



SA Water

Disability Access and Inclusion Plan 2020-2022

Easy Read version



**Government of
South Australia**

About the printer

This easy read plan was printed by Print Junction, an Aboriginal family owned business established by Sheila and Leon Torzyn in 1997.

How to use this document



SA Water wrote this plan. When you see the word 'we', it means SA Water.



We wrote this information in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 27.



This Easy Read plan is a summary of another plan. This means it only includes the most important ideas.



You can find the other plan on our website at www.sawater.com.au. When you are on our website, search for "DAIP".



You can ask for help to read this plan.

A friend, family member or support person may be able to help you.



We recognise Aboriginal and Torres Strait Islander peoples as the traditional owners of our land – South Australia.



They were the first people to live on and use the:

- land



- rivers



- seas.

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About us



SA Water is part of the South Australian Government.

We help look after South Australia's:



- drinking water

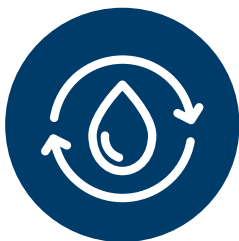


- sewerage services

Some of our sewerage services include:



- removing dirty water from homes and businesses



- recycling some dirty water into water that can be used for something else



We have 1,698 people on our team.

1.17%



1.17% of our team are people with disability.

2.58%



2.58% of our team are Aboriginal and Torres Strait Islander peoples.

18.73%



18.73% of our team are people who were born in a different country.

Our vision for accessibility and inclusion



Our **vision** is what we want our state to be in the future.

We want to make SA Water and the services we provide:



- accessible



- inclusive.

When something is accessible, everyone can use it.

This might be:



- a place or building
- transport
- a service
- information
- a website.



When something is inclusive, everyone can take part.

We want SA Water to be a place where everyone:



- is treated with respect



- can work safely



- feels supported



- has the same opportunities.

The laws that apply



In South Australia we have a law called the *Disability Inclusion Act 2018* (the Act).



The Act explains the rules that everyone needs to follow.



It makes sure people with disability in South Australia are treated fairly.



This law says that we must have a Disability Access and Inclusion Plan.

We call it a plan.



We also follow 2 documents called the:

- **National Disability Strategy**



- **State Disability Inclusion Plan (Inclusive SA)**



These documents are plans to make life better for people with disability.



We also follow the *United Nations Convention on the Rights of Persons with Disabilities* (the UN Convention) in this plan.



The UN Convention is a document that sets out the **rights** of people with disability around the world.



Rights are rules about how everybody should be treated fairly.

Our Disability Access and Inclusion Plan



Our plan talks about what we will do over the next 4 years to make SA Water more:



- accessible
- inclusive.



Our plan has 4 main themes:



1. Communities that include everyone



2. Leading and working together



3. Accessible communities

4. Learning and working.



Each of these themes has a list of what we need to do to make sure they are successful.



We talk about each theme in more detail on the following pages.

1. Communities that include everyone



We want people with disability to be included in our community



We want the rights of people with disability to be:

- valued
- respected
- protected.



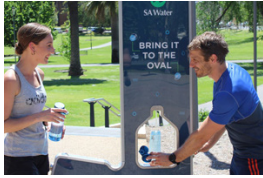
To do this, we will make community events accessible to people with disability.



We will make a checklist that helps us understand the needs of people with disability at events.



We will look at how we can adapt our **Bring Your Own Bottle (BYOB) app** to identify drinking fountains that can be used by people living with physical disability.



Our BYOB app helps people find a drinking fountain near them.



We will include information about living with disability when we train people who begin a job at SA Water.



We will teach our team how to support **vulnerable** customers.



If you are vulnerable, you might be in danger of:

- being hurt
- getting sick
- someone taking advantage of you.



We will look at how we can better support people with disability when they make decisions.



We will create a list of customers with a disability so we can help them more easily.



This list is called a **Priority Services Register**.



It helps us give vulnerable people the services they need as soon as possible.

2. Learning and working together



People with disability want to be part of the decisions that affect them.

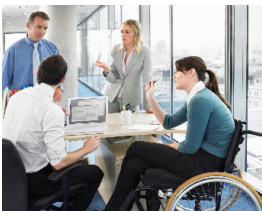
We will work with people with disability to understand how they want to be included in our:



- activities — the way we promote our work



- research — the way we learn from our customers.



We will work with other organisations to help make our Priority Services Register.



We will set up groups of people who work at SA Water to talk about and support our plan.



We will also talk about this plan with our team.



We will encourage other organisations who work with us to agree to the actions in our plan.



We will write down the number of people with disability who take part in our:

- customer research.



This will help us learn and understand:

- how many people with disability take part
- what we can do to encourage people to take part



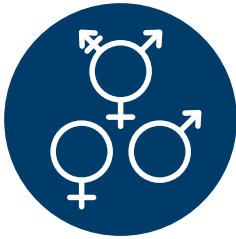
Over time, we will make sure more people with disability take part in our:

- customer research.

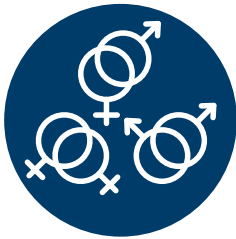
We will make sure our programs include people of all:



- abilities



- genders



- sexualities



- cultures



- ages.



Your gender is what you feel and understand about who you are as a person.

It isn't about whether your body is male or female.



Your sexuality is who you are attracted to.



Your culture is:

- your way of life
- the way you think or act because of the way you grew up

3. Accessible communities

We can make sure we include people with disability if our:



- places and spaces are accessible



- community is inclusive.



This includes:

- public spaces
- transport
- services
- information
- websites.



We will make sure all information in our public spaces is:

- accessible
- inclusive.





This includes using signs that are easy to follow.



We will think about the needs of people with disability when we work on our public spaces.



We want to make sure that everyone can access and use our:

- bills
- information.



We will ask people to share their ideas about how we can make our services more accessible.



We will share more information about the accessibility of our public spaces on our website.



We will make our website more accessible.



Water meters are the machines we use to measure water use.



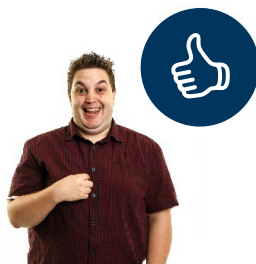
We want to make them more accessible for people with disability.



We want to make them more accessible for people with disability.



We keep records and information about our customers and what their needs are.



We will make sure to include the needs of people with disability in our records.

4. Learning and working

When people with disability work, they can:



- earn their own money



- connect with other people



- take part in the community



- feel like they belong



- do more for themselves and on their own.



We will help everyone in our team learn about the needs of people with disability.

This includes:

- new people
- people who have been working with us for a while
- our leaders.



We will hold events for our people so they understand what people with disability need.



We will create ways for more people with disability to work or **volunteer** with us.



When you volunteer, you work but don't get paid. Volunteers usually do work that helps other people.

We will promote opportunities to work or volunteer with us through:



- high school



- university



- TAFE.



We will update our records when our workers tell us they have a disability.



We will look for **barriers** that are stopping people with disability from applying for jobs with us.

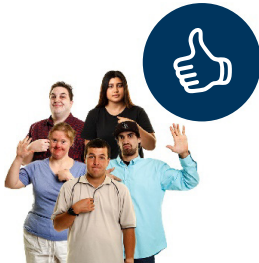


A barrier is something that stops you doing something you:

- need to do
- want to do.



We will encourage people with disability to apply for jobs with us.



We will meet the needs of people with disability when they are applying for jobs.

Making sure our plan works



We will keep track how well our plan is going.



We will make sure it:



- includes what we need to do to reach our goals



- stays up to date

- meets the needs of people with disability.



We will write a report about our plan every year.



We will share this report with the South Australian Government Department of Human Services.



Our plan will last for 2 years.

Word list



Accessible

When something is accessible, everyone can use it.

This might be:

- a place or a building
- transport
- a service
- information
- a website.

Barriers

A barrier is something that stops you doing something you:

- need to do
- want to do.

Bring Your Own Bottle (BYOB) app

Our BYOB app helps people find a drinking fountain near them.

Cultures

Your culture is:

- your way of life
- the way you think or act because of the way you grew up



Gender

Your gender is what you feel and understand about who you are as a person.

It isn't whether your body is male or female.



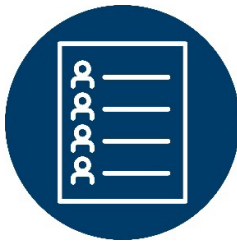
Inclusive

When something is inclusive, everyone can take part.



National Disability Strategy

The National Disability Strategy is a plan to make life better for people with disability around Australia.



Priority Services Register

A Priority Service Register is a list that we keep of people who need our services.



Rights

Rights are rules about how everybody should be treated fairly.



Sexualities

Your sexuality is who you are attracted to.



State Disability Inclusion Plan (Inclusive SA)

The State Disability Inclusion Plan (Inclusive SA) is a plan that the South Australian government has made to make life better for people with disability in South Australia.



Priority Services Register

A Priority Service Register is a list that we keep of people who need our services.



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Vulnerable

If you are vulnerable, you might be in danger of:

- being hurt
- getting sick
- someone taking advantage of you.

Contact us



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