assessment	All new projects are assessed by the Coordinator for Access for All Project management framework to include assessment by the Coordinator for Access for All	Project and Asset Services (National Parks Programs), Assets and Operations (Water Infrastructure and Operations)	3.1, 7: Universal Design across South Australia
5	We will implement Inclusive SA Action 7 by commencing an assessment into the establishment of minimum standards for priority parks and reserves that will improve access and inclusion for people living with disability and consider the feasibility of implementing any recommendations.	Develop a set of standards	Assessment completed	Project and Asset Services (National Parks Programs)	3.4, 7: Universal Design across South Australia
6	We will implement Inclusive SA action 8 by considering the feasibility of adopting Universal Design principles in infrastructure works and maintenance across DEW managed land, infrastructure and parks.	Review the Universal Design Principles, incorporate the principles into the project framework	Feasibility considered, principles adopted	Project and Asset Services (National Parks Programs), Assets and Operations (Water Infrastructure and Operations)	3.2, 7: Universal Design across South Australia

No.	Action	Key deliverables & milestones	Outcome measures (if applicable)	Lead authorities	Original DAIP action/strategic alignment
7	Facilities will be audited for accessibility, including considerations for assistive technologies and accessible signage, to create continuous improvement.	Priority list of parks developed, accessibility audit checklist created, audit conducted	Popular and metropolitan DEW facilities audited at least annually. Remote and less used facilities at least twice during this plan	Project and Asset Services (National Parks Programs)	3.3, 7: Universal Design across South Australia
8	We will explore opportunities to partner with community or not-for-profit organisations to hire equipment to support people with disability to participate in outdoor activities at key DEW sites, including opportunities to expand availability of Etrike and MT Push wheelchairs.	Develop list of possible partner organisations	Partnerships explored	National Parks Programs	3.6, 7: Universal Design across South Australia
9	We will consider where accessible adult change facilities can be installed.	Assessment of possible sites	Facilities installed	Project and Asset Services (National Parks Programs)	3.7, 7: Universal Design across South Australia
10	Where iconic heritage sites or parts of them are not able to meet physical accessibility standards, we will explore other avenues to bring the sites to people virtually, such as through videos, photos or storytelling.	Assessment of sites that are not accessible, develop list of inaccessible sites, development of alternative options to view sites	DEW-managed heritage sites produce alternative ways to engage with visitors for non-accessible areas	Heritage SA	3.12, 9: Access to services

No.	Action	Key deliverables & milestones	Outcome measures (if applicable)	Lead authorities	Original DAIP action/strategic alignment
11	We will ensure that DEW publications and website are accessible.	Review the website	Publications and website are accessible	Communication and Engagement, Green Adelaide	3.9, 8: Accessible and available information
12	DEW websites and intranet will be audited for compliance with the latest Web Content Accessibility Guidelines to the AA criteria.	Conduct audit annually	Audit conducted	Communication and Engagement, Green Adelaide	3.9.1, 8: Accessible and available information
13	Information about how to request information in alternative formats and availability of the National Relay Service and the Interpreting service will be included in publication templates and on the DEW website.		Information provided	Communication and Engagement	3.9.3, 8: Accessible and available information
14	Websites and intranet will consider sensory diversity.		Websites are accessible for sensory diversity	Communication and Engagement	3.9.4, 8: Accessible and available information
15	We will implement Inclusive SA Action 10 by considering the installation of multi-media devices and inclusive signage at service outlets and at the front of public buildings to accommodate people with disability.		Inclusive signage is installed	Project and Asset Services (National Parks Programs)	

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.

No.	Action	Key deliverables & milestones	Outcome measures (if applicable)	Lead authorities	Original DAIP action/strategic alignment
16	Work Health and Safety policies and emergency management procedures will consider the specific needs of visitors and staff with temporary and permanent disability.		Relevant policies reviewed Emergency management procedures consider the varied needs of visitors and staff with disability	Project and Asset Services (National Parks Programs), Assets and Operations (Water Infrastructure and Operations)	3.13, 9: Access to services



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.

No.	Action	Key deliverables & milestones	Outcome measures (if applicable)	Lead authorities	Original DAIP action/strategic alignment
17	We will make reasonable accommodations for staff, including access to equipment, technology, facilities and services, to support neurodiversity including intellectual, physical, sensory and psychological and psychosocial.		Guidance material on reasonable modifications developed	Corporate Services	4.5, 12: Improved access to employment opportunities and better support within workplaces
18	We will consult with staff to explore if modifications are required to DEW processes and internal communications to ensure full inclusion of staff with disability and neurodiversity.		Staff consulted, modifications made	Corporate Services	4.7, 12: Improved access to employment opportunities and better support within workplaces
19	Engagement practices will ensure people with disability and organisations representing people with disability are invited to and supported in engagement opportunities.		Engagement practices consistently invite participation of people with disability and organisations representing people with disability	Communications and Engagement.	2.3, 6: Engagement and consultation

No.	Action	Key deliverables & milestones	Outcome measures (if applicable)	Lead authorities	Original DAIP action/strategic alignment
20	Engagement Strategies will include how people with disability will be engaged.		People with disability included in engagement strategies	Communications and Engagement	2.3.2, 6: Engagement and consultation
21	We will implement Inclusive SA Action 20 by increasing access to assistance technology, including the implementation of the State Government Online Accessibility Policy and related guidelines, to address barriers to appropriate support.	<p>Review the need for assistance technology</p> <p>Review the State Government Online Accessibility Policy</p>	Access to assistance technology is available, the State Government Online Accessibility Policy is implemented	ICT, Communication and Engagement	



Image: SATC, Murray River, Lakes & Coorong

Outcome Area 5: Education and Learning

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

No.	Action	Key deliverables & milestones	Outcome measures (if applicable)	Lead authorities	Original DAIP action/strategic alignment
22	We will continue to ensure reasonable modifications are made to support trainees with disability to fully and successfully complete their traineeships.		Proportion of trainees at DEW with a Disability Access or Individual Learning Plan completing traineeships is similar to or exceeds trainees without a plan	All areas with trainees, Botanic Gardens, Corporate Services	4.2, 10: Better supports within educational and training settings
23	We will facilitate meaningful volunteering opportunities for people with disability at DEW.	Review the volunteer advertisements, applications and handouts for inclusive language	Proportion of volunteers who identify as living with disability	Volunteer Programs, Green Adelaide	4.1, 11: Skill development through volunteering and support in navigating the pathway between learning and earning
24	We will implement Inclusive SA action 27 by facilitating meaningful volunteering opportunities for people living with disability and to identify clear pathways to transition from volunteering to work placement.			Volunteer Programs, Green Adelaide	

Outcome Area 6: Health and Wellbeing

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

No.	Action	Key deliverables & milestones	Outcome measures (if applicable)	Lead authorities	Original DAIP action/strategic alignment
25	We will develop a Horticultural Therapy Program accessible to and inclusive of people with disability including intellectual, physical, cognitive, sensory and psychological.		Program developed	Botanic Gardens	1.3, 1: Involvement in the community



Outcome Area 7: Community Attitudes

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

No.	Action	Key deliverables & milestones	Outcome measures (if applicable)	Lead authorities	Original DAIP action/strategic alignment
26	Our publications and online communications, including websites, will use inclusive language and adhere to our Writing Guidelines and the South Australian Government's Online Accessibility Policy.	Publications, online communication and websites reviewed and audited for inclusive language	Inclusive language is used in our publications	Communications and Engagement, Green Adelaide	1.5, 2: Improving community understanding and awareness 3: Promoting the rights of people living with disability
27	We will review our organisational policies with a view to ensure good practice which promotes accessibility and inclusion for all.	Develop list of policies that need to be reviewed	All organisational policies reviewed	Corporate Services	1.9, 3: Promoting the rights of people living with disability
28	We will implement Inclusive SA Action 33 by providing opportunities for active participation in decision-making for people living with disability, with particular focus on the identified priority groups.		People living with a disability are engaged	Corporate services, National Parks Programs, Tourism and Commercial Services, Communication and Engagement, Heritage SA	



Summary of assigned actions within DEW

DEW - Areas of responsibility				
Outcome Areas	1: Employment and Financial Security	2: Inclusive Homes and Communities	3: Safety, Rights and Justice	4: Personal and Community Support
	TOTAL: 3	TOTAL: 12	TOTAL: 1	TOTAL: 5
Corporate Services	2		1	3
Project and Asset Services' (National Parks Programs)		6	1	
Communication and Engagement		4		2
National Parks Programs		1		
Volunteer Programs				
Heritage SA		1		
Tourism and Commercial Services		2		
Assets and Operations (Water Infrastructure and Operations)		2	1	
Botanic Gardens				
Green Adelaide		2		
Diversity and Inclusion Sub committee	1			
WHS committees			1	



Outcome Areas	5: Education and Learning	6: Health and Wellbeing	7: Community Attitudes	Total actions:
	TOTAL: 3	TOTAL: 1	TOTAL: 3	28
Corporate Services	1		2	9
Project and Asset Services' (National Parks Programs)				7
Communication and Engagement			1	7
National Parks Programs				1
Volunteer Programs	2			2
Heritage SA				1
Tourism and Commercial Services				2
Assets and Operations (Water Infrastructure and Operations)				
Botanic Gardens	1	1		2
Green Adelaide	2		1	5
Diversity and Inclusion Sub committee				1
WHS committees				1

Contact us

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