



Disability Access and Inclusion Plan

2026–2030



**Government
of South Australia**

SA Housing Trust



Acknowledgement of Country

SA Housing Trust acknowledges Aboriginal peoples as the First Peoples and Nations of the lands and waters we live and work upon, and we pay our respects to their Elders past, present and emerging.

We acknowledge and respect the deep spiritual connection and the relationship that Aboriginal and Torres Strait Islander peoples have to Country.

Aboriginal and Torres Strait Islander readers are advised that this document contains images of people who are currently living and may also contain images of people who have passed away.

Contents

Acknowledgement of Country

Message from the Chief Executive	1
About us	3
Our vision	3
Our workplace	3
Trust customers	4
Strategic context	4
Relationship to other policies, strategies, frameworks	5
Our commitment	6
Our achievements	6

Our commitment

DAIP Actions	7
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Domain 1: Inclusive environments and communities

Priority Area 1: Active participation	8
Priority Area 2: Inclusive communities and attitudes	9
Priority Area 3: Universal Design	10
Priority Area 5: Communications and information	11
Priority Area 7: Collaboration, consultation and innovation	13
Priority Area 8: Housing	14

Domain 2: Education and employment

Priority Area 4: Access to employment opportunities	17
Priority Area 5: Inclusive working environments	19
Priority Area 6: Data and reporting	20

Domain 3: Personal and community support

Priority Area 1: Accessibility	22
Priority Area 3: Information sharing	22

Domain 5: Priority Areas for Domain 5

Priority Area 2: Responding to emergencies	24
DAIP implementation	25
Acknowledgements	26
Glossary and Definitions	27

Appendix 1

SA Housing Trust DAIP and Autism Strategy Alignment

Focus Area 1 - Pathways to diagnosis	29
Focus Area 3 - Thriving in the workplace	30
Focus Area 4 - Access to supports and services	34
Focus Area 5 - Participation in the community	37

Contact details

This DAIP is available on the SA Housing Trust website www.housing.sa.gov.au. If you require a copy in an alternative format, (such as Easy Read or a fully accessible word version), please contact the Organisational Development team housingaccessandinclusion@sa.gov.au



A message from the Chief Executive

Julie-Anne Burgess

At the SA Housing Trust, we believe strong communities are built on respect and belonging for all. Every person should be able to participate fully and access safe and secure housing. More than one-third of SA Housing Trust homes are lived in by people with disability. This drives us to expand opportunities and support low-income households to access social, affordable, and private rental housing.

The *Disability Access and Inclusion Plan (DAIP) 2026-2030* reflects the lived experiences of people with disability and their advocates. Building on the progress of our previous DAIP 2020-2024, this plan sets an ambitious path forward. It aligns with the *State Disability Inclusion Plan 2023-2031* and *Australia's Disability Strategy 2025-2029*, focusing on practical actions:

- improving housing design standards
- enhancing digital and physical accessibility
- strengthening workforce capability,
- deepening partnerships with the disability community.

The DAIP 2026-2030 outlines how we will remove barriers and deliver housing solutions that work for South Australians living with disability. It is our commitment to meaningful and measurable change. We will report progress annually, continue listening and learning from experience, and adapt our actions to ensure real and lasting impact.

As you read this plan, I encourage you to reflect on how its priorities will be implemented across the organisation to support improved outcomes for South Australians.

Julie-Anne Burgess

Chief Executive,
South Australian Housing Trust



More than
one-third of SA
Housing Trust
homes are lived
in by people
with disability.



About us

The SA Housing Trust (the Trust) works with government, industry and community partners to help people on low incomes access a range of government-funded housing options and maintain successful tenancies. These options include social housing, Aboriginal housing, emergency and crisis accommodation, as well as private rental assistance through grants.

We develop and manage public housing, oversee tenancies and maintain a large asset portfolio across the state. We also partner with community housing providers to expand social housing options.

While we provide a safety net for those who cannot access housing services independently, we also contribute to increasing housing supply for all South Australians by building affordable homes that meet diverse community needs.

We believe everyone has the right to safe, quality housing and responsive customer service. Our services are designed to be flexible and accessible, with people at the heart of everything we do.

Our vision

To build homes, support thriving communities, and deliver housing solutions so every South Australian has a safe, secure, and inclusive place to call home. This DAIP strengthens our commitment to accessibility, dignity, independence, and full participation for people with disability.

Our workplace

We recognise that inclusion starts within our own organisation. The Trust is committed to creating a workplace where people with disability and neurodiversity feel valued and supported. Our DAIP includes actions to increase employment and retention of people with disability and neurodiversity, provide disability awareness and autism awareness training to all staff, actively promote accessible recruitment practices, inclusive leadership and embed accessibility in our systems and processes. These commitments help us reflect the diversity of the communities we serve.

As of June 2025, the Trust employs approximately 841 staff across our central, metropolitan and regional offices. Approximately 5% of staff have self-identified as having a disability.



Trust customers

Housing allocations (new tenancies)

- In 2024-2025, 31% of head tenants newly housed self-reported having a disability; 10% of household members (other occupants) also reported a disability. Overall, 21% of people in newly housed households self-reported disability.
-

Data note: Disability status is self-reported, and not all customers provide this information.

Single Housing Register (applications)

- Among people on housing applications in 2024-25, 30% of main applicants and 9.6% of involved household members self-reported having a disability. Altogether, 21.7% of people represented on applications self-reported having a disability.
-

Private Rental Assistance Program (PRAP)

- In 2024-25, 25.5% of PRAP assistances were provided to applicants who self-reported a disability.
-

Disability-related home modifications

- In 2024-25, disability modifications were delivered to 1,973 homes and of these, 300 were major and 1,673 were minor modifications.
 - Most modifications occurred in Public Rental housing (1,828 homes). In Rental accommodations for Aboriginal people, 97 homes received modifications.
-

Strategic context

This plan is part of a broader commitment to inclusion and is guided by key frameworks:

- *Disability Inclusion Act 2018 (SA)* which requires state authorities to embed inclusive practices and develop DAIPs.
- State Disability Inclusion Plan 2025 - 2029 which sets the vision and priorities for an inclusive South Australia.
- Australia's Disability Strategy 2021 - 2031 which outlines national actions to improve outcomes for people with disability.
- United Nations Convention on the Rights of Persons with Disabilities which affirms the right to full and equal participation in society.



Relationship to other policies, strategies, frameworks



The Trust’s DAIP aligns with and supports the organisation’s broader strategic priorities, including the Housing Roadmap, which focuses on increasing housing supply and improving accessibility. Together, these commitments ensure that access and inclusion are embedded in our policies, services and decision-making.

The DAIP also works alongside key state and national frameworks, including the State Disability Inclusion Plan, to strengthen outcomes for people with disability, particularly in relation to access to safe, appropriate and affordable housing. Matters relating to the administration or operation of the NDIS sit outside the remit of the Trust’s DAIP.

In addition, the Trust acknowledges the national leadership of the First Peoples Disability Network (FPDN), the peak organisation representing Aboriginal and Torres Strait Islander people with disability. FPDN provides advocacy, cultural guidance and nationally recognised training that strengthen the Aboriginal community-controlled disability sector under Priority Reform Two of the Closing the Gap Agreement. The Trust recognises the principles promoted by FPDN, including culturally safe practice, community-led engagement and recognition of First Nations expertise which helps inform our approach to improving access and inclusion for Aboriginal people with disability.

This graphic outlines the relationship between international, national and state disability legislation, public sector strategies and plans and the SA Housing Trust.



Our commitment

The Trust recognises the diversity of people with disability and the compounded barriers experienced by women, children, Aboriginal and Torres Strait Islander people, culturally and linguistically diverse communities, LGBTQIA+ people, people with intellectual disability or acute barriers, and people living in regional areas. In line with the *Disability Inclusion Act 2018 (SA)*, the Trust commits to working in partnership with people from each of the seven priority groups to identify specific barriers and co-design inclusive approaches that improve access, safety and participation in our workplace and our services.

Our achievements

The Trust continues to demonstrate its commitment to improve access and inclusion for people living with disability. Our previous DAIP 2020-2024 delivered important progress across housing, accessibility and workforce inclusion. Key outcomes included completing a public housing asset audit and integrating data into tenancy management systems for better property matching.

The Trust delivered 357 new homes built to Livable Housing Design Standards, 65 of which were at Gold standard and implemented disability modifications to existing homes for improved accessibility. Accessibility requirements were embedded into homelessness service contracts and staff competency in disability awareness improved through 88% completion of disability awareness training by new starters.

Building on this progress and to support more than one-third of public housing tenants who identify as living with disability, the Trust has detailed accessibility policies and procedures across construction and maintenance standards, eligibility for public housing, accessibility-related relocations and home modifications.

Strengthening our approach, in November 2025 the Trust released the new Disability and Accessibility Policy to ensure that people living with disability can easily identify, access and obtain housing services appropriate to their needs.

All staff affected by the introduction of this policy were required to complete mandatory training, with presentations and recordings available for ongoing access.



357

new homes delivered by the trust at Livable Housing Design Standards



65

new homes built to Gold standard and implemented disability modifications to existing homes



88%

of new staff completed disability awareness training



DAIP Actions

To ensure alignment with the State Disability Inclusion Plan 2025-2029, the Trust has adopted the State Disability Plan Outcomes Framework as the structure for its DAIP Actions Table. The table is organised around the five domains of the State Disability Inclusion Plan, which outline priority areas for state government.

Four of the five domains are applicable to the Trust. Where a priority area does not apply, n/a has been recorded under the relevant heading.

Mandatory measures from the State Disability Inclusion Plan are presented in bold.

The actions within the Trust's DAIP have been co-designed with staff with disability and action owners across the organisation, ensuring that the plan reflects lived experience, operational insight and a shared commitment to inclusion.

Domain 1: Inclusive environments and communities

Outcome Statement: A South Australia where all people with disability can participate as equal citizens and feel connected to their communities

Objective: To influence community attitudes to remove discrimination and build a South Australian community that values difference and respects the contributions people with disability make to our communities. This includes ensuring the community itself is fully accessible.

Priority Areas for Domain 1

1. Active participation
2. Inclusive communities and attitudes
3. Universal Design
4. Accessible facilities (n/a)
5. Communications and information
6. Transportation (n/a)
7. Collaboration, consultation and innovation
8. Housing



Priority Area 1

Active Participation

Outcome: People with disability are active participants in accessible and inclusive communities.

Action 1

Ensure hosted events are inclusive, accessible and follow best practice event management principles.

State Plan Measure: 1.1.2

The number of inclusive and accessible events, both internal and external, with 50+ people following best practice event management principles. For example, the Accessible and Inclusive Community Events Toolkit.

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement). **Data source:** Records captured in the central events register/system

Timeframe: 2026-2028

Action 2

Develop an event management toolkit using best practice principles for inclusive and accessible events.

State Plan Measure: 1.1.2

Measure: Event management toolkit developed and implemented.

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement)/ **Support:** People and Strategy (Organisational Development)/ **Data source:** SA Housing Trust intranet page.

Timeframe: 2026-2028

Action 3

Develop a centralised system to record events across the Trust.

State Plan Measure: 1.1.2

Measure: Event recording system developed and implemented.

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement). **Support:** People and Strategy (Digital and Business Services). **Data source:** Records captured in the central events register/system.

Timeframe: 2026-2028

Action 4

Collaborate with community disability organisations to co-design and deliver events that are welcoming and accessible for people of all abilities.

State Plan Measure: 1.1.2

Measure: Number of events co-designed or delivered in partnership with community disability organisations.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** People and Strategy (Communications and Engagement).

Timeframe: 2027-2030



Priority Area 2

Inclusive communities and attitudes

Outcome: People with disability are respected and included in their communities, where inclusive attitudes and behaviours are widely demonstrated.

Action 5

Promote significant disability events and campaigns to heighten awareness and positively influence community attitude towards people with disability.

State Plan Measure: 1.2.1

The number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community, including:

- The number of staff and volunteers participating in disability awareness training, including Universal Design.

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement). **Support:** People and Strategy (Organisational Development).

Data source: Communication records, including staff newsletters, social media analytics and content maintained by People and Strategy (Communications and Engagement).

Timeframe: 2027-2030

Action 6

Create practical guides for managers on equitable practices in recruitment, performance development, decision-making and psychological safety.

State Plan Measure: 1.2.1

The number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community, including:

The number of workplace initiatives promoting disability inclusion.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** Human Resources. **Data source:** SharePoint.

Timeframe: 2027-2030

Action 7

Expand the promotion and awareness of International Day of People with Disabilities (IPDP).

State Plan Measure: 1.2.1

Measure: Number of staff newsletters, intranet articles, website and social media articles (For example, promotion of the day, storytelling from staff and customers with lived experience of disability).

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement). **Data source:** Communication records, including staff newsletters, social media analytics and content maintained by People and Strategy (Communications and Engagement).

Timeframe: 2026-2030



Priority Area 3

Action 8

Develop and deliver Disability Awareness learning programs specifically for front-line teams, including the contact centre.

State Plan Measure: 1.2.1

Measure: At least 80% of staff complete the learning program by 30 June each year.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** People and Strategy (Health, Safety and Wellbeing/Human Resources/Property Services). **Data source:** Learning Management System Reporting.

Timeframe: 2027-2030

Action 9

Clearly record each DAIP initiative that supports Closing the Gap targets in the Trust's action register.

State Plan Measure: 1.2.3

The number of actions embedded in our DAIP working towards Closing the Gap targets.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** Aboriginal Engagement, Partnerships and Strategy. **Data source:** Disability Access and Inclusion Plan action register.

Timeframe: 2026-2030

Universal design

Outcome: Everyone in South Australia can access and enjoy inclusive and accessible natural and built environments.

Action 10

Track and increase the number of Housing Trust office sites that are modified to improve accessibility and incorporate Universal Design.

State Plan Measure: 1.3.2

The number of public-facing government buildings, spaces, play spaces and infrastructure that are modified to improve accessibility. For example, by adding signage or widening doors and the number of new developments that incorporate Universal Design.

Responsibility and data source:

Lead: People and Strategy (Emergency and Facilities Management). **Support:** People and Strategy (Health, Safety and Wellbeing). **Data source:** Register facilities improvements as implemented (e.g. access modifications to sites).

Timeframe: 2027-2030

Action 11

Develop an Office Strategic Accommodation Management Plan (OSAMP) for the Trust's offices aligned to the Office Accommodation Guidelines that enhances accessibility and integrates Universal Design and safety-first principles into any future redesigns.

State Plan Measure: 1.3.2

Measure: Office Strategic Accommodation Management Plan (OSAMP) is published.

Responsibility and data source:

Lead: People and Strategy (Emergency and Facilities Management). **Support:** People and Strategy (Health, Safety and Wellbeing). **Data source:** Publication of the OSAMP.

Timeframe: 2027



Priority Area 5

Communications and information

Outcome: People with disability can find the information they need in the format(s) they need it in.

Action 12

Continue to audit external website to ensure compliance with WCAG 2.2 AA standards (via external software).

State Plan Measure: 1.5.1

The number of resources or materials that have been developed in accessible formats. For example, websites that meet Web Content Accessibility Guidelines (WCAG) 2.2 level AA accessibility standard or above, Auslan translations and Easy Read documents.

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement). **Data source:** Third-party audit report.

Timeframe: 2027-2030

Action 13

Conduct a communications accessibility and usage review of all housing-related materials and digital platforms.

State Plan Measure: 1.5.1

Measure: Review completed and improvement opportunities for digital and written communications identified. Australia's Disability Strategy 2021-2031 – Inclusive Homes and Communities Targeted Action Plan.

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement). **Data source:** Records of opportunities to improve accessibility and usage of digital and written communications.

Timeframe: 2027-2030

Action 14

Identify the top 10 most-used customer-facing documents e.g. tenancy agreements, letters, complaints process and convert them into Easy Read format.

State Plan Measure: 1.3.2

Measure: Number of Trust customer-facing written materials in Easy Read format.

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement). **Support:** Customer Operations / People and Strategy (Digital Business Services). **Data source:** Usage records of customer-facing documents; documents converted into Easy Read format.

Timeframe: 2027-2030



Action 15

Review and explore opportunities to make customer-facing and internal systems (e.g. Connect and Ole) accessible, inclusive and user-friendly for staff and customers. Co-design improvements with front-line staff including the contact centre and people with lived experience of disability, including neurodiversity.

State Plan Measure: 1.5.1

Measure: Customer-facing and internal systems are reviewed and enhanced to meet accessibility needs when updates are proposed through projects and initiatives.

Responsibility and data source:

Lead: Director Digital and Business Services and Director, Customer Operations. **Support:** Representatives from all areas of the business.

Data source: Connect and Ole reporting services.

Timeframe: 2027-2030

Action 16

Explore the forms used in the Trust's Emergency Client Information System (ECIS) and within the reception of emergency relief centres in affected communities to improve the experience of people with disability and accessibility needs.

State Plan Measure: 1.5.2

Measure: The number of Auslan, assistive listening devices, and augmentative and alternative communication services provided to meet support needs, including at emergency presentations. For example, during hospital emergencies, crisis services, bushfires, or floods, where timely communication support is essential.

Responsibility and data source:

Lead: People and Strategy (Emergency and Facilities Management). **Data source:** Records of accessibility issues identified and improvements made.

Timeframe: 2027-2030



Priority Area 7

Collaboration, consultation and innovation

Outcome: People with disability are actively involved in government decisions that affect their lives.

Action 17

Record the number of public consultations that seek input from people with disability, including engagement with ACCOs.

State Plan Measure: 1.7.1

The number of public consultations that included and sought input from people with disability, including engagement with Aboriginal Community Controlled Organisations (ACCOs).

Responsibility and data source:

Lead: All portfolios. **Data source:** Disability Access and Inclusion Plan action register.

Timeframe: 2026-2030

Action 18

Develop and introduce a voluntary self-identification process to capture diverse representation across the Trust's committees and working groups. This process will provide options for individuals to disclose disability status if they wish, indicate if they are a parent or carer of a person with disability and/or identify as belonging to other priority groups e.g. culturally diverse backgrounds, gender identities.

State Plan Measure: 1.7.2

The number of people with disability including parents and carers, serving on committees and working groups.

Responsibility and data source:

Lead: Office of the Chief Executive.

Support: People and Strategy (Organisational Development). **Data source:** Central repository managed by the Trust.

Timeframe: 2026-2027

Action 19

Embed inclusion in the Trust's Committee Terms of Reference template to ensure inclusive governance practices are standardised through:

- An inclusion statement.
- A commitment to representation of priority groups, including people with disability and/or their parents and carers and Aboriginal people with disability.

State Plan Measure: 1.7.2

Measure: Number of committee Terms of Reference updated to include inclusion statement and commitment.

Responsibility and data source:

Lead: Office of the Chief Executive. **Support:** People and Strategy (Human Resources and Organisational Development). **Data source:** Central repository managed by the Trust.

Timeframe: 2026-2028



Priority Area 8

Action 20

Explore and scope professional development opportunities focused on inclusive governance practices for all Trust staff that are members of committees and working groups.

State Plan Measure: 1.7.2

Measure: Number of professional development opportunities involving inclusion identified through the Performance Development process.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** People and Strategy (Human Resources) and Office of the Chief Executive. **Data source:** Internal data from performance development system.

Timeframe: 2027-2030

Action 21

Offer opportunities for professional development to support inclusive governance for non-Trust staff, including members of:

- SA Housing Trust Board
- Aboriginal Advisory Committee
- Audit, Risk and Finance Committee.

State Plan Measure: 1.7.2

Measure: Number of professional development opportunities to support inclusive governance offered.

Responsibility and data source:

Lead: Office of the Chief Executive. **Support:** People and Strategy (Organisational Development). **Data source:** Central repository managed by the Trust.

Timeframe: 2027-2030

Housing

Outcome: People with disability have access to appropriate housing.

Action 22

Deliver accessible public housing properties to enable community participation and connection for people living with disability.

State Plan Measure: 1.8.1

Proportion of public housing and all housing built to National Construction Code Livable Housing Design Standards by design level (Silver, Gold, Platinum).

Responsibility and data source: **Lead:** Property Services. **Support:** Finance and Partnerships (Partnerships and Market Solutions). **Data Source:** CAMMS (project management system) CHP development contracts (ROSAS/BPSC).

Timeframe: 2026-2030

Action 23

Construct 100 wheelchair accessible homes as part of the Trust's capital program.

State Plan Measure: 1.8.1

Measure: Build 25 Liveable Homes Australia - Gold Standard properties in 2026-27

Build 75 Disability Access to Premises standard properties from 27-28 to 2029-30

Responsibility and data source: **Lead:** Property Services (Housing Delivery). **Support:** Finance and Partnerships. **Data source:** CAMMS.

Timeframe: 2026-2027 and 2027-2030



Action 24

Monitor and report allocation outcomes to gold standard properties for people with disability.

State Plan Measure: 1.8.1

Number of allocations to gold standard properties for people with disability.

Responsibility and data source:

Lead: Customer Specialisation (Inter agency Customer Response). **Data source:** Internal data on allocations to gold standard properties for people with disability.

Timeframe: 2026-2030

Action 25

Support the transition of residents in old housing stock to contemporary and fit-for-purpose accommodation options that align with their needs and preferences.

State Plan Measure: 1.8.1

Measure: 400 assets leased to community housing providers to ensure customers have access to well located, fit-for purpose disability housing.

Responsibility and data source:

Lead: Finance and Partnerships (Partnerships and Market Solutions). **Data source:** Contract register.

Timeframe: 2026-2030

Action 26

Through partnerships with the Community Housing Sector, redevelop and upgrade aged housing assets to deliver fit-for-purpose housing models for people living with disability whose needs cannot be met in private or public housing. This includes delivery of Specialist Disability Accommodation (SDA) Robust dwellings to sustain tenancies and enable community connection.

State Plan Measure: 1.8.1

Measure: Deliver 26 Specialist Disability Accommodation (SDA) Robust dwellings (redeveloped or new builds).

Responsibility and data source:

Lead: Finance and Partnerships (Partnerships and Market Solutions). **Data source:** Contract Management report

Timeframe: 2026-2030

Action 27

Increase the supply of specialist disability housing through the Access 2 Place 'robust plus' project, including construction of 16 properties.

State Plan Measure: 1.8.1

Measure: Deliver 16 'Robust Plus' properties through the Access to Place project.

Responsibility and data source:

Lead: Finance and Partnerships (Partnerships and Market Solutions). **Support:** External partnership with Access 2 Place . **Data source:** Annual project summary report.

Timeframe: 2026-2030



Domain 2: Education and employment

Outcome Statement: A South Australia where all people with disability benefit from inclusive educational experiences, equitable employment opportunities and financial security.

Objective: To ensure equal opportunity to learning and earning is achieved by addressing the barriers and obstacles people with disability of all ages continue to face at all levels of the education and employment experience.

Priority Areas for Domain 2

1. Targeted knowledge, understanding and support (n/a)
2. Supports and resources for children and young people (n/a)
3. Targeted transitional supports (n/a)
4. Access to employment opportunities
5. Inclusive working environments
6. Data and reporting



Priority Area 4

Access to employment opportunities

Outcome: People with disability have opportunities to achieve, develop and succeed in their chosen field.

Action 28

Capture and record all organisational changes adopted to improve recruitment for people with disability.

State Plan Measure: 2.4.3

The number of organisational changes adopted to improve inclusive recruitment for people with disability. For example, tailoring roles to fit individuals and employer incentives.

Responsibility and data source:

Lead: People and Strategy (Human Resources). **Support:** People and Strategy (Organisational Development). **Data source:** Learning Management System reports, Feedback mechanism report.

Timeframe: 2026-2030

Action 29

Embed disability-specific content in inclusive recruitment training for panel chairs and panel members, including accessible recruitment practices.

State Plan Measure: 2.4.3

Measure: 100% completion of inclusive recruitment training by panel chairs.

Responsibility and data source:

Lead: People and Strategy (Human Resources). **Support:** People and Strategy (Organisational Development). **Data source:** Learning Management System reporting.

Timeframe: 2026-2027

Action 30

Amend the recruitment feedback process to capture accessibility and disability-related barriers to inform improvements to recruitment practices.

State Plan Measure: 2.4.3

Measure: Increased understanding of the inclusiveness of the recruitment process including understanding of accessibility and disability-related barriers.

Responsibility and data source:

Lead: People and Strategy (Human Resources). **Support:** People and Strategy (Organisational Development). **Data source:** Records from recruitment feedback mechanism.

Timeframe: 2027-2028

Action 31

Ensure the review of the Recruitment and Selection procedure includes an accessibility and disability lens, alongside contemporary and non-discriminatory practices.

State Plan Measure: 2.4.3

Measure: Recruitment and Selection procedure updated to include accessibility and disability considerations.

Responsibility and data source: **Lead:** People and Strategy (Human Resources). **Support:** People and Strategy (Organisational Development).

Data source: Updates made to Recruitment and Selection Procedure.

Timeframe: 2028-2029



Action 32

Partner with disability inclusive recruitment providers to explore the development of accessible role adverts.

State Plan Measure: 2.4.3

Measure: Number of accessible role adverts reviewed.

Responsibility and data source:

Lead: Human Resources. **Support:** People and Strategy (Organisational Development).

Data source: Records captured through a centralised HR system.

Timeframe: 2027-2030

Action 33

Partner with Inclusive Employment Australia and share vacancies with the National Disability Recruitment Coordinator (NDRC). Assess scope and partnership opportunities.

State Plan Measure: 2.4.3

Measure: Number of vacancies shared with Inclusive Employment Australia and National Disability Recruitment Coordinator (NDRC).

Responsibility and data source:

Lead: People and Strategy (Human Resources).

Data source: Records captured through a centralised HR system.

Timeframe: 2027-2030

Action 34

Explore the creation of short online videos aimed at inclusive recruitment practices.

State Plan Measure: 2.4.3

Measure: Number of online videos available on the intranet.

Responsibility and data source:

Lead: People and Strategy (Human Resources).

Support: People and Strategy (Communications and Engagement and Organisational Development).

Data source: Internal intranet page.

Timeframe: 2027-2028

Action 35

Enhance the inclusivity of the Trust's external careers internet page to better reflect disability, neurodiversity, and broader diversity, equity and inclusion commitments.

State Plan Measure: 2.4.3

Measure: Updated external internet page content published and promoted.

Responsibility and data source:

Lead: People and Strategy (Human Resources).

Support: People and Strategy (Organisational Development and Communications and Engagement). **Data source:** External intranet page.

Timeframe: 2027-2028



Priority Area 5

Inclusive working environments

Outcome: People with disability have access to supportive places to earn.

Action 36

Capture and record all workplace practices adopted to support people with disability.

State Plan Measure: 2.5.1

The number of workplace practices implemented to support people with disability to have equal opportunities for growth and success, including support to remain in employment. For example, outcome-based employment, flexible work arrangements, workplace adjustments and mentoring programs.

Responsibility and data source:

Lead: People and Strategy (Human Resources and Organisational Development).

Data source: Disability Access and Inclusion Plan action register.

Timeframe: 2026-2030

Action 37

Create and publish a manager toolkit that provides practical guidance on inclusive workplace practices and supports for employees with disability, including neurodiverse staff.

State Plan Measure: 2.5.1

Measure: Manager toolkit developed and available to leaders.

Responsibility and data source:

Lead: People and Strategy (Human Resources).

Support: People and Strategy (Organisational Development). **Data Source:** Intranet page.

Timeframe: 2027-2030

Action 38

Develop the Aboriginal Employment and Retention Strategy, which includes employment and retention initiatives for Aboriginal people with disability and promotes accessibility and inclusive, supportive workplaces.

State Plan Measure: 2.5.1

Measure: Aboriginal Employment and Retention Strategy is co-designed and developed.

Responsibility and data source:

Lead: Director, People, Culture and Resilience.

Support: People and Strategy (Human Resources and Organisational Development). **Data source:** Aboriginal Employment and Retention Strategy.

Timeframe: 2026-2027



Priority Area 6

Data and reporting

Outcome: People with disability benefit from state authorities working to improve disability data at both state and national levels.

Action 39

Identify and catalogue data reports and datasets containing DEI information, including disability data, Aboriginal data, and intersectional data e.g. Aboriginal people with disability, to establish a current state baseline.

State Plan Measure: 2.6.2

Development and implementation of data collection and reporting systems.

Responsibility and data source:

Lead: People and Strategy (Digital and Business Services - Data Governance). **Support:** People and Strategy (Digital and Business Services - Data Technical Advisory Group). **Data source:** Data Catalogue (in development).

Timeframe: 2026-2030

Action 40

Consider diversity, equity and inclusion and intersectional data needs in the next review and update of Trust data strategy.

State Plan Measure: 2.6.2

Measure: Review and update of Trust data strategy includes consideration of diversity, equity and inclusion and intersectional data needs.

Responsibility and data source:

Lead: People and (Digital and Business Services - Data Governance). **Support:** People and Strategy (Digital and Business Services - Data Technical Advisory Group). **Data source:** Corporate Document Library (Data Strategy).

Timeframe: 2026

Action 41

Update the employee information form to define disability using the social model (as per the State Disability Inclusion Plan and *Disability Inclusion Act 2018*), and ensure language promotes inclusion and barrier removal.

State Plan Measure: 2.6.2

Measure: Employee information form updated.

Responsibility and data source:

Lead: People and Strategy (Human Resources), **Support:** People and Strategy (Organisational Development). **Data source:** Employee Information Form.

Timeframe: 2028-2029



Domain 3: Personal and community support

Outcome Statement: A South Australia where people with disability can access quality, tailored personal and community supports addressing their individual needs.

Objective: To build a service system in South Australia that takes a person-centred approach that recognises the contributions and potential of all people with disability.

Priority Areas for Domain 3

1. Accessibility
2. Advocacy and supports (n/a)
3. Information sharing
4. Family and carer support (n/a)
5. Programs (n/a)



Priority Area 1

Accessibility

Outcome: People with disability can easily access community supports and services.

Action 42

Collaborate with community disability organisations to co-design and deliver events that are welcoming and accessible for people of all abilities.

State Plan Measure: 3.1.1

The number of initiatives and improvements made to connect people with disability to community supports and services wherever they present. For example, referral hubs, mobile outreach, online information platforms, frontline worker training, and partnerships with community organisations.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** People and Strategy (Communications and Engagement). **Data source:** Records captured through the centralised event recording system.

Timeframe: 2027-2030

Action 43

Partner with disability advocacy organisations to deliver short, interactive sessions for staff on disability awareness, equity, and inclusive decision-making.

State Plan Measure: 3.1.1

Measure: At least 4 workshops delivered annually.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** People and Strategy (Human Resources). **Data source:** Learning Management System reporting.

Timeframe: 2027-2030

Priority Area 3

Information sharing

Outcome: People with disability receive more coordinated and effective support when services work together and share information.

Action 44

The Specialist Disability Accommodation (SDA) Robust Housing Steering Committee – commissioning new builds (bi-monthly)

State Plan Measure: 3.3.1

The number of inter-agency meetings and initiatives to support the implementation of the State Plan and DAIP.

Responsibility and data source:

Lead: Finance and Partnerships (Partnerships and Market Solutions). **Data source:** Development reports.

Timeframe: 2026-2030



Domain 5: Safety, rights and justice

Outcome Statement: A South Australia where all people with disability feel safe, have their rights upheld and have full and equal protection before the law.

Objective: To improve the safety and overall experience of people with disability coming into contact with our emergency services, criminal justice and civil law systems.

Priority Areas for Domain 5

1. Targeted knowledge, understanding and support (n/a)
2. Responding to emergencies
3. Support and navigating the justice system (n/a)
4. Consultation and collaboration (n/a)
5. Safeguarding (n/a)



Priority Area 2

Responding to emergencies

Outcome: People with disability are kept safe during emergencies, with their needs planned and prioritised.

Action 45

Track the number of emergency response resources and systems developed for people with disability.

State Plan Measure: 5.2.1

The number of emergency response resources and systems developed for people with disability.

Responsibility and data source:

Lead: People and Strategy (Emergency and Facilities Management and Health, Safety and Wellbeing). **Support:** People and Strategy (Organisational Development). **Data source:** Resources for emergency relief and HSW local records.

Timeframe: 2026-2030

Action 46

Develop personal emergency evacuation plans for all Housing SA offices, supported by staff training to ensure accessible and consistent evacuation processes.

State Plan Measure: 5.2.1

Measure: Number of offices with completed emergency evacuation plans.

Responsibility and data source:

Lead: People and Strategy (Health, Safety and Wellbeing). **Support:** Executive Director, Customer and Services. **Data source:** HSW local records.

Timeframe: 2026-2030

Action 47

Create quick-reference checklist for staff supporting people with disability during emergency activation.

State Plan Measure: 5.2.1

Measure: Quick reference checklist created and implemented.

Responsibility and data source: Lead:

People and Strategy (Emergency and Facilities Management). **Support:** People and Strategy (Organisational Development). **Data source:** Resources for emergency relief.

Timeframe: 2026-2030



DAIP implementation

The Trust's DAIP 2026-2030 will be implemented through clear governance, communication, and monitoring processes to ensure meaningful outcomes.

Responsibility for delivering actions

Each action in this plan has a designated lead area and supporting teams, as outlined in the DAIP Actions Table.

The Trust has established a clear governance process outlining who is responsible for monitoring progress, coordinating updates, and reporting on DAIP actions across all business areas.

Sharing the plan with staff, stakeholders, and the community

The DAIP will be published on the Trust's website and internal communication will include intranet updates and organisational-wide newsletters. External stakeholders will be informed through external newsletters and social media.

Embedding disability inclusion in day-to-day operations

Disability inclusion will be integrated into policies, procedures, and business-as-usual activities. This includes applying an accessibility lens to recruitment, service delivery, and governance processes. Mandatory training and toolkits will support staff capability.

Monitoring and reporting progress

Progress will be tracked through a central DAIP action register and reported annually to Inclusive SA. Key measures will align with the State Disability Inclusion Plan Outcomes Framework.

Involving people with disability

People with lived experience of disability will continue to be involved through co-design workshops, advisory groups, and consultation processes. Feedback will inform ongoing initiatives and future planning.

Promoting the DAIP to raise awareness and support

Awareness will be raised through internal campaigns, external communications, and participation in significant disability events such as International Day of People with Disabilities.



Acknowledgements

We acknowledge the contributions of many individuals, teams, and community members who helped shape and implement this Disability Access and Inclusion Plan.

Our sincere thanks go to:

- The DAIP Project Team for leading this important work.
- The Communications and Engagement Team for supporting accessible and inclusive communication.
- Our staff with lived experience of disability, who generously shared their insights and feedback.
- The Aboriginal Engagement and Partnerships Team, for providing an Aboriginal lens to ensure cultural inclusivity.
- Our leaders, staff, and action owners, whose commitment drives positive outcomes for people with disability and neurodiversity.
- Our customers and community, who contributed valuable feedback and ideas to make this plan meaningful and impactful.

Together, your contributions have helped create a plan that reflects collaboration, respect, and a shared vision for inclusion.



Glossary and Definitions

This glossary explains key terms and abbreviations used in the DAIP to support clarity and accessibility.

Aboriginal lens

An approach that ensures Aboriginal perspectives, cultural knowledge, and priorities are considered in planning, decision-making, and implementation.

Accessible format

Information presented in a way that can be easily understood and used by people with disability. Examples include Easy Read, large print, Braille, audio, and Auslan translation.

Advocacy

Support that helps people with disability speak up, understand their rights, and make decisions.

Auslan

Australian Sign Language, the primary language of the Australian Deaf community.

Augmentative and Alternative Communication (AAC)

Methods of communication other than speech, such as sign language, gestures, or technology-based devices.

Built environment

Human-made structures and features in the places where people live, work, learn, or play.

Closing the Gap (CTG)

A national strategy aimed at reducing disadvantage among Aboriginal and Torres Strait Islander people, including in health, education, employment, and housing.

Co-design

A collaborative process where people with lived experience, stakeholders, and decision-makers work together to design solutions, policies, or services.

Cultural safety

Creating an environment where Aboriginal peoples feel respected and safe, which involves recognising and addressing power imbalances.

Data sovereignty

The right of Aboriginal peoples to control their data's collection, ownership, and use according to cultural values.

Disability Inclusion Act 2018 (SA)

South Australian legislation requiring state authorities to promote inclusion and develop DAIPs.

Easy Read

A format that uses simple language and images to make information easier to understand for people with cognitive or learning disabilities.

Livable Housing Design Standards

National guidelines for designing homes that are accessible and adaptable for people with disability, older people, and families.

Neurodiversity

The concept that neurological differences (such as autism, ADHD, dyslexia) are natural variations of the human brain and should be respected and included.

OSAMP

Office Strategic Accommodation Management Plan, a plan for managing office spaces, incorporating accessibility and Universal Design principles.

Specialist Disability Accommodation (SDA)

Housing designed for people with extreme functional impairment or very high support needs, funded under the NDIS.

Universal Design

Designing products, environments, and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design.

WCAG

Web Content Accessibility Guidelines which are international standards for making web content accessible to people with disabilities.

Source: Adapted from Inclusive SA glossary





Appendix 1

SA Housing Trust Autism Strategy Action Plan Commitments

The SA Autism Strategy 2024-2029 (Strategy) is a strategic document that supports inclusion of Autistic people, and their families and carers in South Australia. As part of the Strategy, the Strategy Action Plan 2025-2029 (Action Plan) outlines the steps in which the South Australian Government will take to fulfill the commitments of the Strategy. The Action Plan should be read in conjunction with the Strategy on the Inclusive SA website: autismstrategy.sa.gov.au

SA Housing Trust DAIP and Autism Strategy Alignment

All commitments within the Autism Strategy Action Plan are embedded in the SA Housing Trust Disability Access and Inclusion Plan (DAIP) 2026-2030. The DAIP actions intend to address autism inclusion through workforce capability building (including autism awareness training), accessible communication and information, inclusive recruitment and workplace practices, and co-designed stakeholder engagement. This integrated approach ensures the objectives of both plans are met without creating additional actions, streamlining implementation and promoting consistency across disability and neurodiversity inclusion.



Focus Area 1

Pathways to diagnosis

Objective: We want to create a clear and equitable approach to diagnosis in South Australia

Commitments within Focus Area 1:

1. Create clearer and more consistent pathways to diagnosis for Autistic people of all ages.
2. Improve the availability and access of diagnosis, especially in regional and/or remote areas.
3. Consider ways to reduce the occurrence of undiagnosed autism amongst girls and women and within the Aboriginal and culturally and linguistically diverse communities.
4. Improve the post-diagnostic referral process and accessibility of accurate information and resources.

Commitment 1: Create clearer and more consistent pathways to diagnosis for Autistic people of all ages.

Target

Raise public awareness regarding diagnostic pathways and ensure all information and resources are accessible and easy to navigate.

Action

Develop and promote information, where appropriate, on autism to assist people and their families to access services, for example:

- assessment and diagnostic services
- counselling and support following a diagnosis
- autism and disability specific information
- supports for parents with disability, including autism.

Measure: The number of autism-related information sources promoted to assist people and families to access autism-related services.

**Sources include: Resources, online content, brochures, survey material.*

Responsibility and data source:

Lead: People and Strategy (Organisational Development) **Support:** Customer and Services (Customer Operations). **Data source:** Intranet page.

Target Date: 2030



Focus Area 3

Thriving in the workplace

Objective: We want a diverse, inclusive and welcoming South Australian workforce where the strengths and skills of Autistic people flourish.

Commitments within Focus Area 3:

1. Improve knowledge, understanding and awareness of autism across the workforce.
2. Create an accessible, inclusive and welcoming public sector where Autistic people can thrive.
3. Increase opportunities for Autistic people to gain meaningful and lasting employment.
4. Consider alternative employment initiatives when transitioning from education to employment.

Commitment 1: Improve knowledge, understanding and awareness of autism across the workforce.

Target

Ensure public sector employees undertake Autism Awareness and Understanding training.

Action

Ensure in-person and online Autism Awareness and Understanding training is completed across public sector workforce.

Measure: The number of staff who undertook Autism Awareness and Understanding Training:

- online
- in-person.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Data source:** Learning Management System.

Target Date: 2030

Target

Increase awareness of autism across the public sector workforce and the strengths and benefits of employing Autistic people.

Action

Outline the initiatives completed to promote autism inclusion in the workplace.

Measure: The number of initiatives completed to promote autism inclusion in the workplace.

**Initiatives include events, days of significance, internal staff communications/newsletters, social media*

Aligned to the State Disability Inclusion Plan Measure 1.2.1 - Total number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community.

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement). **Support:** People and Strategy (Organisational Development). **Data source:** Communication records, including staff newsletters, social media analytics and content maintained by Communications and Engagement.

Target Date: 2030



Action

Engage Autistic employees and employees with disability to provide advice and inform inclusion activities, including to assist in promoting days of significance.

Measure: The number and proportion of lived experience staff engaged to inform inclusion activities.

Note: this action aligns with State Disability Inclusion Plan Measure 1.2.1 - Total number of initiatives undertaken to promote disability inclusion and improve community attitudes towards people with disability in the community.

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement). **Data source:** Communication records.

Target Date: 2030

Commitment 2: Create an accessible, inclusive and welcoming public sector where Autistic people can thrive.

Target

Embed autism inclusion into workplace policies and practices.

Action

Review recruitment policies and processes to ensure they support reasonable adjustments and are responsive to the alternative ways Autistic employees can engage throughout the recruitment and training processes.

Measure: The number and proportion of recruitment and training policies and processes that are reviewed to ensure they support Autistic and/or neurodivergent staff.

Note: this action aligns with State Disability Inclusion Plan Measure 2.4.3 - The number of organisational changes adopted to improve inclusive recruitment for people with disability. For example, tailoring roles to fit individuals and employer incentives.

Responsibility and data source:

Lead: People and Strategy (Human Resources).

Data source: Inclusive recruitment practices included in the Disability Access and Inclusion Plan 2030.

Target Date: 2030

Action

Review and implement reasonable adjustments procedures and flexible workplace arrangements that support all staff, including Autistic employees and parents and carers of Autistic people.

Measure: The number and proportion of reasonable adjustment and flexible workplaces arrangement procedures to support staff, including Autistic staff, that are:

- reviewed
- implemented.

Note: this action aligns with State Disability Inclusion Plan Measure 2.4.3 - The number of organisational changes adopted to improve inclusive recruitment for people with disability. For example, tailoring roles to fit individuals and employer incentives.

Responsibility and data source:

Lead: People and Strategy (Human Resources) and Health, Safety and Wellbeing. **Data source:** Inclusive workplace practices included in the Disability Access and Inclusion Plan 2030.

Target Date: 2030



Action

Review and update, where applicable, new starter forms to include an opportunity to identify as Autistic and/or neurodivergent to enable more accurate reporting and awareness in the public sector workforce.

Measure: The number of onboarding forms used to identify Autistic and/or neurodivergent staff that are reviewed and updated.

Note: this action aligns with State Disability Inclusion Plan Measure 2.6.2 - Development and implementation of data collection and reporting systems.

Responsibility and data source:

Lead: People and Strategy (Human Resources).
Support: People and Strategy (Organisational Development). **Data source:** Employee Information Form.

Target Date: 2030

Target

Develop strategies to improve the overall health and wellbeing of Autistic public sector employees.

Action

Identify appropriate mechanisms, including clear confidentiality, to ensure Autistic employees feel safe, supported and confident to disclose that they are Autistic at the commencement of employment and through the employment lifecycle.

Measure: The number of support mechanisms available to ensure Autistic and/or neurodivergent staff can disclose confidentially.

*Support mechanisms include secure IT systems, privacy principles

Note: this action aligns with State Disability Inclusion Plan Measure 2.5.1 - The number of workplace practices implemented to support people with disability to have equal opportunities for growth and success, including support to remain in employment. For example, outcome-based employment, flexible work arrangements, workplace adjustments and mentoring programs.

Responsibility and data source:

Lead: People and Strategy (Human Resources and Organisational Development). **Data source:** Disability Access and Inclusion Plan action register.

Target Date: 2030

Action

Continue to promote and provide EAP services that are inclusive, culturally appropriate, neurodiversity-affirming and in a range of modes and formats to support the diverse communication styles of Autistic employees.

Measure: Are Employee Assistance Program (EAP) services being promoted? Y/N

Note: this action aligns with State Disability Inclusion Plan Measure 2.5.1 - The number of workplace practices implemented to support people with disability to have equal opportunities for growth and success, including support to remain in employment. For example, outcome-based employment, flexible work arrangements, workplace adjustments and mentoring programs.

Responsibility and data source:

Lead: People and Strategy (Health, Safety and Wellbeing). **Data source:** HSW local records

Target Date: 2030



Commitment 3: Increase opportunities for Autistic people to gain meaningful and lasting employment.

Target

Develop programs and resources that support Autistic people transition into meaningful employment in the public sector.

Action

Deliver programs that target diversity and inclusion for Autistic people to gain practical workplace experience while undertaking higher education to support them into employment long-term.

Measure: The number of programs that target diversity and inclusion for Autistic and/or neurodivergent people to gain practical workplace experience while undertaking higher education.

Note: this action aligns with State Disability Inclusion Plan Measure 2.4.3 - The number of organisational changes adopted to improve inclusive recruitment for people with disability. For example, tailoring roles to fit individuals and employer incentives.

Responsibility and data source:

Lead: People and Strategy (Human Resources).

Support: People and Strategy (Organisational Development). **Data source:** Learning Management System reports, Feedback mechanism report.

Target Date: 2030

Target

Provide alternative workplace training and volunteer options that support Autistic people entering the public sector workforce.

Action

Review and implement alternative and accessible workplace training options to support Autistic employees, including in a range of accessible formats and learning styles.

Measure: The number of alternative and accessible workplace training options available to support Autistic and/or neurodivergent staff.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Data source:** Learning Management System reporting.

Target Date: 2030

Commitment 4: Consider alternative employment initiatives when transitioning from education to employment.

Target

Develop programs or supported pathways for Autistic students transitioning from education settings to employment across the public sector.

Action

Review existing graduate programs to expand pathways for Autistic graduates from education settings to employment.

Measure: The number of expanded pathways for Autistic graduates engaging in graduate programs.

Note: this action aligns with State Disability Inclusion Plan Measure 2.4.3 - The number of organisational changes adopted to improve inclusive recruitment for people with disability. For example, tailoring roles to fit individuals and employer incentives.

Responsibility and data source:

Lead: People and Strategy (Human Resources).

Data source: Inclusive recruitment practices included in the Disability Access and Inclusion Plan 2030.

Target Date: 2030



Focus Area 4

Access to supports and services

Objective: We want a clearer, more consistent and accessible service system where Autistic people and their families and carers can access the support they need, when they need it.

Commitments within Focus Area 4:

1. Develop a centralised state information system to support access and navigation of available supports and services.
2. Improve the knowledge and understanding of autism amongst professional staff.
3. Work with organisations to ensure evidence and research on autism can be effectively and efficiently translated into practice.
4. Ensure neurodiversity-affirming and culturally appropriate services and supports are available.

Commitment 1: Develop a centralised state information system to support access and navigation of available supports and services.

Target

Ensure resources and information about supports and services are updated, easily accessible and autism inclusive.

Action

Deliver or review initiatives, platforms and systems to connect Autistic people with information in various accessible formats across Government of South Australia supports and services.

Measure: The number of initiatives, platforms and systems made to connect Autistic people with information in various accessible formats.

*Initiatives, platforms and systems include: website content, accessible formats (e.g. Easy Read).

Note: this action aligns with State Disability Inclusion Plan Measure 1.5.1 - The number of resources or materials that have been developed in accessible formats. For example, websites that meet Web Content Accessibility Guidelines (WCAG) 2.2 level AA accessibility standard or above, Auslan translations and Easy Read documents.

Responsibility and data source:

Lead: People and Strategy (Communications and Engagement). **Data source:** Third-party audit report.

Target Date: 2030



Commitment 3: Work with organisations to ensure evidence and research on autism can be effectively and efficiently translated into practice.

Target

Collaborate with subject matter experts when developing and implementing supports and services for Autistic people.

Action

Collaborate with autism-specific organisations, where relevant, when developing and implementing policies, supports and services for Autistic people.

Measure: The number of autism-specific organisations engaged when developing and implementing policies, support and services for Autistic people.

Note: this action aligns with State Disability Inclusion Plan Measure 3.1.1 - The number of initiatives and improvements made to connect people with disability to community supports and services wherever they present.

Responsibility and data source:

Lead: People and Strategy (Organisational Development) **Support:** People and Strategy (Human Resources) **Data source:** Records captured through the centralised event recording system.

Target Date: 2030

Target

Collaborate with the Autistic and autism community throughout the planning, development and implementation phases to ensure services are neurodiversity-affirming and are effectively meeting the needs of Autistic people.

Action

Consult with reference groups and lived experience groups, where relevant, on autism-related matters to provide insights and guidance on identifying and addressing barriers to accessing services provided by the Government of South Australia.

Measure: The number of reference and/or lived experience groups engaged to identify and address barriers to accessing services on autism-related matters.

Note: this action aligns with State Disability Inclusion Plan Measure 3.1.1 - The number of initiatives and improvements made to connect people with disability to community supports and services wherever they present.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** People and Strategy (Human Resources). **Data source:** Records captured through the centralised event recording system.

Target Date: 2030

Commitment 4: Ensure neurodiversity-affirming and culturally appropriate services and supports are available.

Target

Improve existing services to ensure they are streamlined, effective and efficient to meet the individual needs of Autistic people.



Action

Review and update, where relevant, the customer service areas and experiences to ensure Autistic people feel supported when accessing services.

Measure: The number of customer service areas reviewed and updated to ensure Autistic and/or neurodivergent people are supported when accessing services.

Note: this action aligns with State Disability Inclusion Plan Measure 3.1.1 - The number of initiatives and improvements made to connect people with disability to community supports and services wherever they present.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** People and Strategy (Human Resources) and Customer and Services (Customer Operations). **Data source:** Records captured through the centralised event recording system.

Target Date: 2030

Target

Ensure a wide range of neurodiversity-affirming and culturally appropriate services and supports are available, including to Autistic people who do not yet have an autism diagnosis.

Action

In the development of new strategies and initiatives, the State Autism Strategy and/or Autism Charter will be linked and referenced, where appropriate.

Measure: The number of references made to the State Autism Strategy and/or the Autism Inclusion Charter in new strategies and initiatives.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** Finance and Partnerships (Strategic Policy, Planning and Reporting).

Data source: Disability Access and Inclusion Plan action register.

Target Date: 2030

Target

Target Improve data capturing strategies of diverse cohorts of people accessing state government services and supports.

Action

When consulting to inform the development of new strategies and initiatives, personal identifying data will be collected where appropriate, to capture and consider the specific perspectives of the Autistic community.

Measure: Are you capturing personal identifying data including Autistic and/or neurodivergent people during consultation on the development of new strategies and initiatives? Y/N

Responsibility and data source:

Lead: Finance and Partnerships (Strategic Policy, Planning and Reporting). **Data source:** Disability Access and Inclusion Plan action register.

Target Date: 2030



Focus Area 5

Participation in the community

Objective: We want a truly inclusive South Australia where Autistic people can meaningfully participate in the community without restriction.

Commitments within Focus Area 5:

1. Consider how the built environment may impact Autistic people and identify opportunities for improvement across current and future infrastructure projects.
2. Identify ways to improve accessible transport options and the accessibility of public spaces and venues, including signage and wayfinding tools.
3. Partner with organisations, sporting clubs, local councils and community services to support inclusive initiatives for Autistic people of all ages.

Commitment 3: Partner with organisations, sporting clubs, local councils and community services to support inclusive initiatives for Autistic people of all ages.

Target

Collaborate with the Autistic and autism community to ensure activities and services are autism inclusive.

Action

Consult with the Autistic and autism community, where appropriate, when planning and organising events to ensure they are autism inclusive, such as the inclusion of breakout or sensory spaces.

Measure: The number and proportion of lived experience people engaged to inform planning and organising of events.

Note: this action aligns with State Disability Inclusion Plan Measure 1.1.2 - The number of inclusive and accessible events, both internal and external, with 50+ people following best practice event management principles. For example, the Accessible and Inclusive Community Events Toolkit.

Responsibility and data source:

Lead: People and Strategy (Organisational Development). **Support:** People and Strategy (Communications and Engagement).

Data source: Records captured in the 'central events register/system'.

Target Date: 2030





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