



SA Water Disability Access and Inclusion Plan

2020-2022



Statement from Chief Executive



As a business, developing trusted and genuine relationships with our customers and stakeholders is really important to us, likewise working together to understand and create solutions that deliver sustainable water services now and into the future.

Our Disability Access and Inclusion Plan will guide how we embrace and celebrate the active inclusion of diversity in the way we operate and how we deliver safe, smart, reliable and affordable services, supporting Our Strategy 2020-25.

Key to achieving this is our people. By building a workforce with an inclusive culture that values diversity in all its forms, we will mirror the communities we serve and so best meet the needs of our customers.

This plan includes actions to remove barriers faced by people living with disability. It builds on our ongoing work with our people, customers, and communities, plus explores emerging opportunities. It sets out a series of practical actions that recognise people living with disability are an integral part of our community and ensures access to the same opportunities as everyone else.



Acknowledgement of Country

SA Water respects and acknowledges the deep spiritual connection, knowledge and relationship Aboriginal and Torres Strait Islander people have to land and water.

This Disability Access and Inclusion Plan (DAIP) is available at www.sawater.com.au. If you require a copy in an alternative format, please email diversity@sawater.com.au.

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Please note that this document includes the names and images of people who have passed away.

About SA Water

Our organisation

As South Australia's leading provider of trusted water and sewage services for more than 1.7 million people, we are committed to ensuring these essential services represent excellent value.

For 164 years we have been working together with South Australians to ensure a reliable supply of safe, clean drinking water and a dependable sewerage system. As a statutory corporation we report to an independent Board and balance the delivery of services in a competitive market with our responsibility to provide a financial return to government.

SA Water is a South Australian owned statutory corporation, included in the portfolio of the Minister for Environment and Water, operate under Australian and South Australian laws, and work closely with a number of government agencies including:

- Department of the Premier and Cabinet.
- Department of Treasury and Finance.
- Department for Environment and Water.
- SA Health.
- Environmental Protection Authority.

As participants of the United Nations Global Compact, we are developing business-specific policies that support human rights, and we actively meet our responsibilities by complying with anti-discrimination, equal opportunity and labour laws.

Our people

At 30 June 2020, 1628 people were employed at a full time equivalent of 1550.5 positions. Of these, 19 people, or 1.17 per cent, self-identified as living with disability and 2.58 per cent identified as Aboriginal and Torres Strait Islander, while 18.73 per cent were born in a country other than Australia.

Strategy context

Our strategy charts our course to 2025, with a view towards 2050, reflective of our appreciation that many of the decisions we make can be felt by our customers and community for many years to follow, likewise this will impact the future sustainability of South Australia.

A key focus of our strategy is to proactively build a more diverse, inclusive and capable workforce that reflects the community we serve. By increasing awareness about disability, creating opportunities to grow a more diverse and inclusive workforce, and developing community partnerships that create genuine employment pathways for people living with disability are how we will achieve this.

Developing new, trusted and genuine relationships with our community, will see us continue to deliver safe, smart, reliable and affordable services for all our customers, meeting a broad range of needs.

We are also focused on promoting the health and wellbeing of active, thriving communities. Through innovative collaboration with all tiers of government, we can create ever more accessible green spaces that support the wellbeing of everyone in our community. By seeking to understand and incorporate the ideas and needs of people living with disability into our programs, we ensure better outcomes for people of all ability.

Actions we will take to achieve this include ensuring community events we host are accessible to all, creating communications that meet the different needs and abilities of our community, and engaging with advocacy groups and customers to increase service accessibility such as alternate meter and billing options.

As participants of the United Nations Global Compact, we are part of the world's largest corporate sustainability initiative which exists to implement universal sustainability principles and support progress towards achieving the Sustainable Development Goals.

We have identified the Sustainable Development Goals where we can make the biggest impact, including goal 10 'Reduced inequalities'.

To help attain this goal we are actively fostering an inclusive culture, encouraging diversity of thought, embracing the background and experience of our people, and promoting social inclusion for all South Australians, including those living with disability.

These outcomes will be further enabled through our successful delivery of the actions outlined in this plan and supported by our policies and compliance actions.

The Disability Inclusion Act 2018 (SA) supports the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), acknowledging that people living with disability have the same human rights as other members of the community.

Further it establishes a framework to support a whole-of-government approach to improving the inclusion of all South Australians living with disability. To achieve this:

- South Australian Government agencies are required to develop and publish a State Disability Inclusion Plan.
- State authorities must develop Disability Access and Inclusion Plans that relate to the specific supports and services they provide.

Together, this will support South Australia to implement the National Disability Strategy, which is a coordinated plan across all levels of government in Australia to improve the lives of people living with disability, their families and carers.

Inclusive SA, South Australia's first State Disability Inclusion Plan, was published on 31 October 2019.

Our Disability and Inclusion Plan aligns to the key themes and priorities in the State Disability Inclusion Plan and sets the actions we will take during the next two years to achieve a more inclusive South Australia and support the achievement of our strategic goal of a more diverse, inclusive and capable workforce.

Our clear purpose for disability access and inclusion

To create a more accessible and inclusive organisation that ensures fairness and respect for our people, our customers and community, including those living with disability, as well as providing opportunities and choice for all.

Raising awareness and working towards new and improved ways to reduce the barriers faced by our people, our customers, stakeholders and community living with disability is important to us.

By outlining our priorities and actions for the next two years and improving access and inclusion for people living with disability, we will improve:

- Inclusivity for everyone in our community.
- Leadership and collaboration.
- Accessibility to our services.
- Learning and employment opportunities.

We will achieve the actions in our plan by working together with relevant groups, customers and agencies in a respectful, meaningful and collaborative way, to explore new ideas and possibilities ensuring we support fairness and respect for all.

Defining Disability

The *Disability Inclusion Act 2018* defines disability in the following way:

“disability”, in relation to a person, includes long-term physical, psycho-social, intellectual, cognitive, neurological or sensory impairment, or a combination of any of these impairments, which in interaction with various barriers may hinder the person’s full and effective participation in society on an equal basis with others.



Pamela and Airlie participated in a project, providing valuable insight into our customers who live with disability.

Our disability access and inclusion plan

Our plan is structured around the themes and priority areas of the Inclusive SA: State Disability Inclusion Plan 2019-2023.



I: 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 widely understood, with their rights 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

Action

1. Develop a checklist for our attendance at community events to inform set up and activities that will maximise opportunities for participation by all community members.

This checklist will be used at all community events we attend and include details on working with event organisers on wayfinding. The checklist will also include a requirement, where appropriate, to conduct debriefs and reviews following events, including gathering feedback from the community.

2. Explore adapting the BYOB drinking fountain app to include the identification of drinking fountains accessible for those living with physical disability.

3. Incorporate a living with disability training module into existing Brand Ambassador training to improve awareness and deliver to Brand Ambassadors.

4. Develop and deliver training modules for our Customer Care Centre teams to support recognition of, and response to, customers experiencing vulnerability.

5. Explore best practice examples of supported decision making to inform the development of mechanisms that enable people living with disability, or their trusted carers, to interact with us more easily.

6. Identify appropriate mechanisms that enable us to identify customers living with disability, while protecting their privacy, to include on a Priority Services Register.

State plan priority #	Responsibility	Timeframe	Measureable target
1	Owned by: Brand & Marketing	June 2021	Checklist developed and implemented.
1	Owned by: Brand & Marketing	June 2021	Report into existing functionality developed, including recommendations.
2	Owned by: Brand & Marketing Supported by: Culture & Capability	December 2021	Training module developed and delivered to Brand Ambassadors.
2	Owned by: Customer Care Centre Supported by: Customer Experience; Culture & Capability	December 2021	Training modules developed and delivered.
3	Owned by: Customer Experience Supported by: Customer Care Centre; Legal; Digital Transformation	June 2022	High level process developed to facilitate supported decision-making.
3	Owned by: Customer Experience Supported by: Customer Care Centre; Legal; Digital Transformation	June 2022	Mechanisms determined to identify and include customers living with disability on a Priority Services Register.



2: 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 they are supported to participate meaningfully, in community consultation and engagement activities.

Priority 4: Participation in decision-making

Priority 5: Leadership and raising profile

Priority 6: Engagement and consultation

Action

1. Collaborate with customers living with disability to understand their preferred methods of participation in research and engagement activities, while also considering intersectionality with other groups of people such as women, Aboriginal & Torres Strait Islander people, LGBTQI+ people, CALD and young people.

2. Identify opportunities to collaborate with other organisations to inform the way we build our Priority Services Register.

3. Establish a people network group within our business to support the actions and initiatives within the DAIP, ensuring diverse representation.

4. Promote this plan to our existing people and those new to our business.

5. Identify and provide opportunities for delivery partners and contractors to contribute to achieving actions within this plan.

6. Develop mechanisms to identify and record the participation of people living with disability in our customer research and engagement activities, to set a baseline for future growth.

7. Increase the percent of people living with disability participating in customer research and engagement activities.

8. Build capabilities within our internal network groups to ensure inclusion and development of initiatives that support the needs of people living with disability, recognising the intersectionality with women, Aboriginal & Torres Strait Islander people, LGBTQI+ People, CALD and young people.

State plan priority #	Responsibility	Timeframe	Measureable target
4	Owned by: Customer Experience; Community & Stakeholder Engagement	June 2022	Best practice guide for preferred participation methods developed.
4	Owned by: Customer Experience; Supported by: Community & Stakeholder Engagement; Government Relations	June 2021	Opportunities for collaboration identified.
5	Owned by: Culture & Capability	June 2021	People network group established, with diverse representation from across the business including those that live with disability.
5	Owned by: Culture & Capability	June 2021 then ongoing	Promoted to all our people, including through our onboarding program.
5	Owned by: Supply Chain Supported by: Culture & Capability; Adelaide Service Delivery	December 2021 then ongoing	Information about this plan embedded into onboarding for delivery partners and contractors, including opportunities to contribute.
6	Owned by: Customer Experience; Community & Stakeholder Engagement	June 2021	Participation of people with a disability in customer research and engagement activities recorded.
6	Owned by: Customer Experience; Community & Stakeholder Engagement	June 2022	Increase the rate of participation, reflective of the percentage of people living with disability within our community.
6	Owned by: Community & Stakeholder Engagement; Culture & Capability	Ongoing	Internal network groups actively engaged in the development and implementation of this plan. Together for Women, The Collective, Pride Together and Emerging Workforce.



3: 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, services, information, recreation and the greater community.

Priority 7: Universal Design across South Australia

Priority 8: Accessible and available information

Priority 9: Access to services

Action

1. Develop a checklist to ensure publicly accessible facilities are clearly signposted to show access routes that maximise opportunities for participation by all community members through improved wayfinding.
2. Deploy signposting of access routes at all our publicly accessible facilities to enable greater participation by all community members through improved wayfinding.
3. Develop and deliver training for our people and contracting partners to promote greater consideration of people living with disability when planning remediation, repair and capital activities in public spaces, including roads, streets and footpaths.
4. Review the use of Universal Design principles for residential and business customer bills, including paper and electronic formats.
5. Engage with disability advocacy groups and customers with specific communication needs to understand key alternate format options for paper and electronic bill formats.
6. Identify key residential customer communications that could be enhanced by an easy-read benefit based option, that considers the audiences for each communication, and is informed by feedback from advocacy groups and representative customers.
7. Develop and produce easy-read benefit based residential customer communications.
8. Develop a mechanism for customers and community to provide feedback on our services and information to inform opportunities for us to improve accessibility.

State plan priority #	Responsibility	Timeframe	Measureable target
7	Owned by: Safety Supported by: Brand & Marketing; Facilities Management	June 2021	Checklist developed.
7	Owned by: Safety Supported by: Brand & Marketing; Facilities Management	June 2022	Sites identified and signposts deployed.
7	Owned by: Safety Supported by: Field Services; Adelaide Services Delivery; Delivering Capital Together; Customer Experience	June 2022	Training developed and delivered.
8	Owned by: Account Integrity & Billing Supported by: Customer Experience; Communications	June 2022	Review completed.
8	Owned by: Customer Experience Supported by: Communications; Account Integrity & Billing	June 2022	Prioritised list of alternate paper and electronic bill formats developed, including timeline for implementation.
8	Owned by: Customer Experience Supported by: Communications	October 2021	Top 20 easy-read communications pieces identified.
8	Owned by: Communications Supported by: Customer Experience; Brand & Marketing	June 2022	Ten or more customer communications developed into easy-read format.
8	Owned by: Customer Experience Supported by: Digital Transformation, Customer Care Centre; Service Continuity	June 2022	Mechanism designed and accessible to customers.



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Priority 7: Universal Design across South Australia

Priority 8: Accessible and available information

Priority 9: Access to services

Action

9. Review and improve accessibility to information at publicly accessible sites.

10. Develop and publish accessibility information about publicly accessible sites on our website.

11. Identify customer facing digital channels that are required to comply with Web Content Accessibility Guidelines standards, test their existing accessibility and develop a prioritised schedule of work to improve.

12. Identify internal IT systems and tools that are required to comply with Web Content Accessibility Guidelines standards, test their existing accessibility and develop a prioritised schedule of work to improve.

13. Explore alternate meter options to enable easier access for people living with disability.

14. Undertake field trials and analysis to develop human-centred design guides for physical adaptations (e.g alternate meter displays).

15. Expand capability of our Customer Relationship Management system to hold attribute data for customers living with disability (to inform development of a Priority Services Register).

State plan priority #	Responsibility	Timeframe	Measureable target
8	Owned by: Community Relations Supported by: Customer Experience; Communication; Brand & Marketing	June 2022	Review completed and identified signposting improved.
8	Owned by: Communication Supported by: Community Relations; Brand & Marketing	June 2022	Accessibility guide developed and published on our website.
8	Owned by: Communications & Digital Transformation Supported by: Customer Experience	June 2021	Schedule of work developed.
8	Owned by: IT	June 2021	Schedule of work developed.
9	Owned by: Customer Experience; Customer Technical Services	Dec 2021	Alternate service offerings to enable meter access identified.
9	Owned by: Customer Experience; Customer Technical Services	Dec 2022	Design guides for physical adaptations developed.
9	Owned by: Digital Transformation Supported by: Customer Experience	June 2022	Capability of Customer Relationship Management system to hold customer data confirmed.



4: Learning and employment

Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connection and friendship, value, identity and belonging. It is our aim that people living with disability have access to inclusive places of training that 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

Action

1. Develop living with disability awareness training for leaders and our people.
2. Embed living with disability awareness training in our onboarding programs.
3. Deliver living with disability awareness training to our people.
4. Hold events or activities that increase living with disability awareness for our people.
5. Explore volunteering and work experience opportunities within our business for people living with disability.
6. Develop partnerships with education providers to identify and promote opportunities to secondary, tertiary and vocational training students.
7. Determine business capability to enable our people to self-identify as living with disability in order to improve our records and ability to report.
8. Identify barriers within our recruitment process that impact people living with disability.
9. Include a diversity and inclusion statement on recruitment communications to encourage applications from people living with disability.
10. Ensure appropriate adjustments are made to recruitment process that consider the needs of people living with disability.

State plan priority #	Responsibility	Timeframe	Measurable target
10	Owned by: Culture & Capability	June 2021	Program developed and available.
10	Owned by: Culture & Capability	June 2021	Program developed and available.
10	Owned by: Culture & Capability	June 2022	More than 90 per cent of our people trained.
10	Owned by: Culture & Capability	June 2022	One or more event or activity held each calendar year.
11	Owned by: Culture & Capability; Human Resources	Ongoing	Report of available opportunities developed, including recommendations.
11	Owned by: Human Resources	June 2021 and then annually/ ongoing	Opportunities identified and promoted within relevant business units and across workforce diversity programs.
12	Owned by: Human Resources	June 2021	Capability identified.
12	Owned by: Human Resources	June 2022	Report identifying potential barriers completed, including recommendations to reduce barriers developed and implemented.
12	Owned by: Human Resources	July 2021	Reviewed with any recommended statement changes implemented across all recruitment communications.
12	Owned by: Human Resources	July 2021	Applicants enabled to provide personal access with reasonable adjustments implemented when requested.

Disability access and inclusion plan development

Consultation

To establish a deeper understanding of what our customers, our people and our community experience when using our services, we implemented a research project in 2018 to gain insight directly from those we are seeking to benefit.

Consultation began by working with the then Department of Human Services to access their community engagement group, that included people living with disability. We also consulted with our own people and established a working group of participants who provide care for someone living with disability, or that they themselves lived with disability or had specific knowledge or experience. Our people embraced this opportunity, with a large number sharing their insights. The enthusiasm of our people will be integral to us successfully delivering our actions.

Consultation included structured conversations with customers, our people and the community, often taking place in their homes, where the challenges they faced could be seen firsthand. These conversations were powerful and provided the understanding required for us to respond to the complexities experienced by people living with disability.

Our consultative research has provided the insights needed to develop our draft document. In September 2020, the draft was made available for our people, network and representative groups and the wider community to read and provide feedback.

Having received feedback from a diverse range of stakeholders, we have considered and included this in preparing our final plan.

Relationships to other policies, strategies and frameworks

Our commitment to the development and implementation of this plan is captured within our Diversity and Inclusion Strategy and Plan which ensures we lead the way with a capable and committed team that values and includes diversity in all forms.

Examples of previous achievements

We are fostering a more inclusive culture where diversity in all forms is embraced and celebrated. Our diversity and inclusion plan and initiatives enable all our people to contribute to creating an inclusive workplace. We know that when our people bring their whole selves to work, we better deliver the essential services our customers rely on.

During 2019-20, we invested more than 500 learning hours training our people on diversity and inclusion, enabling us to deliver meaningful outcomes that help us improve the lived experience of diversity in our workplace.

Over the last 12 months we have implemented changes in our work environment to ensure increased accessibility, including adapting our security access to support people with mobility aids, adapting entrance ways to support easier access, and ensuring needs are considered when assigning lockers and conducting site orientations. Through simple, considered adjustments to process and policy, we have been achieving equity for our people living with disability.

We have also created multiple employment opportunities through our career pathway programs for individuals living with disability and proudly supported one of our contract partners in their efforts to grow employment opportunities for people living with disability. All of these opportunities were created by reviewing existing position descriptions and requirements to identify where adjustments could be made to ensure those living with disability could be included.

We have also ensured that those we partner with are as committed to Diversity and Inclusion as we are by incorporating it into our procurement processes.

Implementation process

This plan will be promoted online and through communications to our people, contractors and the South Australian community, available on our website in Easy Read and PDF formats and made available in other accessible formats and languages upon request.

Monitoring and Review

The Manager Diversity and Inclusion will support the monitoring and implementation of this plan with progress reported to the Chief Executive and Senior Leadership Team annually in July and to the Chief Executive of the Department of Human Services by 31 October each year.

In accordance with the Act we will formally review this plan at least every four years, with this one reviewed in two years' time in 2022.

Acknowledgements

Thank you to everyone who has contributed to the development of this plan, particularly our people, customers and community members who helped shape our actions with their feedback.

Thank you also to our working group, who as a diverse group came together to define our actions and develop this plan.

Glossary and definitions

Accessibility

Accessibility is about ensuring people living with disability have equal access to programs, employment, training, goods and services, premises, communication, information and technology.

CALD (Culturally and Linguistically Diverse)

CALD refers to who are people born overseas, have different cultural backgrounds and speak a language other than English.

The Collective

The Collective is our people network group for all our Aboriginal & Torres Strait Islander people at SA Water.

Inclusion

Inclusion is about embracing and harnessing our diverse resources. It is about removing attitudinal, behavioural and physical barriers so that everyone feels valued and respected, has equal access to opportunities and is empowered to participate and contribute their skills and perspectives to their workplace and community.

Intersectionality

Intersectionality refers to the ways in which different aspects of a person's identity can elicit unique and overlapping forms of discrimination, marginalisation or privilege. For example, a member of the LGBTIQ+ Community who also lives with a disability.

NDS National Disability Strategy 2010–2020

A commitment from all governments to work together to improve the lives of Australians living with disability, their families and carers.

Priority Services Register

A Priority Services Register captures information on customers with specific needs, so they can be offered additional support as needed. This is an opportunity to expand our critical customer list which currently includes customers with at-home dialysis. Customers on a Priority Services Register may require additional assistance during water outages, help with reading their meter, or bill support if they are using large amounts of water due to a medical condition. (Note: we are in the early stages of identifying what might be included in a Priority Services Register).

Supported decision making

Supported decision-making is a framework within which a person with disability can be assisted to make valid decisions. It is based on the premise that everyone has the right to make their own decisions and to receive whatever support they require to do so.

United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

A human rights treaty focused on changing attitudes and approaches to people living with disability. It reaffirms that all people living with disability must enjoy human rights and fundamental freedoms.

Universal design

Universal design involves creating facilities, built environments, products and services that can be used by people of all abilities, to the greatest extent possible, without adaptations.

Wayfinding

Wayfinding uses strategic signage, maps and symbols to help people navigate an environment.

