

DISABILITY **ACCESS** AND INCLUSION **PLAN**

2022–2026



Message from Chief Executive Officer

ReturnToWorkSA provides work injury insurance that protects South Australian businesses and their workers in the event of a work injury.

We manage and regulate the South Australian Government's Return to Work scheme, which protects more than 53,000 employers and their workers from the costs associated with work injuries, allowing us to focus on getting people back to work as soon as possible after an injury. Our belief is that work is an essential part of a healthy, rewarding life.

Supporting people with work injuries to fully participate in work and life is central to our business, and the way we provide this support is strongly aligned with the values and principles outlined in the Inclusive SA State Disability Inclusion Plan 2019-2023, and Australia's Disability Strategy 2021-2031.

We are proud to support the active participation of people with a disability and their carers in all parts of our business, and we are committed to ensuring that the South Australian Return to Work scheme is accessible and equitable for everyone.



Michael Francis
Chief Executive Officer
ReturnToWorkSA



About our Disability Access and Inclusion Plan

We are committed to ensuring that the South Australian Return to Work scheme is accessible and equitable for all people.

We are pleased to release this Plan which has been developed in line with the *Disability Inclusion Act 2018 (SA)*.

Our Plan outlines our commitments to identify and meet the needs of people with a disability and builds on our previous work in this area.

Acknowledgements

ReturnToWorkSA acknowledges the valuable feedback provided by our employees and our agents on behalf of employers and injured workers, as well as the guidance from Inclusive SA.

Inclusion is central to our mission

The nature of our business means that accessibility is key to delivering desirable, affordable and durable services to workers with an injury. For us, disability and inclusion is business as usual. This means:

- Aligning our broader approach to Inclusion.
- Reviewing and releasing our Disability Action and Inclusion Plan every 3 years.
- Ensuring access and equity requirements are included in key provider/agent contracts.
- Continuing to provide information and resources about disability to employees and scheme participants, including the provision of disability awareness sessions to employees, case managers, and providers.
- Producing templates to advise people that information is available in alternative formats on request (for example in braille, audio and e-text).
- Should a minor be present, we will adhere to legislation such as the *Children and Young People (Safety) Act 2017*.
- Advertising external vacancies on our website and via Disability Works Australia.
- Implementing strategies to address enhancements following a disability access audit in 2018, with further audit planned to support implementation of this DAIP.
- Continuing to provide training to relevant employees on how to receive and make calls through the National Relay Service – this service is promoted on all products and our website so people who are deaf / have a hearing or speech impairment can access our services.
- Continuing to organise workplace modifications as required for individual employees.

Context

Disability Inclusion Act 2018 (SA)

An Act to promote the full inclusion of people with a disability in the community to help them achieve their full potential as equal citizens.

Inclusive SA State Disability Inclusion Plan 2019-2023

The key outcomes outlined in this Plan align with those of Australia's Disability Strategy 2021-2031 and demonstrate the South Australian Government's commitment to improving the participation of people with disability across a range of areas so that they can enjoy the rights and opportunities provided to all citizens.

ReturnToWorkSA's Disability Access and Inclusion Plan

Our Disability Access and Inclusion Plan outlines a range of practical actions designed to continuously improve our services for workers with an injury, employers and our employees with disability.

Outcome 1: Inclusive and accessible communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life.

Actions	Responsibility	Timeframe	Measurable Target
Internal and external events organised by ReturnToWorkSA will meet the needs of people with disability.	Event organisers	2022-26	Internal and external events are held in accessible venues and meet the access requirements of attendees. No complaints from participants. All events include an inclusion statement encouraging people to contact meeting organisers with any accessibility needs.
Ensure that information (publications, products and online) is provided in accessible formats and uses inclusive language and imagery.	People and Communications Relevant business units All ReturnToWorkSA employees	2022-26	Captions and transcripts are provided as a text alternative to audiovisual material. Inclusive language and imagery is used in publications and products are readily accessible. Information about how to request information in alternative formats is included in core business products/templates and website. No complaints received.
Our corporate website, intranet and online services meet and maintain Web Content Accessibility Guidelines 2.0 AA compliance. Support the promotion and application of web accessibility principles across the business.	People and Communications Technology Systems and Services Relevant business units	2022-26	Website/intranet projects include Web Content Accessibility Guidelines 2.0 AA compliance as a mandatory requirement. Undertake periodic audits to ensure 100% compliance is achieved
Promote the National Relay Service and availability of AUSLAN interpreters.	People and Communications Regulation Insurance	2022-26	National Relay Service information is included in core business products/templates and website. Information on how to book an AUSLAN interpreter is included in our interpreting and translating policy and website. Ensure customers are able to access interpreter services. ReCONNECT participants are able to access interpreter services.
Maintain accessible facilities for people with disability.	Finance	2022-26	Compliant with applicable standards subject to risk assessment. Conduct an independent audit on the office tenancy at 400 KWS to ensure compliance against the relevant Building Codes and Standards of Australia. No complaints received. Periodic review

Outcome 2: Economic security and employment

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives.

Actions	Responsibility	Timeframe	Measurable Target
Review job descriptions to ensure that job requirements for the roles do not directly or indirectly discriminate on the basis of disability. Encourage job seekers to apply for positions at ReturnToWorkSA	People and Communications	Periodic review	All external positions advertised via: <ul style="list-style-type: none"> • Career alert email sent to Disability Works SA. • ReturnToWorkSA website. A question on all job interview confirmation emails provides for an applicant to include information about their access requirements when attending an interview. ReturnToWorkSA Award continues to include a transport reimbursement allowance for employees with disability.
Ensure managers respond to individual employee needs for workplace modifications in a timely manner.	People and Communications People Leaders and Managers	2022-26	Appropriate workplace modifications are undertaken by a qualified individual as required. Information about relevant resources is provided to employees.

Outcome 3: Rights protection, justice and legislation

People with disability have their rights upheld, promoted and protected.

Actions	Responsibility	Timeframe	Measurable Target
Customer complaint processes are simple, flexible and well promoted.	People and Communications Regulation Insurance	2022-26	All customers can access information on our website. Provide customers with information on complaints processes.



Outcome 4: Personal and community support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities.

Actions	Responsibility	Timeframe	Measurable Target
Provide personalised and appropriate services that meet the needs of all workers.	Regulation Insurance	2022-26 2022-26	The mobile case management approach is in place and regular updates are provided for relevant workers and employers. The ReCONNECT and EnABLE services are available to workers with disability to enable them to reconnect with the workforce and the community.
Ensure external meetings are held in accessible venues.	Relevant business units	2022-26	Ensure locations meet the needs of people with disability,

Outcome 5: Learning and skills

People with disability achieve their full potential through their participation in an inclusive, high quality, education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives.

Actions	Responsibility	Timeframe	Measurable Target
Provide training in an accessible format, e.g. location facilities, materials.	People and Communications Relevant business units	2022-26	People with disabilities are able to fully participate in training. Enrolment processes invite participants to identify access requirements for their participation. Facilitators of all programs or activities encourage participants to raise any support needs so that they may fully participate. Where needed, facilitators provide materials in an accessible format.
Promote the DAIP to new employees.	People and Communications	2022-26	Information about the Disability Access and Inclusion Plan is included in the Corporate Induction Program and available on our intranet. Performance management training for all leaders and managers includes consideration of training needs for staff with disability
Raise disability awareness amongst employees.	People and Communications	2022-26	All employees have access to, and are encouraged to participate in, the Inclusion Program suite of training. All Leaders and Managers, and frontline employees complete core modules in the Inclusions Program at a minimum every 3 years, and within 12 months of commencement at ReturnToWorkSA.

Outcome 6: Health and wellbeing

People with disability are supported to attain the highest possible health throughout their lives.

Actions	Responsibility	Timeframe	Measurable Target
Promote the health benefits of work.	People and Communications Regulation Insurance	2022-26	Health benefits of work messages included in core business products and publications. ReCONNECT and EnABLE actively supports clients to access services that support their recovery and return to work. Provide education regarding health benefits of work to medical and allied health providers.
Assess feasibility of having stronger and strategic relationships with community and disability associations.	Regulation Insurance	2022-26	The EnABLE service model is in place. ReCONNECT works collaboratively with community services to support client recovery and return to work. Explore opportunities to expand sources for recruitment of potential employees
Provide appropriate support to employees with a medical condition or disability to ensure their health, wellbeing and safety at work.	People and Communications People Managers	2022-26	Employee onboarding process includes requirement to establish personal emergency evacuation plan (PEEP) for employees with a medical condition or disability. PEEP to be established for existing employees who develop a medical condition or disability as soon as practical. Warden training details responsibilities relating to PEEPs. Promote the Employee Assistance Program, including Manager Assist Service. Develop and implement one manager inclusion awareness training session per year.

Implementation and reporting

ReturnToWorkSA will promote our Disability Action and Inclusion Plan 2022-2026 on our corporate website and our intranet.

The People and Communications business group will ensure the implementation of this Plan by:

- providing disability information and advice to ReturnToWorkSA employees
- coordinating and supporting business areas to complete the actions outlined in this Plan

- reviewing policies, procedures and practices to ensure the needs of people with disability are considered
- providing annual progress reports to the Executive Leadership Team

ReturnToWorkSA will also provide a progress report in our Annual Report.

Appendix 1: Definitions

Under federal legislation (*Disability Discrimination Act 1992*) and SA legislation (*Equal Opportunity Act 1984*) it is against the law to discriminate against someone based on their disability. Disability discrimination happens when people with a disability are treated less fairly than people without a disability and the discriminator fails to make reasonable adjustments to rectify the situation. It also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

The *Disability Discrimination Act 1992* (Cwlth) defines “disability” as meaning:

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| a) total or partial loss of the person’s bodily or mental functions; or | g) a disorder, illness or disease that affects a person’s thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; |
| b) total or partial loss of a part of the body; or | h) and includes a disability that: |
| c) the presence in the body of organisms causing disease or illness; or | i) presently exists; or |
| d) the presence in the body of organisms capable of causing disease or illness; or | j) previously existed but no longer exists; or |
| e) the malfunction, malformation or disfigurement of a part of the person’s body; or | k) may exist in the future (including because of a genetic predisposition to that disability); or |
| f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or | l) is imputed to a person. |

The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) defines persons with disabilities as including those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others. These barriers can be environmental and attitudinal.

This broader understanding recognises that disability may be a product of impairment of functionality but also of the environment in which the person lives. Social, attitudinal, economic and cultural barriers can limit participation as can a person’s individual circumstances (eg nature and degree of impairment, capacities and skills).

The UNCRPD defines ‘discrimination’ on the basis of disability to mean any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field.

Appendix 2: People with disability living in South Australia

The Australia Bureau of Statistics (ABS) *Survey of Disability, Ageing and Carers 2018* (SDAC)* defines a person with disability as someone who has a functional limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

In SA, over one in five people (332,500 or 19.4%) reported having a disability in 2018. Of these, nearly 87.5% had a specific limitation or restriction that meant they were limited in the core activities of self-care, mobility or communication, or restricted in schooling or employment.

- just over one-quarter (28.3%) of all people with disability of working age were employed full-time
- in 2018, the following groups with disability had an employment restriction:
 - almost half (47.8%) of those working full-time
 - two-thirds (64.5%) of those working part-time

*2018 is the most recent data documented on ABS website