



**Government of South Australia**

Department for Transport,  
Energy and Infrastructure

# **Department for Transport, Energy and Infrastructure**

**Disability Discrimination Act Action Plan**

**2007 - 2010**

**December 2007**



As Minister for Transport in South Australia I am committed to ensuring that the Department for Transport, Energy and Infrastructure (DTEI) is responsive to the requirements of customers.

With around 24% of the SA population reporting themselves as having a disability, the DTEI plays an important role in promoting and preserving the quality of life for many individuals.

This Action Plan sets out the strategies and processes to be undertaken to ensure that discrimination against people with disabilities is actively addressed by all areas of the Department.

I invite readers to reflect on the issues being addressed within the document and the benefits, which will in turn flow to all members of our community.



Hon Patrick Conlon MP  
Minister for Transport  
Minister for Energy  
Minister for Infrastructure

DATE 03 December 2007



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## INTRODUCTION

Government in South Australia through its provision of and influence over transport services, performs a significant role in encouraging and promoting economic and social development within the community.

South Australia also has a proven history in making services accessible for people with disabilities.

The Department for Transport, Energy and Infrastructure (DTEI) directly employs more than 3000 South Australians and provides leadership for government in a wide range of planning, policy service delivery and regulatory functions.

It facilitates the effective delivery of key infrastructure projects for the state, consistent with priorities set out in South Australia's Strategic Infrastructure Plan, and leads the development of transport and energy policies to help achieve the government's strategic objectives. DTEI also administers and enforces a range of legislation and regulation in areas such as transport safety, energy safety and land titles management.

This has been driven by both legislative requirements and recognition that people with disabilities contribute significantly to the structure, operation and development of our community, both economically and socially.

Moving from a position in which the contribution of people with disabilities was not recognised to one which actively recognises their contribution has not been easy.

Instigating changes, which influence cultural and social perceptions, requires a level of support and ongoing commitment from many sectors of the community.

Long-term commitment from Government is critical to achieving changes in community attitudes.

DTEI is committed to removing barriers to participation in the community by people with disabilities. This commitment was formalised in the Department for Transport, Energy and Infrastructure's *"Removing the Barriers" Our Commitment to People with Disabilities* commitment statement (appendix 1).

This Disability Action Plan will ensure barriers that actively or passively prohibit participation in our community by people with disabilities are removed over time.

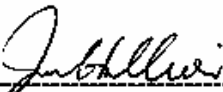
Ensuring all South Australians utilising departmental services are able to do so, irrespective of their disability, ages, or gender are the key objectives of this Action Plan.

The strategies being implemented within this Action Plan will further ensure that those responsible for the provision of services do so with an awareness and understanding of the needs of people with disabilities.

The importance of consultation with people with disabilities is recognised as critical to the development of services, which are responsive to their needs.

With the formation of the State Advisory Committee on Accessible Transport (SACAT), the Government has established a committee representing a wide range of agencies and service providers involved with the provision of services for people with disabilities. Effective engagement with SACAT and other consultation processes will ensure that departmental initiatives are carefully considered in relation to their capacity to address the needs of people with disabilities.

**Jim Hallion**

  
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Date 5/4/07

**Chief Executive  
Department for Transport, Energy and Infrastructure**

## **THE DEPARTMENT FOR TRANSPORT, ENERGY AND INFRASTRUCTURE**

The goal of DTEI is to ensure that South Australia's demands and future needs for the safe and efficient movement of people and freight; and safe and efficient energy, transport and other infrastructure and services are met in an ecologically sustainable and cost effective way. DTEI also has a leadership role in the management of public sector assets and ICT services and infrastructure to improve access to government services for all South Australians.

The Department will work to achieve this goal through the following long-term directions:

### **INFRASTRUCTURE DEVELOPMENT**

- identifying strategic infrastructure priorities for the state
- promote integrated infrastructure and land-use planning and development across government
- facilitating timely delivery of key projects that support the economic and social development of the state, including the development of the state, including the regions
- provide leadership in the development of options to improve the state's transport system
- promote reforms to infrastructure-related policies and strategies and improvements to infrastructure-related business processes and capabilities across government.

### **ASSET MANAGEMENT**

- manage and advise on state-owned transport assets

- enable the transformation of the business of the government by developing and implementing a whole-of-government ICT policy framework, and coordinating the provision of core ICT infrastructure services and business applications
- provide direction, advice and services to government agencies related to the construction, maintenance and management of building assets.

### PUBLIC SAFETY

- manage traffic on the arterial road network
- regulate the access, behaviour and security of transport system users
- invest in integrated transport solutions that increase the safety, effectiveness and efficiency of the state's transport, infrastructure and services for all users
- provide South Australia's input into Australian Government aviation safety regulatory change, and align the state's strategies for air services and airport development with national regulatory changes
- conduct an annual review, audit and approval of energy industry safety and technical management
- plans and the promotion of safety

### PUBLIC TRANSPORT

- provide improved public transport services

### SUSTAINABILITY

- provide policy advice on major energy market reforms and strategic issues relating to the development and performance of the electricity and gas industries
- assist in the delivery of the government's policy on sustainable energy and implementation of the South Australia's Greenhouse Strategy

### SERVICE DELIVERY

- increase the overall efficiency and effectiveness of the delivery of government services through current and future ICT investments
- provide statutory services and information to the community in relation to land titling, survey, valuation and advice on land administration issues
- provide government services and information to the community through a choice of integrated online, phone and face-to-face delivery channels

### LEADERSHIP AND GOVERNANCE

- ensure staff, as public employees, are aware of and continue to uphold the fundamental core values of accountability, responsibility, transparency, ethics and probity in the work they undertake

### **Divisions Within DTEI And Their Responsibilities**

There are 12 divisions within DTEI, each contributing to the overall advancement of the department's goals.

### BUILDING MANAGEMENT:

This division provides advisory services and information systems to assist agencies manage the maintenance, replacement, refurbishment or disposal of buildings. It also procures and manages office accommodation for government agencies and provides regional housing for government employees.

Through its involvement in major building projects and facilities management services, Building Management influences the responsiveness of the public built environment to physical access issues and provides professional advice across government on disability access issues.

As a building owner of commercial properties Building Management undertakes access reviews to ensure compliance with the DDA. The recent integration of DTEI Facilities Management with Building Management has seen the total number of properties increase from 62 to 135. Access reviews have previously been undertaken for the 62 properties owned by Building Management, however due to the substantial increase in property numbers a review of all properties will be undertaken to develop a prioritised asset management program for remedial works.

Building Management also has a large portfolio of leased properties and ensures that when entering into major leases or renewals negotiations occur with the property owners to undertake an access review and assure compliance with the Disability Discrimination Act.

### **ENERGY DIVISION:**

This division works in partnership with government, industry and the community to pursue a cost-effective, reliable and sustainable energy future for the state. It is responsible for formulating energy policy over a wide range of areas. Following are examples of where this policy has resulted in provisions within Electricity Codes that specifically take account of the needs for customers with disabilities.

### **Electricity Distribution Code**

The Electricity Distribution Code addresses issues such as maintaining power to life support equipment and providing large print versions of certain documentation, as follows:

## **Life support equipment**

Distributors' Obligations: Where a customer provides a distributor with confirmation from a registered medical practitioner or a hospital that a person residing at the customer's supply address requires life support equipment, the distributor must:

- (a) register the supply address as a life support equipment address;
- (b) not disconnect that supply address while the person continues to reside at that address and requires the life support equipment; and
- (c) give the customer at least 4 business days' written notice of any planned interruptions to supply at the supply address and an emergency telephone contact number.

Interpretation: For the purposes of this clause "life support equipment" means each of:

- (a) an oxygen concentrator;
- (b) an intermittent peritoneal dialysis machine;
- (c) a haemodialysis machine;
- (d) a ventilator for life support (polio only); and
- (e) other equipment notified by the Commission from time to time.

## **Language and large print needs:**

A distributor must provide access to multi-lingual services to meet the reasonable needs of its residential customers and provide on request large print versions of this industry code, at a reasonable charge, and the distributor's Electricity Customer Charter, free of charge.

## **Energy Retail Code**

Similar special needs requirements are contained in the Energy Retail Code. It also contains similar language and large print needs, in particular a retailer must provide access to multi-lingual services (for languages common to the relevant residential customer base) to meet the reasonable needs of its residential customers and provide large print versions of the Energy Retail Code, at a reasonable charge, and the retailer's Customer Charter, free of charge.

### **The Office of the Technical Regulator (OTR)**

The OTR is represented on a number of national safety and technical standards committees that set design criteria for a range of electrical and gas installations and appliances.

Careful consideration is given to the needs of users with disabilities when design elements are agreed to. The following are some examples of appliances and installations that include components specifically designed to accommodate the needs of people with disabilities –

- Standards require the height of power outlets, light switches and emergency buttons to be accessible for those not able to reach standing height
- Free standing cookers have anti tilt devices to prevent them toppling over and oven doors have to be operable by those with disabilities
- The stop/on/off button on appliances has to be of sufficient size to enable easy operation by those with disabilities
- Exit signs now display a symbol indicating where the exit is rather than text that some may not be able to read
- Some appliances are now required to have a loop on the power plug to make it easier to handle



In addition to influencing these design elements, the OTR also has an ongoing role to ensure that these safety and technical standards are enforced, including those assisting users with disabilities.

Advice on domestic energy efficiency, and electrical and gas safety matters, is available via a range of mediums (brochures, mobile interactive display trailer, website, telephone and face to face) to maximise access for a wide range of customers with a range of disabilities. The web material has been reviewed against the State Government and Vision Australia's Tips for Accessible Websites. The web site has been further enhanced during a recent migration of the Division's material to a new Departmental web site.

### **GOVERNMENT ICT SERVICES DIVISION:**

This division supports the South Australian Government's Information Communication Technology (ICT) infrastructure reform, develops and maintains ICT policies and standards, manages across government ICT contracts and provides essential shared ICT infrastructure and business applications to support the business of Government.

Services include: ICT technology strategy, architecture, policies and standards; management of whole of government ICT contracts; management of whole of government ICT infrastructure services; ICT security and critical infrastructure protection; technology evaluation; and support to the Future ICT procurement initiative. This includes provision of web pages that are W3C compliant.

### **GOVERNMENT RELATIONS & REFORM OFFICE:**

The office promotes reforms to policy and regulatory frameworks and government business practices to help the department achieve its Strategic Plan targets, manages the department's contribution to the Council of Australian Governments (COAG) National Reform Agenda and coordinates commonwealth-state relations matters.

## LAND SERVICES

Land Services provide specialised services and support, information and policy to the community, government and Minister in the areas of Land Administration, through Land Services Group. The division has implemented procedures and operations to ensure accessibility of it's services to people with disabilities.

Physical access is provided at 101 Grenfell St. The customer area includes:

- a service counter built at a lower level to assist customers with disabilities
- a telephone relay service – “deafness friendly handset”
- appropriate restroom amenities.

Remote access is provided through:

- online product delivery
- call centre facilities
- email client advice and feedback facilities
- internet site ([www.landervices.sa.gov.au](http://www.landervices.sa.gov.au)) compliant with the World Wide Web Consortium’s accessibility requirements (WC3 compliant) including a new website translation service
- a complaints mechanism incorporating a call centre and feedback line via email and mail.

Land Services planning options for service delivery consider both face to face and online services access requirements for customers with disabilities. The Land Services consulted Deaf SA during the refit of the customer area resulting in the installation of a “Deafness Friendly Handset”. In addition, the design incorporated disability access requirements including the appropriate floor space and layout.

All staff have attended the internal Valuing Diversity program which included a broad range of topics including disabilities, consultation and participation. All Land Services Group position information docketts (PIDs) for staff include the awareness and understanding of the principles and practices associated with equal opportunities.

### OFFICE OF MAJOR PROJECTS & INFRASTRUCTURE (OMPI):

This office supports the economic, social and environmental development of the state by identifying infrastructure priorities for South Australia, and facilitating the timely delivery of key projects. The Office is the key interface between the private sector, the community and the Government's infrastructure development programme.

As part of the due diligence and risk assessment process when OMPI scopes new projects, or takes on the responsibility for delivery of established projects, an evaluation of the impact of the DDA on the project scope is made and the appropriate legislated accessibility standards are applied, depending of the type of infrastructure involved. This practice is recommended for all DTEI projects.

### POLICY AND PLANNING DIVISION:

This division develops, produces, implements and evaluates effective policies, plans and investment strategies as well as monitoring emerging transport issues; and provides leadership in the integration of land use and infrastructure planning.

In performing its functions the division:

- scans the environment for emerging transport issues
- develops and evaluate policy frameworks and options
- produces detailed policies, plans and investment strategies
- facilitates policy implementation
- administers legislation assigned to the Agency

- monitors and evaluates policy effectiveness
- ensures policy, planning and investment advice is inclusive of people with disabilities.

### *PUBLIC TRANSPORT DIVISION:*

This division is committed to improve the quality and frequency of public transport to attract patronage, enhance social inclusion and to improve the environment. The Public Transport Division (PTD) operates under the Public Transport Act 1994, and has responsibility for state wide passenger transport policy and is charged with the implementation of the Government's policies for land-based passenger transport and the administration of the Passenger Transport Act

The PTD contributes significantly to transport planning in addition to performing its regulatory role.

In performing its functions the PTD:

- manage passenger transport contracts
- plan passenger transport services
- enforce the Passenger Transport Act 1994
- market passenger transport
- assist with development of the passenger transport industry
- improve accessibility for people with disabilities to the Public Transport system.

### *SAFETY & REGULATION DIVISION:*

The division promotes, maintains and improves safety for transport users through education campaigns and regulation. In addition it is involved with research related to road safety issues, informing the South Australian public about road safety, and develops legislation policies and countermeasures.

The division provides a range of advice to people with disabilities on modifications to vehicles and undertaking inspections of modified vehicles for compliance with vehicle safety standards.

The division also deals with:

- The provision of parking permits for people with disabilities.
- Administration of applications for a reduction in motor vehicle registration fees by people who meet the definition of an “incapacitated person”.

**Note:** An “incapacitated person” is defined in the Road Traffic Act as a person who ‘in consequence of the loss of the use of one or both legs, is permanently unable to use public transport’. Similar concessions are also available to incapacitated Ex-Service Persons although the eligibility criteria are different. Once eligibility has been established by either Medical Practitioner or Veteran Affairs, no requirement to re-affirm their entitlement is needed when changing to another vehicle.

Exemptions for Incapacitated Persons apply to the payment of stamp duty on the Compulsory Third Party Insurance premium (currently \$60.00 per annum) and exemption on the stamp duty value of a vehicle when the registration is transferred or first registered in their name

- Incapacitated Persons are provided a 50% reduction on licence fees.
- Practical Driving Assessments for people with a physical disability that may impair their ability to safely operate a motor vehicle (nil cost to the licence holder). The process may involve considerable liaison by the Department with the Licence holder, the medical practitioner and the Occupational Therapist.

## **RiderSafe**

- Ride safe is a compulsory motorcycle training course. To assist with people with a range of physical attributes undertake their motorcycle training a wide range of motorcycles can be provided to assist them to complete their practical skills assessment, e.g. trail motorcycles, low rider motorcycles, traditional motorcycles and scooters are available.
- Translators can be provided for people with non English speaking backgrounds and People with a hearing impairment can be offered the services of a signer.
- RiderSafe Instructors will ask students at the commencement of any program for any issues they may impair their ability to participate and attempt to modify the program to provide every opportunity of success (within the required assessment framework)
- Under the Australian Qualifications and Training Framework a person applying to become an Accredited Driver Licence Examiner must be able to demonstrate their competency that they will be training or assessing in. If a disability prohibits that person from displaying that they meet the usual standards, the Department may change the program which allows that person to focus on their training and assessment skills. The Department may exempt the person from demonstrating the skills and instead assess them based on skills to explain and coach students through the appropriate techniques.

## **One Stop Shop**

- All information is available on the DTEI / PTD website
- One Stop Shop consults with Access Taxis, Julia Farr Centre and providers of transport services regarding additional passenger services on major public holidays / Xmas period
- Individuals can request information in alternative formats.

- Consultation with Access Taxis, Nursing homes, councils, and rehabilitation centres is undertaken when formulating or reviewing programs and services.
- People with disabilities are supported to register complaints and commendations by staff. Customers are also supported to register their issues directly through the information line promoted by the PTD.
- Resources are committed to addressing all complaints at One Stop Shop and/or for referral to the compliance area if required

Online Disability Awareness training and been promoted throughout the Division via Information bulletin and addressed at team meetings.

### SERVICE SA DIVISION:

Service SA is South Australia's single point of contact for government information and services. It delivers services on behalf of other government agencies through an integrated network comprising customer service centres (CSCs), call centres and online service channels.

Service SA is committed to assisting customers with disabilities in a sensitive and considerate manner. Service SA is committed to ensuring that people with disabilities receive a quality service that meets their needs.

### **Service and Information Delivery**

The division has implemented a range of procedures and operations to ensure accessibility of its service.

Service SA consulted with Deaf SA in relation to improving access to services for people with hearing impairments. Staff in the Service SA Call Centre are trained in the use of the Teletypewriter (TTY) system that can be used directly by clients with TTY phones or through the National Relay Service.

Service SA offers interpreting services for deaf or hearing-impaired persons, as well as for people who speak a language other than English. This is available through the Translating and Interpreting Service (TIS).

Customers are able to provide formal feedback on Service SA's service delivery through the 'Have Your Say' system, with staff available to assist customers if necessary to complete their comments. The Current Service SA Style Guide ensures that all communications incorporate best practice for people with disabilities.

As a vendor of services on behalf of other government agencies, Service SA has a formal feedback program in place to advise client agencies of customer comments on their services and products. This can include complaints and feedback on services and information that is not readily accessible.

When requested, Service SA can display client agency information in alternative formats.

All Service SA Customer Service Centres are wheelchair accessible. All Service SA's registration and licensing CSCs in metropolitan area are fitted with low counters to accommodate people using wheelchairs. Counters designed to meet the needs of customers using wheelchairs in regional areas are being made progressively available.

Both Service SA ([www.service.sa.gov.au](http://www.service.sa.gov.au)) and SA Central ([www.sacentral.sa.gov.au](http://www.sacentral.sa.gov.au)) have specific information on services for people with disabilities, as well as their families and carers. SA Central is 100% W3C compliant, and Service SA's website is being redeveloped in the next 12 months and will be 100% compliant with W3C accessibility guidelines.

Service SA makes regular promotional visits and presentations to community groups.



## Employment

South Australia's Strategic Plan (SASP) Target 6.22 has been introduced to double the number of people with disabilities employed by 2014. Target 6.22 has also been factored into Service SA's Workforce Plan and the Director's Performance Agreement. Service SA has reviewed its Job Descriptions and application requirements to remove any barriers that would unintentionally discriminate against people with disabilities, and to ensure this target group are able to apply for and win positions for which they are qualified.

## Staff Training

In addition to completing mandatory DTEI training disability awareness, staff information sessions aimed at improving staff understanding of customers with a visual impairment have been conducted. Staff have also worked with the Royal Society for the Blind to improve their knowledge of available resources for people with visual impairment.

## Forward Planning

In 2005, Service SA undertook a research project to review, evaluate and recommend improvements to the delivery of Service SA's social inclusion agenda. The report focused on the needs of a number of customer groups, including those with hearing, visual, physical, and intellectual disabilities. Recommendations were factored into Service SA's Business Plan and have informed service delivery approaches since.

### TRANSPORT SERVICES DIVISION:

This division manages and improves transport infrastructure and traffic control so it is safe, secure, meets community expectations, makes a positive contribution to the economy and has minimal impact on the environment.

The Division:

- employs over 900 staff around 60% of whom are based in offices and depots outside the Walkerville head office;

- consists of three Directorates: Road and Traffic Management, Statewide Operations and Programs, and Projects Directorates;
- has around 30% of employees in gangs and teams directly engaged in the construction and/or maintenance of transport infrastructure;
- provides services for the project planning, design and delivery of the Department's portfolio of transport infrastructure projects and associated professional services;
- manages an operating budget of \$160 million (excluding depreciation) and an investing budget of in excess of \$350 million in 2007-08;
- maintains, by direct labour and through contracts, the state's 13,000 km arterial road network, including over 600 traffic signals, and over 10,000km of outback roads;
- provides services for the maintenance and operation of the State owned marine facilities including aids to navigation, commercial fishing facilities, recreational boating facilities and jetties and Kangaroo Island Ports;
- manages and/or controls, on behalf of the Minister for Transport, various public transport infrastructure assets including the O-Bahn guided busway and various park and ride sites;
- provides free 24 hour vehicular ferry services at 11 River Murray crossings including maintenance of ferry vessels and crossing infrastructure;
- operates the State's arterial traffic signal infrastructure and computer systems including operation of the Traffic Management Centre 24 hours a day including CC TV and control systems for the Southern Expressway, Crafers Highway and Port River Expressway;
- manages and maintains the State's road bridges and tunnels;
- provides and transport information collection and management service, including road crash and traffic data and road inventory and condition data, to assist transport policy and planning;

- provides environmental, landscape and remediation services associated with transport infrastructure and developments; and
- provides expert technical advice services on storm water drainage and management to Government Departments, local Councils and other bodies.

### CORPORATE SERVICES DIVISION:

This division provides a range of services to DTEI, including human resources, financial management, contract and procurement, ICT and other related business services.

The Corporate Services Division continually strives to deliver and improve on departmental governance and effective corporate services in line with its Business Plan.

The division employs over 300 staff mostly based at Roma Mitchell House and Walkerville, supports the department, consisting of approximately 3100 staff. This support includes corporate governance frameworks, policy, systems, processes and advice in:

- Human Resource Management eg recruitment, retention and development of staff
- Financial Management
- Corporate Communications
- Internal Audit, including Audit Committee and Risk Management
- Corporate Secretariat eg manage DTEI Policy Portal, Freedom of Information (FOI) framework and Cabinet matters
- Information and Communication Technology (ICT) including:
  - Support to Parliament
  - Approximately 3,700pc's 150 servers, 700 applications, across 90 sites within the metro/regional areas of South Australia.

- Contracting and Procurement including:
  - E-Procurement processing of approximately 49,000 transactions in 2006/2007 financial year.
  - Funding submissions being prepared for work over 5 years to upgrade access for people with disabilities at high priority sites.

## **DISABILITY DISCRIMINATION ACT (1992)**

### **Background**

The rights of people with disabilities were significantly enhanced with the introduction of the Disability Discrimination Act in 1992 (DDA).

The DDA supports people with disabilities to take action against service providers who they believe, discriminate against them in the provision of services.

The Act also promotes providers of services to develop DDA Action Plans as a way of ensuring that service providers are considering and taking steps to address discrimination.

It is not a requirement of the DDA that service providers prepare and implement DDA Action Plans. However, it is a State Government objective under the Promoting Independence Strategy (appendix 2).

The Disability Discrimination Act specifies that a Disability Action Plan requires specific items to be included. The DTEI Disability Action Plan 2007 – 2010 meets all of the requirements.

### **Required Provisions in a DDA Action Plan**

Under Part 3 Section 61 of the Act, a “DDA Action Plan” must include provisions relating to:

- (f) The devising of policies and programs to achieve the objectives of the Disability Discrimination Act.
- (g) The communication of these policies and programs to persons within the service provider’s organisation.
- (h) The review of practices within the service provider's organisation with a view of identifying any discriminatory practices.

- (i) The setting of goals and targets, for the purpose of monitoring outcomes against the service providers DDA Action Plan.
- (j) The means, other than those referred to in paragraph (d), of evaluating the policies and programs referred to in paragraph (a).
- (k) The allocation of responsibilities within the service provider's organisation to implement the provisions referred to in paragraphs (a) to (e) inclusive.

Section 62 of the Act advises that - The DDA Action Plan of a service provider may include provisions, other than those referred to in section 61 that are not inconsistent with the objects of the Act.

The DTEI Disability Action Plan is projected to evolve over time and benefit from the flexibility provided for under Sections 61 and 62 of the Act.

DTEI acknowledge that this Disability Action Plan is a public document and when given to the HREOC may be sold by them to the public for a prescribed fee.

## GOVERNMENT POLICY COMMITMENT

The Government of South Australia has repeatedly articulated its commitment to the development of a fully accessible infrastructure and services in accordance with the aims and objectives of the DDA. This commitment is also clearly backed by State legislation, which affirms the right of people with disabilities to participate as fully integrated and empowered members of the community.

In accordance with Government legislation and the objectives to be realised under the Disability Discrimination Act, DTEI is committed to:

1. ensuring that DTEI Divisions are non-discriminatory work environments;
2. ensuring compliance with all relevant Federal and State legislation;
3. ensuring that the needs of people with disabilities are incorporated into the planning and provision of all services for which DTEI divisions have responsibility;
4. promoting and supporting the need for the provision of alternative transport modes for those persons for whom public transport is not an option;
5. providing services that meet the needs of people with disabilities by progressively upgrading and improving facilities in accordance with the Disability Standards for Accessible Public Transport 2004;
6. developing consultative mechanisms between planners, developers, service providers and people with disabilities;
7. providing clear and accessible information to enable people with disabilities to make informed choices about our services;
8. promoting the need for, and development of, education programs, which contribute to consumers and providers working together effectively;
9. promoting positive attitudes in the general community towards the use of our services by people with disabilities;

10. promote the need for providers to develop an understanding of the problems faced by people with disabilities in gaining access to and using our services;
11. developing and promoting training programs, which contribute to all DTEI staff responding appropriately and effectively to the needs of people with disabilities;
12. devising policies and programs to achieve the objectives of the DDA, which are clearly communicated across all policies, programs and staff within the DTEI and service providers;
13. reviewing all practices within the DTEI with a view to the identification of any discriminatory practices that need to be addressed;
14. setting goals and targets, against which the success of the DDA Action Plan in achieving the objectives of the DDA may be assessed;
15. evaluating all policies and programs referred to in paragraph 12; and
16. ensuring that DTEI has the resources and processes in place to implement the provisions referred to in paragraphs 1 to 16 inclusively.

DTEI recognises that, in order for many of these activities to take place effectively, the involvement of consumer groups plays an important role. Consequently, Government has developed the State Advisory Committee on Accessible Transport, which is well placed to make comment concerning the many transport and organisational initiatives that may impact on the lives of people with disabilities.



## **IMPLEMENTATION OF DTEI'S DISABILITY ACTION PLAN**

The development and implementation of DTEI's Disability Action Plan is like any other project, in that its outcomes are dependent on the environment in which it operates.

This Disability Action Plan sets out how such an environment will be created, and how it will be maintained to ensure that DTEI actively supports the development of fully accessible infrastructure & services across all divisions and the steps it will take to ensure discrimination is removed across all facets of its operations.

### **Vision**

The DTEI vision can be expressed in terms of the outcomes experienced by consumers and the community - a concept that fits well with the aims of this Disability Action Plan.

DTEI's Vision for people with disabilities is to create services and infrastructure that support the rights of people with disabilities to have as far as practicable the same opportunities as other community members to access and participate in all facets of community life.

### **Commitment**

DTEI's commitment is clearly identified within its *"Removing the Barriers" Our Commitment to People with Disabilities* commitment statement (appendix 1). To assist with meeting this commitment DTEI needs to exercise powers & responsibilities set out in the 30 Acts and associated Regulations it has a responsibility for.

### **Approach**

In exercising its powers, DTEI's approach is to:

- consult with consumers, stakeholders and service providers;

- research consumer and staff needs then devises strategies to meet these needs;
- plan courses of action to improve the delivery of services;
- facilitate the delivery of service improvements;
- collaborate with service providers to deliver better services;
- coordinate the activities of parties affecting service outcomes;
- advocate on behalf of consumers, community and industry; and
- assist consumers to provide feedback on its services.

The principles that underlie DTEI's approach are its commitment to:

- being responsive to the needs of its consumers and stakeholders;
- maintaining a clear, strategic focus on the outcomes to be achieved;
- developing cooperative relationships with its stakeholders;
- encouraging innovation and risk taking in tackling challenges;
- developing a high level of expertise;
- learning and adapting continuously from experience of others;
- providing an environment that assists staff to excel; and
- meeting the Government's requirements for employment of people with disabilities in the South Australia's Strategic Plan 2007.

Without these principles, the level of active commitment to service provision and service development cannot be maintained.

These principles represent the foundation upon which the DTEI Disability Action Plan has been developed and will be promoted across DTEI.

## Values

DTEI fosters the following values and encourages its staff to practise them in their dealings with all sectors of the community.

### Commitment To Excellent Customer Service

DTEI supports staff and contractors in their endeavours to meet consumers' needs sympathetically and responsively. Respect and care for consumers, who come from all walks of life and who have diverse needs, are recognised as requirements that are central to good customer relations.

### Commitment to fulfilling obligations

DTEI pays particular attention to meeting the needs of the transport disadvantaged including people with disabilities and the aged. The progress being made in the provision of access to all DTEI services at this time is evidence of a clear commitment to this process.

Recently developed documentation includes:

- DTEI's "Removing the Barriers" Our Commitment to People with Disabilities commitment statement (appendix 1)
- Working together to remove travel obstacles brochure (appendix 3), and
- Safer Travel for Passengers using Mobility Aids on Public Transport brochure (appendix 4)

All of which indicate DTEI's commitment to improving equity of access for people with disabilities.

### Commitment to people's rights, dignity and progress

Staff within DTEI are expected to conduct themselves ethically and are supported to not compromise their integrity in dealing with people and organisations. DTEI supports an honest and open approach to communication.

DTEI staff value diversity, including opinions opposed to their own. When consulting with the community, the diversity of views this process generates requires a true commitment to this aspect of service development. The diversity of views generated in relation to many activities associated with this Disability Action Plan is testimony to DTEI's commitment to this process.

Commitment to the delivery of timely, quality and cost-effective results

DTEI endeavours to promote flexible responses to change where possible and encourages innovative solutions to problem solving.

In addition, it strives to lead the adoption of appropriate technology to improve the delivery of services and to increase productivity.

Central to this process is the need to collaborate with others, to achieve the best results. It is this collaborative approach, which will do much to ensure the success of this Disability Action Plan.

## **PASSENGER TRANSPORT IN SOUTH AUSTRALIA**

### **How Many People Travel On Public Transport?**

During 2005/2006 the number of passengers making trips on public transport services continued to grow with 63.922 million trips being recorded within the Adelaide Metro area.

While many people seek specific information on the number of people with disabilities travelling on public transport this can only be extrapolated from the figures based on the level of disability being reported in the community and assuming this is mirrored in the number of boardings.

### **Disability in Australia**

The 2003 Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (SDAC) found that one in five people in Australia (3,958,300 or 20.0%) had a reported disability. Disability was defined as any limitation, restriction or impairment, which had lasted, or was likely to last, for at least six months and restricts everyday activities. Examples ranged from hearing loss, which requires the use of a hearing aid, to difficulty dressing due to arthritis, to advanced dementia requiring constant help and supervision.

### **Disability in South Australia**

In South Australia, people self-reporting themselves as having a disability represent around 24% of the population (ABS Survey of Disability, Ageing and Carers 2003). The 2003 Survey of Disability, Ageing and Carers conducted by the ABS, estimated there were 362,100 South Australian's with disabilities. An estimated 269,400 persons or 74.4% of those with a disability experienced activity restrictions in communication, mobility or self care.

The ABS figures report that most people with disabilities live in private dwellings within the community with only 17,000 people (5%) living in supported accommodation. The majority of those living in supported accommodation are over the age of 65 years and reside in aged care facilities.

The implications for DTEI are that many South Australians potentially benefit from efforts being made by the DTEI to remove barriers to our services and infrastructure.

## **Transport Infrastructure and Conveyances**

Bus services in Adelaide are provided using approximately 808 buses that operate across 1,316+ kms of road networks and utilise around 7500 bus stops to pick up and drop off passengers.

O-Bahn buses moved around 7,674,221 passengers in the 2005-06 financial year on the 12.6Kms of dedicated track.

The rail system, which operates over 120 kms of track, stops at 84 stations and uses around 94 railcars, carried around 11,701,000 passengers in 2005/6 across 6 discrete lines.

The Tram system currently operates on 11 kms of dedicated track using a combination of old and new Tram cars and carried 2,069,00 passengers in the 2005-06 financial year. The new fully accessible tram cars were introduced on the 9th January 2006.

Approximately 63.922 million Adelaide Metro passenger trips were made by people using public transport during the 2005/2006 financial year. Based on the 24% (15,000,000) of community who self reported themselves as having a disability, we could project that around 14 million journeys were taken by people with disabilities were carried on public transport.

## **How much is spent on Public transport**

The Governments commitment to the provision of public transport services can be demonstrated by the level of expenditure allocated to public transport services in South Australia. The budget for public transport services in 2006/2007 was \$304.9 million.

DTEI is committed to ensuring that it's responsibility for compliance with the Disability Standards for Accessible Public Transport 2002 as amended are met where possible.

Budget expenditure on Transport concessions to the travelling public in regional areas for 2006/2007 was \$5.851 Million and represents 1.9% of the total transport budget. Figures for the Metropolitan region are linked with payments associated with operating subsidies and are therefore not available as separate figures at this time.

## **Plus One Companion Card**

On the First of July 2005 the State Government introduced the "Plus One Free Companion Card".

The scheme is designed to support people with disabilities who are unable to travel independently use public transport.

The Plus One Free Companion card (appendix 5) will enable people with a range of disabilities who cannot use public transport on their own, or who cannot be trained to independently use public transport as a result of their disability, to travel with a companion at no cost to the companion.

## **South Australian Transport Subsidy Scheme (SATSS)**

The South Australian Transport Subsidy Scheme (SATSS) was first introduced in 1987. The aim of the SATSS is to support people who, by nature of their impairment, are prevented from using public transport.

SATSS provides for transport in taxis at a subsidised rate for people who have severe and permanent impairment that limits their mobility.

Changes to the eligibility criteria for subsidised taxi travel through the South Australian Transport Subsidy Scheme were introduced on 1 July 2005 and 3 December 2006 expanding the group of people who may be considered for eligibility.

Prior to 1 July 2005 a person's eligibility was decided purely on their physical disability. The new eligibility criteria will assess a person's ability to use public transport across a broader range of impairments, including sensory (e.g. vision) and cognitive and intellectual impairments, which result in a person's permanent inability to use public transport.

For instance, people with dementia or Alzheimer's or an intellectual disability may be eligible for transport assistance through SATSS, subject to them meeting the new eligibility criteria.

## **Consideration for Eligibility for SATSS**

Consideration for Eligibility will include:

- evidence of a person's inability to use public transport
- the effect of a combination of impairments on an individual's abilities
- the appropriateness of SATSS to provide transport assistance
- consideration of personal safety issues (from the individual, transport provider and general public perspective)
- the mobility criteria for SATSS established prior to July 2005 ( which focussed on the persons mobility)
- sensory impairments (including vision)
- cognitive & intellectual impairment (including psychiatric & neurological conditions)
- communication impairments.



Completed applications are assessed by occupational therapists from the School of Occupational Therapy, University of South Australia. A copy of the current application form is attached as appendix 8, this form is currently being redesigned to reflect the increase of entitlements as of December 2006.

## **Other SATSS Benefits**

### *Journey to Work*

SATSS members must be engaged in regular work (paid or unpaid, including work experience). Additional 75% vouchers are available only for the period of employment and for travel to and from the place of employment, with the vouchers overprinted with the home and work suburb.

### *Tertiary Education Assistance Scheme*

Members must undertake employment-related tertiary education at a recognised tertiary institution. Additional vouchers are for a full fare subsidy (100%). Vouchers are only available for travel to and from official course lectures at the institution in closest proximity to the member's residence. Vouchers are only available on an individual semester basis and are reapplied for each semester.

## **Current SATSS Membership**

The benefits of the SATSS scheme were expanded as at 3 December 2006 and now has around 44,600 members who have permanent physical disabilities, which prevent them from using public transport, 88% of SATSS members live in metropolitan Adelaide.

Further analysis reveals that 87% of all SATSS members are ambulant; and receive a 50% subsidy on taxi travel, the other 13% receive a 75% subsidy on their taxi fare up to the maximum fare limit of \$40.

SATSS expenditure for 2005/2006 was \$7.625 million (this figure does not include admin expenses or on time bonus payments).

It is expected that over 1 million subsidised taxi trips will be taken by members in 2005/2006.

The scheme had 25,267 active members, (those who used a voucher in last 6 months) of the 44,600 members:

- 3,401 received 75% subsidy and
- 21,866 received 50% subsidy.
- received Journey to Work vouchers and
- received Tertiary Education Assistance Scheme vouchers.

## **Access Cabs**

The South Australian Government developed fully accessible taxi services in 1987 for people with disabilities. The scheme is designed to support people who were unable to access public transport services as a result of a permanent disability.

The fully accessible taxis used in the scheme, while individually owned and operated collectively as "Adelaide Access Taxis" are managed under contract to the government (through PTD) by Adelaide Independent Taxis.

There is currently a fleet of 69 wheelchair accessible taxis, with up to 15 additional licences to be released by end of 2007. The fleet consists of single wheelchair accessible taxis and vans able to fit 2 to 4 wheelchairs plus passengers, operating in Metropolitan Adelaide.

In an effort to significantly improve the timeliness of Access Taxis services, from 1 December 2002 the Government introduced the On-Time Bonus Scheme.

The On-Time Bonus Scheme is paid by the Government to the Access taxi driver, for each job that has been started within 30 minutes of the customers' required time (provided a number of administrative requirements are fulfilled). In 2006 an average of 97% of jobs were picked up within 30 minutes.

To improve services and reduce waiting times the state government plans to release up to 15 new Access Taxi licences by December 2007. This will assist the industry meet its DDA requirements and improve the availability of access taxis to customers.

Details related to Access Cabs Performance levels are provided at appendix 6.

## **Rural Services.**

The PTD's Integrated Services Group is responsible for coordination of passenger transport services in regional South Australia. This includes identification of needs and services to meet those needs, integration of service delivery, and assisting in the competitive tendering process for these services.

Passenger transport services in regional South Australia include provincial city bus services, route contractors, country taxis and hire cars, other providers of passenger services and community passenger networks as local coordinators of passenger services.

The PTD actively works with Advocates for people with disabilities in regional areas to determine passenger transport needs for those in the community who require special consideration. This assists to design services to meet customer needs including access to day care centres, Community Options programs and other requirements.

## **Parking Permits for People with Disabilities**

The provision of parking permits for people with disabilities is administered by DTEI and permits are issued in accordance with the following criteria.

A person:

- who is unable to use public transport because of a permanent physical impairment; and
- whose speed of movement is severely restricted because of that impairment.

Organisations that provide services including transport to at least 4 persons with disabilities may also be eligible for the issue of a Disabled Person's Parking Permit.

A Temporary Parking Permit may be issued to a person whose disability is likely to last for more than 6 months but is not permanent.

### **A Parking Permit**

- is valid if the vehicle is being used for the transportation of the person who is the holder of a permit
- enables the vehicle to be parked for twice the period indicated on the sign, or for the period indicated on the sign and a further 90 minutes, whichever is the greater
- allows the vehicle to be parked in parking spaces which are sign posted and have the people with disabilities symbol painted on the road surface
- only needs to be displayed when parking in the above conditions. The permit must be displayed on the inside of the front windscreen of the vehicle on the side opposite to the driver's position so that it is easily legible to a person standing beside the vehicle.

### **Consultation**

DTEI recognises the fundamental role that consultation needs to play in the development of accessible services and infrastructure and in the implementation of a Disability Action Plan designed to remove discrimination from service provision.

Partnerships with individuals and community groups representing people with disabilities contributes towards increased awareness and may identify a range of options which may not be evident to people without a disability.

## **State Advisory Committee on Accessible Transport**

In order to support the need for responsible and effective consultation the State Advisory Committee on Accessible Transport (SACAT) was created as a key advisory committee.

SACAT is able to provide advice to DTEI on matters relating to the implementation, operation, and evaluation of transport services, facilities, infrastructure and initiatives related to accessibility in its broadest context.

SACAT is made up of representatives from a wide range of organisations with an interest in the provision of services to people with disabilities and is recognised as the key reference group in the development and provision of accessible transport in South Australia.

Membership of the SACAT consists of representatives drawn from the following areas:

- DeafSA
- Carers SA
- Access Cabs users
- Alzheimer's Australia SA
- Public Transport Division
- Community Representative
- Department for Families and Communities
- Local Government Association
- Council on the Ageing
- Disability Sector representatives
  - Vision Impairment
  - Advocacy,

- Physical Disability
- Brain Injury and/or Intellectual Disability
- Department for Transport, Energy and Infrastructure  
(Policy and Planning Division)
- South Australian Multicultural and Ethnic Affairs Commission
- Other organisations as identified from time to time.

Feedback from SACAT has been central to the development of this Disability Action Plan and is viewed as critical for continuous improvement.

Members of SACAT are expected to provide their organisational views and opinions, in conjunction with personal insights and individual levels of expertise related to all matters under consideration.

Comments from members are sought for a wide range of matters, including:

- consideration of transport, energy & infrastructure policy initiatives
- input to the development and review of the Disability Action Plan
- strategic planning for disability service provision across the Minister's Portfolio.

The role of SACAT is central to ensuring that services are appropriate and inclusive of people with disabilities.

The terms of reference for the SACAT are attached as appendix 7.

## PROMOTING INDEPENDENCE STRATEGY

As internal and external providers and users of services are covered by this Disability Action Plan, DTEI will ensure that it is integrated with and contributes to the implementation of the South Australian Governments Promoting Independence Strategy.

The “Promoting Independence Strategy” calls for the development and reporting of progress being made across all Government agencies in South Australia against core objectives designed to remove discrimination within and across Government services.

Integration of the DTEI Disability Action Plan 2007 – 2010 with the South Australian Governments Promoting Independence Strategy (appendix 2) will ensure that a clear focus is maintained on the service objectives and outcomes being sought across the key areas by the Government of South Australia.

### Outcomes required

#### Outcome 1

- Portfolios and their agencies are to ensure access to their services to people with disabilities.

#### Outcome 2

- Portfolios and their agencies ensure that information about their services and programs is inclusive of people with disabilities.

#### Outcome 3

- Portfolios and their agencies deliver advice or services to people with disabilities with awareness and understanding of issues effecting people with disabilities.

#### Outcome 4

- Portfolios and their Agencies provide opportunities for consultation with people with disabilities concerning service delivery and in the implementation of complaints and grievance mechanisms.

Outcome 5

- Each Portfolio Chief Executive will ensure that their portfolio has met the requirements of the Disability Discrimination Act 1992 and the Equal Opportunity Act 1994.

Outcome 6

- Each Portfolio and their agencies will explore how they can increase the rate of employment for people with disabilities.

The completion and implementation of this Disability Action Plan is a central strategy for achieving Outcome 5.



## DTEI DISABILITY ACTION PLAN STRUCTURE

The DTEI's Disability Action Plan 2007- 2010 and the systems and structures, which underpin it, have been constructed to ensure that issues and practices within our services do not discriminate.

For the required outcomes to be achieved under this Disability Action Plan, DTEI will focus on how we:

- collect information about actual and potential customers
- identify physical barriers, which need altering to encourage people with a disability to become customers
- communicate with all our customers (both internal and external) and how they in turn provide information to us
- ensure employees are not allowing their own discriminatory practices to impact on the provision of services and how we will address this type of behaviour to ensure we provide a quality service
- ensure employees with disabilities are not discriminated against
- can use the expertise of people with disabilities to review practices and identify barriers to access
- can overcome access problems for customers, visitors and employees with disabilities; and
- evaluate our progress towards our Disability Action Plan goals.

In considering and responding to these issues DTEI will ensure that it:

- has goals and targets are achievable
- has clear goals and strategies with review processes built in to ensure outcomes are monitored

- produces the best possible Disability Action Plan through effective consultation with people with disabilities
- allocates sufficient resources, priority and authority to ensure the successful implementation of our Disability Action Plan
- informs and educates all staff about their role in implementing the Disability Action Plan
- devises strategies for publicising our commitment to the Disability Action Plan, so those needing to use the resources of DTEI will be aware of progress being made and the increasing range of options being developed for people with disabilities to use our services in our community
- will critically assess procedures for addressing complaints
- will recognise the need for long term planning and evaluation strategies to be built into the Disability Action Plan.

### **Who will be responsible?**

To ensure the integration of the DTEI Disability Action Plan into the operational and personal culture of DTEI, tasks will be allocated to various divisions and departments and personnel who will have responsibility not only for their implementation but also the review and reporting on outcomes achieved.

This approach will ensure that ownership of the implementation process is created as well as responsibility for the outcomes to be achieved.

It is proposed that SACAT will be involved in reviewing and commenting on reports related to activities arising from DTEI's Disability Action Plan 2007 - 2010.

This will ensure that any evaluations of actions arising from the DTEI Disability Action Plan are critically assessed by those agencies and services whose customers are most directly involved.

In addition to reporting against specific objectives arising from the DTEI Disability Action Plan; Executive Directors will also be reporting against the South Australian Governments Promoting Independence Strategy. This will ensure that compliance is monitored at a range of levels and will show:

- how effective strategies designed to improve access for persons with disabilities to DTEI services and facilities are being implemented
- whether all activities undertaken or promoted by their section or branch are inclusive of people with disabilities
- if their section or branch is developing or delivering services to people with disabilities with awareness and understanding of issues effecting people with disabilities
- how their division is providing opportunities for consultation with people with disabilities concerning service delivery and implementing complaints and/or grievance mechanisms
- how effectively their section or branch is meeting its requirements under the Disability Discrimination Act 1992 and the Equal Opportunity Act 1994.

The benefits to be realised from implementation of these actions under the DTEI Disability Action Plan 2007 – 2010 will be enhanced as a result of staff at all levels participating in awareness training and being actively involved in ensuring that outcomes are achieved.

The impact of this Action Plan will deliver measurable improvements in the way the Department for Transport, Energy and Infrastructure and its service providers deliver programs and services to the people of South Australia.



## ***Objectives, Strategies and Actions***

The formulation of this Disability Action Plan clearly demonstrates DTEI's commitment to eliminating disability discrimination and the creation and maintenance of integrated transport, energy & Infrastructure services within the State.

For this Disability Action Plan to succeed it is necessary for DTEI to:

- demonstrate commitment to the plan's objectives
- seek funding to implement the Disability Standards for Accessible Public Transport
- seek funding to implement improvements to meet DDA Standards for building and facilities
- allocate resources and responsibilities to the implementation of the DTEI Disability Action Plan 2007 - 2010
- ensure that commitment to the plan continues beyond the employment of key people

This Disability Action Plan will ensure that the needs of all customers are considered in the development and implementation of DTEI services and facilities will be specifically addressed by attention to the following areas:

1. Policy
2. Access and Equity
3. Human Resources
4. Communication
5. Development, promulgation, monitoring, evaluation and review of Disability Action Plan

By developing strategies required to address each of the above areas, all divisions within DTEI will need to ensure organisational goals and objectives are implemented which will address many concerns identified with the provision of transport, energy & infrastructure services to people with disabilities.

### Details of Actions

#### 1. Policy

DTEI will develop, monitor and review policies, procedures and practices with the aim of eliminating any discriminatory practices.

The object being to promote best practice principles in all services across DTEI.

	Issue	Goals / Objectives	Strategies & Actions	Required Outcomes	Responsibility	Reporting
1.1	Policies, procedures and practices may discriminate against people with disabilities	To review all DTEI policy documentation to ensure they are free from discriminatory practices or procedures	<p>Amend policies, practices and procedures if required to ensure discrimination is removed and ensure they are effectively circulated</p> <p>Engage the State Advisory Committee for Accessible Transport in reviews of policy where appropriate</p> <p>Ensure contract documentation and procurement practices promote independence for people with disabilities and remove any discriminatory practices</p>	<p>Appropriately amended policies promulgated to staff</p> <p>Appropriately amended policies promulgated to contractors</p> <p>Minimise DDA complaints received, which can be related to failures of DTEI policies or practices</p> <p>DTEI procurement practices and contracts are acknowledged as being non-discriminatory and reduce risks for people with disabilities</p>	<p>Executive Director Corporate Services for DTEI policies</p> <p>All Executive Directors for division specific policies</p>	30 June 2008

## 2. Access and Equity.

The South Australian Government's commitment to the upgrading of infrastructure, buildings, conveyances and services in accordance with the Disability Discrimination Act (1992) and the Disability Standards for Accessible Public Transport (2002) and the Human Rights Equal Opportunity Commission (HREOC) Advisory Notes on Access to Premises are actively promoted and supported by DTEI. This commitment will ensure all infrastructure, buildings, conveyances and services become fully accessible to all transport users, customers and staff, over time.

DTEI will report on progress being made against the required compliance schedule contained within the Disability Standards for Accessible Public Transport, the Human Rights Equal Opportunity Commission (HREOC) Advisory Notes on Access to Premises and the progress being made to implement the South Australian Government's Promoting Independence Strategy.

All contractors and service providers will be required to ensure provision of services comply with the Disability Discrimination Act (1992), the Equal Opportunity Act (1986) and where relevant the Disability Standards for Accessible Public Transport (2002) and Building Management Guidelines.

	<b>Issue</b>	<b>Goals / Objectives</b>	<b>Strategies &amp; Actions</b>	<b>Required Outcomes</b>	<b>Responsibility</b>	<b>Reporting</b>
2.1	Infrastructure, premises and services currently do not meet needs of all transport users and customers	Access to infrastructure, premises and services is available for all transport users and customers  New infrastructure and services will be delivered in accordance with legislative requirements	Implement work programme based on requirements of DDA and DSAPT for all facilities, infrastructure, conveyances and services  DTEI will implement government endorsed directives concerning multiple chemical sensitivity	Audit of all AdelaideMetro passenger transport, conveyances premises, and infrastructure  Disability Access Review of all DTEI properties.	Chief Project Officer PTD  Executive Directors	Completed  Completed

	Issue	Goals / Objectives	Strategies & Actions	Required Outcomes	Responsibility	Reporting
	Public Transport services currently discriminate against people with disabilities	<p>All online information from DTEI is created in line with W3C guidelines</p> <p>Staff contractors &amp; service providers provide services which meet legislative requirements</p> <p>Eliminate barriers to access to DTEI services</p> <p>Introduce new vehicles and infrastructure that are fully accessible and compliant with the DSAPT</p>	<p>Audit of DTEI web sites</p> <p>Departmental guidelines are developed which facilitate meeting the DSAPT and the DDA</p> <p>Prepare Business case to present options and recommendations, together with preliminary cost estimates to upgrade DTEI operated facilities to meet disability requirements</p> <p>Promote DTEI's Commitment to People with Disabilities "Removing the Barriers"</p> <p>Conduct access audits of all DTEI services</p>	<p>All DTEI Web sites are W3C compliant</p> <p>Departmental guidelines facilitate meeting the DSAPT and the DDA</p> <p>Departmental Disability Access Guidelines reflect relevant standards and best practice</p> <p>Enhanced accessibility at pedestrian crossings</p> <p>Compliance with legislative requirements to be included in relevant contracts</p> <p>All relevant DTEI contracts to include reference to DDA , EOA and DSAPT requirements for compliance</p> <p>Business case prepared and submitted for consideration</p> <p>Equitable access for all customers to DTEI services</p> <p>The need for equitable access will be considered at all stages of project development and delivery of services</p> <p>Greater understanding of issues facing people with disabilities</p>	<p>Executive Directors</p> <p>Executive Directors</p> <p>Executive Director Transport Services</p> <p>Executive Director CSD</p> <p>Executive Directors</p> <p>Executive Directors</p> <p>Executive Directors</p> <p>Executive Directors</p>	<p>30 June each year</p> <p>30 June 2008</p> <p>Prior to sign off of projects</p> <p>30 June each year</p> <p>30 June each year</p>





	Issue	Goals / Objectives	Strategies & Actions	Required Outcomes	Responsibility	Reporting
				<p>A staged program for purchase of new vehicles and infrastructure</p> <p>Investigate options to enable existing fleet to become more accessible</p> <p>All public transport conveyances, premises and infrastructure become increasingly accessible to all passengers</p> <p>Increased patronage</p> <p>Easy Access to public transport services</p>	Executive Director PTD	30 June each year
2.2	Many regional bus services are not fully accessible	All regional bus services to become increasingly accessible	<p>Promote requirement for all new regional buses to be fully accessible in accordance with DSAPT</p> <p>Provide transport advice and support to set up Community Transport Networks in country regions</p>	<p>All vehicles purchased for use in regional areas to become fully accessible</p> <p>Number of fully accessible services available to passengers in rural South Australia to be reported on each year</p>	Manager, Integrated Transport Services, PTD	30 June each year
2.3	The response time for accessible taxis is require to be the same as that found in the general fleet by 31 December 2007.	Response times for accessible taxis to be the same as those provided in the general taxi fleet	<p>Encourage all central booking services to promote the need more accessible taxis within their taxi replacement program</p> <p>Fully accessible taxi licence conditions require provision of dedicated service to people with disabilities</p> <p>Improve service delivery through</p>	<p>Encourage an increased number of fully accessible taxis operating in metropolitan Adelaide</p> <p>Fewer complaints about access cab drivers and services, with more commendations</p> <p>All Access cab drivers are aware</p>	<p>Industry</p> <p>Industry</p> <p>Access Cabs</p>	31 December 2007

	<b>Issue</b>	<b>Goals / Objectives</b>	<b>Strategies &amp; Actions</b>	<b>Required Outcomes</b>	<b>Responsibility</b>	<b>Reporting</b>
			<p>training programs offered by industry training centres</p> <p>All new taxi drivers must undertake training associated with providing services to people with disabilities</p> <p>Monitor existing Access Cab contract to ensure effective procedures for management of fleet</p>	<p>of service requirements for people with disabilities</p>	<p>Contract Manager</p>	
2.4	<p>Many public transport operators and drivers lack awareness of the needs of people with disabilities</p>	<p>Increased awareness of needs of people with disabilities</p> <p>Provision of services which are responsive to the needs of all passengers</p> <p>Equity of access to services</p>	<p>Training programs are developed in conjunction with people with disabilities which contain material designed to improve awareness of the needs of people with disabilities</p> <p>All new public transport operators and drivers must undertake training associated with providing services to people with disabilities</p>	<p>Improvements in service delivery resulting in fewer complaints</p> <p>Industry recognises benefits arising from provision of services to people with disabilities</p> <p>Minimal DDA infringements by transport industry</p>	<p>Director Operations PTD</p>	<p>30 June each year</p> <p>30 June each year</p>
2.5	<p>DTEI operated facilities may not meet current disability standards and legislation</p>	<p>Progressively upgrade DTEI facilities to meet current requirements</p> <p>All new leases for premises shall meet access requirements</p>	<p>Prepare business case to present options and recommendations, together with preliminary costs to progressively upgrade DTEI operated facilities to meet disability requirements</p> <p>The DTEI furniture contract will make provision for employees with disabilities</p> <p>Establish a standard set of lease requirements including access requirements</p>	<p>5 year works program established and funded</p> <p>Offer flexible workstations to suit diverse user needs</p> <p>Apply the disability standards wherever possible</p>	<p>Executive Director Corporate Services Division</p>	<p>30 June each year</p>

### 3. Human Resources.

All staff to be aware of their roles and responsibilities, as well as their potential impact on infrastructure and service delivery and the lives of people with disabilities. All staff will have access to the DTEI Disability Action Plan 2007 – 2010 and additional training programs will be provided which have been developed to enhance their awareness.

DTEI will ensure its recruitment and selection policies and processes support and encourage the employment of people with disabilities.

Provision of a non-discriminatory and inclusive working environment, which is safe and accessible for employees, and customers, requires management and staff to be aware of their rights and responsibilities and that all discriminatory practices and environments are identified and addressed.

	<b>Issue</b>	<b>Goals / Objectives</b>	<b>Strategies &amp; Actions</b>	<b>Required Outcomes</b>	<b>Responsibility</b>	<b>Reporting</b>
3.1	Staff may not be aware of their roles and responsibilities.	All employees to be aware of the DTEI Disability Action Plan and their role in ensuring it is implemented	<p>DDA awareness training programs to be undertaken by all staff through the provision of on-line training.</p> <p>Refresher programs for all staff within 5 years.</p> <p>Disability training incorporated into all DTEI management and leadership programs.</p> <p>DTEI client service training addresses the specific responsibilities in providing services to people with disabilities.</p>	<p>All staff are aware of their roles and responsibilities under the DDA.</p> <p>Timely delivery of disability access facilities and services.</p> <p>All managers aware of roles and responsibilities under the DDA.</p> <p>Enhanced awareness of DDA service issues.</p> <p>Fewer DDA complaints</p>	<p>Human Resources and Staff</p> <p>All Staff</p> <p>Human Resources and Managers</p> <p>Executive Directors and Human Resources</p>	30 June each year

	Issue	Goals / Objectives	Strategies & Actions	Required Outcomes	Responsibility	Reporting
		<p>Ensure training and resources are available to guide the development of accessible infrastructure and services.</p>	<p>Technical officers, professional officers and project managers within DTEI are provided with training on the requirements of the DDA in relation to accessible infrastructure and services.</p> <p>Staff are provided with access to appropriate resources and information through the intranet. These resources are actively promoted actively.</p>	<p>Enhanced awareness of DDA requirements and available resources</p>	<p>Executive Directors and Human Resources</p>	
<p>3.2</p>	<p>DTEI's recruitment and selection policy and processes may not support and encourage the employment of people with disabilities.</p>	<p>Increase the employment of people with a disability by DTEI.</p>	<p>Review DTEI recruitment and selection policies and processes to eliminate discriminatory practices.</p> <p>Review the current generic job and person specification used in DTEI to eliminate any requirements that potentially discriminate against people with disabilities.</p> <p>Review all existing job and person specifications to ensure compliance with DDA requirements.</p> <p>Managers are encouraged to actively pursue suitably qualified people with disabilities and are provided with relevant information through the DTEI intranet.</p>	<p>DTEI's recruitment and selection policies support and encourage the development of people with disabilities.</p> <p>All existing job and person specifications are compliant with DDA requirements.</p> <p>HR intranet site provides information to managers on their responsibilities under the DDA, how to attract and recruit people with and disabilities, and how to ensure an inclusive working environment.</p>	<p>Corporate HR</p> <p>Corporate HR</p> <p>Executive Directors</p> <p>Corporate HR and Managers</p>	<p>30 June 2008</p> <p>31 December 2007</p> <p>31 December 2008</p> <p>31 December 2007</p>

	Issue	Goals / Objectives	Strategies & Actions	Required Outcomes	Responsibility	Reporting
			<p>Actively identify opportunities to employ people with disabilities by targeting, identifying specific jobs and utilising the Disability Employment Register and other public sector wide employment programs.</p> <p>Employees with disabilities who gain knowledge, skills and experience during temporary employment opportunities within DTEI are considered for ongoing employment within agency wherever possible.</p>	<p>Managers proactively seek and provide opportunities for the employment of people with disabilities.</p> <p>An increase in employment of people with a disability by DTEI in accordance with SASP T 6.22</p>	<p>HR Operations and Executive Directors</p> <p>Executive Directors</p>	<p>30 June 2008</p> <p>30 June 2008</p>
3.3	Possible lack of understanding of disability requirements when procuring goods, services or works	Improve awareness of disability requirements and ensure appropriate procurement processes are in place	DDA awareness training for procurement of goods, services and works	DTEI staff aware of DDA requirements when undertaking procurement processes	Chief Contract and Procurement Officer	30 June 08
3.4	Possible discrimination within the working environment.	DTEI's workplaces are DDA compliant.	<p>All DTEI workplaces are audited against compliance with the DDA and a plan established to address identified issues within identified timelines.</p> <p>Appropriate workplace modifications identified as part of recruitment, induction and OHS&amp;W worksite audits, and implemented within identified timelines.</p> <p>Register of changes made at all worksites and workstations for employees with disabilities to be maintained.</p>	<p>No DDA complaints related to worksites or work stations</p> <p>Appropriate workplace modifications identified and implemented within identified timelines</p>	<p>FMU and Executive Directors</p> <p>Managers</p> <p>FMU and Managers</p>	<p>30 June 2008</p> <p>30 June 2008</p> <p>30 June 2008</p>

	<b>Issue</b>	<b>Goals / Objectives</b>	<b>Strategies &amp; Actions</b>	<b>Required Outcomes</b>	<b>Responsibility</b>	<b>Reporting</b>
		<p>DTEI work environments are supportive, inclusive and are non-discriminatory.</p> <p>Processes for the resolution of complaints of discrimination by staff are timely and responsive.</p>	<p>DTEI corporate and divisional human resource policies, processes and practices are reviewed to ensure that they are DDA compliant.</p> <p>DTEI provides equipment and software to staff with disabilities to enable them to perform their duties. Examples include the provision of portable equipment, ergonomic keyboards, voice recognition and magnification software and large screens</p> <p>Managers are provided with information on how to ensure their workplaces are supportive, inclusive and non-discriminatory.</p> <p>Current complaint process is reviewed to ensure it supports timely, responsive and effective resolution of complaints.</p> <p>Complaints are monitored to ensure a non discriminatory workplace is maintained</p>	<p>No complaints of discrimination.</p> <p>DTEI employees with disabilities are retained and contribute effectively to DTEI outcomes.</p> <p>HR intranet provides relevant and useful information for managers.</p> <p>Complaints are effectively resolved and outcomes used to continuously improve DTEI working environments</p>	<p>Corporate HR and Executive Directors</p> <p>Corporate HR</p> <p>Corporate HR and HR Operations</p>	<p>30 June 2008</p> <p>31 December 2007</p> <p>31 December 2007.</p>

#### **4. Communication.**

DTEI will develop communication strategies to ensure that all policies and programs are effectively distributed to staff and service providers. This will ensure that the objectives of the DTEI Disability Action Plan 2007 – 2010 are effectively promulgated.

Customers will be encouraged to provide input into developments which improve services in accordance with the Passenger Transport Act 1994, the Disability Discrimination Act 1992, State Equal Opportunity legislation and the Disability Standards for Accessible Public Transport 2002, where possible.

Relationships will be strengthened with government agencies, local councils, community, interest groups and individuals in the ongoing development and promotion of accessible transport systems and services across South Australia for the benefit of all consumers.

Building an efficient, effective and responsive transport system requires that communication flows both into and out of the department effectively. This will require that all communications with customers and providers of service are timely and effective. It will also require that consumers and service providers are encouraged to provide input into the development of transport services, in accordance with the spirit of the Disability Discrimination Act 1992, Passenger Transport Act 1994, and the Disability Standards for Accessible Public Transport 2002.



Effective communication is seen as strengthening relationships with government agencies, local councils, community, interest groups and individuals in the ongoing development and promotion of accessible transport systems across South Australia, which will benefit *all consumers*.

DTEI will promote the use of accessible and participatory complaints procedures for people with disabilities, their associates or advocates as part of broader complaints handling process.

	<b>Issue</b>	<b>Goals / Objectives</b>	<b>Strategies &amp; Actions</b>	<b>Required Outcomes</b>	<b>Responsibility</b>	<b>Reporting</b>
4.1	Communication strategies are not effective in meeting the needs of all customers	A DTEI Strategic Community And Industry Engagement Plan will be developed and implemented that is responsive to customers	A review of current DTEI communication processes will be undertaken to identify any deficiencies or opportunities for improvement	DTEI communication strategies are acknowledged as efficient ,responsive and timely  Minimal complaints related to communication practices are received	Executive Director Corporate Services  ED OMPI	30 June 2008
4.2	DTEI information and promotional material is inaccessible to some people with disabilities	Information is accessible to all customers in accordance with requirements under the DDA	Provision of information will be undertaken to ensure people with disabilities have been considered (DTEI Visual Style Guide)  Information developed for circulation in the community will be undertaken with due consideration for the communities involved  The DTEI Intranet Rebuild project will ensure compliance and accessibility with the South Australian Government's requirements for websites.	Minimal complaints are received concerning to access to information provided by DTEI  Information provided by DTEI can be made available in alternative formats  Increase use of services  To achieve greater compliance and accessibility with SA Government's requirements	Executive Director Corporate Services  ED OMPI  All Divisions  All Divisions	30 June each year

	Issue	Goals / Objectives	Strategies & Actions	Required Outcomes	Responsibility	Reporting
			<p>Conduct an audit of other "small systems" in the agency for compliance and accessibility.</p> <p>Seek additional funding for the audit and to address issues identified.</p> <p>The current DTEI Intranet site redevelopment program to continue, in consultation with Vision Australia to reach a high level of compliance and accessibility.</p> <p>To ensure information currently held as PDF files are provided in accessible formats. Identify funding required to undertake project.</p> <p>Develop policies and procedures for video and multimedia</p>	<p>Requirement that content owners supplying video material for delivery via the web will either have to include subtitles in the video or a transcript of the dialogue of the video</p>	<p>Executive Director Corporate Services and content owners</p>	<p>30 June each year</p>
<p>4.3</p>	<p>Benefits arising from the introduction and use of accessible services are not communicated effectively to all members of the community</p>	<p>To promote the benefits arising from the introduction of accessible services</p>	<p>Promote the benefits and use of accessible services to the community</p> <p>DTEI will promote development of accessible regional services</p> <p>DTEI will work through the SACAT to promote the benefits and use of accessible transport to members agencies</p>	<p>Increased use of accessible services by people with disabilities across South Australia</p> <p>Reduced reliance on fully accessible taxi services by people with disabilities</p> <p>Reduced levels of complaints related to efforts being made by DTEI to develop fully accessible services</p> <p>Improved regional services</p>	<p>All Divisions</p> <p>Executive Director PTD</p> <p>All Divisions</p>	<p>30 June each year</p>

	<b>Issue</b>	<b>Goals / Objectives</b>	<b>Strategies &amp; Actions</b>	<b>Required Outcomes</b>	<b>Responsibility</b>	<b>Reporting</b>
4.4	The quality of community consultation taking place within Government agencies, can be enhanced by establishing advisory committees with due regards to the need for a balanced view of community attitudes and values	Recognition of the benefits of SACAT across DTEI	<p>Promotion of consultation with SACAT in relation to projects or services</p> <p>When vacancies occur, consideration will be given to ensuring responsible and effective representation</p>	Membership balance will be achieved where possible	ED PTD	30 June each year
4.5	The complaints and commendation system may discriminate against customers with disabilities and those with language difficulties	To eliminate any discrimination in the complaints and commendation system and encourage feedback on agency performance	<p>Formal consideration of central complaints and commendation process for DTEI</p> <p>Prominently display the process for providing feedback to DTEI on all external promotional material and all DTEI websites</p> <p>Telephone facilities will encourage customers to provide feedback</p> <p>All feedback to be acknowledged and issues raised by customers to be followed through</p> <p>Systems to be implemented that monitor our performance in achieving goal</p>	<p>Internet pages advise details of complaints and commendations telephone number and email address</p> <p>External DTEI promotional publications will display the complaints and commendations telephone number and email address</p> <p>All staff including contractors to have information related to complaints and commendations process, telephone number and email address</p> <p>Encourage feedback on performance through oral information given at public meetings</p> <p>Reduced complaints to Minister or DTEI concerning our access to services by people with disabilities</p>	Executive Director Corporate Services	Reporting against Promoting Independence Strategy

	Issue	Goals / Objectives	Strategies & Actions	Required Outcomes	Responsibility	Reporting
				<p>Increased commendations to Minister or DTEI concerning access to services by people with disabilities</p> <p>DDA compliant service environments for customers and visitors.</p>		
4.6	Project and technical practitioners may not have clear and comprehensive information available to make informed decisions regarding disability access provision in projects	Disability access guidelines are available to planning and operational practitioners	Develop and review existing guidelines and related documents	Project and technical practitioners have access to disability guidelines and related documents	Executive Director Transport Services	30 June 2008

## 5. Development, promulgation, monitoring, evaluation and reviewing of DTEI'S Disability Action Plan.

DTEI will ensure processes are in place which will review this Disability Action Plan to ensure that is meeting its objectives.

Central to achieving the outcome required as a result of introducing the Disability Action Plan will be the processes related to the promulgation, monitoring, evaluation and reviewing of the DTEI Disability Action Plan 2007 - 2010.

	Issue	Goals / Objectives	Strategies & Actions	Required Outcomes	Responsibility	Reporting
5.1	The development of an Disability Action Plan needs to be actively supported at all stages of its development and implementation	To achieve the outcomes contained within the DTEI Disability Action Plan 2007 - 2010	<p>Develop a Disability Action Plan in consultation with SACAT members</p> <p>Submit DTEI's Disability Action Plan 2007 – 2010 for consideration and comment from Senior staff</p>	<p>Signoff on DDA Action Plan by SACAT members</p> <p>Minister of Transport to formally signoff on DTEI's Disability Action Plan 2007 – 2010 and lodge documentation with Human Rights and Equal Opportunity Commission</p> <p>Copies of Disability Action Plan to be available to all DTEI staff and service providers</p> <p>Copies of Disability Action Plan to be provided to SACAT members</p>	Chief Project Officer	To commence with lodgement of the DTEI Disability Action Plan with HREOC by the Minister for Transport
5.2	Internal Promulgation of Disability Action Plan	Ensure all existing & new staff receive adequate training and information related to the Disability Action Plan	<p>All staff to be provided with access to the Disability Action Plan</p> <p>Ensure all Contract Managers address Disability requirements in providing DTEI services</p>	<p>Requirements of Disability Action Plan covered during induction of new staff</p> <p>Compliance with DDA requirements across all projects and services</p>	<p>Director Corporate Human Resources</p> <p>Executive Directors &amp; Managers</p>	31 December 2007 then ongoing

	<b>Issue</b>	<b>Goals / Objectives</b>	<b>Strategies &amp; Actions</b>	<b>Required Outcomes</b>	<b>Responsibility</b>	<b>Reporting</b>
				Enhanced compliance with South Australian Government's Promoting Independence Strategy	Executive Directors & Managers	
5.3	Ongoing monitoring and evaluation of DTEI's Disability Action Plan needs to be achieved across the department	Ensure implementation of the Disability Action Plan	<p>The DTEI Disability Action Plan is incorporated into the department's planning process and reviewed annually</p> <p>Reporting on the DTEI Disability Action Plan will be included in the DTEI Annual Report</p>	<p>Managers will promote the DTEI Disability Action Plan throughout their businesses</p> <p>Progress reporting will inform the Promoting Independence Strategy Report and Annual Reporting requirements</p> <p>Achievement of Disability Action Plan</p>	<p>Executive Directors &amp; Managers</p> <p>Chief Project Officer</p>	<p>30 June 2008</p> <p>December /June</p>
5.4	Significant funding is required to implement areas of the Disability Action Plan	To secure funding to achieve the outcomes contained within the Disability Action Plan	<p>Identify funding requirements associated with all aspects of implementing the Disability Action Plan</p> <p>Co-ordinate and prioritise strategies requiring financial resources with input from relevant Directors and /Managers</p> <p>Funding bids developed based on requirements to implement Disability Action Plan</p> <p>Ensure funding is allocated to those strategies requiring financial resources in order that they are achieved</p>	Successful funding bids submitted	Chief Executive & Executive Directors	Each financial year

## DEFINITIONS

- Access Cab** A fully accessible taxi with special license conditions, which require that they provide a priority service to people with disabilities.
- Accessible Vehicle:** A vehicle, which can provide public transport for people with disabilities. An accessible vehicle will have an allocated space for passengers using mobility aids such as a wheelchair or gopher and a ramp, or similar lifting device that facilitates unassisted boarding into public transport vehicles.
- Alternative formats:** Information presented in formats other than the standard printed form. Alternative formats include presenting information on audiotape or on computer disk (in various formats), in large print or in Braille.
- Auslan/sign language** Official non-verbal (signed) language of the Deaf community of Australia.
- Closed Captions:** Written messages which appear on a television or movie screen and which represent the program's auditory messages (primarily dialogue) in written form.
- Closed captions are revealed through special components of electronic technology (televisions, videos), which are optional with most commercial brands.

- Commissioner:** A Commissioner of the Human Rights and Equal Opportunity Commission. A commissioner is responsible for the promotion and implementation of human rights legislation. Some Commissioners are responsible for promoting the objects of a particular Act e.g. the Disability Discrimination Commissioner is concerned primarily with the administration and promotion of the Disability Discrimination Act (DDA). A Hearing Commissioner is responsible for determining complaints after a formal hearing (having heard evidence from both complainant and respondent and relevant witnesses).
- Complainant:** Person or organization who lodges a complaint of unlawful discrimination with the Human Rights and Equal Opportunity Commission.
- Conciliation:** Process following lodging of a complaint of unlawful discrimination whereby staff of the Human Rights and Equal Opportunity Commission brings complainant and respondent together to see if the complaint can be settled.
- The usual requirement that conciliation be attempted may be dispensed with in certain circumstances.
- DDA:** Commonwealth Disability Discrimination Act 1992.



- DSAPT:** The Disability Standards for Accessible Public Transport 2002. The Standards have been developed to enable public transport operators to remove discrimination from the provision of public transport.
- Disability:** A condition or state of being which is covered by the broad DDA definition. The term includes physical, sensory, psychiatric, intellectual and neurological disabilities, physical disfigurement and the presence in the body of organisms causing or capable of causing disease, such as HIV - the virus which causes AIDS.
- Disability as defined under the DDA, Section 4 (1), means:
- a) total or partial loss of the person's bodily or mental functions
  - b) total or partial loss of a part of the body
  - c) the presence in the body of organisms causing disease or illness
  - d) the presence in the body of organisms capable of causing disease or illness
  - e) the malfunction, malformation or disfigurement of a part of the person's body

- f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction
- g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or that results in disturbed behaviour

and includes a disability that:

- a) presently exists
- b) previously existed but no longer exists
- c) may exist in the future
- d) is imputed to a person

**Hearing Loop:**

A device which helps to prevent external sounds from interfering with intended auditory messages within a given space. Loops are set up in particular rooms or auditoriums to facilitate hearing by people who use a hearing aid.

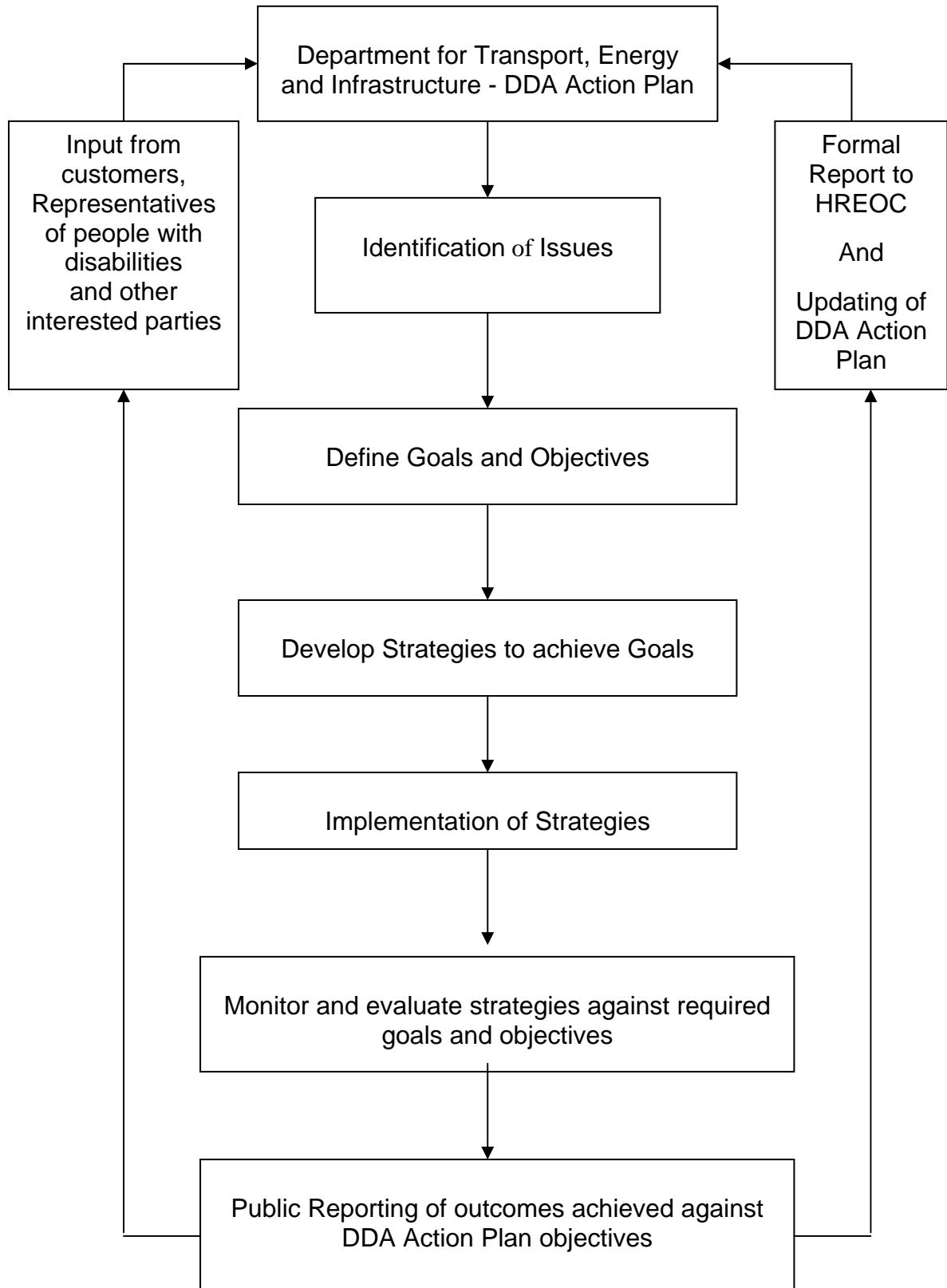
**HREOC:**

The Human Rights and Equal Opportunity Commission which administers Commonwealth legislation in the areas of human rights, anti-discrimination, social justice and privacy issues and deals with complaints arising from the Act either through conciliation or subsequently through hearings.

- Infrastructure:** Includes, but is not limited to:
- bus, train, tram worksites and offices, bus stops, shelters, interchanges, railway stations, platforms, stations buildings, bridges, walkways, pedestrian crossings, signaling systems, states building assets information and websites.
- Interchange:** A point where passengers can transfer between transport modes and includes any combination of park and ride, bus to bus, or bus to rail. Some interchanges have toilets, ticket vending facilities, security phones and timetable information.
- PTD:** The Public Transport Division (PTD) is established under the Passenger Transport Act 1994 and regulates all land based passenger transport services throughout South Australia.
- Service Contractors:** Torrens Transit, SouthLink, TransitPlus, TransAdelaide.
- Service provider:** Any person, organization, government department or agency, which provides goods, services or facilities to the public, for free or at a cost.
- Unjustifiable hardship:** Basis upon which a respondent can defend a complaint of disability discrimination. The respondent might successfully argue that not to discriminate would impose upon him/her/it an unjustifiable hardship. In determining

unjustifiable hardship, the Human Rights and Equal Opportunity Commission considers all the circumstances of the particular case, including the benefits and detriment to relevant persons, the effect of the relevant disability, financial circumstances and any DDA Action Plan given to the Human Rights and Equal Opportunity Commission by the service provider.

## OVERVIEW OF DTEI'S DISABILITY ACTION PLAN IMPLEMENTATION



## COMMENTS OR QUESTIONS

If you have any comments or questions concerning this Disability Action Plan, please contact:

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Chief Project Officer,  
Department for Transport, Energy and Infrastructure  
Public Transport Division  
PO Box 1998  
Adelaide SA 5001

Phone:08-83030822

Fax:08-83030828

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## **Appendix 1**

### **“Removing The Barriers”**

#### **Commitment Statement**







**Government of South Australia**  
**Department for Transport,  
Energy and Infrastructure**

## **“Removing the Barriers” Our Commitment to People with Disabilities**

The Department for Transport, Energy and Infrastructure (DTEI) recognises the rights of people with disabilities to have, as far as is practicable, the same opportunities as other community members to access and participate in all facets of community life.

The South Australian Government's commitment to *Promoting Independence for People with Disabilities* strategy sets in place a framework to address the requirements of the *Disability Discrimination Act 1992*.

### **The Corporate Leadership Group is committed to:**

- promoting the rights, needs, potential and contribution by people with disabilities as valued members of the community;
- supporting access and equity for all South Australians with disabilities;
- considering the requirements of people with disabilities in the planning and provision of services and infrastructure;
- providing access to information and communication for people with disabilities, including printed publications and electronic communications;
- ensuring services appropriate to the requirements of people with disabilities are provided by working collaboratively with relevant disability organisations, other agencies and all levels of Government;
- facilitating opportunities for people with disabilities to gain employment through the Government's Strategy for the Employment with People with Disabilities (including the Disability Employment Register);
- promoting participation and equality for people with disabilities during training of service providers involved in the planning and provision of programs and services; and
- delivering continuous quality improvement through the implementation of the DTEI Disability Action Plan.

### **To achieve this commitment:**

- all levels of management have the responsibility and authority to assist the successful implementation of the *Promoting Independence for People with Disabilities* strategy across DTEI;
- all directors, managers and supervisors are responsible for taking a leadership role in ensuring:
  - planning and decision making is inclusive of people with disabilities;
  - that staff are aware, skilled and equipped to respond sensitively and fairly to colleagues and customers with a disability; and
  - the identification and elimination of discriminatory practices within the workplace.
- all employees are expected to treat people with a disability fairly and equitably, including treating all colleagues and customers with dignity, courtesy and respect and delivering services and products in flexible ways to meet the needs of people with disabilities.

This Department is committed to meeting the performance requirements contained within the *Promoting Independence* strategy each year, and recognises the need for all employees, volunteers and contractors to be aware of, and understand, the importance of meeting the requirements of people with disabilities in relation to accessing DTEI services and facilities.

**Jim Hallion**  
Chief Executive  
Department for Transport, Energy and Infrastructure

**Christine Bierbaum**  
Executive Director,  
Government Relations & Reform Office

**Rod Hook**  
Executive Director,  
Office for Major Projects & Infrastructure Division

**Kevin O'Callaghan**  
Executive Director  
Commercial & Government Services

**Heather Webster**  
Executive Director,  
Public Transport Division

**Andy Milazzo**  
Executive Director,  
Transport Services Division

**Mike Grillo**  
Executive Director  
Government ICT Services

**Trudi Meakins**  
Executive Director,  
Transport Planning Division

**Chris Oerman**  
Executive Director,  
Corporate Services Division

**Judith Carr**  
Executive Director  
Building Management

**Phil Allan**  
Executive Director,  
Safety & Regulation Division

**Garry Goddard**  
Executive Director,  
Energy Division



## **Appendix 2**

### **Promoting Independence Strategy**



**(Attachment 3)**

**PROMOTING INDEPENDENCE: DISABILITY ACTION  
PLANS FOR SA**

**Reporting Framework**

The *Promoting Independence* strategy was launched on 22 November 2000. This initiative provides a policy framework for the development of Disability Action Plans (DAPs) as a key strategy for all South Australian Government portfolios and their agencies. The overall aim of the strategy is to ensure that the Government portfolios and agencies are inclusive and accessible to people with a disability and to eliminate, as far as is possible, disability discrimination.

In order to achieve this aim, 6 key outcomes have been identified to provide a practical framework for portfolios and their agencies to target their efforts. The policy requires all portfolios to report on the development, implementation and progress of DAPs through a whole of Government reference group. There have been five progress reports against the strategy so far, the sixth of these will be constructed from responses to this survey and be released in December 2006.

This across Government *Promoting Independence* Reference Group is tasked with preparing a consolidated across Government progress report to the Senior Management Council (SMC). The SMC in-turn prepares a final report to the Minister for Disability by 30 September.

The Reference Group recognises the importance of consistent and transparent reporting methods across portfolios and agreed to continuously review and refine the reporting framework. In doing so it considered the following:

- The key outcomes and associated strategies specified within the Promoting Independence policy document and have expanded this from 5 to 6 so as to include employment (please note that responses to outcome 6 is optional for this reporting cycle);
- The 7 charter principles within the *Charter of Public Service in a Diverse Society*
- The Service Excellence Framework and reporting process;
- Existing reporting requirements within portfolios.

**What is a Performance Reporting Framework?**

A performance reporting framework is defined as a framework for reporting on outcomes for a specific program or strategy in a systemic way. The objective is to obtain information in a way that allows assessment of progressive improvements, successes and areas for performance improvement. It is also a communication mechanism and allows information on a particular program area to be communicated to a wider audience that will include the public sector and possibly the community. Finally, it is a tool for accountability.

Attached is a series of questions that are directly associated with the reporting framework that will assist in the systematic collection of actions and outcomes associated with the *Promoting Independence* strategy.

**Completing the survey**

As you complete the survey please note that if you think that the selection of responses does not adequately cover the type of response you need to provide, you can add a comment to clarify matters and expand upon your response. Near the end of questions to each Outcome area is a section for general comments, highlights and barriers which will enable respondents an option to insert information on Outcome areas which were not covered adequately through the questions.

<b>Reporting Proforma</b>
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This proforma has been designed to ensure the Office of the Chief Executive is provided with all relevant information about the progress being made in making services accessible and inclusive to people with disabilities and their associates. Ultimately, the Chief Executives of State Government portfolios are responsible for and accountable to the *Promoting Independence* strategy.

Should you require any further additional information in relation to the questions asked, please contact Maurice Corcoran 84636160 or email: [Maurice.Corcoran@dfc.sa.gov.au](mailto:Maurice.Corcoran@dfc.sa.gov.au)

Name of Your Agency :	
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Telephone :		Fax :	
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Name of Person Completing Survey :	
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Title :		Email :	
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Portfolio :	
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**OUTCOME 1**

**Portfolios and their agencies are to ensure access to their services and facilities to people with disabilities.**

**Policies**

1.1 Does your agency have a written policy on inclusion of people with disabilities and access requirements? If so please provide evidence.

No  Preparing one  Contained within other policy  Yes

1.2 Has your agency included policy on inclusion of people with disabilities and their access requirements in all policy, planning, program plans and strategic plans?

No  Have started to audit policies  Partially  Yes

**Comment:**

**Structures/Process**

1.3 Has your agency developed a strategy to assess buildings/facilities to determine whether they are accessible and inclusive?

No  Have started  Yes – completed

If so, please provide details of the assessment strategy or evaluation as evidence and any explanatory comments you think are necessary.

1.4 Could you also identify any barriers identified by the assessment and associated costs to address these barriers.

**Programs/Services**

1.5 Do your services and programs promote inclusion of people with disabilities and the access provisions that are available?

No  Have started to  Majority do  Yes, all do!

**Comment:**

**Planning /Evaluation**

1.6 Has a Disability Action Plan been developed for your agency in consultation with people with disabilities? If yes, please attach.

No  Preparing now  Draft completed  Yes



**Staffing/Resources**

- 1.7 Has your agency allocated a budget for access assessments and identified costs of access modifications?  
No  Getting quotes to assess  Have started  Completed  Yes

If so please provide details.

**Assessment**

- 1.8 What % of your buildings have been assessed for access?  
None  A few  More than 50%  All

What % of services have been assessed?  
None  A few  More than 50%  All

- 1.9 Have you assessed the participation rates of people with disabilities in services and programs?  
No  Have started  More than 50%  All

**Comments:**

**General comments on progress against Outcome 1:**

**Highlights of implementation:**

**Barriers to implementation:**

Please rate the extent which you think your agency has achieved Outcome 1.

5	The agency delivers and evaluates programs and services against Outcome 1 objectives and resources are committed to access solutions.
4	All buildings and services have been assessed and a continuous improvement plan to address access is in place with associated resources. The agency model is seen as a model of best practice.
3	Assessments have commenced, reporting systems are established to identify barriers in access to facilities and services and a workplan to address these is being prepared.
2	Assessments of buildings and services are planned, resources are committed to the process and managerial responsibilities are assigned.
1	Agency has a plan and can demonstrate awareness of its basic responsibilities in providing access to services for people with disabilities

I \_\_\_\_\_ I  
12345

(Please highlight or circle appropriate rating)

**OUTCOME 2**

**Portfolios and their agencies ensure that information about their services and programs is inclusive of people with disabilities.**

**Policies**

- 2.1 Have you developed a policy regarding printed publications, information and electronic communication being accessible to people with disabilities? Please attach policy as evidence.

No  Preparing one  Contained within other policy  Yes

**Comments:**

**Structures/Process**

- 2.2 Has your agency developed an assessment process for:  
a) Printed copies of publications to ensure that they promote alternate formats being available; and

No  Preparing one  Contained within other policy  Yes

- b) Web sites and electronic communications.

No  Preparing one  Contained within other policy  Yes

**Comments:**

**Programs/Services**

- 2.3 Do you have a strategy in place to ensure information, publications and communication can be provided to people with disabilities in an alternative format?

No  Preparing one  Yes

If yes, please comment on who provides these to you.

**Planning /Evaluation**

- 2.4 Have people with disabilities been involved in the development of communication strategies for your agency.

No  Have started to engage with people about strategy  Yes – completed

**Comments:**

**Staffing/Resources**

- 2.5 Does your agency monitor the level of demand for information in alternative formats and interpreter services?

No  Have started to monitor  Yes – completed

Do all of your publication budgets allow for alternative format production?

None  A few  More than 50%  All

**Comments:**

**Assessment**

2.6 Please indicate either the % or numbers of:

a) printed publications available in alternative formats; and

None  A few  More than 50%  All

b) web sites that have been audited against W3C guidelines.

None  A few  More than 50%  All

**Comments:**

**General comments on progress against Outcome 2:**

**Highlights of implementation:**

**Barriers to implementation:**

2.8 Please rate the extent which you think your agency has achieved Outcome 2

5	All information and communications have been audited and a continuous improvement plan to address access is in place with associated resources.
4	The agency delivers and evaluates programs and services against Outcome 2 objectives and resources are committed to access solutions.
3	Assessments have commenced, reporting systems have been established to identify barriers to achieve outcome 2 and resources are committed to each of these.
2	Assessments are planned, resources committed and managerial responsibilities have been assigned to the process.
1	Agency can demonstrate awareness of its basic responsibilities in providing inclusive information and communication about services and programs.

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(Please highlight or circle appropriate rating)

**OUTCOME 3**

**Portfolios and their agencies deliver advice or services to people with disabilities with awareness and understanding of issues effecting people with disabilities.**

**Policies**

3.1 Has your agency promoted and implemented training programs from the Disability Awareness and Discrimination Training Framework to staff?

No  Proposal Prepared  Training programs planned  Yes

If yes, please indicate how many staff have completed training in your comments:

**Comments:**

**Structures/Process**

3.2 Has your agency instigated a training needs analysis in relation to disability awareness and discrimination?

No  Have started the analysis  Partially  Yes

3.3 Has your agency identified priority areas to implement the disability awareness and discrimination training?

No  Have started to identify priorities  Partially  Yes

**Comments:**

**Programs/Services**

3.4 Have your services' mainstream training and education programs been assessed to ensure they incorporate elements of disability awareness and discrimination?

No  Started to  Majority have  Yes, all do!

**Comments:**

**Planning/Evaluation**

3.5 Have consultations taken place with disability organisations in the formulation and review of programs and services?

No  Started consultations  Yes – completed

**Comments:**

**Staffing/Resources**

3.6 Have resources been committed to implementing the disability awareness training framework?

No  Have prepared funding proposal  Yes, resources are committed

**Comments:**

**General comments on progress against Outcome 3:**

--

**Highlights of implementation:**

--

**Barriers to implementation:**


**Assessment**

3.7 Please rate the extent which you think your agency has achieved Outcome 3

5	The agency has implemented the Training Framework across the portfolio to all staff and evaluations have showed learning outcomes have been achieved.
4	The agency delivers and evaluates training programs against the Training Framework and has set targets to implement the training across the portfolio.
3	Training sessions have been developed and have started and resources are committed for future training.
2	Some resources are committed to training in this area and sessions have been developed.
1	Agency is aware of responsibilities to deliver training against the Framework but has not started training yet.

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(Please highlight or circle appropriate rating)

## **OUTCOME 4**

*Portfolios and their Agencies provide opportunities for consultation with people with disabilities concerning service delivery and in the implementation of complaints and grievance mechanisms.*

### **Policies**

- 4.1 Do you have consultation processes in place with people with disabilities and organisations to inform on how to make service delivery accessible?

No  Have started to consult  Some services have  Yes

**Comments:**

### **Structures/Processes**

- 4.2 Do you have strategies in place to promote and increase representation of people with disabilities on advisory bodies and committees?

No  Have started on a strategy  Some services have  Yes

**Comments**

### **Programs /Services**

- 4.3 Does your agency have any information and education strategies on the rights of customers and specifically those with disabilities? If yes, please provide evidence.

No  Have started on a strategy  Some services have  Yes

**Comments:**

### **Planning /Evaluation**

- 4.4 Are accessible complaints processes promoted in your agency? If yes, please attach as evidence.

No  Have started process  Some services do  Yes

**Comments:**

### **Staffing/Resources**

- 4.5 Have resources and staff time been allocated for:  
a) consultation; and

No  Have prepared funding proposal  Yes, resources are committed

- b) complaints mechanisms? If yes, please provide evidence in comments.

No  Have prepared funding proposal  Yes, resources are committed

**•Comments:**

•

•

**General comments on progress against Outcome 4.....**


**Highlights of implementation....**


**Barriers to implementation....**


**•Assessment**

4.6 Please rate the extent which you think your agency has achieved Outcome 4

5	The agency's consultation strategy and complaints model is seen as a model of best practice.
4	The agency delivers and evaluates programs and services against outcome 4 objectives.
3	Reporting systems have been established to identify discrete activities to achieve outcome 4 and resources are committed to each of these.
2	Some resources are committed to this outcome and managerial responsibilities have been assigned to the process to achieve this aim.
1	Agency has a plan and can demonstrate awareness of its basic responsibilities to consult with people with disabilities and to implement complaint and quality assurance mechanisms.

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(Please highlight or circle appropriate rating)

**OUTCOME 5**

*Each Portfolio Chief Executive will ensure that their portfolio has met the requirements of the Disability Discrimination Act 1992 and the Equal Opportunity Act 1994.*

**Policies**

What is the status of your agency's Disability Action Plans (DAP)? Please supply DAP as evidence.

Draft only  CEO Endorsed  Consulted on  Evaluated   
Submitted to HREOC

**•Comments:**

•

•

**Structures/process**

5.2 Has your agency Disability Action Plan been promoted and distributed across your services and programs for implementation?

No  Have started  Majority of services have  Yes, all are implementing

**Comments:**

**Programs/Services**

5.3 Have programs and services been made inclusive and accessible?

No  Started to identify service barriers  Majority have  Yes, all are

**Comments:**

**Planning and Evaluation**

5.4 Does your Disability Action Plan feed into your agency's strategic plan?

No  Have started to feed into strategic plan  Yes



**Comments:**

**Staffing and Resources**

5.5 Have staff time and resources been allocated to the development, implementation and review of the Disability Action Plan? Please comment on extent of allocation

No  Staff time committed  Budget committed to outcomes  Yes, all are

**Comments:**

**General comments on progress against Outcome 5:**

**Highlights of implementation:**

**Barriers to implementation:**

5.6 Could you please rate the extent to which you think your agency has achieved Outcome 5

- 5 The agency's Action Plan has been forwarded to the Human Rights and Equal Opportunity Commission and is promoted and implemented across the portfolio.
- 4 The agency delivers and evaluates programs and services against outcome 5 objectives.
- 3 Reporting systems have been established to identify discrete activities to achieve outcome 5 and resources are committed to each of these.
- 2 Some resources are committed to this outcome and managerial responsibilities have been assigned to the process to achieve this aim.
- 1 The agency has a plan and can demonstrate awareness of its basic responsibilities to meet the requirements of the DDA through the development of an Action Plan and to eliminate disability discrimination.

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(Please highlight or circle appropriate rating)

## **OUTCOME 6**

*The Minister for Disability has asked portfolios to explore how they can increase the rate of employment of people with a disability.*

### **Policies**

- 6.1 Does your agency have a policy on employment of people with a disability?

Please supply policy as evidence.

No  Preparing one  Contained within other policy  Yes

#### **•Comments:**

•

### **Structures/process**

- 6.2 Do you have strategies in place to promote and increase the numbers of people with disabilities employed within your agency?

No  Preparing one  Contained within other policy  Yes

#### **•Comments:**

•

### **Programs & Services**

- 6.3 Has your agency reviewed recruitment strategies to ensure they are accessible and inclusive to people with a disability?

No  Started review  Review completed  Yes

#### **Comments:**

- 6.4 Have your Job & Person specifications been assessed to ensure they are accessible and inclusive to people with a disability?

No  Started review  Review completed  Yes

### **Staffing & Resources**

- 6.5 Have Managers and Human Resource personnel received training in recruitment, selection and appointment of people with disabilities?

#### **Comments:**

Could you please rate the extent to which you think your agency has achieved Outcome 6

- 5 The agency's employment and recruitment strategies have been reviewed and inclusive strategies developed, promoted and implemented across the portfolio.
- 4 The agency promotes employment of people with disabilities.
- 3 HR practitioners and managers have received training on equitable employment and are reviewing current practices.
- 2 Some resources are committed to this outcome and managerial responsibilities have been assigned to the process to achieve this aim.
- 1 The agency has a plan to review employment and is intending to implement this to eliminate disability discrimination in this area.

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(Please highlight or circle appropriate rating)

### **ORGANISATIONAL LEARNING**

8. What has your organisation learnt through this process?

Thank you for taking time to complete this survey.

/ /2005



## **Appendix 3**

### **Working together to remove travel obstacles**





### **Obstacles – it's time to remove them**

Passengers can play a part in helping to remove obstacles to travel.

- If you have encountered or experienced:
- physical barriers to travel at any stop, interchange, terminal or station;
  - difficulties using transportation services because you were refused assistance;
  - difficulties with travel because information was/is unavailable to you;
  - barriers to travel as a result of your disability;
  - any other obstacles that stop you travelling;
  - please let us know so that the issues can be targeted for improvement in future upgrades.

### **Need help or more information?**

If you need help with lodging your concerns or want more information please contact:

**Adelaide Metro InfoLine 8210 1000**  
Lines open 7 am - 8 pm 7 days a week

#### **Adelaide Metropolitan Service Providers**

##### **Torrens Transit 8292 8100**

Lines open 8 am - 5 pm Monday to Friday

##### **Transitplus 8339 7544**

Lines open 8.30 am - 5 pm Monday to Friday

##### **Southlink 8186 2888**

Lines open 8 am - 6 pm Monday to Sunday

##### **TransAdelaide 8218 2200**

Lines open 6 am - 9 pm Monday to Friday,  
6.30 am - 6.30 pm Saturday  
and 6.30 am - 2 am Sunday

##### **Access Cabs 1300 551 156**

Lines open 7 am - 8 pm Monday to Friday

Manager  
Accessible Public Transport  
Public Transport Division  
PO Box 1998  
Adelaide SA 5001  
Phone: 08 8303 0866  
TTY: 08 8303 0844  
Fax: 08 8303 0828  
Email: [opt@saugov.sa.gov.au](mailto:opt@saugov.sa.gov.au)

#### **Adelaide Metro InfoLine** **Call 8210 1000**

For hearing impaired, call (TTY) on 8303 0844  
Lines open 7 am - 8 pm 7 days a week.  
Or call into the Adelaide Metro InfoCentre,  
corner King William & Currie Streets, Adelaide.  
Open 8 am - 6 pm Monday to Friday,  
9 am - 5 pm Saturday & 11 am - 4 pm Sunday.

[www.adelaidemetro.com.au](http://www.adelaidemetro.com.au)



Government of South Australia

This brochure is a free and accessible service to Adelaide Metro. It is not a legal document. For the latest information on public transport services, please visit our website [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au) or call 8210 1000. (M 0002 1071664)



Adelaide Metro

### **Working together to remove travel obstacles**

Improving Access to Passenger Transport Services



Developed in conjunction with the State Advisory Committee for Accessible Transport (SACAT), People with Disabilities and the Adelaide Metro.

Issued: April 2005



Government of South Australia



Adelaide Metro





### **Who should you speak to?**

If you have a problem with getting to your local bus stop or using your local community bus you should contact your Local Council.

If you have a problem using services provided by the Government of South Australia (eg: Adelaide Access Taxis, Adelaide Metro train, tram or bus services) you should contact the local service provider or the Adelaide Metro.

If you have a problem with services operating in country areas you should contact the local service provider or the Department of Transport, Energy and Infrastructure, Public Transport Division.

## **improving access**

### **What is the Adelaide Metro doing to improve transport services?**

The Adelaide Metro is promoting the need for compliance with the Federal Disability Standards for Accessible Public Transport which were introduced in 2002 and impact on all passenger transport services.

### **What can you do?**

Here are some suggestions that may be helpful if you encounter an obstacle when travelling.

When you experience a problem, explain what kind of assistance you need to the person or people responsible for providing the service.

If your problem is not resolved contact the management of the transportation service personally.

If your problem is still not resolved, you may wish to contact the Department of Transport, Energy and Infrastructure, Public Transport Division formally to register your concerns either by phone, in writing or via email.



### **What will the Adelaide Metro do?**

The Adelaide Metro, through the Department of Transport, Energy and Infrastructure, Public Transport Division, will investigate the issue you raise and write back to you within 20 days of receiving your concern.

### **How can you register your concern with the Adelaide Metro?**

You, your advocate, care or support agency can register concerns in a number of ways:

- By calling the Adelaide Metro InfoLine on 8210 1000
- By submitting your concerns in Braille or TTY or on an audio cassette or computer disk
- By using our online feedback form at <http://www.opt.dtei.sa.gov.au/feedback.html>
- By writing directly to the Manager of the Public Transport Division (see over page)

### **What details should you include?**

When registering a concern please include:

- A description of the problem and if applicable
- Date and time of travel
- Details of your trip
- Names of people spoken to (where possible)



## **Appendix 4**

### **Safer Travel for Passengers using Mobility Aids on Public Transport**





For further information, contact your local State or Territory Passenger Transport Regulator:

- **Australian Capital Territory**  
Department of Urban Services  
[www.transport.act.gov.au](http://www.transport.act.gov.au)  
02 6207 5547 / TTY service 02 6207 0494
- **New South Wales**  
Ministry of Transport  
[www.transport.nsw.gov.au](http://www.transport.nsw.gov.au)  
02 9268 2800 / TTY service 02 9268 2244
- **Northern Territory**  
Dept of Infrastructure, Planning & Environment  
[www.ipe.nt.gov.au/whatwedo/busandferry](http://www.ipe.nt.gov.au/whatwedo/busandferry)  
08 8924 7666
- **Queensland**  
Queensland Transport  
[www.transport.qld.gov.au](http://www.transport.qld.gov.au)  
07 3834 2011 / TTY service 1800 555 677
- **South Australia**  
Dept for Transport, Energy & Infrastructure  
Public Transport Division  
[www.ptd.dtei.sa.gov.au](http://www.ptd.dtei.sa.gov.au)  
08 8303 0822 / TTY service 08 8303 0844
- **Tasmania**  
Dept of Infrastructure, Energy & Resources  
[www.dier.tas.gov.au](http://www.dier.tas.gov.au)  
03 6233 2009
- **Victoria**  
Dept of Infrastructure, Public Transport Division  
[www.doi.vic.gov.au](http://www.doi.vic.gov.au)  
Metro train, tram and bus:  
Metlink 131 638, TTY 03 9619 2727  
Regional train and coach:  
Viclink 136 196, TTY 03 9619 2727  
VLine passenger 136 196, TTY 03 9619 2300
- **Western Australia**  
Department for Planning and Infrastructure  
[www.dpi.wa.gov.au](http://www.dpi.wa.gov.au)  
08 9216 8000

Developed by

The Accessible Public Transport National Advisory Committee,

in consultation with:

- Representatives of Australian Federation of Disability Organisations and the National Disability Advisory Council
- Transport Industry
- Australian Department of Transport and Regional Services
- National Committee on Rehabilitation Engineering, Engineers Australia
- All State and Territory Transport Regulators

## Safer Travel for Passengers using Mobility Aids on Public Transport



PTD789



ACCESSIBLE PUBLIC TRANSPORT  
NATIONAL ADVISORY COMMITTEE

To enhance your safety and accessibility, you and your mobility aid need to address these specifications. Further detail is provided in the DDA Disability Standards for Accessible Public Transport 2002.

### Dimensions

- A boarding device (for example, ramp) must be able to support a total weight of up to 300kg
- Fit within an allocated space of 1300mm by 800mm.

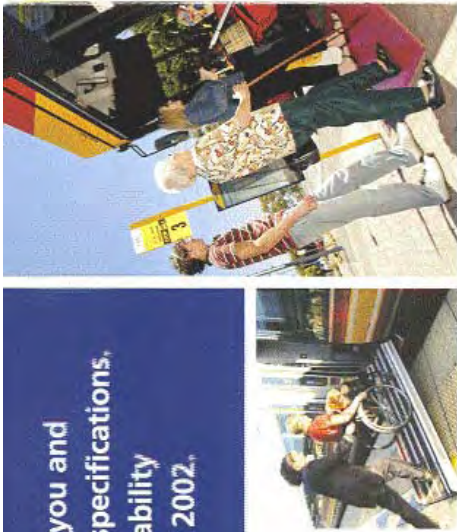


- Have a maximum width of less than 750mm up to 300mm from the ground
- Negotiate a taxi door height of 1400mm



### Stability

- Have effective braking systems to maintain stability.
- Have appropriate anchoring points if required by transport operators or providers
- Comply with regulations governing the carriage of batteries on public transport.
- Transfer to a seat in a taxi if required by the transport operator or provider
- Must be able to travel in the direction determined by the transport operator or provider.



### Manoeuvrability

- Turn 180 degrees within an area 2070mm by 1540mm
- Cross a horizontal gap up to 40mm wide.
- Mount a vertical rise (bump) up to 12mm.



- Cross grating gaps up to 13mm wide and 150mm long.
- Negotiate a 1:14 grade unassisted (eg, ramp).
- Negotiate up to a 1:8 grade where the ramp is less than 1520mm and,
- Negotiate a 1:4 grade with assistance (eg, ramp).



### Frequently Asked Questions

- Q. What should I do before obtaining a mobility aid to use on public transport?**
- A.** Identify your public transport needs and check that you and the mobility aid can meet the specifications in this brochure.
- Q. How can I have a safer journey on public transport?**
- A.** Ensure you and your mobility aid meet the specifications in this brochure and comply with the public transport provider's requirements.
- Q. How can I become confident with getting on and off public transport?**
- A.** You will feel more confident if you can practice getting on and off public transport. Contact your local public transport provider to discuss your transport needs.
- Q. I want my mobility aid to be anchored when travelling. Is this possible?**
- A.** Not all public transport services will have anchoring points available. Check with your local public transport provider.
- Q. Does my mobility aid need to be anchored when travelling on public transport?**
- A.** Your public transport operator or provider may require your mobility aid to be anchored. Check to see if your mobility aid has appropriate anchoring points.
- Q. Are there any weight limitations when using a boarding device?**
- A.** If you require assistance to access public transport, you must ensure that the total weight of yourself, your assistant and your mobility aid is less than 300kg. This is because the maximum weight capacity of a boarding device is 300kg.

## **Appendix 5**

### **Plus 1 Companion Card**







# Transport Assistance for People with a Disability



## What happens once I have sent in my Application?

Some applications may be more complicated than others. Further information may be sought from your doctor, other health professional or disability support service. These applications may take longer to process. Once your application has been processed, you will be advised in writing of the outcome.

SATSS members will receive their first book of vouchers, their photographic identification card (which must be carried when using a taxi) and details outlining how the scheme works.

If you are approved to receive a Plus One FREE COMPANION card you will receive your photographic identification card (which must be carried at all times when travelling on public transport) and details outlining the conditions of use.



## What information do I need to provide?

The information you need to provide is determined by the level of assistance you are applying for, namely the Plus One FREE COMPANION card or membership to SATSS.

Some applicants will require the assistance of their Doctor, medical specialist or mobility instructor to complete the application.

### Persons applying for the Plus One FREE COMPANION card

will need to supply supporting documentation indicating their current & ongoing involvement with any one of the following:

- Commonwealth Accommodation Services;
- Department of Veteran's Affairs Attendant Allowance;
- Centrelink Carer Payments;
- Centrelink Carers Allowance;
- State funded accommodation services or (attendant care) personal support services;
- Travel Pass for Person with Vision Impairment (issued by the Government of South Australia) or the Centrelink Disability Support Pension (Blind).

If you have a physical mobility, cognitive, sensory or functional communication impairment and you do not receive any of the above listed entitlements, you can still apply for a Plus One FREE COMPANION card. You will need to provide documentation relating to your need for assistance while travelling on public transport.

This documentation needs to indicate any training you have undertaken in relation to travel on public transport, the name of the training agency, the name of the trainer, and the date and duration of the training.

**Persons applying for membership to SATSS** will require their doctor/medical specialist and/or orientation and mobility instructor to complete relevant sections of the application and provide supporting documentation where required.

## How can I obtain further information?

Further information can be obtained from:

- SATSS Data Processing Services  
GPO Box 2830, ADELAIDE SA 5001  
Telephone 1300 360 840
- Adelaide Metro InfoLine: Telephone (08) 8210 1000
- Adelaide Metro InfoCentre  
Corner of King William and Currie Street, Adelaide
- The Concessions Administrator  
Public Transport Division (DTEI)  
PO Box 1, WALKERVILLE SA 5081  
Telephone (08) 8303 0822
- Department for Transport Energy and Infrastructure  
Internet site: [www.ptd.dteI.sa.gov.au](http://www.ptd.dteI.sa.gov.au)  
(click on "Accessible Transport" and then "Transport Assistance")
- Adelaide Metro website: [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au)



Government of South Australia  
Department for Transport,  
Energy & Infrastructure

L164014

## Incorporating

### Plus One FREE COMPANION and the

### South Australian Transport Subsidy Scheme (SATSS)

South Australians with disabilities, are able to apply for transport assistance under the Plus One FREE COMPANION card and the South Australian Transport Subsidy Scheme (SATSS).

### Who is eligible for Transport Assistance?

Permanent residents of South Australia who have severe and permanent disabilities which limit their capacity to use public transport, can apply for transport assistance.

Eligibility for transport assistance focuses on an applicant's permanent disability and the way this affects their ability to travel. As such, functional assessment, not diagnosis or type of condition, is the basis for eligibility.



Government of South Australia  
Department for Transport,  
Energy & Infrastructure





### Who is NOT eligible for Transport Assistance?

People who are NOT eligible for a Plus One FREE COMPANION card and/or membership to the South Australian Transport Subsidy Scheme (SATSS) include:

- People with challenging behaviours, such as physical aggression and absconding behaviour which places themselves, a driver or another passenger at risk;
- People who are legally blind and are able to travel independently at ALL TIMES on public transport. People who are legally blind are eligible to apply for a "Travel Pass for Person with Vision Impairment" which entitles the card holder to travel free of charge on all Adelaide Metro bus, train and tram services in metropolitan Adelaide;
- People with an impairment that is temporary or treatable;
- Children under 5 years of age will NOT be eligible for the Plus One FREE COMPANION card. All children under 5 years of age are required to travel with an adult on public transport as per the Passenger Transport Act 1994 Conditions of Travel.

### Plus One FREE COMPANION card

#### What is the Plus One FREE COMPANION card?

The Plus One FREE COMPANION card is designed to assist a wide range of people with physical mobility, cognitive, sensory or communication impairments, who cannot safely use public transport on their own, but who could use public transport with the assistance of a companion/carer.

The Plus One FREE COMPANION card also assists people who cannot travel independently at certain times (e.g. night) or on unfamiliar routes, but who can otherwise travel independently on public transport.

#### What benefits are available to holders of a Plus One FREE COMPANION card?

Holders of a Plus One FREE COMPANION card are able to travel on all Adelaide Metro bus, train and tram services throughout metropolitan Adelaide accompanied by a companion/carer. Whilst the Plus One FREE COMPANION card holder must be in possession of a valid metro ticket and concession card (if applicable), the companion/carer travels free of charge.

### Where can I use my Plus One FREE COMPANION card?

The Plus One FREE COMPANION card can ONLY be used on Adelaide Metro bus, train and tram services operating in metropolitan Adelaide.

The Plus One FREE COMPANION card is not recognised interstate and may not be accepted by any private bus, coach or rail services operating within and throughout South Australia.

### SOUTH AUSTRALIAN TRANSPORT SUBSIDY SCHEME

#### What is the South Australian Transport Subsidy Scheme (SATSS)?

The South Australian Transport Subsidy Scheme (SATSS) is a State Government subsidised taxi travel program. It is for people with permanent and severe disabilities who, because of their disabilities, cannot safely use public transport either independently or accompanied by a companion/carer.

Consideration for eligibility to SATSS includes:

- Evidence of a person's inability to use public transport;
- The effect of a combination of impairments on an individual's abilities;
- The appropriateness of SATSS to provide transport assistance;
- Consideration of personal safety issues (from the individual, transport provider and general public perspective);
- The mobility criteria for SATSS established prior to July 2005;
- Sensory impairments (including vision);
- Cognitive & intellectual impairment (including psychiatric & neurological conditions) and;
- Communication impairments.

#### What benefits are available to SATSS members?

SATSS provides members with 80 personalised vouchers for subsidised taxi travel every six months. The subsidy applies to the first \$40 of a taxi fare, the member must cover the full amount of any fare over the \$40 maximum fare limit.

#### Membership is divided into two categories:

**An Ambulant Member** (those who are able to walk and who are not confined to a wheelchair) receives 50% subsidy (maximum subsidy of \$20 per voucher) and pays 50% of the fare themselves; or

**Members confined to a wheelchair** receive 75% subsidy (maximum subsidy of \$30 per voucher) and pay 25% of the fare themselves.

If the taxi fare is over \$40 the member must pay their required contribution plus any amount over the \$40. For example, if the taxi fare is \$42.50, an Ambulant member (50% subsidy) would pay \$22.50 (\$20 plus the \$2.50 over the \$40 fare) and the SATSS voucher would cover the remaining \$20.

### Where can I use my SATSS vouchers?

Current green and gold SATSS vouchers can be used to catch a taxi in any state or territory in Australia. Members need to fill out the relevant details on the voucher before providing it to the taxi driver. The same level of subsidy on your fare will apply interstate as you would receive in South Australia.

### What are my Membership Obligations?

Once your application is received it will be assessed. If approved for either the Plus One FREE COMPANION card or for membership to SATSS or both, you will receive the appropriate membership card and SATSS vouchers (if applicable) plus a copy of the relevant conditions of use.

### How do I apply for Transport Assistance?

To apply for Transport Assistance in the form of the Plus One FREE COMPANION card and/or SATSS membership, you will need to complete the relevant sections of the application form titled "Application for Transport Assistance".

Some applicants may need assistance from a general practitioner, medical specialist or mobility instructor to complete the application, whilst others may complete some sections of the form themselves.

Your application must be accompanied by one passport sized colour photograph (head and shoulder shot) of the applicant which must be certified by the applicant's doctor or a Justice of the Peace.

Post your completed application form plus any supporting documentation (where required), plus your photographs to:

**SATSS Data Processing Services**  
GPO Box 2830, ADELAIDE SA 5001



## **Appendix 6**

### **Access Cabs Performance Levels**



## **ACCESSIBLE TAXIS**

### **BACKGROUND**

The Department for Transport, Energy and Infrastructure, Public Transport Division, assists in the provision of wheelchair accessible transport and is responsible for the administration of the South Australian Transport Subsidy Scheme (SATSS).

Following an open public tender process, from the 23 March 2003 Adelaide Independent Taxis (trading as Adelaide Access Taxis) became the service provider responsible for the management of the Access Taxi Centralised Booking Service.

There is currently a fleet of 69 wheelchair accessible taxis with 15 new licenses to be released by the end of 2007. The fleet, consists of single wheelchair accessible taxis and vans able to fit 2 to 3 wheelchairs plus passengers, operating in Metropolitan Adelaide. An Access Taxi Hotline number has been established for customer to report any service problems, or to commend excellent service.

### **STATISTICS**

The following statistics are provided by the Public Transport Division, from statistical information provided by Adelaide Access Taxis.

Total Number of Jobs Completed

A job completed refers to any Access Taxi job that has been undertaken by the Access Taxi fleet, including school services.

Period	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
<b>Total Jobs</b>	13,012	14,533	13,232	14,106	14,319	14,568	13,925	14,303	14,779	11,311	14,160	16,340

Period	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
<b>Total Jobs</b>	14,745	15,712	15,181	14,893	16,281	14,848	15,171	15,145	15,367	10,425	14,654	16,767

Period	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
<b>Total Jobs</b>	14,088	16,918	15,638	15,349	17,037	16,349	14,849	16,013	15,188	13,004	15,106	17,137

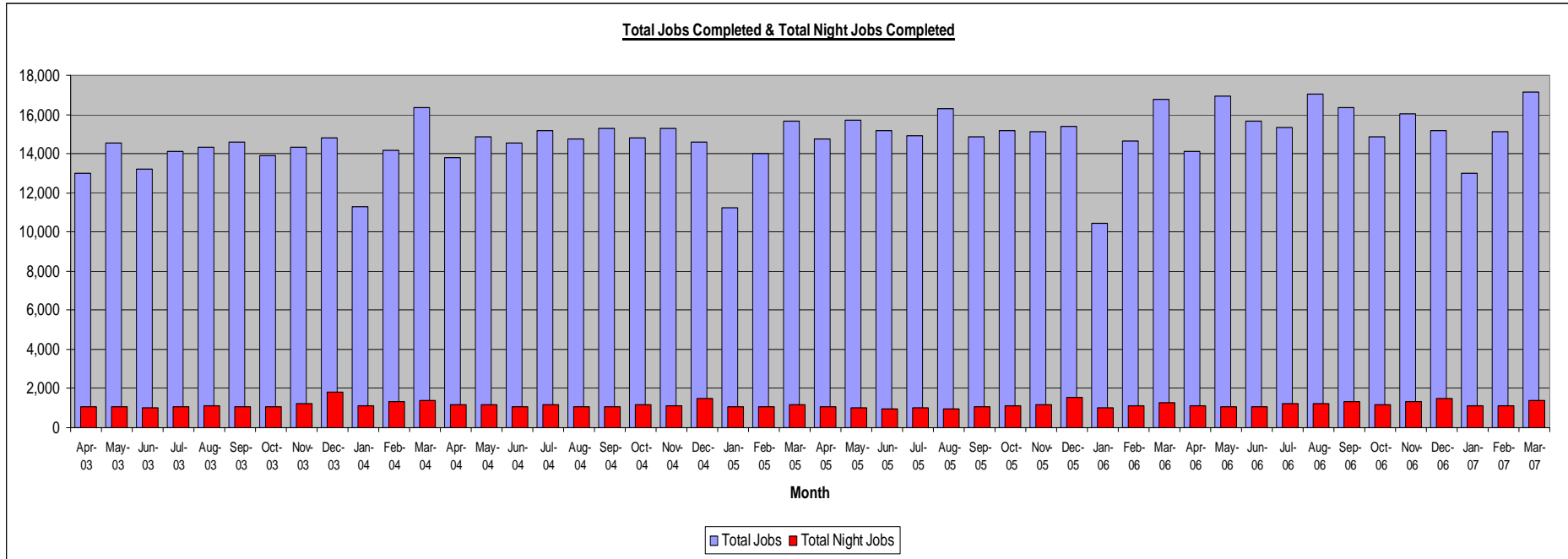
Total Number of Night Jobs Completed

A night job refers to an Access Taxi job undertaken between the hours of 7pm to 6am, 7 days a week.

Period	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
<b>Total Night Jobs</b>	1,061	1,075	1,008	1,072	1,118	1,088	1,045	1,247	1,810	1,144	1,325	1,404

<b>Period</b>	<b>Apr-04</b>	<b>May-04</b>	<b>Jun-04</b>	<b>Jul-04</b>	<b>Aug-04</b>	<b>Sep-04</b>	<b>Oct-04</b>	<b>Nov-04</b>	<b>Dec-04</b>	<b>Jan-05</b>	<b>Feb-05</b>	<b>Mar-05</b>
<b>Total Night Jobs</b>	1,168	1,165	1,040	1,192	1,079	1,081	1,148	1,110	1,514	1,087	1,057	1,170
<b>Period</b>	<b>Apr-05</b>	<b>May-05</b>	<b>Jun-05</b>	<b>Jul-05</b>	<b>Aug-05</b>	<b>Sep-05</b>	<b>Oct-05</b>	<b>Nov-05</b>	<b>Dec-05</b>	<b>Jan-06</b>	<b>Feb-06</b>	<b>Mar-06</b>
<b>Total Night Jobs</b>	1,083	1,021	933	991	955	1,086	1,114	1,162	1,552	1,026	1,111	1,267

<b>Period</b>	<b>Apr-06</b>	<b>May-06</b>	<b>Jun-06</b>	<b>Jul-06</b>	<b>Aug-06</b>	<b>Sep-06</b>	<b>Oct-06</b>	<b>Nov-06</b>	<b>Dec-06</b>	<b>Jan-07</b>	<b>Feb-07</b>	<b>Mar-07</b>
<b>Total Night Jobs</b>	1,132	1,087	1,068	1,211	1,218	1,329	1,175	1,323	1,503	1,109	1,141	1,365



Percentage of Jobs Completed within 30 minutes of customer required time

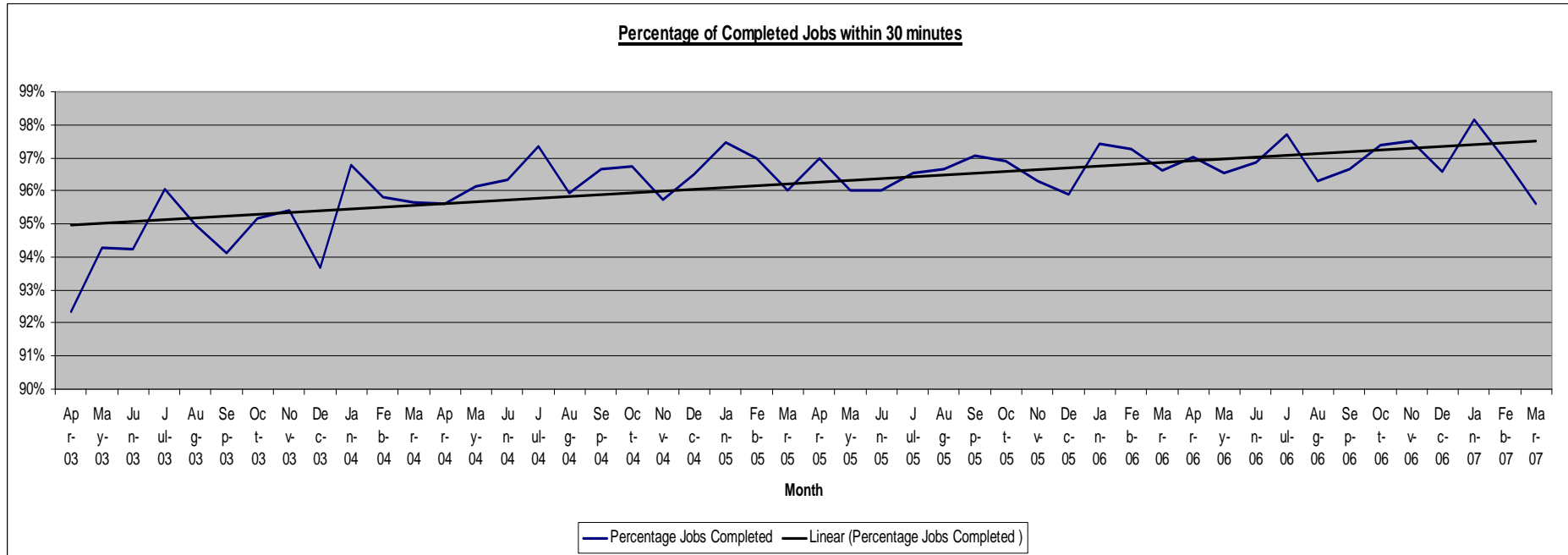
The percentage of completed jobs within 30 minutes, represents the percentage of total Access Taxi jobs completed within 30 minutes of the customers required time to travel. In an effort to significantly improve the timeliness of Access Taxis services, from 1 December 2002 the Government introduced the On-Time Bonus Scheme. The On-Time Bonus Scheme is paid by the Government to the Access Taxi driver, for each jobs that has been undertaken within 30 minutes of the customers' required time (provided a number of administrative requirements are fulfilled).

Period	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
<b>% Jobs Completed</b>	92%	94%	94%	96%	95%	94%	95%	95%	94%	97%	96%	96%

Period	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05
<b>% Jobs Completed</b>	96%	96%	96%	97%	96%	97%	97%	96%	96%	97%	97%	96%

Period	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
<b>% Jobs Completed</b>	97%	96%	96%	97%	97%	97%	97%	96%	96%	97%	97%	97%

Period	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
<b>% Jobs Completed</b>	97%	97%	97%	98%	96%	97%	97%	97%	97%	98%	97%	96%



**Number of Customer Complaints / Commendations**

Customer complaints and commendations are received from the Access Taxi Hotline, and through written correspondence and phone calls to both the Public Transport Division, and Adelaide Access Taxis.

Adelaide Access Taxis provides responses to all customer enquiries, complaints and commendations within 24 hours in all circumstances verbally, and 7 working days, where written communication is received from the customer.

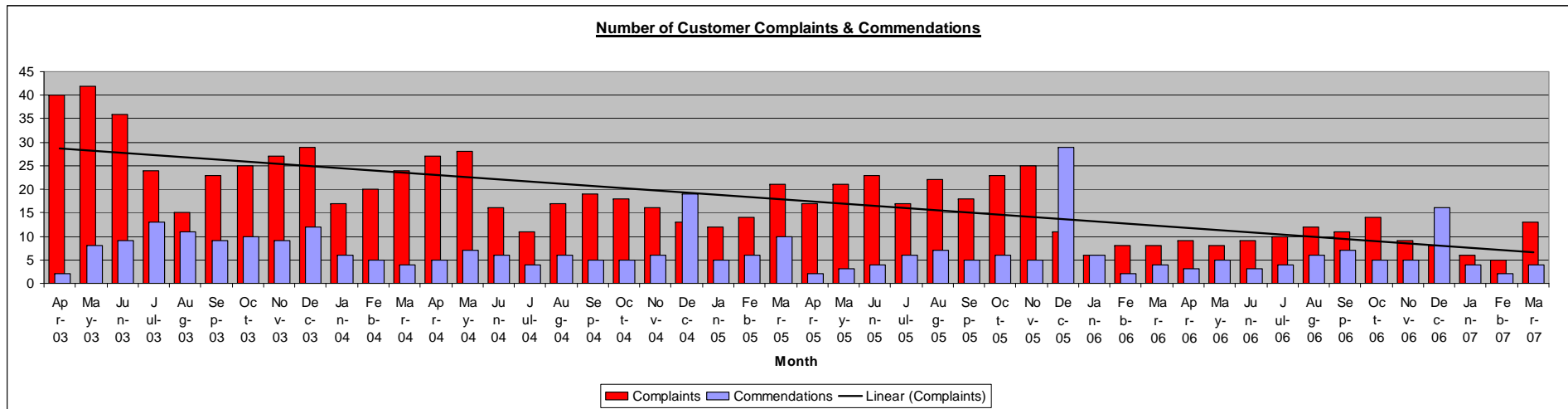


Period	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
<b>Complaints</b>	40	42	36	24	15	23	25	27	29	17	20	24
<b>Commendations</b>	2	8	9	13	11	9	10	9	12	6	5	4
<b>Ratio of Complaints to Commendations</b>	20:1	5:1	4:1	2:1	1:1	3:1	3:1	3:1	2:1	3:1	4:1	6:1

Period	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05
<b>Complaints</b>	27	28	16	11	17	19	18	16	13	12	14	21
<b>Commendations</b>	5	7	6	4	6	5	5	6	19	5	6	10
<b>Ratio of Complaints to Commendations</b>	5:1	4:1	3:1	3:1	3:1	4:1	4:1	3:1	1:1	2:1	2:1	2:1

Period	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
<b>Complaints</b>	17	21	23	17	22	18	23	25	11	6	8	8

<b>Commendations</b>	2	3	4	6	7	5	6	5	29	6	2	4
<b>Ratio of Complaints to Commendations</b>	9:1	7:1	6:1	3:1	3:1	4:1	4:1	5:1	0:1	1:1	4:1	2:1
<b>Period</b>	<b>Apr-06</b>	<b>May-06</b>	<b>Jun-06</b>	<b>Jul-06</b>	<b>Aug-06</b>	<b>Sep-06</b>	<b>Oct-06</b>	<b>Nov-06</b>	<b>Dec-06</b>	<b>Jan-07</b>	<b>Feb-07</b>	<b>Mar-07</b>
<b>Complaints</b>	9	8	9	10	12	11	14	9	8	6	5	13
<b>Commendations</b>	3	5	3	4	6	7	5	5	16	4	2	4
<b>Ratio of Complaints to Commendations</b>	3:1	2:1	3:1	3:1	2:1	2:1	3:1	2:1	1:1	2:1	3:1	3:1



Average customer waiting time

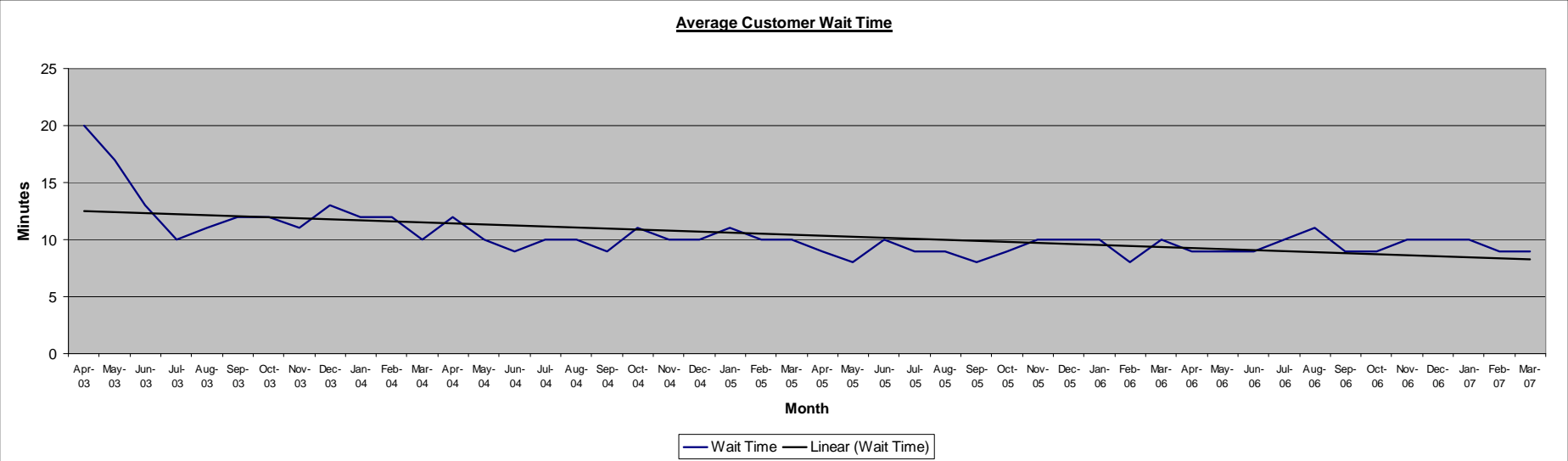
The average customer wait time refers to the time between the customers' requested booking time, to the time when the access driver arrives at the requested booking destination.

Period	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04
Wait Time	20	17	13	10	11	12	12	11	13	12	12	10

Period	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05
Wait Time	12	10	9	10	10	9	11	10	10	11	10	10

Period	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Wait Time	9	8	10	9	9	8	9	10	10	10	8	10

Period	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
Wait Time	9	9	9	10	11	9	9	10	10	10	9	9



Note: The Public Transport Division has published the statistical information in the best intention free from errors.

## **Appendix 7**

### **Terms of Reference for the State Advisory Committee on Accessible Transport**



**TERMS OF REFERENCE**

**FOR THE**

**DEPARTMENT FOR TRANSPORT, ENERGY &  
INFRASTRUCTURE**

**STATE ADVISORY COMMITTEE  
ON ACCESSIBLE TRANSPORT  
(SACAT)**

**March 2007**

**TERMS OF REFERENCE  
FOR THE  
  
DEPARTMENT FOR TRANSPORT, ENERGY &  
INFRASTRUCTURE  
  
STATE ADVISORY COMMITTEE ON ACCESSIBLE  
TRANSPORT**

The State Advisory Committee on Accessible Transport (“SACAT”) has been established by the Department for Transport, Energy & Infrastructure (“DTEI”).

**Role of the SACAT**

The role of the SACAT is to provide advice to the DTEI on matters relating to the implementation, operation, and evaluation of services, facilities and infrastructure initiatives that come under the control of the Minister for Transport, Energy & Infrastructure that are related to accessibility in its broadest context.

Issues for consideration by the Committee may relate to both internal and external consumers. Additional functions may be undertaken at the request of the DTEI.

In order to perform these advisory functions, members of SACAT will be provided with information in relation to all topics under discussion. Where possible the information will be provided at least 2 weeks prior to a meeting.



It is expected that members will provide their organisational views and opinions in conjunction with personal insights and individual levels of expertise related to all matters under consideration.

Comments from members are expected to address a wide range of matters, including:

- consideration of policy initiatives;
- input to the development and review of the DTEI's Disability Action Plan; and
- Strategic Planning for disability service provisions across the Minister for Transport, Energy & Infrastructure's Portfolio.

### **Composition of the SACAT**

Membership of the SACAT will be by appointment by the Minister for Transport.

Membership of the SACAT will consist of representatives drawn from the following areas:

- ❖ *Public Transport Division, DTEI*
- ❖ *Policy & Planning Division, DTEI*
- ❖ *Department Human Services*
- ❖ *Council on the Ageing SA*
- ❖ Local Government Association
- ❖ South Australian Multicultural and Ethnic Affairs Commission
- ❖ Carers SA
- ❖ Access Cabs consumer
- ❖ Disability Sector representatives
  - Vision Impairment
  - Advocacy,
  - Physical Disability
  - Brain Injury and/or Intellectual Disability
  - Deaf
  - Alzheimer's Association

- ❖ Other organisations as identified from time to time.

The Chief Executive Officer of each designated organisation will be invited to submit to the DTEI nominations to SACAT in the first instance. All nominations to DTEI will be submitted to the Minister of Transport for consideration.

Membership of the SACAT is for a term of two years.

### **Frequency and Duration of Meetings**

The SACAT will meet every two months for up to 2 hours. All meetings will be held in the DTEI offices, on level 10, Roma Mitchell House 136 North Terrace, Adelaide unless otherwise advised.

There may be occasions when meetings may proceed for a longer duration or additional special meetings will be convened.

### **Sub Committees**

There may be a requirement for Members to form or attend subcommittees to discuss matters at times other than at the regular meetings.

SACAT subcommittees may co-opt DTEI members as required.

SACAT members may be invited to participate in subcommittees established to discuss matters relating to the provision of accessible services provided by DTEI.

### **Business Matters**

Members will be expected to:

- comment on matters put to the SACAT by the DTEI.
- receive and respond to briefings from the DTEI on current issues and activities; and
- raise issues for the DTEI's consideration and consider proposed actions or policy responses.

DTEI staff or external presenters may be invited from time to time to talk or join a discussion on specific topics.

### **Administrative Matters**

All SACAT Members will receive copies of the minutes of the previous meeting within 2 weeks. An agenda of the next meeting and any relevant information that requires their attention will be made available two weeks prior to any meeting.

All enquires related to meetings or discussions are to be directed to the Executive Officer of the SACAT in the first instance.

Members required to attend SACAT meetings using Access Cabs or public transport will be provided with vouchers or bus tickets in the performance of their duties as a member of SACAT.

Members are requested to nominate a proxy if they are unable to attend a meeting and advise the Executive Officer of details prior to the meeting.

It is the responsibility of Members to inform the Executive Officer of any changes in circumstances, e.g. contact numbers, employment details, etc.

The Executive Officer will liaise with the Chair of the committee to determine priorities for the each agenda.

It is the responsibility of Members to contact the Executive Officer if there are specific items they require to be placed on the agenda. If Members wish to include any additional items after the agenda has been set they are to inform the Executive Officer prior to the meeting. These items may then be included as “other business”.

All minutes will be presented to the Committee for their formal ratification.

### **The Chair**

The SACAT is chaired by the Executive Director, Public Transport. Delegation of this role shall be at the discretion of the Executive Director, Public Transport.

### **Role of the Executive Officer**

The role of the Executive Officer is to:

- manage the SACAT’s agenda items and issues that require the attention of Members or relevant DTEI staff;
- prepare the agenda in liaison with the Chair;
- consult with relevant parties and act as conduit between the SACAT and relevant DTEI staff; and
- ensure decisions of the SACAT are acted upon and that Members are kept fully informed of the action taken.

### **Role of the SACAT Co-ordinator**

The role of the SACAT Co-ordinator is to:

- arrange times for the Executive Officer to meet with the Chair to discuss the agenda;
- record and process minutes;
- mail out agendas and minutes of the previous meeting to Members prior to the next meeting along with other discussion papers;
- liaise with the Executive Officer in preparation of the unconfirmed minutes of the previous meeting for submission to members of the Committee; and
- maintain copies of minutes and agendas of each meeting, including a schedule of meeting dates and Members' details.

✘ Where the terms of reference are silent on an issue the Chair's determination shall be the rule.



## **Appendix 8**

### **SATSS Application Form**





**Copies of a South Australian Transport Subsidy Scheme (SATSS) application form is available for viewing at**

**[www.opt.dtup.sa.gov.au/accessible/assistance.html](http://www.opt.dtup.sa.gov.au/accessible/assistance.html)**



## **Appendix 9**

### **South Australian Strategic Plan**



**Copies of South Australia's Strategic Plan available for  
viewing at**

**<http://www.stateplan.sa.gov.au/>**