

SA Police Disability Access and Inclusion Plan 2020-2024



SOUTH AUSTRALIA POLICE
KEEPING SA SAFE



**Government
of South Australia**

SA Police Disability Access and Inclusion Plan 2020-2024



Message from the Commissioner

South Australia Police (SAPOL) has a firm and trusted reputation for keeping the people of South Australia safe. This reputation is, in part, a result of the positive relationship the organisation holds with the community we serve. This is not to say we can rest on this reputation or that we have always 'got it right'. Recognising we can do and be better, we know we must continue to push against misconceptions and biases that exclude or devalue people from diverse backgrounds, including people with disability.

Supporting the State Disability Inclusion Plan, the SAPOL Disability Access and Inclusion Plan 2020-2024 provides a framework and direction for the further development of policy, programs, systems and practices that will increase our inclusiveness of people with disability and enhance the way we think and go about our business.

Our Disability Access and Inclusion Plan gives impetus to move forward from ensuring employee general awareness about disability to delivering inclusive policing services with both confidence and competence, achieved through different levels of learning and engagement with people with disability. The plan also provides the basis for greater representation in our workforce of people with disability.

In addition, it establishes a baseline for thinking differently about our use of technology to enable better communication with people with disability, particularly on the frontline. There is also a critical recognition in the plan that as a police service we must do our best to safeguard the most vulnerable in our community, in this case by establishing information flow with the disability sector that promotes wellbeing and supports the prevention and investigation of crime.

I am pleased to be able to present the SAPOL Disability Access and Inclusion Plan to both the SAPOL and wider South Australian communities.

Whether you are an employee or volunteer with SAPOL, or you are someone from the wider South Australian community wanting to know what we intend to do, I ask you to embrace the actions and objectives of this plan. If we do this, SAPOL will be more able to work effectively with and keep the community of South Australia safe.

A handwritten signature in blue ink, appearing to read 'Grant Stevens'. The signature is fluid and stylized, with a long horizontal stroke extending to the right.

Grant Stevens
Commissioner
South Australia Police

SA Police Disability Access and Inclusion Plan 2020-2024

Acknowledgement of Country

South Australia Police acknowledges and respects Aboriginal peoples as the State's first peoples and nations, and recognises their traditional relationship with Country.

We acknowledge that the spiritual, social, cultural and economic practices of Aboriginal people come from their traditional lands and waters, and that the cultural and heritage beliefs, languages and laws are still of importance today.

South Australian Government Commitment to Disability Inclusion

The Government of South Australia has committed to greater inclusivity of people with disability. This commitment is reflected in the objects and principles of the Disability Inclusion Act (2018) SA which provides a framework in support of a whole of government approach to improving inclusion of people with disability in all areas of life as well as leading to the development of South Australia's first state-wide plan, Inclusive SA: State Disability Inclusion Plan 2019-2023. The Act also requires government agencies to develop disability access and inclusion plans and report progress and outcomes of these plans to parliament.

The state and agency plans support South Australia's implementation of the National Disability Strategy. Plans are also flexible in their design and implementation to enable a responsive outlook to changing priorities and new information.

About South Australia Police

SAPOL is the sole provider of policing services to the state of South Australia. From the Anangu Pitjantjatjara Yankunytjatjara (APY) lands in the state's far north, the Limestone Coast in the south, Riverland to the east, Ceduna and Yalata lands in the far west, and the state's many other regions, towns and communities, SAPOL protects and serves the 1.7 million diverse citizens and the many people who visit South Australia for work and pleasure.

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Our Commitment to Disability Access and Inclusion

SAPOL is committed to providing accessible and inclusive information, services and facilities for people with disability. This commitment is reflected in the actions outlined in this plan, which extend work and activity already undertaken, and systems, programs and amenities now in place:

- We reviewed and updated our disability awareness training program with all sworn and public sector employees undertaking the updated training. All new employees also undertake this training. We also reviewed other training programs to ensure relevant inclusion of disability awareness.
- We introduced new and expanded options and encouraged employees to take up flexible work arrangements, supporting both those with disability and carers.
- We introduced Mental Health First Aid training, continued with our Employee Assistance Program, launched our 'My Health, My Wellbeing' website and initiated a physical reconditioning program.
- We engaged people with disability in a skills development program and found individual people with disability employment with SAPOL and other organisations.
- We upgraded a number of police station front counters to be more accessible for people with physical disability.
- We worked across justice agencies to develop and implement legislation and practice that better meet the needs of vulnerable victims and witnesses, and the needs of suspects with complex communication needs.

- We established the SAPOL Diversity and Inclusion Advisory Group. This group includes a senior person who works in the disability sector. Meeting quarterly, the group provides strategic advice to SAPOL executive.
- We established a new Diversity and Inclusion Branch. This branch carries a number of responsibilities including development and delivery of disability policy and training, and managing incidents of disability discrimination.

Our service delivery focus is aligned with various legislative requirements and internal strategies and plans including:

- Disability Discrimination Act (1992) CwIth
- Disability Inclusion Act (2018) SA
- Equal Opportunity Act (1984) SA
- SAPOL Diversity and Inclusion Strategy 2020-2025
- SAPOL Disability Access and Inclusion Plan 2020-2024.

Disability and Disability Discrimination

The Disability Inclusion Act (2018) SA defines disability in relation to a person as including long-term physical, psycho-social, intellectual, cognitive, neurological or sensory impairment, or a combination of any of these impairments, which in interaction with various barriers may hinder the person's full and effective participation in society on an equal basis with others.

The Disability Discrimination Act (1992) Cwth defines disability in relation to a person as:

- a) total or partial loss of the person's bodily or mental functions; or
- b) total or partial loss of a part of the body; or
- c) the presence in the body of organisms causing disease or illness; or
- d) the presence in the body of organisms capable of causing disease or illness; or
- e) the malfunction, malformation or disfigurement of a part of the person's body; or
- f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

- h) presently exists; or
- i) previously existed but no longer exists; or

- j) may exist in the future (including because of a genetic predisposition to that disability); or
- k) is imputed to a person.

To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

Under Commonwealth legislation (Disability Discrimination Act 1992) and SA legislation (Equal Opportunity Act 1984) it is against the law to discriminate against someone based on their disability. Disability discrimination happens when people with disability are treated less fairly than people without disability. It also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of people with disability.

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Management and Oversight

Responsibility for management of outcomes of SAPOL's Disability Access and Inclusion Plan rests with Diversity and Inclusion Branch.

A Disability Access and Inclusion Plan Steering Group has been established by Diversity and Inclusion Branch. Meeting regularly, the steering group engages with stakeholders in the allocation of actions to meet required outcomes within the specified timeframes.

Contact

This Disability Access and Inclusion Plan is available on the SAPOL website at www.police.sa.gov.au in full, easy read and HTML formats. If you require a copy in an alternative format or you wish to connect with SAPOL for any other reason regarding this plan, please contact the SAPOL Diversity and Inclusion Branch via sapol.diversityandinclusion@police.sa.gov.au.

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Actions

The SAPOL Disability Access and Inclusion Plan 2020-2024 is aligned with Inclusive SA: State Disability Inclusion Plan 2019–2023 (Inclusive SA). There are four themes and 12 priorities in the State Disability Inclusion Plan. SAPOL is establishing 12 actions centred on these themes and priorities.

The Disability Inclusion Act (2018) SA establishes a set of objects and principles, highlighting the specific needs of **four priority groups**:

- **women with disability;**
- **children with disability;**
- **Aboriginal and Torres Strait Islander people with disability; and**
- **people from culturally and linguistically diverse backgrounds with disability.**

The SAPOL Disability Access and Inclusion Plan gives effect to the objects and principles of the Act by aligning with the structure of Inclusive SA, responding to the feedback and submissions received from the South Australian community during the development of the plan, and by ensuring people with disability have an ongoing voice in the development and delivery of SAPOL services. The actions and objectives of the SAPOL Disability Access and Inclusion Plan also give effect to those areas of Inclusive SA that are applicable to SAPOL.

Measurement

Qualitative measurement is planned to take place across the actions within this Disability Access and Inclusion Plan. Qualitative measurement will seek to answer two key questions:

- What is the impact on employee understanding, confidence and ability in engaging with and providing services for people with disability?
- What is the impact on people with disability?

Where the word 'describe' is used in the measurement column of the plan, this refers to the need to provide a description of the measurement.

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Theme: Inclusive communities for all

State Disability Inclusion Plan statement: 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 1: Enhance SAPOL employee and volunteer disability learning

Objective: Review and enhance disability awareness and other training to ensure, where appropriate, it includes current information on disability, engages the learner to raise awareness, build confidence and grow in competence, is inclusive of people with disability as learners, reinforces the rights of people with disability and their carers, and, where feasible, involves people with disability and disability service providers in development and delivery.

State Disability Inclusion Plan priority number: 1, 2, 3, 4, 5, 6, 10, 11

Action	Responsibility	Timeframe	Measurement
1.1 Review and enhance online disability awareness training	Human Resources Service	Initially by 30 June 2022 Again by 30 June 2024 Report in June 2022 and in June 2024	Training reviewed and enhanced Number of employees undertaking enhanced training Number of volunteers undertaking enhanced training
1.2 Review foundation, specialist and in-service training modules to enhance disability awareness content	Human Resources Service	Initially by 31 December 2021 Again by 31 December 2023 Report in June 2022 and in June 2024	Modules reviewed and enhanced (describe)
1.3 Involve people with disability and disability service providers in online, foundation, specialist and in-service training development and, where feasible, delivery	Human Resources Service	By 30 June 2021 Report annually from June 2021	Training programs developed or delivered involving people with disability or service providers (describe)
1.4 Develop and deliver face-to-face field level training for operational police officers (those based in public facing service delivery roles) involving people with disability and disability service providers	Human Resources Service	Initially by 30 June 2022 Again by 30 June 2024 Report in June 2022 and in June 2024	Training programs developed or delivered involving people with disability or service providers (describe)

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Action 2: Build SAPOL employee confidence to protect and safeguard people with disability

Objective: Cultivate relationships and networks between local police and people with disability, disability service providers and disability service sites (accommodation, employment, recreation) to improve understanding and awareness, build confidence and establish information flow that safeguards people with disability, and supports the prevention and investigation of crime. Relationships and networks are to consider strategies for inclusion of people in the four priority groups.

State Disability Inclusion Plan priority number: 1, 2, 3, 6, 8, 9

Action		Responsibility	Timeframe	Measurement
2.1	Engage with people with disability, disability service providers and disability service sites	Metropolitan Operations Service State Operations Service	Ongoing, initially by 31 December 2021 Report annually from June 2022	Contacts and connections established with service providers and sites (describe)
2.2	Establish a Disability Engagement Officer role within each District and Local Service Area	Governance and Capability Service	By 31 December 2021 Report in June 2022	Roles established

Action 3: Involve people with disability in SAPOL community engagement activities

Objective: Examine existing community based programs and activities such as road safety, youth programs, Neighbourhood Watch, Band of the South Australia Police, Law Enforcement Torch Run, community engagement, school and local programs to increase involvement of people with disability and explore other opportunities for program or activity based engagement with people with disability. Increased involvement is to consider strategies for inclusion of people in the four priority groups.

State Disability Inclusion Plan priority number: 1, 2, 3, 4, 5, 6, 11

Action		Responsibility	Timeframe	Measurement
3.1	Work with existing corporate programs, and ensure any new corporate programs include people with disability	Governance and Capability Service State Operations Service	Ongoing, initially by 30 June 2021 Report annually from June 2021	New or existing programs involve people with disability (describe)
3.2	Generate new and enhance local level programs and activities to involve people with disability	Metropolitan Operations Service State Operations Service	Ongoing, initially by 30 June 2021 Report annually from June 2021	New or existing programs and activities involve people with disability (describe)

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Theme: Leadership and collaboration

State Disability Inclusion Plan statement: 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 4: Establish a SAPOL Disability Service Development Advisory Group

Objective: Engage people living with disability, carers and disability service providers through establishment of a SAPOL Disability Service Development Advisory Group to enable SAPOL to hear feedback on service delivery issues impacting people living with disability and to generate, where feasible, involvement in collaborative change activity and outcomes of the Disability Access and Inclusion Plan. (The group would feed into the SAPOL Diversity and Inclusion Advisory Group, SAPOL's existing strategic level diversity and inclusion forum that provides advice to executive; this group includes a senior person who works in the disability sector). Consideration is to be given as to how people in the four priority groups can be included and/or engaged with the Disability Service Development Advisory Group.

State Disability Inclusion Plan priority number: 1, 2, 3, 4, 5, 6, 9

Action		Responsibility	Timeframe	Measurement
4.1	Establish Disability Service Development Advisory Group	Human Resources Service	By 30 June 2021	Group established
4.2	Schedule and hold meetings	Human Resources Service	Ongoing, initially by 30 June 2021 Report annually from June 2021	Diversity of people with disability involved in the group (describe) Activities and outcomes influenced (describe)

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Action 5: Establish a SAPOL Disability Engagement Forum

Objective: Engage and consult with people with disability, their families and carers on a regular basis, providing them with information and opportunity to ask questions and enabling them to provide input and feedback relating to service delivery and other issues. (SAPOL already conducts PACE (Police and Community Engagement) Forums; a Disability Engagement Forum may be set within the PACE Forum structure. Information obtained would be actioned locally and/or directed to the Disability Service Development Advisory Group.) Consideration is to be given as to how people in the four priority groups can be included in the forums.

State Disability Inclusion Plan priority number: 1, 2, 3, 4, 5, 6, 8

Action		Responsibility	Timeframe	Measurement
5.1	Develop Disability Engagement Forum	Governance and Capability Service	By 31 December 2021	Forum developed
5.2	Schedule and hold forums	Governance and Capability Service	Ongoing, initially by 30 June 2022 Report annually from June 2022	Number of forums held (describe) Number of people attending and/or participating and information gathered (describe)

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Theme: Accessible communities

State Disability Inclusion Plan statement: 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 increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

Action 6: Apply universal design principles to SAPOL's sites, buildings and facilities

Objective: Apply the principles of universal design to all new builds and major redevelopment works, and plan and conduct audits of existing sites, buildings and facilities to identify opportunities for improvement and, from those audits, prioritise, schedule and implement improvements within available resources.

State Disability Inclusion Plan priority number: 7, 9

	Action	Responsibility	Timeframe	Measurement
6.1	Review SAPOL's policies and procedures to ensure the principles of universal design are incorporated into all new builds and major redevelopment works	Business Service	By 30 June 2021 Report in June 2021	Policies and procedures are reviewed and updated
6.2	Develop a plan to audit existing sites, buildings and facilities in line with principles of universal design	Business Service	By 30 June 2021 Report in June 2021	Audit plan developed
6.3	Conduct audits in line with the audit plan	Business Service	By 30 June 2022 Report in June 2022	Audits conducted in line with the Audit plan
6.4	From the audit, prioritise, schedule and implement improvements within available resources	Business Service	Ongoing, initially by 31 December 2022 Report annually from June 2023	Number of improvements made in line with the schedule (describe)

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Action 7: Provide accessible information on SAPOL's websites

Objective: Ensure SAPOL's digital assets are accessible and available to as wide an audience as possible.

State Disability Inclusion Plan priority number: 7, 8, 9

	Action	Responsibility	Timeframe	Measurement
7.1	Develop an Accessibility Review and Implementation Plan	Governance and Capability Service	By 30 June 2021 Report in June 2021	Accessibility Review and Implementation Plan developed
7.2	From the plan, implement recommendations within available resources	Governance and Capability Service	Ongoing, initially by 31 December 2021 Report annually from June 2022	Improvements made in line with the Accessibility Review and Implementation Plan (describe)
7.3	Undertake future planning for the redevelopment or replacement of the SAPOL website to ensure compliance with web design accessibility standards	Governance and Capability Service	Ongoing, initially by 31 December 2021 Report annually from June 2022	Planning occurs (describe)

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Action 8: Broaden and enhance use of technology to enable better communication between people with disability and SAPOL

Objective: Review existing technology and communication options and pathways and explore new opportunities to better enable people with disability to communicate with police in the field and with SAPOL in general.

State Disability Inclusion Plan priority number: 7, 8, 9

Action		Responsibility	Timeframe	Measurement
8.1	Identify and plan for use of technology solutions that improve communication between people with disability and police officers in the field	Information Systems and Technology Service	By 30 June 2021 Report in June 2021	Technology solutions identified
8.2	Implement use of technology solutions within available resources	Information Systems and Technology Service	Ongoing, initially by 31 December 2021 Report annually from June 2022	Technology solutions implemented (describe)
8.3	Identify and plan for use of technology solutions that improve communication pathways for people with disability to contact and interact with SAPOL services	Security and Emergency Management Service	By 30 June 2021 Report in June 2021	Technology solutions identified
8.4	Implement use of technology solutions within available resources	Security and Emergency Management Service	Ongoing, initially by 31 December 2021 Report annually from June 2022	Technology solutions implemented (describe)

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Theme: Learning and employment

State Disability Inclusion Plan statement: 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 9: Ensure SAPOL's training and development practices are inclusive and training opportunities are accessible to employees with disability (where appropriate) and carers

Objective: Review training and development guidelines, followed by review of curriculum documents against the guidelines to ensure the needs of people with disability and carers are taken into account, providing greater flexibility and enhancing opportunity for participation, where appropriate.

State Disability Inclusion Plan priority number: 2, 3, 5, 8, 9, 10

Action		Responsibility	Timeframe	Measurement
9.1	Review training development guidelines and processes	Human Resources Service	By 31 December 2021 Report in June 2022	Documents reviewed
9.2	Encourage employees with disability and carers to participate in accessible training and development opportunities	Human Resources Service	Ongoing, initially by 31 December 2021 Report annually from June 2022	Practices implemented to encourage participation (describe)

Action 10: Ensure SAPOL's Human Resources policies, procedures and practices are inclusive of people with disability

Objective: Undertake further and ongoing review of SAPOL's Human Resources policies, procedures and practices to ensure they fully align with the SA Public Sector Disability Employment Strategy and Plan thereby enabling and encouraging people with disability to apply for public sector jobs and promotional opportunities and are retained in public sector employment.

State Plan Priority number: 3, 5, 9, 11, 12

Action		Responsibility	Timeframe	Measurement
10.1	Review, update and maintain policies, procedures and practices	Human Resources Service	By 31 December 2021 Report annually from June 2022	Policies, procedures and practices reviewed, updated and maintained
10.2	Promote Public Sector Act employment with SAPOL for people with disability in line with the SA Public Sector Disability Employment Strategy	Human Resources Service	Ongoing, initially by 30 June 2021 Report annually from June 2021	Promotion undertaken (describe) Number of people identifying with disability taking up employment or promotional opportunities

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Action 11: Develop a workplace skills program within SAPOL for people with disability

Objective: Review and formalise SAPOL's existing informal workplace skills program for people with disability in line with the SA Public Sector Disability Employment Strategy and Plan.

State Disability Inclusion Plan priority number: 1, 2, 3, 4, 6, 12

Action		Responsibility	Timeframe	Measurement
11.1	Review existing local workplace skills program	Human Resources Service	By 31 December 2021 Report in June 2022	Program reviewed
11.2	Develop a SAPOL-wide workplace skills program in line with the SA Public Sector Disability Employment Strategy	Human Resources Service	By 30 June 2022 Report in June 2022	Program developed
11.3	Implement the workplace skills program	Human Resources Service	Ongoing, initially by 31 December 2022 Report annually from June 2022	Program implemented (describe) Number of people participating in the program Number of people employed and/or retained in employment as a result of the program

Action 12: Enhance SAPOL's volunteer program for involvement of people with disability

Objective: Review the volunteer program to better enable involvement of people with disability.

State Disability Inclusion Plan priority number: 1, 2, 3, 6, 11

Action		Responsibility	Timeframe	Measurement
12.1	Review current roles and explore new opportunities to enable greater involvement of people with disability	Human Resources Service	By 30 June 2021 Report in June 2021	Review conducted (describe)
12.2	Recruit people with disability into the program	Human Resources Service	Ongoing, initially by 30 June 2021 Report annually from June 2021	Recruitment undertaken (describe) Number of volunteers with disability participating in the program

Disability Access and Inclusion Plan Consultation

To inform us in the development of our Disability Access and Inclusion Plan we consulted within SAPOL and with the wider South Australian community.

Consultation was divided into two phases: the first helped us plan the Disability Access and Inclusion Plan and the second sought feedback on a draft of the Plan.

Phase One Consultation

For the first stage of the consultation we had 74 people complete the disability section of an internal SAPOL Diversity and Inclusion Survey, and 145 people complete an external online survey accessed through the yourSAY website. We also connected with 34 people or groups outside SAPOL through email, video, phone calls and one-on-one conversations.

Those who participated in the consultation shared with us stories and provided ideas, suggestions and recommendations. These were broadly incorporated into the plan with specific ideas, suggestions and recommendations included in a four-year work plan.

Internal survey:

A total of 157 completed Diversity and Inclusion Surveys were received. Of these, 74 participants responded to the disability section of the survey. Of the 74 respondents, 17 (23%) indicated they have lived experience of disability.

External survey:

A total of 145 completed surveys were received. Of these, 48 respondents (33%) indicated they have lived experience of disability.

Separate consultations:

Separate consultation took place with 34 individual people or organisations who provided direct responses or submissions initially through email contact which extended to one face-to-face consultation, 10 telephone consultations, five video consultations, three written submissions and one Auslan interpreted consultation.

A range of themes and focus areas were identified from the consultations that informed the development of the Disability Access and Inclusion Plan.

Phase Two Consultation

The phase two consultation sought to build on the information received from the phase one consultation, seeking specific comment on the draft Disability Access and Inclusion Plan, while also providing opportunity for new or broad comments. There was no separate broad internal consultation, rather a single consultation process was promoted both within SAPOL and externally.

The phase two consultation resulted in 11 survey responses and eight direct contacts from individuals or service delivery organisations. Responses and submissions supported information received during the phase one consultation; new information received led to one additional action being included and some minor wording changes to the Disability Access and Inclusion Plan.