



JUSTICE PORTFOLIO STRATEGIC DISABILITY STATEMENT

June 2006

Promoting Independence

The Justice Portfolio's vision is for South Australia to be a safe, fair and just place to live, work, visit and conduct business. The South Australian Government is seeking an enhanced quality of life for people with disabilities, through their effective participation and independence in the community, as citizens of South Australia.

In 2003, it was estimated that there are over 362,000 South Australians [about 24% of the population] with a disability (*ABS cat. no. 4430.0*). As the South Australian population ages, more people are likely to live with a disability.

In striving to realise our vision for South Australia, the Department of Justice and all its agencies and offices will:

- support and adhere to the Government's Disability Policy - *Promoting Independence*;
- meet the requirements of the *Equal Opportunity Act 1984* and the *Disability Discrimination Act 1992*; and
- respond to all people with a disability (public, clients, staff and volunteers) and their associates with awareness, flexibility, adaptability and empathy.

Accordingly, the Justice Portfolio commits to the following:

making civil justice, criminal justice and emergency services and products accessible to people with a disability, and their associates by:

- seeking to identify and meet the needs of staff, volunteers and the public with a disability
- taking a planned and managed approach to meet approved standards for physical access at sites and facilities where services are provided
- ensuring that new and alternative methods of delivering services and products, including technological solutions (eg websites and intranets) meet accepted accessibility standards



treating people with a disability, and their associates fairly and equitably by:

- being consistent, fair and non-discriminatory in making decisions and providing services to the public, clients, staff or volunteers with a disability
- minimising barriers for people with “aggregate disadvantage”, ie people with multiple disabilities, hidden cognitive disabilities or Indigenous Australians with a disability, or people with a disability who live in a remote location, or people with a disability who do not use English as their preferred language

informing people with a disability, and their associates about available services and seeking their views on how we may best meet their needs by:

- providing information that is accessible to people with a disability and using targeted marketing strategies to reach the public, staff and volunteers with a disability
- consulting a representative cross-section of people with a disability when formulating policies, developing information and making decisions on how best to improve service delivery

working with people with a disability, and their associates and responding to their identified needs by:

- delivering services and products in flexible ways which meet their needs
- ensuring our staff and volunteers are aware, skilled and equipped to respond sensitively and fairly to the public and colleagues with a disability, consistent with the Promoting Independence Training Framework
- recognising the diversity of views and needs of people with a disability

achieving the best possible results for people with a disability, and their associates by:

- reviewing and evaluating service provision to identify service gaps for people with a disability
- using feedback and complaints from people with a disability to continuously improve and solve problems
- making best use of our staff’s skills, knowledge and community contacts in relation to disability



serving people with a disability, and their associates efficiently and effectively, by:

- identifying indicators of good performance in our dealings with people with a disability
- ensuring that staff and volunteers meet the high standards of service that people with a disability deserve
- making the best use of our resources

being responsible and accountable for our actions and results for people with a disability, and their associates by:

- integrating disability considerations into agency strategic and business plans and corporate support systems (eg procurement, finance, complaints, asset management)
- completing and implementing Disability Action Plans in each agency
- including our results and improvements in working with people with a disability in agency Annual Reports.

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Government of South Australia

Department of Justice

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(To be reviewed in 2009)

