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# Lifetime Support Authority of South Australia

## Disability Access and Inclusion Plan

### 2020-2024

**Lifetime**  
SUPPORT



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## Lifetime Support Authority (LSA)

### Disability Access and Inclusion Plan 2020-2024

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#### Statement from the Chief Executive

Since we started in 2014, the LSA has been committed to enhancing the quality of life for Lifetime Support Scheme (LSS) participants and their families and carers through person-centred, financially sustainable, innovative and efficient services.

Through the Scheme, the LSA plans and funds necessary and reasonable treatment, care and support for people who sustain serious injuries in motor vehicle accidents in South Australia, regardless of fault.

This Disability Access and Inclusion Plan (DAIP) 2020-2024 is the LSA's first such plan and contains practical actions to sustain and improve access and inclusion for people living with disability who engage with our organisation, its services, and the broader South Australian community.

The plan builds on what the LSA has already accomplished to support inclusivity and accessibility since its establishment. These accomplishments include holding the annual International Day of People with Disability (IDPWD) Celebrate on the Square event, the development of our Participant Reference Group, and our person-centred approach to planning services in collaboration with LSS participants.

The implementation of this plan will further strengthen our commitment to enhancing person-centred service planning for LSS participants, as well as the creation of an inclusive workplace at the LSA for staff living with disability.

The actions outlined in this plan complement our purpose of working collaboratively with LSS participants and key stakeholders within the disability sector.

I am pleased to present this plan and look forward to reporting our progress against it.



Rick Howe

**Chief Executive**

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This plan is available on the LSA website [lifetimesupport.sa.gov.au](https://lifetimesupport.sa.gov.au)

If you require a copy in an alternative format, please email [lifetime.support@sa.gov.au](mailto:lifetime.support@sa.gov.au)

## About the Lifetime Support Authority

The Lifetime Support Authority (LSA) is a statutory authority, delivering the Lifetime Support Scheme (LSS) under the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013 (SA)* (the Act).

Through the LSS, the LSA designs and funds necessary and reasonable treatment, care and support for people who sustain serious injuries in motor vehicle accidents on South Australian roads, regardless of fault.

Serious injuries, such as brain and spinal cord injuries, amputations, burns, and blindness, can require a lifetime of support to help people engage in life post injury and maximise their independence in the community.

The LSA administers the LSS in accordance with the LSS Rules which outline the eligibility criteria and how treatment, care and support needs are assessed.

On average, the LSS is projected to accept approximately 50 new LSS participants each year. This equates to a person entering the Scheme as a result of sustaining serious injuries in a motor vehicle accident around every eight days on average.

### Staff profile

A growing organisation, the LSA currently employs around 75 people. Approximately 5% of our employees identify as living with a disability. The categories of disability that staff are asked to identify with are psychological, physical, intellectual and sensory.

The LSA is committed to workforce diversity and reducing the barriers that prevent full participation at work for people living with disability through ensuring an accessible workplace and technologies.

The organisation is also an active member of the Department of Treasury and Finance (DTF) Equity, Diversity and Inclusion Committee, and will support the delivery of communication activities for this Committee in 2020 and 2021.

### Strategic context

This plan has been developed in accordance with the **Disability Inclusion Act 2018** (SA). The *Disability Inclusion Act* was passed because the South Australian Government recognised that a stronger commitment to access and inclusion planning for people living with disability was needed.

The *Disability Inclusion Act* 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 and that the State and the community have a responsibility to facilitate the exercise of those rights. The UNCRPD is underpinned by eight guiding principles based on respect, equality and non-discrimination and was ratified by Australia in 2008, and the Optional Protocol signed by Australia in 2009.

The **National Disability Strategy 2010–2020** (NDS) is a coordinated plan across all levels of government to improve the lives of people living with disability, their families and carers. The NDS is Australia's response to the UNCRPD and is designed to ensure the principles of the UNCRPD are incorporated into policies and programs across Australia. Currently, the Commonwealth and State and Territory Governments are working towards developing a new national disability strategy for beyond 2020.

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**Inclusive SA: State Disability Inclusion Plan 2019 – 2023** (the State Plan) was released on 31 October 2019. It was developed following community and sector consultation. The State Plan is a requirement of the *Disability Inclusion Act* and sets a framework to support State authorities to implement the NDS. The annual reporting against the State Plan will align the South Australian Government's achievements against the NDS's areas of policy action.

Through the development of this DAIP, the LSA aims to sustain and improve access and inclusion for LSS participants, and people living with disability who engage with the LSA, as well as seek to increase the awareness of the LSA and our services in the wider community.

The actions outlined in the LSA plan below seek to address risks that relate to priority groups living with disability in South Australia; women, children, Aboriginal and Torres Strait Islander people, and culturally and linguistically diverse people, who are all represented in the LSS participant cohort.

### **Our vision**

Our ordinary level of service and care is extraordinary.

### **Our purpose**

Working collaboratively, we design and fund treatment, care and support services for LSS participants, which enhance the quality of their lives, are person-centred, financially sustainable, innovative and efficient.

## Actions

The LSA DAIP is structured around the themes and priority areas of the Inclusive SA: State Disability Inclusion Plan 2019–2023.

### 1: Inclusive communities for all

Social inclusion is a priority for people living with disability as it affects all aspects of their lives. It is our aim that the contributions and rights of people living with disability are valued and understood by all South Australians and that their rights are promoted, upheld and protected. We also want to ensure that people living with disability are supported to advocate for their own rights.

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

No.	Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
1.1.	Develop an event toolkit to ensure all external events organised by LSA meet the needs of people living with disability	Priority 1	Marketing and Engagement	2022	Event toolkit developed and published
1.2.	Raise community awareness of International Day of People with Disability (IDPwD) and promote the achievements of people living with disability in the community by holding the “Celebrate on the Square” IDPwD event	Priority 2	Marketing and Engagement	Annually	Annual IDPwD event held, introducing new initiatives that can help lift the profile of people living with disability If applicable, target minimum 1,000 attendees Event planned in collaboration with LSS participants, people living with disability, and key members of the disability sector Active participation by LSS participants, people living with disability and members of the disability sector at the IDPwD event

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No.	Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
1.3.	Implement disability access and inclusion awareness training for staff and promotion of DAIP at staff induction	Priority 3	People and Culture	2022	All staff complete disability awareness training within three months of commencing with the LSA

**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 that they are supported to participate meaningfully in government and community consultation and engagement activities.

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

No.	Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
2.1.	Review LSA Person-centred Practice Manual to ensure LSS participant needs are met	Priority 4	Service Planning	Every two years	Person-centred Practice Manual reviewed
2.2.	Promote speaker opportunities with LSS participants to raise the profile and achievements of people living with disability	Priority 5	Marketing and Engagement	Annually	At least two speaker opportunities for LSS participants identified and supported on an annual basis
2.3.	Promote success stories for LSS participants living with disability	Priority 5	Marketing and Engagement	Annually	At least two additional participant stories promoted on the LSA website on an annual basis
2.4.	Ensure person-centred MyPlan discussion occurs with all LSS participants	Priority 6	Service Planning	2021	100% of active LSS participants have a MyPlan in place



**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, transport, services, information, sport and recreation and the greater community.

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

No.	Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
3.1.	Improve the accessibility of the LSA’s facilities for people living with disability	Priority 7	All LSA	2021	LSA floorplans meet accessibility requirements An accessible bathroom is in place on each floor of the LSA
3.2.	Ensure the LSA’s website complies with online accessibility policies and related guidelines	Priority 8	Marketing and Engagement	2021	The LSA website meets Web Content Accessibility Guidelines 2.0 AA requirements Captions and transcripts are provided as a text alternative to audio-visual material Inclusive language is used in publications and products are readily accessible Information about how to request information in alternative formats is included in core business products/templates, and the LSA website

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No.	Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
3.3.	Improve community access to the LSS by ensuring the LSA is actively engaging with relevant stakeholders to avoid delays with entry to the LSS	Priority 9	Intake	Every two years	Intake processes reviewed to ensure the LSA are building awareness in the community (including review of the relevant key stakeholders in the intake process, relevant LSA policies and procedures, external communications and website content)
3.4.	Promote awareness of existing LSS participants about the range of services available under the LSS Rules	Priority 9	Governance & Risk	2020	Each time the LSS Rules are reviewed, the LSA engages with LSS participants, including the Participant Reference Group (PRG), to ensure they have input to the review process and are notified of changes
3.5.	Address communication preferences of LSS participants regularly	Priority 9	Service Planning	2021	Each time a new Discharge Plan or MyPlan is created for an LSS participant, Service Planners provide LSS participants with the opportunity to update communication preferences
3.6.	Raise awareness of the LSS to improve access to the Scheme for people who are seriously injured in motor vehicle accidents on South Australian roads	Priority 9	Marketing and Engagement	2022	Scheme awareness campaign for allied health and medical professionals, and relevant stakeholders implemented

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**4: Learning and employment**

Workforce participation is fundamental to social inclusion. It provides economic independence and choice, social connections and friendships, value, identity and belonging. It is our aim that people living with disability have access to inclusive places of study and that education and training provides pathways to meaningful and inclusive employment and volunteering opportunities.

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

No.	Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
4.1.	Ensure LSA training is provided in accessible formats (e.g. location, facilities and materials) and employees living with disability are provided with support to undertake training	Priority 10	People and Culture	2022	System established for identifying employee training accessibility needs and determining approach  Plans in place to cater to needs of all employees living with disability
4.2.	Provide opportunities for LSS participants to develop skills in public speaking through participation in information and education sessions, presentations and media activities	Priority 11	Marketing and Engagement	Annually	At least two opportunities identified for LSS participants per year to develop skills in public speaking via information and education sessions, or presentations and media activities
4.3.	Examine ways to improve workforce diversity and access to employment opportunities within the LSA	Priority 12	People and Culture	2023	Increase in the number of people living with disability employed, volunteering or undertaking work experience at the LSA from 2020

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No.	Action	State Plan Priority #	Responsibility	Timeframe	Measurable Target
4.4.	Ensure the process for applying for employment opportunities is accessible to people living with disability	Priority 12	People and Culture	2021	Review of LSA's recruitment processes undertaken to consider aligning practices to guidelines set out in the Office of the Commissioner for Public Sector Employment Disability Employment Toolkit
4.5.	Ensure employees living with disability are provided with timely support to carry out their employment responsibilities	Priority 12	People and Culture	Ongoing	All requests for workplace modifications are responded to and actioned as soon as reasonably practicable

## Disability Access and Inclusion Plan development

### Consultation

In early 2020, a working group was formed with representatives from a range of organisational units at the LSA to prepare this DAIP according to the Department of Human Services (DHS) toolkit.

The PRG were invited to provide initial ideas on ways that the LSA could improve accessibility and inclusivity. The draft DAIP was circulated to PRG members for feedback in September 2020.

The draft LSA DAIP was also made available for public consultation on the LSA website from September to October 2020 and promoted via a range of channels. Key stakeholders such as LSA staff, LSS participants, family and carers, peak organisations, and service providers were encouraged to provide feedback on the DAIP via LSS email communications and social media posts.

### Relationship to other policies, strategies, frameworks

The actions in the DAIP align with a number of strategic outcomes within the LSA's Strategy. For example, the LSA is committed to the provision of person-centred services which enable LSS participants to exercise choice and control, and the promotion of Scheme awareness within the South Australian community.

A number of actions have already been incorporated into LSA business plans, projects and other activities at the time of preparing this plan.

### Examples of previous LSA achievements

#### *International Day of People with Disability (IDPwD)*

Since 2014, the LSA, PQSA, and Brain Injury South Australia have partnered together to organise the IDPwD "Celebrate on the Square" event. The event highlights the achievements of people living with disability (IDPwD Awards), raises awareness amongst the wider community, and showcases different support services available for people living with disability.

#### *Driven: The Journey of Holly Scott Campaign*

LSS participant Holly Scott featured in the "Driven: The Journey of Holly Scott" campaign launched in December 2019. This was a seven-part documentary series which showcased her motor vehicle accident, the impact on her life and the number of people involved in her journey to recovery. The LSA are now working with South Australia Police (SAPOL) to extend the "Driven" campaign in 2020. Holly Scott has accompanied SAPOL's Road Safety Team to a high school presentation in the Adelaide Hills to educate students about the campaign and the dangers of driving.

#### *All Abilities Abroad: Skills Exchange in Tonga together with Scope Global*

In 2019, the Scope Global initiative connected several LSS participants with people living with disability in Tonga. Selected LSS participants were trained in various areas such as advocacy, storytelling and technical skills before deployment to work alongside Tongans with disabilities as a means of mutual capacity development.

#### *Brain Injury Awards and Spinal Cord Injury Awareness Week*

The LSA partners with key stakeholders to sponsor events including Brain Injury Awareness Week (Brain Injury SA) and Spinal Cord Injury Awareness Week (PQSA).

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### *LSA Participant Reference Group (PRG)*

The LSA has had a PRG since 2016. The objective of this group is to provide a consultative mechanism for the organisation on matters directly relevant to LSS participants, including:

- the review and provision of feedback on key communication materials developed for LSS participants;
- review of the LSA Code of Conduct, a legislative document that is published by the Minister;
- the provision of feedback on key strategies and initiatives being developed or already in place by the LSA that directly impact services to LSS participants.

### Implementation process

The LSA will take practical measures to ensure this DAIP is implemented effectively. Strategies for implementation may include the development of internal implementation plans; detailing actions, timeframes and accountabilities, or be incorporated into existing and emerging projects and activities.

The outcomes of projects and activities will be reported through regular lines to the LSA Executive Leadership Team, and as necessary to the LSA Board and its Committees. Consultation on the development and implementation of initiatives will also be regularly conducted with the PRG.

A key outcome of this plan is to raise awareness and commitment to the DAIP within the LSA. Our communication strategy will include:

- communication of the DAIP to LSA employees and leaders at meetings and events;
- encouraging new staff to read and understand their role in delivering the DAIP during new employee induction;
- publishing regular updates and reports on the progress towards the implementation of the DAIP as and when required.

Additionally, the *LSA Employee Lifecycle* will be launched in Quarter 4, 2020, designed to include a permanent section within the 'Engage' lifecycle stage dedicated to the communication, commitment and delivery of the DAIP and activities.

In accordance with the *Disability Inclusion Act*, the LSA will:

- submit this plan to the Chief Executive of DHS;
- publish the DAIP on the LSA's public website; and
- promote the DAIP to staff and the community.

Implementation of actions within the DAIP will be reported annually to the Chief Executive, DHS. The DAIP may be amended to ensure it reflects the progress on the implementation of actions and responses to any emerging issues and trends. The plan will be reviewed at least every four years.

### Acknowledgements

The LSA DAIP Working Group would like to acknowledge the members of the LSA Participant Reference Group for their assistance in the development of this DAIP. We would also like to thank the members of the public, our stakeholders, and the LSS participants and their families and carers who submitted feedback about this plan.

The LSA welcomes feedback on this plan, and the experience of accessing our services and information.

## Glossary and definitions

### Accessibility

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

### Disability

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

### 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 society.

### NDS

National Disability Strategy 2010–2020 — the strategy is a shared commitment by all governments to work together to improve the lives of Australians with disability by guiding governments and other organisations to build the wellbeing of people with disability and their carers.

### UNCRPD

United Nations Convention on the Rights of Persons with Disabilities: a human rights treaty that aims to change attitudes and approaches to people with disability. It reaffirms that all people 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.