# South Australian Housing Authority Disability Access and Inclusion Plan 2020-2024

**Acknowledgement of Country**

S A Housing Authority acknowledges Aboriginal and Torres Strait Islander people as the First Peoples and Traditional Owners of the lands and waters we live and work. We acknowledge and respect the deep spiritual connection and the relationship that First Nations people have to Country.

We pay our respects to their Elders past, present and emerging.

# Statement from the Chief Executive

I am pleased to deliver S A Housing Authority’s Disability Access and Inclusion Plan (referred to as D A I P) 2020-2024. The Authority is committed to creating inclusive communities and meeting the housing needs of all South Australians. The Plan sets out a number of actions that will improve accessibility and inclusion for our staff, customers and partners, and supports the key priorities outlined in the State’s Disability and Inclusion Plan, *Inclusive S A*.

Consultation with the community, our customers and staff was undertaken to shape how we can improve our services and workplaces to be more inclusive and accessible. Through this plan, we will work towards removing the barriers people living with disability experience and encourage an inclusive culture within our workplaces.

The D A I P will continue to be monitored, reviewed and updated to ensure that it continues to align with the needs of our customers and staff, and supports the actions set out in the State’s 10 year strategy, Our Housing Future 2020-2030.

Over 20% of South Australians report living with disability. Affordable and stable housing is pivotal to enabling people living with disability to fully participate in, and be connected to, the communities in which they live and work. The Authority has a proud history of supporting low income households living with disability to access social, affordable, and private rental housing.

The actions outlined in our D A I P enables us to build on this work and demonstrates our ongoing commitment to the delivery of inclusive and accessible housing services for South Australians living with disability.

**Michael Buchan**

**Chief Executive Officer**

**S A Housing Authority Contact Details**

This D A I P is available on the Authority’s website [www.housing.sa.gov.au](http://www.housing.sa.gov.au)

If you require the Plan in an alternative format such as large font, electronic format (emailed), or audio please contact 131 299 or email [housingfeedback@sa.gov.au](mailto:housingfeedback@sa.gov.au). Or

National Relay Service: 1800 555 660

T T Y (teletypewriter): 1800 555 630

## Strategic alignment

The **Disability Inclusion Act 2018 S A** provides a legal framework to support equal access and inclusion for people living with disability in community activities and services including recreation, education, health, and public transport. The Act also mandates the development of D A I Ps for each State authority (Part 5 section 16).

The Act aligns with the [United Nations Convention on the Rights of Persons with Disabilities](https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html), and with the Australian [National Disability Strategy 2010-2020](https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020) which requires each jurisdiction to establish a State Disability Inclusion Plan. The State’s first Disability Inclusion Plan, *Inclusive S A,* came into effect on 31 October 2019. S A Housing Authority’s D A I P has been developed to align with the 12 key priorities set out in *Inclusive S A.*

International

National

State

United Nations Convention on the Rights of Persons with Disabilities

National Disability Strategy

2010 - 2020

National Disability Insurance Scheme

National Disability Agreement

Disability Inclusion Act 2018 (S A)

*Inclusive S A*

2019 - 2023

S A Housing Authority’s D A I P 2020 - 2024

# Disability Access and Inclusion Plan development

## Consultation Process

S A Housing Authority’s D A I P has been developed following a review of previous Housing S A Disability Action Plans and analysis of the housing related issues raised during previous consultations. In addition, engagement was undertaken with the community, customers, and staff through:

* Lived Experience Workshops for people living with disability
* Your SAy survey
* Staff surveys and team huddles
* Social media; and
* S A Housing Authority cross divisional working group.

The actions identified within this plan reflect the issues, ideas and opportunities put forward during the above consultation processes.

# Relationship to other policies, strategies, frameworks

In addition to the linkages to international, national and State strategies outlined on page 3 the D A I P supports and complements key initiatives and strategies within:

* South Australia’s 10-year housing strategy, *Our Housing Future- 2020-2030*
* South Australian Public Sector Diversity and Inclusion Strategy 2019-2021
* Government of South Australia Online Accessibility Policy
* S A Housing Authorities policies and programs such as:
* Sustainable Housing Principles – S A H T (referred to as the South Australian Housing Trust) Universal Housing Design Criteria
* Disability Housing Program
* Eligibility for Housing Policy
* Housing Registration and Allocation Policy
* Disability Access and Inclusion Policy (Community Housing providers)
* Disability Awareness training.

# Examples of previous achievements

The actions outlined within this plan will build on our existing policies and initiatives undertaken by the Authority to improve access and inclusion for people living with disability, including:

* Supporting access to social housing for Disability Support Pension recipients through automatic entry to category 2
* Disability housing properties
* Including accessible service provision clauses in homelessness service contracts
* Undertaking 17,453 disability modifications over the last five years
* Building at least 75% of new housing to S A H T Universal Housing Design Criteria
* Completing construction of 100 Specialist Disability Accommodation (referred to as S D A) properties to Liveable Housing Australia Platinum and Silver standard
* Initiating and managing $1M funding for assistive technology for 31 S D A properties
* Completing the development of 45 apartments to S A H T Universal Housing Design Criteria for over 55 year olds.

# About S A Housing Authority

The Authority commenced operating on 1 July 2018 as an independent statutory corporation reporting to the South Australian Housing Trust Board and South Australia’s Minister for Human Services. The Authority aspires to be a modern and innovative housing organisation and one which builds on the rich history of the South Australian Housing Trust.

# Our role

The Authority plays a critical role in providing strategic and operational policy advice in relation to housing matters to the South Australian Government, and contributes to the growth and sustainability of the South Australian housing system through our affordable housing and urban renewal programs, and our partnerships with the Specialist Homelessness and Community Housing Sectors. Along with contributing to the broader housing system, we support low to moderate income households through direct service provision (through Housing S A) and management of 34,000 public housing assets.

# Our contribution

*We contribute to the system by:*

* providing housing strategy and advice to government
* actively engaging and supporting the development of affordable housing
* working with the financial sector to reduce barriers to home ownership
* administering affordable housing programs
* contract managing and supporting the growth of the community housing sector
* contract managing the Specialist Homelessness Services; and
* regulating housing standards through the Housing Safety Authority.

*We develop and deliver housing services for:*

* people experiencing, or at risk of, homelessness
* those in need of crisis accommodation, including emergency relief
* people experiencing or escaping domestic and family violence
* low to moderate income earners requiring assistance in the private rental market; and
* people seeking to access affordable home ownership.

# Our staff

S A Housing Authority employs approximately 900 staff across our central, metropolitan, and regional Housing S A offices. Approximately 5% of staff live with disability.

The Authority is committed to an equitable, diverse, and inclusive environment for our staff that is supportive and connected. We are committed to removing barriers faced by people living with disability, and broadening an environment where employees are supported, respected, and included. Our recently established Equity, Diversity and Inclusion Reference Group will further strengthen this commitment to create a culture where our diversity and inclusivity is celebrated.

# Our customers

The Authority’s customer base is predominantly low income and high need groups and we partner with housing and homelessness sectors, government and developers to provide housing opportunities for all South Australians.

As at 30 June 2020, Housing S A owned 33,535 public and Aboriginal housing properties with 52,755 occupants. Over 35% of people living in public housing are in receipt of Disability Support Pension (D S P).

Information Table: Number of people living with disability receiving housing services

* Housing S A tenants (main tenant only)
* Public housing registration
* Private Rental Assistance Program applicants

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Age | No. living with disability | % living with disability | No. living with disability | % living with disability | No. living with disability | % living with disability |
| 17 Years or Less | 1 | 5% | 37 | 23% | 21 | 23% |
| 18-29 Years | 481 | 29% | 1,154 | 32% | 2,208 | 16% |
| 30-39 Years | 1,045 | 36% | 1,271 | 33% | 2,735 | 19% |
| 40-49 Years | 1,803 | 38% | 1,308 | 36% | 2,726 | 24% |
| 50-59 Years | 3,075 | 41% | 1,266 | 43% | 2,737 | 35% |
| 60+ Years | 5,919 | 40% | 1,354 | 46% | 3,506 | 42% |

**Public and Aboriginal housing tenants**

Over a third (39%) of our tenancies are headed by a person living with disability. The majority of households are located in metropolitan Adelaide, with the most in northern suburbs (30%), followed by western (17%), southern and eastern (16%). The remaining households are in regional and remote areas.

**Social housing registrations**

Of people who are currently registered for social housing, 37% have indicated they are living with disability.

**Private Rental Assistance Program**

People living with disability are also a large customer group accessing and receiving private rental services through Housing S A. From 1 July 2019 to 30 June 2020, 25% of those receiving private rental services were people living with disability.

**Graph image: Customers living with disability by service type**

Information collected about a customer’s disability relies on customer disclosure. While a significant number of customers have indicated living with disability, it is likely under-reported.

Information Table: Customers by disability category\*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Service | Acquired Brain Injury | Deaf and Hard of hearing | Intellectual | Mental Health | Physical | Vision | Other | Total\* |
| Tenants | 108 | 779 | 851 | 4,830 | 5,125 | 708 | 3,981 | 12,324 |
| Housing Registrants | 23 | 355 | 675 | 3,499 | 1,888 | 438 | 1,744 | 6,390 |
| PRAP applicants | 33 | 588 | 968 | 4,569 | 3,367 | 632 | 2,854 | 13,933 |
| **Total** | **164** | **1,722** | **2,494** | **12,898** | **10,380** | **1,778** | **8,579** | **32,647** |

**\**Note:*** *Customers may have dual disabilities, and these are counted once against each disability reported. Therefore, the total will not equal the sum of the disability categories.*

Mental health, physical and intellectual disabilities are the most prominent disability indicated across Housing S A’s customer group.

**Pie graph image: Disabilities identified by customer**

***\*Note:*** *Customer includes current Housing S A tenants, customers registered for social housing and customers in receipt of private rental services.*

**Public and Aboriginal Housing Disability Modifications**

The Authority undertakes minor and major modifications to enable public housing residents to remain living independently and within the community. During the 2019-20 financial year, Housing S A completed disability modifications on 2,355 properties. Over a five year period, (1 July 2015 to 30 June 2020) 17,453 modifications had been completed.

Information Table: Public and Aboriginal housing properties with a disability modification undertaken

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Description | 2015-2016 | 2016-2017 | 2017-2018 | 2018-2019 | 2019-2020 |
| Number of properties modified | 2,451 | 2,420 | 2,361 | 2,218 | 2,355 |
| Number of modifications | 3,429 | 3,626 | 3,579 | 3,351 | 3,468 |

**Total number of modifications undertaken 2015 to 2020: 17,453**

# Actions:

The S A Housing Authority Disability Access and Inclusion Plan is structured around the priority areas and actions of the *Inclusive S A,* as summarised below.

## 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.

* Priority 1: Involvement in the community
* Priority 2: Improving community understanding and awareness
* Priority 3: Promoting the rights of people living with disability

S A Housing Authority has identified a range of actions to improve access and inclusion for people living with disability, drawing on the findings of our consultation with the community, our customers and staff.

Information Table: Priority 1: Involvement in the community

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 1.1 We will develop strategies to connect households to available supports such as N D I S and My Aged Care so that they can continue to live independently and connect with their community. | Strategy and GovernanceCustomers and Services | 1 December 2020 - 30 June 2021 Ongoing | Options developed to identify tenants in need of support. Number of Housing S A tenants living with disability referred to disability or aged care services for assessment. |
| 1.2 We will improve staff knowledge of local disability services and referral pathways to facilitate tenant connection to disability services. | Strategy and GovernanceCustomers and Services | 30 June 2021/Ongoing | 100% of frontline staff are provided with information and training around disability referral pathways as part of their induction and triennial Disability Awareness Training. |
| 1.3 We will work in partnership with community housing providers to increase the availability of Specialist Disability Accommodation. | Portfolio Planning and Asset Management – Housing Partnerships | 30 September 2023 | Total number of Specialist Disability Accommodation houses.Number of new Specialist Disability Accommodation housing opportunities created. |
| 1.4 We will undertake an asset audit to improve matching of vacant modified properties to the housing needs of customers with a disability. | Portfolio Planning and Asset Management | 30 December 2021 | Audit of public housing properties to identify properties with a disability modification completed and recorded within the Connect system. |
| 1.5 We will encourage government and partner organisations to consider the needs of people living with disability in the design and development of housing and homelessness services. | Strategy and Governance – Homelessness Services Portfolio Planning and Asset Management – Housing Partnerships | Annually/Ongoing | Percentage of new housing and homelessness service agreements with accessibility provisions.Number of community housing providers with a D A I P. |

Information Table: Priority 2: Improving community understanding and awareness

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 2.1 We will continue to require all staff to improve their knowledge and understanding of people living with disability by providing Disability Awareness Training within 12 weeks of commencing employment and every three years thereafter. | People and Safety – Learning and Development | Ongoing | 95% of staff complete Disability Awareness Training within 12 weeks of commencing employment. |
| 2.2 We will increase staff understanding and awareness of people living with disability by celebrating International Day of People with Disabilities (IDPD) and profiling customers and staff living with disability. | People and Safety – Equity, Diversity and Inclusion Reference GroupStrategy & Governance –Communications and Engagement | December 2020 - Annually | International Day of People with Disabilities (I D P D) is promoted across the organisation. |
| 2.3 We will work with Aboriginal Community Controlled Health Services in regional and remote locations to understand and support the needs of Aboriginal people living with disability so that they can remain in their community. | Portfolio Planning and Asset Management – Aboriginal and Remote Housing Customers and Services – Far North and Remote | Ongoing | Number of regional and remote households living with disability supported to remain in their community. |

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 3.1 We will improve our understanding of issues affecting customers living with disability by implementing a disability category within the Authority’s public feedback and Ministerial correspondence reporting systems and undertaking a yearly analysis of key themes | Strategy and Governance – Office of Chief Executive | December 2020 | Disability feedback category is added to the Authority’s public feedback and Ministerial correspondence reporting systems. |
| 3.2 We will undertake a quarterly analysis of disability related feedback to identify service improvement opportunities and report this annually. | Strategy and Governance – Office of Chief Executive and System Strategy and Analysis | Quarterly/Annually | Number of service improvements identified. |

Information Table: Priority 3: Promoting the rights of people living with disability

# 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.

* Priority 4: Participation in decision-making
* Priority 5: Leadership and raising profile
* Priority 6: Engagement and consultation

Information Table: Priority 4: Participation in decision-making

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 4.1 We will utilise organisational registers such as the Department for Human Services (D H S) Disability Engagement Register to seek feedback, where relevant, on housing policies and initiatives. | Strategy and Governance –Communications and Engagement | Ongoing | Number of engagements undertaken with people with living disability. |
| 4.2 We will investigate establishing a register of customers and tenants with an interest in disability to participate in future consultations. | Customers and Services - Service Reform | August 2021 | Options for a customer engagement register investigated and considered. |

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 5.1 We will review our briefing, policy and procedure templates to determine if amendments are required to more effectively consider the needs of people living with disability. | Strategy and Governance – Office of Chief Executive | August 2021 | S A Housing Authority briefing policy and procedure templates reviewed and updated. |
| 5.2 Develop Disability Impact Guidelines for staff to use when undertaking major policy and program reviews. | Strategy and Governance – Systems Strategy and Analysis and Office of Chief Executive | August 2021 | Disability Impact Guidelines developed.Disability impact statement included where required. |

Information Table: Priority 5: Leadership and raising profile

Information Table: Priority 6: Engagement and consultation

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 6.1 The Equity, Diversity and Inclusion (E D I) Reference Group will actively promote the voice of people living with disability as part of E D I initiatives. | People and Safety – Equity, Diversity, and Inclusion Reference Group | October 2020/Ongoing | People with lived experience of disability are represented on the Equity, Diversity and Inclusion Reference Group. |
| 6.2 We will undertake a Lived Experience Workshop to understand the housing needs of people living with disability. | Strategy and Governance – Homelessness Services (Rent Right S A) | November 2021 | Lived Experience Workshop undertaken with people living with disability. |
| 6.3 Outcomes of lived experience workshop assessed, actions identified and reported through the Equity, Diversity and Inclusion Reference Group. | Strategy and Governance – Homelessness Services | February 2022 | Report on outcomes of the Lived Experience Workshop provided to Equity, Diversity and Inclusion Reference Group. |

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

* Priority 7: Universal Design across South Australia
* Priority 8: Accessible and available information
* Priority 9: Access to services

Information Table: Priority 7: Universal Design across South Australia

| Action | Responsibility | Timeframe | Measurable Target |
| --- | --- | --- | --- |
| 7.1 We will improve the liveability of our housing by ensuring S A H T Universal Housing Design Criteria is applied to at least 75% of new social housing construction. | Portfolio Planning and Asset Management – Construction | June 2021/Annually | Number of new properties developed to S A H T Universal Housing Design Criteria per annum. |
| 7.2 We will consider adopting S A H T Universal Housing Design Criteria in maintenance specifications in line with Action 17 of the State Disability Plan. | Portfolio Planning and Asset Management – Maintenance and Renovations | July 2021 – June 2024 | Maintenance specifications reviewed to consider the inclusion of S A H T Universal Housing Design Criteria. |
| 7.3 We will develop and undertake a post occupancy survey to assess the accessibility and liveability of new social housing constructed to S A H T Universal Housing Design Criteria. | Strategy and GovernancePortfolio Planning and Asset ManagementCustomers and Services | January 2023 – January 2024 | Number of post occupancy surveys undertaken. |
| 7.4 We will support people to remain in their home by undertaking disability modifications (where the housing is suitable for modification) for residents living with disability. | Portfolio Planning and Asset Management – Maintenance and Renovations | Annually/Ongoing | Number of minor modifications completed.Number of major modifications completed. |
| 7.5 We will improve accessible housing for Aboriginal people in remote communities by constructing 35 replacement homes. | Portfolio Planning and Asset Management – Aboriginal and Remote Housing | July 2021 - June 2026 | Number of accessible properties completed per annum. |
| 7.6 The Authority will assess opportunities to adopt Liveable Housing Australia Design Guidelines for all new build social housing stock in line with Action 17 of the State Disability Plan. | Portfolio Planning and Asset Management | July 2021 - June 2026 | Investigated options to mandate Liveable Housing Australia Design Guidelines for all new build social housing stock. |

Information Table: Priority 8: Accessible and available information

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 8.1 We will review the content and layout of our internet and intranet to ensure it complies with Web Content Accessibility Guidelines 2.0 level AA. This will include optimal screen resolution, large text options, and compatibility with assistive technologies such as T T Y, Voice and Speak and Listen options. | Strategy and Governance –Communications and Engagement | July 2021- June 2022/Ongoing | Website content is reviewed and amended to align with Web Content Accessibility Guidelines 2.0 level AA. |
| 8.2 We will investigate options to develop information sheets in Easy Read format to accompany key Housing S A information e.g.; Tenancy Agreement information. | People and Safety – Housing Policy Development | March 2021 – December 2022/Ongoing | Key information sheets developed in Easy Read format. |

Priority 9: Access to services

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 9.1 We will provide housing services to people living with disability including key priority cohorts:women  * children * Aboriginal and Torres Strait Islander peoples; and * culturally and linguistically diverse people. | Customers and ServicesStrategy and Governance - Homelessness Services | Ongoing/Annually | Number of new housing allocations to people living with disability.Number of private rental services provided to people living with disability. Number of new housing registrations to people living with disability. |
| 9.2 We will undertake an audit of our offices to determine the level of accessibility and develop a schedule of works to improve accessibility. | Assets and Facilities South Australian Department of Human Services | June 2021 – June 2024 | Number of offices audited.Number of minor and major modifications undertaken. |
| 9.3 We will review the availability of disability parking near our offices and negotiate with lease holders and local government to increase access. | Assets and Facilities South Australian Department of Human Services | June 2021- June 2022 | Review completed.Number of additional disability car parks allocated. |
| 9.4 We will provide training on the use of accessible technologies and services (T T Y, Auslan) for customer service staff. | Customers and ServicesPeople and Safety – Learning and Development | Ongoing | Number of training sessions provided. |
| 9.5 We will undertake a review of the Community Housing Disability Access and Inclusion Policy. | Portfolio Planning and Asset Management – Housing Partnerships | June 2021 | Policy reviewed and updated. |

# 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.

* Priority 10: Better supports within educational and training settings
* Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning
* Priority 12: Improved access to employment opportunities and better support within workplaces

Information Table: Priority 10: Better supports within educational and training settings

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 10.1 We will work with managers to identify and address barriers to employment such as unconscious bias in recruitment processes and staff development for people living with disability. | People and Safety – Learning and Development All Directorates | Ongoing | Unconscious bias awareness activities developed and delivered.100% of staff living with disability have access to employment and career development opportunities, as reflected in their Personal Development Plans. |
| 10.2 We will investigate options to ensure that all staff have an adequate understanding of the needs of people living with disability (including people from Aboriginal and Culturally and Linguistically Diverse (C A L D) backgrounds), their carers and families. | People and Safety – Learning and Development | October 2021 - Ongoing | Appropriate training options are explored to improve understanding of the needs of people living with disability. |
| 10.3 We will establish appropriate training and awareness mechanisms for contract staff undertaking work on behalf of the Authority (for example, maintenance contractors) to ensure they are aware of and uphold the rights of people living with disability. | Portfolio Planning and Asset Management – Maintenance Procurement | September 2022 | Appropriate mechanisms are in place to ensure contractors are aware of and uphold the rights of people with living disability. |

Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 11.1 We will work with Department of Innovation and Skills and Employment Service Providers to include social housing tenants living with disability in social procurement employment targets. | Portfolio Planning and Asset Management | July 2024 / Ongoing | Number of training and employment opportunities created for social housing tenants living with disability. |

Information Table: Priority 12: Improved access to employment opportunities and better support within workplaces

|  |  |  |  |
| --- | --- | --- | --- |
| Action | Responsibility | Timeframe | Measurable Target |
| 12.1 Our 10-year workforce development plan will include a disability employment target aimed at increasing the inclusion of people living with disability within our workforce. | People and Safety | March 2021 / Ongoing | Disability employment target established and reported against annually. |
| 12.2 Where disability is identified, we will ensure recruitment practices are adjusted where required to meet the individual’s need. | People and SafetyAll directorates | September 2021/Ongoing | Develop a checklist as part of the recruitment process to identify adjustments and support requirements. |
| 12.3 We will ensure our employees living with disability have work tools and adjustments required to fully participate in the workforce. | All Directorates | Ongoing | 100% of assessments and workplace adjustments are completed within four weeks of commencing employment. |
| 12.4 We will set aside an additional budget (than that allocated to business units) to support employees living with disability (e.g. development opportunities or for purchase of specialist equipment). | Finance People and Safety | Annually/Ongoing | Annual budget allocated and managed by People and Safety for employees living with disability. |

# Implementation process

The D A I P implementation will be overseen and monitored by the Strategy and Governance Directorate within S A Housing Authority. The plan will continue to be monitored, reviewed, and updated to ensure that it aligns with business operations, customer needs and service improvements.

Progress reports will be provided to the Equity, Diversity, and Inclusion Reference Group of S A Housing Authority bi-annually, and to the S A Housing Authority Executive, and the Minister for Human Services, annually.

The D A I P will be accessible to our partner agencies, contractors, customers and staff through the Authority’s website, and will be promoted via social media.

Accessible formats will be made available upon request.

# Acknowledgments

We would like to acknowledge the Disability Access and Inclusion Plan Working Group, our customers and agencies who took the time to provide feedback, and the many staff who contributed to this plan through their participation in team huddles and surveys.

If you require the Plan in an alternative format such as, large font, electronic format (emailed), or audio, please contact **131 299** or email **housingfeedback@sa.gov.au.**

# Glossary and definitions

**C A L D** Culturally and Linguistically Diverse.

**COMMONWEALTH** The government of the Commonwealth of Australia – commonly referred to as   
the Australian Government or the Federal Government.

**D A I P** Disability Action and Inclusion Plan.

**D H S** South Australian Department of Human Services.

**Liveable Housing Australia Design Guidelines and S A Universal Housing Design Criteria** Liveable Housing Australia Design Guidelines were developed to provide assurance that a home is easier to access, navigate and live in and is more cost effective to adapt when life’s circumstances change. Dwellings can qualify for compliance against a: Platinum, Gold and Silver performance level. S A H T Universal Housing Design Criteria reflects design elements to silver standards.

**Major Disability Modification** A major disability modification is defined as being over $5,000   
(per property, per request).

**Minor Disability Modification** A minor disability modification is defined as being under $5,000   
(per property, per request).

**Not for Profit** An organisation that does not operate for profit, personal gain or other benefit of   
particular people.

**N D I S** National Disability Insurance Scheme.

**S A H T** South Australian Housing Trust.

**S A H T Universal Housing Design Criteria** is the design approach to new construction and renovation meaning anyone using a wheelchair or other mobility device should be able to visit and gain entry to the house and enter a bathroom.

**Unconscious bias** refers to a bias that we are unaware of, happens automatically and which happens outside of our control. Unconscious bias is reflected in the prejudices and stereotypes that are deeply seated within us as a result of our socialisation.