
Disability Access and Inclusion Plan

SAPOL launched its new Disability Access and Inclusion Plan (DAIP) 2020-2024 in October 2020. Extending the outcomes of the previous plan, SAPOL has committed to greater involvement of people with disability in implementing the new plan as was evident in the significant internal and external consultations undertaken in preparing the plan.

The DAIP sets a clear direction for what SAPOL intends to do to further support and include people with disability over the next four years. The 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 hosted a Disability Awareness training session run by Purple Orange facilitators with lived experience of disability. Approximately 25 participants attended the session held at the Academy including employees from Physical Assets Support Branch (PASB), Diversity and Inclusion Branch (D&IB), Human Resource Management Branch (HRMB), Community Engagement Section (CES), and Volunteer Coordination Unit.

Since the session, D&IB and CES have met with Purple Orange to discuss potential support from them with our DAIP actions, particularly around training and advice.

Initial discussions have also been had with Purple Orange about support from them in sourcing community participants for focus groups for SAPOL to consult on the implementation of DAIP actions, including training.

CES presented at the Neighbourhood Watch International Conference on the Gold Coast on the topic of 'Increased Inclusion of People with Disabilities in Neighbourhood Watch'.

Leadership and collaboration

An initial meeting was held with D&IB and CES members to discuss ideas for a Disability Service Development Advisory Group. After further consideration of the objective of Action 4, discussion was held about the potential to expand the Diversity and Inclusion Advisory Group (DIAG) with another member with disability expertise/experience, tap into the cross sector advisory group being developed, and engage Purple Orange to support us in sourcing focus group participants relevant to specific topics we would like to consult on. The DIAG is more intersectional and includes members from priority groups within the State Plan. Further consideration and discussion of this is to be held in consultation with CES.

Accessible communities

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

- Existing policies and procedures have been reviewed and required updates identified. Terminology updated from "disability" to "accessibility".
- Draft SAPOL principles of universal design developed.
- Disability Inclusion training including introduction to universal design arranged for PASB.



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- Department for Infrastructure and Transport Fitout Standards to be updated 2022 – SAPOL guidelines to be reviewed when new standards are available.
- Updating of custody management standards in collaboration with Custody Management Portfolio (CMP) by end December 2021.
- PASB/CMP/City Watch House reps to visit new Department of Corrections facilities for review of cell complex design.
- Updating of public area standards in collaboration with Security Advice Section (SAPOL) by end December 2021.
- Draft audit plan developed for release of Request for Quote in July 2021.
- Capital funding of \$200,000 allocated for 2021/22 – however is likely to require additional funding to complete auditing of the full SAPOL portfolio – additional funding to be sought based on responses to RFQ.

In relation to Action 8; broaden and enhance the use of technology to enable better communication between people with disability and SAPOL, Communications Group have implemented and are working on the following initiatives:

- Advanced Mobile Location Services (AML) began operation in SAPOL in December 2020 and has been operating successfully for the past 6 months. This allows SAPOL to identify the location of members of the public calling for assistance despite possible communication barriers. SAPOL remain the lead agency in South Australia with the use of this new technology.
- 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. SAPOL rarely receive calls from this service but staff are trained and prepared for when they do.
 - 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. No dates currently available for when this improvement will be finalised.
- 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 a project that will take a number of years to be finalised. Business Engagement Analyst with SAPOL Business Engagement & Innovation Branch is currently reviewing and preparing SAPOL's Business requirements for this project. Telstra have developed a requirements document that is currently with the commonwealth Department of Infrastructure, Transport, Regional Development and Communications for final review before being released to the Emergency Service providers. SAPOL currently waiting for this document to validate own business requirements.



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Learning and employment

In April 2021, a policy for the management of non-work related medical disability or medical incapacity for Non-Sworn employees' was developed by HRMB to provide managers and employees guidance to manage employees with non-compensable injury, illness or disability in the workplace. This policy is consistent with the *Public Sector Act 2009 (SA)*, *Disability Discrimination Act 1992 (SA)*, the *Equal Opportunity Act 1984 (SA)*, the *State Disability Inclusion Plan 2019-2023* and SAPOL's DAIP. The policy is inclusive of employees with disability.

In April 2021, HRMB provided 10 briefing sessions to managers and supervisors in SAPOL to provide them with information and guidance as to how they can support employees with a non-work related medical condition, medical incapacity and disability in the workplace. The briefing sessions covered legislative requirements and human resource best practice considerations in supporting employees with disability in the workplace. This includes providing reasonable modifications and equipment in the workplace, recruiting and promoting employees with disability who have the ability to fulfil the inherent requirements of the role, and also accessing external services to support employees with disability, for example, JobAccess.



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