

# DISABILITY ACCESS AND INCLUSION PLAN



SA Ambulance Service

2020-2024 Disability Access  
and Inclusion Plan



Government  
of South Australia

SA Health



SA  
Ambulance  
Service

## Acknowledgement of Country

*SA Ambulance Service acknowledges the Traditional Owners of Country throughout South Australia and recognise their continuing connection to land, their spirituality, history and culture. We pay our respects to Elders past, present and emerging.*

## Contact details

The 2020-2024 Disability Access and Inclusion Plan (DAIP) is available on the SA Ambulance Service website at **[www.saambulance.com.au](http://www.saambulance.com.au)**. If you require a copy in an alternative format, please contact us:

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# STATEMENT FROM CHIEF EXECUTIVE OFFICER

## SA AMBULANCE SERVICE



SA Ambulance Service is committed to ensuring South Australians living with disabilities have full and equitable access to health services, resources, information and facilities in the public health system.

Through systematic engagement with people with disabilities, SA Ambulance Service recognises leadership and collaboration will foster a sustainable and socially inclusive health system, and an environment that promotes equity and empowerment for all our consumers.

In accordance with the 2019-2023 State Disability Inclusion Plan, SA Ambulance Service has identified the principles and actions required to address barriers and promote an equity-based approach to the provision of ambulance services.

Together with SA Health, SA Ambulance Service aims to promote an inclusive working environment which ensures that people living with a disability have a greater decision-making role and contribution by sharing their experiences and perspectives.

This edition of the SA Ambulance Service 2020-2024 Disability Access and Inclusion Plan has been developed in consultation with employees and members of the community. Its actions and targets have been guided by principles which will improve access to our services for staff and community members with a disability.

### **David Place**

Chief Executive Officer  
SA Ambulance Service

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## About SA Ambulance Service

SA Ambulance Service (SAAS) is the principal provider of ambulance services in South Australia comprising:

- out of hospital emergency medical care and transport
- non emergency ambulance transport service
- emergency and major events management
- rescue services in collaboration with other emergency services e.g. water rescue, cliff rescue, confined space rescue
- MedSTAR Emergency Medical Retrieval

SAAS is led by Chief Executive Officer, David Place, and forms part of SA Health, led by Chief Executive, Dr Chris McGowan, under the auspices of the Honorable Stephen Wade MLC, Minister for Health and Wellbeing.

## Staff profile

SAAS has a workforce of 3513\*. The workforce is comprised of 1998 career staff (1701 operational and 297 non-operational) and 1515 volunteers. Approximately 0.4% of SAAS career staff have a declared disability.

## Strategic context

The Department of Human Services (SA) created *Inclusive SA: State Disability Inclusion Plan 2019-2023* (the Plan) based on the *United Nations Convention on the Rights of Persons with Disabilities* (UNCRPD), the *Australian National Disability Strategy 2010-2020*, and the *Disability Inclusion Act 2018* (SA). The Plan mandates the development of a Disability Access and Inclusion Plan (DAIP) for each State Authority (part 5 s16).

## Disability defined

The *Disability Inclusion Act 2018* (SA) defines disability to a person as including long-term:

- physical
- psycho-social
- intellectual
- cognitive
- neurological, or
- sensory impairment, or
- a combination of any of these impairments.

Any disability, in interaction with various barriers, may hinder the person's full and effective participation in society on an equal basis with others.

\*As at 30 June 2020

## OUR VISION

SAAS is committed to being inclusive, engaging the community early, and enabling people to have a say in the development of its ambulance service.

Through innovation, and consumer and community engagement, SAAS will ensure that ambulance services evolve to meet the changing needs of the community so that the best possible health outcomes are achieved for our patients.

SAAS aims to provide services that are responsive, flexible, sustainable, high quality and patient-centered.

We value positive contributions from consumers and the community to improve our health service quality, equity and management.

This edition of the 2020-2024 Disability Access and Inclusion Plan (DAIP) aims to improve access and inclusion for people with disability. The SAAS DAIP focuses on the same four themes, and 12 priorities as set out by the Plan.

This DAIP includes a range of measurable targets, aimed at helping us evaluate success against our goals. We will report our progress to The Department of Human Services SA (DHS) on an annual basis.



# ACTIONS

## 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.

Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 1: Involvement in the community</b>				
1.1	Consult and collaborate with key stakeholders to ensure that our services support people living with disability to actively participate in the community. This will be achieved through: <ul style="list-style-type: none"> <li>Ongoing facilitation of the SAAS Consumer and Community Advisory Committee (CACAC).</li> </ul>	Communications and Engagement	Annually	Monitor the number of meetings held with SAAS CACAC.
1.2	Identify barriers to community and social participation and inclusion with a focus on issues relating to the delivery of SAAS services.	Communications and Engagement and Clinical Performance and Patient Safety (CPAPS)	Ongoing	Monitor the volume and type of complaints, feedback and suggestions from consumers and staff living with disability to identify trends and develop service solutions.
1.3	Ensure that all public events organised by SAAS are accessible and inclusive (where possible).	Communications and Engagement	2022	Evidence that the DHS Event Toolkit (under development) is utilised during the planning of events. Feedback is sought from event participants to ensure accessibility and inclusion.

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 2: Improving community understanding and awareness</b>				
2.1	Identify opportunities to celebrate the achievements of people living with disability and promote community awareness and understanding. For example, commemorating the International Day of People with Disability, held on 3 December each year.	Communications and Engagement	Ongoing	Evidence of promotion of days of significance for people living with disability across SAAS engagement platforms.
<b>Priority Area 3: Promoting the rights of people living with disability</b>				
3.1	Ensure that existing staff have completed mandatory disability awareness training.	Workforce Services, Clinical Education, and Executive Directors	2021	Monitor the percentage of existing staff who have completed the disability awareness training.
3.2	Ensure all new staff complete mandatory disability awareness training as part of their induction.	Workforce Services, Clinical Education, and Executive Directors	2021	Monitor new staff who have completed the disability awareness training.
3.3	Ensure that the delivery of SAAS services adheres to SA Health's <i>Charter of Health and Community Services Rights Policy Directive</i> , which incorporates the <i>Australian Charter of Healthcare Rights</i> .	CPAPS	Annually	Consumers are made aware of the existence of the Charter and feedback indicates that the Policy Directive is being applied appropriately.
3.4	Ensure that healthcare service consumers are aware of SA Health's patient charter <i>Your Rights and Responsibilities – Charter for Consumers of SA Public Health System</i> .	Operations	Ongoing	Feedback from consumers that they are aware of the Charter, and their rights as a healthcare service consumer.



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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
Priority Area 3: Promoting the rights of people living with disability				
3.5	Ensure that consumers are aware of their right to consent to SAAS care/treatment/services.	Operations and CPAPS	Ongoing	Audit of Patient Clinical Record (PCR) forms to ensure that consent has been provided.  The Clinical Audit Program includes a review of PCRs to ensure that the consent box is completed correctly.

## 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.

Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 4: Participation in decision-making</b>				
4.1	Engage the SAAS CACAC in the development of a Supported Decision-Making Framework.	CPAPS, Communications and Engagement and Operations	2022	Evidence that the SAAS CACAC have been consulted and that the Supported Decision-Making Framework has been established for use.
4.2	Engage with regional and rural consumers living with disability to understand requirements and tailor solutions to meet their needs. This includes, but is not limited to: <ul style="list-style-type: none"> <li>Identifying opportunities to engage people living with disability in volunteering roles</li> <li>Engaging with local disability service providers and local governance committees</li> <li>Developing new service delivery programs which are tailored to the needs of regional and rural consumers living with disability</li> <li>Where applicable, tailoring existing metropolitan service delivery programs to fit a regional and rural setting.</li> </ul>	Country Operations and MedSTAR	2022	<p>Evidence that engagement has taken place and service design and delivery accommodates these needs, where possible.</p> <p>Monitor the number of volunteering roles undertaken by people living with disability.</p> <p>Evidence of service delivery models which have been developed and/or adapted specifically for the needs of regional and rural consumers living with disability.</p>

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 4: Participation in decision-making</b>				
4.3	<p>Ensure that the outcomes of the SAAS CACAC are consistent with:</p> <ul style="list-style-type: none"> <li>The National Safety and Quality Health Service Standards, Standard 2 'Partnering with Consumers', and;</li> <li>SA Health's Strategic Plan 2020-2025: Goal 3: 'Improve individual and community capability in managing their health and wellbeing'.</li> </ul>	CPAPS and Communications and Engagement	2022	Review of SAAS CACAC meeting minutes (and Action Plan, where relevant) to ensure that outcomes are in adherence.
4.4	<p>Engage the consumer and/or their parent/carer (if the consumer is unable to consent, and where legislation permits) in the decision-making process relating to the consumer's care/treatment/transport.</p> <p>Ensure that young people living with disability actively participate in decision-making.</p>	Operations and CPAPS	Ongoing	Monitor the results of the 'Measuring Consumer Experience Survey' to identify the extent to which the consumer's family/carer are being involved in decisions such as: Advanced Care Directives, Substitute Decision - Makers and Resuscitation Plan – 7 Step Pathway.
4.5	Develop and implement a 'Patient Escalation Program', enabling patients and/or their carers to raise concerns around patient deterioration during patient treatment and transport.	Operations and CPAPS	2022	<p>Evidence that a protocol has been established and consumers have been made aware of its availability through a range of SAAS engagement platforms.</p> <p>Feedback is sought from consumers to evaluate the effectiveness of this protocol.</p>

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
Priority Area 5: Leadership and raising profile				
5.1	<p>Engage with consumers living with disability across a range of engagement platforms to provide information and seek input into service design. Examples may include:</p> <ul style="list-style-type: none"> <li>• Participation on internal SAAS Committees/Working Parties</li> <li>• Meetings/events</li> <li>• Virtual Hub</li> <li>• Targeted focus groups</li> <li>• Surveys</li> <li>• Information sessions.</li> </ul>	Operations, CPAPS, Workforce Services and Communications and Engagement.	2022; Ongoing thereafter	<p>Monitor the number of activities held.</p> <p>Feedback from attendees living with a disability has been recorded.</p>



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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 5: Leadership and raising profile</b>				
5.2	<p>Encourage greater participation of people living with disability on relevant SAAS governing boards and committees. This will be achieved through:</p> <ul style="list-style-type: none"> <li>Establishment of a Diversity and Inclusion Advisory Committee, responsible for oversight of the SAAS Diversity and Inclusion (D&amp;I) Plan (2020-2023), currently in development, and the opportunity to include a member from the SAAS CACAC.</li> <li>Establishment of a Disability Working Group, responsible for the implementation of the D&amp;I and whose membership consist of self-nominated staff with lived experience and/or knowledge of the experiences of diverse staff.</li> </ul>	Workforce Services	2021	<p>Terms of Reference (TORs) have been established for the D&amp;I Advisory Committee and Working Groups.</p> <p>Monitor the number of meetings held.</p>
5.3	Membership and TORs for SAAS governing committees are reviewed to identify opportunities for increased participation by people living with disability.	Strategy, Risk and Governance and Communications and Engagement	2022	<p>The membership and TORs for committees are reviewed, as appropriate.</p> <p>Representation of people living with disability on committees has increased.</p>

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 6: Engagement and consultation</b>				
6.1	Monitor the emerging issues and priorities in relation to consumer, carer and community experiences, to inform service design.	Operations, CPAPS and Communications and Engagement	Ongoing	Evidence that policies, procedures and service delivery are current and reflect the needs of people living with disability.
6.2	Identify and implement an effective co-design framework which can be utilised to enable greater collaboration with people living with disability when reviewing and developing services.  Continue to develop tailored service solutions for consumers living with mental health conditions.	Operations and CPAPS	2023	Establishment and adoption of a co-design framework.  Feedback from consumers that SAAS service delivery models meet the needs of people living with disability.
6.3	Ensure complaint processes are clear, consistent and accessible.	CPAPS	Ongoing	Complaints from consumers living with disability are captured in the Safety Learning System (SLS) and reported upon.
			Annually	Monitor the number of access-related complaints.
			Annually	Review the percentage of satisfactorily resolved access-related consumer complaints.

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
6.4	Ensure that SAAS participates in relevant SA Public Sector Community of Practice (COP) and/or Working Groups to maintain awareness of best practice initiatives and advocate on behalf of the needs of SAAS staff and consumers living with disability.	Operations, CPAPS, Workforce Services and Communications and Engagement	Ongoing	Monitor participation by SAAS staff (e.g. through the establishment of a register of staff participating in these COP/Working Parties).
6.5	Ensure that frontline staff receive disability awareness training to enhance understanding of the challenges faced by people living with disability when engaging with SAAS services.	Clinical Education Operations and Business Services	2022	Monitor the number of staff who have completed mandatory disability awareness training.  Monitor the number of complaints submitted by consumers living with disability, relating specifically to their experiences with frontline services.

### 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 support accessibility to public and community infrastructure, transport, services, information, sport and recreation, and the greater community.

Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 7: Universal design across South Australia</b>				
7.1	Ensure that existing SAAS buildings and facilities are accessible to people living with disabilities (unless an exemption applies).	Infrastructure, Planning and Resourcing, Work Health and Safety and Injury Management (WHSIM) and WHS Representatives	Annually	A risk assessment of facilities has been conducted and any issues which are identified have been satisfactorily resolved.
7.2	Ensure that principles of universal design are considered when undertaking new builds and/or refurbishments.	Infrastructure, Planning and Resourcing and WHSIM	Ongoing	Plans incorporate the principles of universal design, and that architects adhere to the <i>Disability (Access to Premises – Buildings) Standards</i> , except where an exemption applies.
7.3	Ensure that SAAS Evacuation Procedure and Emergency Plan include a provision for people living with disability.	Infrastructure, Planning and Resourcing, WHSIM and the Chief Fire Warden	Annually	Review the following: <ul style="list-style-type: none"> <li>• Easy egress from all buildings</li> <li>• Evacuation plans for all SAAS buildings</li> <li>• Ensure that evacuation procedure has a provision for people living with disability, and</li> <li>• Evacuation drills are held.</li> </ul>



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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 7: Universal design across South Australia</b>				
7.4	Ensure that signage in public access areas (e.g. inside ambulances and outside of public buildings) is clear and offered in a range of accessible formats (e.g. easy read, pictorial) for people who are deaf, hard of hearing, vision-impaired or blind.	Infrastructure, Planning, and Resourcing, Fleet Services and Communications and Engagement	2022	Review of existing signage to ensure that it meets best practice and/or national standards (where applicable).
7.5	Engage the SAAS CACAC and consumers to identify suitable methods to safely transport mobility aids for people with disability.  Liaise with Primary Healthcare providers to ensure procedures are in place for the safe transfer and storage of mobility aids, upon delivery.	CACAC, CPAPS, and Operations	2022	A protocol is established, and the existing Safe Storage of Luggage and Equipment Procedure is updated accordingly.  Seek feedback (via survey) from consumers, regarding their level of satisfaction with these procedures.
7.6	Ensure availability of equipment and resources to assist the transportation of people with disabilities. Includes, but not limited to: CAMEL Lifters, HoverJack/Matt, Stair Chair, support-dog harnesses and a range of vehicles (4WD, helicopter, bariatric etc.).	Operations and Fleet Services	Ongoing	Ensure equipment is maintained and available when required.
7.7	Ensure that the <i>Accredited Support Dog Transport Procedure</i> remains current and staff adhere to the procedure, enabling the safe transport of accredited support dogs.	Operations, Workforce Services and WHSIM	Ongoing	Procedure is reviewed as required to ensure it meets current legislation and meets Work Health and Safety standards.  Seek feedback (via survey) from consumers who have an accredited support dog, indicating satisfaction with the solutions provided.

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 8: Accessible and available information</b>				
8.1	Provide an alternative means of communication for people who are deaf, hard of hearing and/or have speech impairment to make and receive phone calls to SAAS, through the National Relay Service and other modes of communication (e.g. personal alert systems). This can be for Triple Zero (000) calls and enquiries to the 1300 136 272 customer service centre.  Continue to administer the National Relay Service and ensure services remain available.	Statewide Services and Business Services	Ongoing	Evidence of the continued engagement with the National Relay Service and continued provision of services.
8.2	Continue to represent ambulance services as the lead on the national 'Messaging to Triple Zero Working Group', in developing alternative modes of communication with the Emergency Operations Centre (EOC) other than phone, for consumers with hearing impairment, victims of domestic violence and those using a personal alert system.	Statewide Services	Ongoing	Seek evidence of attendance by SAAS representatives at meetings of this group.
8.3	Provide an interpretation service for consumers from Culturally and Linguistically Diverse (CALD) backgrounds.	Statewide Services and Business Services	Ongoing	Ensure that a <i>Translating and Interpreter Service Procedure</i> is in place and operating successfully.
8.4	Ensure that consumers have a range of payment options available for the payment of memberships and accounts (e.g. online, telephone, post office).	Business Services	Ongoing	Seek feedback on the accessibility of available payment options.  Monitor the number of complaints relating to the accessibility of available payment methods.

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 8: Accessible and available information</b>				
8.5	Continue to offer flexible payment options for consumers experiencing hardship.	Business Services	Ongoing	Monitor the number of applications made by consumers with disability to utilise flexible payment options due to hardship.
8.6	Ensure that our web and intranet pages (where possible) are compliant with accessibility principles and guidelines.  Seek feedback from consumers regarding accessibility requirements.	Communications and Engagement	2022	Existing digital content has been updated to meet accessibility requirements.
<b>Priority Area 9: Access to services</b>				
9.1	Support the rights of consumers who have an Advanced Care Directive or Palliative Care Plan in place, by asking the consumer whether one exists, and if so, adhering to the consumer's preferences as set out in the plan.	CPAPS and Operations	Ongoing	Evidence that the consumer's Advanced Care Directive and Palliative Care Plan are being adhered to.
9.2	Continue to provide a smooth transition of patient care between SAAS and Primary Healthcare Providers (e.g. through the implementation of Complex Care Plans).	Operations	Ongoing	Complex Care Plans are utilised and shared when providing Primary Healthcare referral pathways.  Ensure that staff have access to the Safety Learning System (SLS) to advocate on behalf of patients as required in the provision of care.

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 9: Access to services</b>				
9.3	<p>Continue to expand the range of alternative treatment pathways, where appropriate, to provide effective alternatives to emergency department presentation and reduce distress amongst some consumers.</p> <p>Includes, but not limited to:</p> <ul style="list-style-type: none"> <li>• Extended Care Paramedic Program</li> <li>• Alternative Care Pathways</li> <li>• Transport to Priority Care Centres</li> <li>• Community Paramedics</li> <li>• Call Direct</li> <li>• Falls Assessment</li> <li>• Complex Care Plans</li> <li>• Clinical Telephone Assessment (CTA).</li> </ul>	CPAPS and Operations	2023; and ongoing thereafter	<p>An increase in the utilisation of alternative pathways, where appropriate.</p> <p>Monitor feedback from consumers, to evaluate satisfaction with these alternative pathways.</p>



## 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.

Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 10: Better supports within educational and training settings</b>				
10.1	<p>Ensure that staff living with disability are given equitable access to training, career development and support. This includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>Developing support mechanisms for employees living with disability</li> <li>Ensuring that Performance Review and Development (PRD) plans include opportunities for professional development for people living with disability.</li> </ul>	Workforce Services and Executive Directors	Ongoing	Monitor the number of staff living with a disability who have professional development plans in place.
<b>Priority Area 11: Skill development through volunteering and support in navigating the pathway between learning and earning</b>				
11.1	Identify appropriate and meaningful volunteering opportunities for people living with disability.	Country Operations	Ongoing	Monitor the number of volunteering opportunities filled by people living with disability.

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 12: Improved access to employment opportunities and better support within workplaces</b>				
12.1	<p>Review of the SAAS recruitment, selection and induction procedures to ensure that they are accessible and inclusive and employment opportunities for people with disability are encouraged (except where an exemption applies).</p> <p>Includes, but not limited to:</p> <ul style="list-style-type: none"> <li>• Local level application of the Office for the Commissioner for Public Sector Employment's (OCPSE) <i>Disability Employment Strategy, Action Plan and Toolkit</i>.</li> <li>• Collaboration with OCPSE and other SA Public Sector agencies to implement the Disability Strategy and Action Plan at the local level, where applicable.</li> <li>• Liaise with directorates to target job opportunities for people living with disability under section 65 of the <i>Public Sector Act 2009</i> (SA).</li> <li>• Liaise with Disability Employment Service (DES) providers to identify suitable opportunities to engage new staff living with disability.</li> <li>• Provision of Disability Awareness Training to staff responsible for recruitment.</li> </ul>	Workforce Services	2022	<p>Monitor the number of staff living with disability.</p> <p>Evaluate the results of the staff surveys (such as the 'I Work for SA' Staff Survey) to assess staff perceptions of diversity and inclusion amongst SAAS staff.</p>

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 12: Improved access to employment opportunities and better support within workplaces</b>				
12.2	Ensure workplaces are accessible, inclusive and encourage the retention of existing staff living with disability. Includes, but not limited to: <ul style="list-style-type: none"> <li>Reasonable adjustments are made to the workplace to support staff living with disability.</li> <li>Flexible working arrangements and job design options are made available.</li> <li>Workstation (including computer) self-assessment instructions are maintained and provided via staff intranet.</li> <li>Human Resource policies and processes are reviewed to ensure that they are inclusive of staff living with disability.</li> <li>Engaging staff living with disability when developing new and reviewing existing policies and procedures which will impact on them.</li> </ul>	Workforce Services and WHSIM	Ongoing	Evidence that all relevant policies, procedures and guidelines have been reviewed and are inclusive and current.
			Annually	Monitor the number of staff with declared disability.
12.3	Provide support to staff who acquire a work or non-work related disability during their career at SAAS, ensuring that SA Health's <i>Management of Work Related Injury/Illness (WHSIM) Policy Directive</i> and <i>Management of Non-Work Related Disability or Medical Incapacity Guidelines</i> are adhered to.	Workforce Services, WHSIM and Executive Directors	Ongoing	Evidence that support has been provided, where appropriate.

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Action	Description	Responsibility / Lead	Timeframe	Measurable Target
<b>Priority Area 12: Improved access to employment opportunities and better support within workplaces</b>				
12.4	Supervisors undertake disability awareness training to maximise the level of support provided to staff living with disabilities.	Workforce Services and Operations	2022	Monitor number of supervisors who have completed the training.
12.5	<p>Staff are encouraged to participate in SAAS wellbeing initiatives.</p> <p>Includes, but not limited to:</p> <ul style="list-style-type: none"> <li>• Peer Support Program</li> <li>• Employee Assistance Program</li> <li>• SA Public Sector Mentally Healthy Workplaces initiatives</li> <li>• WorkFit Services</li> <li>• SAASFit Services</li> <li>• Influenza Program</li> <li>• Vaccine Preventable Diseases Program</li> <li>• Fatigue Management</li> <li>• Manual Handling Training.</li> </ul>	Executive Operations Support, WHSIM, WHS Representatives, Workforce Services and Communications and Engagement	Ongoing	<p>Evaluate the results of staff surveys to assess staff levels of wellbeing.</p> <p>Monitor staff uptake of SAAS wellbeing initiatives.</p>

## Consultation process

Previously, SAAS developed its 2017-2022 DAIP (based on Commonwealth legislation). Considerable community consultation was undertaken during its development.

The following consultation was undertaken during the development of the SAAS 2020-2024 DAIP:

- A first round of consultation took place, whereby members of the public were invited to complete an online survey about their experiences using SAAS services. The survey was hosted on the 'Your Say' website and promoted on the SAAS website and social media platforms. A range of disability service providers were also sent an email invitation to participate in the survey. A total of 71 people completed the survey (35% of respondents were people living with disability; 24% were a family member of a person living disability; and 18% were state government employees).
- Recommendations from the survey were incorporated into the draft DAIP.
- A second round of consultation took place, whereby the draft DAIP was presented to the SAAS Consumer and Community Advisory Committee (CACAC) for review and feedback at the September 2020 meeting.

## Acknowledgement

Thank you to those involved, and to everyone who provided valuable feedback. In particular, thank you to those who completed our survey, and to the members of the SAAS CACAC who reviewed the draft DAIP and shared their expertise and insight.

## Relationship to other policies, strategies, frameworks

- SAAS 2020 Strategic Transition Plan and Vision 2030 Strategic Plan (under development)
- National Safety and Quality Health Service Standards (NSQHS)
- OCPSE Diversity and Inclusion Strategy 2019-2021
- OCPSE Disability Employment Strategy 2020-2023 and Plan 2020-2021
- SAAS Diversity and Inclusion Plan 2020-2023 (under development)
- South Australian Health and Wellbeing Strategy, 2020-2025.

## Examples of previous achievements

Previous DAIP and achievements:

- Development and publication of SAAS's first DAIP (2017-2022)
- The establishment of the SAAS CACAC and preparation of a strategy for consumer engagement
- Publication of SAAS's Second Reconciliation Action Plan June 2020-2022
- Executive approval to create the SAAS Diversity and Inclusion Advisory Committee.



# GLOSSARY OF TERMS

## **Built environment**

Man-made structures, features, and facilities viewed collectively as an environment in which people live and work.

## **Co-design**

A range of activities and processes used in the design of services and products that involve people who use or are affected by that service or product.

## **DAIP**

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

## **DHS**

The Department of Human Services SA.

## **National Safety and Quality Health Service Standards (NSQHS)**

The National Safety and Quality Health Service Standards are 10 Standards developed by the Australian Commission in Safety and Quality in Healthcare designed to drive the implementation of safety and quality systems and improve the quality of healthcare in Australia.

## **Reasonable adjustments**

Refers to the administrative, environmental or procedural changes which enable employees or potential employees with permanent or temporary disability to perform their duties.

## **Supported decision-making**

A model to support people with disability to make significant decisions and exercise their legal capacity.

## **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.





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