



## **Disability Access and Inclusion Plan**

SAPOL launched its Disability Access and Inclusion Plan (DAIP) 2020-2024 in October 2020 and continues to implement its actions. SAPOL has committed to greater involvement of people with disability in implementing the new plan.

The DAIP sets a clear direction for what SAPOL intends to do to further support and include people with disability over the four years of the plan. The 12 actions are aligned to four themes set out in the Inclusive SA: State Disability Inclusion Plan 2019-2023; Inclusive communities for all, leadership and collaboration, accessible communities, and learning and employment.

### **Inclusive communities for all**

SAPOL has commenced reviewing its on-line disability awareness training for all staff. To coincide with World Autism Day, SAPOL launched a new interactive training Autism awareness module, developed by Autism Spectrum Australia. The module, developed specifically for police, focuses on sharing stories and providing opportunities to increase understanding and inclusion of people with autism. During the development of SAPOL's DAIP, consultation with the community identified that autism training would enable greater understanding and better communication and response when engaging with people with autism.

SAPOL is currently working on a DAIP Action 2 to build SAPOL employee confidence and safeguard people with disability through increased engagement with people with disability, disability service providers and disability service sites including:

- SAPOL's Neighbourhood Watch program is developing an Action Plan which makes specific actions around increasing engagement with and increased participation of priority groups including those with disability. The actions centre on proactively collaborating with relevant community leaders and agencies.

SAPOL's Public Engagement Section are currently in the process of undertaking an exciting major review and refresh project to engage with external market research agencies to help inform, and refresh:

- Business Security portfolio
- Vehicle and Bicycle Security portfolio
- Residential Security portfolio
- The process for each of these reviews/refreshes will involve using an external market research provider to consult the community (proactively including people with disabilities), to inform and help us improve products/services to the community.
- SAPOL's Road Safety Centre hosted participants of Novita Step Up Life Skills Program. The focus of the session was road safety with the provision of vital road safety information and the opportunity for participants to practice those skills on the mock roadway.

Service

Integrity

Leadership

Collaboration

Courage

Respect



## Leadership and collaboration

SAPOL is working on two actions under this theme – the establishment of a Disability Service Development Advisory Group and a Disability Engagement Forum. The key objective of both actions is to enable SAPOL to hear feedback on service delivery issues impacting people living with disability and to involve, where feasible, people living with disability, carers and disability service providers, in collaborative change.

## Accessible communities

PASB have continued working on Action 6 of the DAIP; to apply universal design principles to SAPOL's sites, buildings and facilities and conduct audits of existing sites:

- SAPOL Universal Design Guidelines (Built Form) drafted, incorporating SAPOL principles of universal design. Guidelines to be included in project documentation for new and upgraded facilities.
- SAPOL guidelines to be progressively updated to address universal design issues identified in site audits.
- SAPOL guidelines to be reviewed when updated Department for Infrastructure and Transport Fitout Standards are available.
- Audit plan updated to allow for in-house audit team (in lieu of external consultants) with two positions created and funded from the program budget.
- Audit team has undertaken training in access consulting and auditing.
- Site audits commenced in late March 2022 with 26 sites audited by 30 June 2022.
- Audit program delayed by recruitment of audit team as well as site access and travel restrictions related to COVID-19.
- Priority access improvements have been identified with approved minor works to commence in July 2022.
- Funding of \$200,000 allocated for 2021-22 and 2022-23 to support resourcing for audits and some initial works identified.

In relation to Action 7; provide accessible information on SAPOL's websites: the contract with SAPOL's website platform provider was extended in January 2022 to January 2024. In 2022, as part of that contract, SAPOL is upgrading from v5.4.7.1 to 5.7.1. The upgrade will allow SAPOL to take advantage of any web accessibility improvements from the newer version. Following the upgrade, SAPOL will look to collaborate with its provider to refresh the website by providing a user design review to improve the accessibility of our site.

SAPOL employees (in community engagement, media and marketing roles and responsible for producing information and content for the public such as crime prevention messaging) participated in Easy English training delivered by Scope Australia.

In relation to Action 8; broaden and enhance the use of technology to enable better communication between people with disability and SAPOL:

- In December 2021 rolled out the E-Sign Contractor & Visitor Management System across 37 SAPOL sites. These sites have been equipped with iPads in the front stations which will replace the manual sign in process for visitors.
- SAPOL continues to employ the Advanced Mobile Location Services, allowing SAPOL to identify the location of members of the public calling for assistance despite possible communication barriers.
- SAPOL has access to and promotes "What3words" to assist in locating Triple Zero callers.
- National Relay Service (NRS) perform the function to connect and assist with communication for deaf and/or find it hard hearing or speaking with people via the telephone. This is significant for emergency services as NRS provide the ability to contact 000 using a dedicated 106 service. Training on the NRS function is delivered in the Communications Centre Course and the Call Centre course.



- Integrated Public Number Database (IPND) - a telephone owner's personal details information is held by the telephone service provider and in emergency situations when the caller contacts triple zero is provided to the Emergency Service Call Centre. This information has not been available via the third party (NRS). The service provider Concentrix are currently working with all emergency services across Australia to standardise IPND information that is provided to the Emergency Service Call Centre. SAPOL is currently engaged in this improvement.
- Text to triple zero is a national initiative that is being managed through National Emergency Communications Working Group. The triple zero provider (Telstra) provides the option for a member of the public to call triple zero using SMS. This is an ongoing project.
- SAPOL is participating in the Persons at Risk in Emergencies Project that is being led by South Australia Council of Social Services.

### **Learning and employment**

SAPOL partnered with Job Access during 2021-22. Job Access delivered disability awareness training to employees across SAPOL including a large contingent from Human Resource Service, with a particular focus on recruitment and supporting employees in the workplace. Job Access also conducted a review of SAPOL's recruitment processes and has provided a report with suggestions to assist in the recruitment of people living with a disability.

SAPOL's Volunteer Coordination Unit (VCU) met with Orana Australia Ltd about their Volunteerability program offering support to volunteers with disability. The VCU have updated their application form to include reference to a carer who can provide support to the client during the application and when the client is volunteering.

In July 2021 as part of its Health and Wellbeing program, SAPOL standardised gym equipment across larger worksites. New equipment was provided with the aim of improving health outcomes for all employees. Accommodating all employees was a priority. In particular, at Police Headquarters, a new upper body ergo machine allowing wheelchair access, provides a cardio and muscular endurance workouts for individuals with lower limb disabilities or for those recovering from lower body injuries.

