

# Corporate Reporting

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## Reconciliation

The department has an ongoing commitment to the delivery of inclusive services that achieve sustainable outcomes for Aboriginal and Torres Strait Islander people. It is dedicated to improving the cultural and spiritual wellbeing of Aboriginal and Torres Strait Islander people to build strong, safe and resilient communities.

The *Reconciliation Action Plan 2014-2016*, which has been lodged with Reconciliation Australia, promotes reconciliation across the department by:

- providing leadership on behaviour, values and culture that foster reconciliation;
- supporting the integration of reconciliation principles and practices into divisional plans and staff participation in Aboriginal events;
- providing advice to senior leaders on reconciliation matters; and
- leading the development of initiatives and promotional activities that support reconciliation.

During NAIDOC Week in July 2014, the Chief Executive's Award for Aboriginal and or Torres Strait Islander Employee of the Year was presented to Sandy Marty, for her significant contribution to the Mimili community on the APY Lands through her work as coordinator of the Mimili Family Wellbeing Centre. As part of National Reconciliation Week 2015, a number of activities were held across the department, including morning and afternoon teas in both central and regional locations.

During the past year, an issues paper was developed to guide the development of the *DCSI Aboriginal Priorities Plan 2015-18*. Following extensive consultation, the highest priority areas identified were:

- Aboriginal young people;
- Aboriginal women; and
- Aboriginal residents of remote communities.

Common high-level indicators against the priority areas were developed using the Results Based Accountability framework to measure collective action. An annual Aboriginal Priorities Plan Progress Report will be produced on actions against these areas.

## Carers Recognition Act 2005

The *Carers Recognition Act 2005* acknowledges the valuable role of unpaid carers in supporting those they care for within the community. The Carers Charter is enshrined within the Act and sets out principles to guide State Government agencies in their interactions with carers.

Achievements during 2014-15 against the principles of the Carers Charter and sections 6 (1) and 6 (2) of the Act, included the following.

### **All officers, staff and agents have an awareness and understanding of the Carers Charter**

- An information sheet was developed for employees with caring responsibilities and distributed across State Government departments. The information sheet is publicly available from our website.
- Funding was allocated to the first stage of a two-year project benefiting Aboriginal carers. The project involves the delivery of training packages for staff and organisations working with Aboriginal carers. The second stage of the project is due to be completed in 2015-16.

### **The principles of the Carers Charter are reflected in agency practices**

- *We Care - Our Plan for South Australian Carers* was publicly released during National Carers Week in October 2014. This is a new strategy to build on the State Government's long-standing commitment to carers. Its priorities focus on carers' interactions with government, including government employees who are carers and carers receiving a government or government-funded service.

- A new, simplified reporting process was developed for government agencies that are required to report against the *Carers Recognition Act 2005*.
- The content on the State Government's carers website was refined, focusing on information most helpful to carers. This includes the launch of the new Carer Support Finder, an online search map enabling carers to find support services in their local area.
- SA HACC Program funding was provided to statewide carer support organisations for a range of services including information, referral, counselling, support groups, respite and carer retreats.
- Carers Leave was provided for employees with primary care responsibilities who have exhausted their entitlement to Family Carers Leave.

#### **Appropriate consultation with carers, or persons or bodies that represent carers, in policy and program development and strategic or operational planning**

- Quarterly Carer Services Roundtable meetings were conducted, bringing together representatives from statewide carer support organisations and the State and Commonwealth Governments. The meetings generated policy advice and joint solutions to issues affecting carers and the carer support sector.

### **Disability Access and Inclusion Plans**

Disability Access and Inclusion Plans (DAIPs) aim to improve outcomes in the specialist disability service system and ensure that mainstream services, programs and infrastructure are responsive to the individual requirements of people with disability. DAIPs provide an opportunity to identify and seek solutions to overcome social, attitudinal, economic and cultural barriers that limit participation.

DAIPs assist in meeting the requirements of the Commonwealth *Disability Discrimination Act 1992* and the South Australian *Equal Opportunity Act 1984* and *Disability Services Act 1993*, and align with the intent of the *United Nations Convention on the Rights of Persons with Disability* and the *National Disability Strategy 2010-2020*.

The *DCSI Disability Access and Inclusion Plan 2014-2018* outlines key strategic actions to achieve improvements for both clients and employees with disability. The DAIP was lodged with the Australian Human Rights Commission and can be accessed from our website at [www.dcsi.com.au](http://www.dcsi.com.au).

Key outcomes in 2014-15 against the DAIP are reported below.

#### **Outcome 1: Inclusive and Accessible Communities**

Social housing stock is modified to enable householders to fully access properties and utilise facilities to retain their independence. During 2014-15, 3569 modifications were undertaken on 2586 properties (both public and Aboriginal housing) at a cost of \$5.14 million.

Access 2 Place Ltd, an independent disability-specific community-housing organisation, provides appropriate, affordable housing for people living with disability. This new approach includes having a lease agreement directly with tenants, providing security of tenure and the separation of support services from housing provision.

The Stanton Institute has provided higher-level learning opportunities for staff who provide services to people with disability. This is provided through accredited training Skill Sets, which are a set of specific skills that were agreed by industry to address an identified need. During 2014-15, 100 Skill Sets were awarded by the Institute.

An accessibility audit is currently being undertaken of parking and transport access, kitchen and toilet facilities and travel to and from main DCSI meeting spaces. The audit has already resulted in various improvements, including a major project to upgrade departmental premises in Ceduna.

During the year, the department continued to produce publications that met accessibility standards and provided alternative formats upon request. The Office for Women also continued to ensure that women with disability are informed of major public forums and consultation events.

## **Outcome 2: Economic Security and Employment**

The *DCSI Disability Employment Strategy 2014-2016* continues to be actioned across the department. The strategy is the first of its kind to be developed by a State Government department and has been promoted to, and well received by, other agencies. The key objectives relate to attracting and retaining employees with disability, as well as increasing awareness of the strengths and capabilities that people with disability bring to the workforce.

During the year, the number of people participating in the Disability SA Individualised Funding Program increased from 208 to 242. Disability SA has provided information sessions on the program to non-government organisations and in schools for children with disability. A comprehensive Frequently Asked Questions document was developed and the program was promoted at the Adelaide Disability and Lifestyle Expo in November 2014.

In June 2015, a flyer with information about support services for working carers was developed and distributed. This is part of an ongoing communication effort to inform government employees with caring responsibilities about carer-friendly policies, entitlements and external assistance available to carers of people with disability.

## **Outcome 3: Rights Protection, Justice and Legislation**

In July 2013, a suite of policies were launched that provide direction for establishing and maintaining safeguarding systems within disability services provided or funded by the department. The policies include restrictive practices and decision-making and consent policies. During the year, Disability SA updated these policies to reflect changes to the *Advance Care Directives Act 2013*. A communication strategy about the updated policy framework was implemented.

Behavioural support plans were developed and/or reviewed for all people subject to Section 32 of the South Australian *Guardianship and Administration Act 1993*, and specialist reviews undertaken of people who are subject to chemical restraint.

Domiciliary Care reviewed client practices in its dementia day programs to identify any restrictive practices and developed a procedure that outlines effective strategies to support clients and/or carers with challenging behaviours, whilst also keeping staff safe.

A new *Advance Directives Policy* was developed by Domiciliary Care to ensure clients' decision-making rights and wishes are respected at all times, including when they are considered to have impaired decision-making ability. In January 2015, all Domiciliary Care clients were provided with an Advance Care Directives fact sheet to ensure they are well informed of this important new policy.

## **Outcome 4: Personal and Community Support**

The second year of the South Australian trial of the NDIS commenced on 1 July 2014, focusing on children aged between birth and 13 years. It is now anticipated that up to 8500 children may be supported through the NDIS.

As a registered service provider under the NDIS, families are able to choose Disability Services as their preferred service provider. During 2014-15, 320 children and young people received services from Child and Youth Services under the NDIS.

During 2014-15, Disability SA, in consultation with the SRF sector, conducted a review of the administration of the SRF program which resulted in internal streamlined processes and responsibilities. All internal administrative and financial matters are now coordinated through one manager, local authorities and the Coroner's office.

## **Outcome 5: Learning and Skills**

The Pathways Recreation Program has been reformed to provide Highgate Park residents with the opportunity to have an individualised recreation and leisure response and to support access to local communities.

## Outcome 6: Health and Wellbeing

Domiciliary Care completed the Challenging Domestic Environments Project to ensure consistency of staff knowledge and support to enable people living in squalor and other challenging situations to remain safe and healthy. Resources developed include a training DVD, squalor assessment scale, clutter image rating tool, resource booklet and a web based decision-making tool.

In October 2014, *We Care - Our Plan for South Australian Carers* was publicly released to progress recommendations from a review of the *Carers Recognition Act 2005*. The plan aims to ensure that the public sector is informed and responsive to the issues and needs of carers, including those who interact with government services and who are government employees.

## Julia Farr Services (Trusts) Act 2007

As required under Section 9 of the *Julia Farr Services (Trusts) Act 2007*, the department must report annually certain information regarding the number of residents at the Fullarton campus, now known as Highgate Park, and the relocation of any residents to community housing.

As at 30 March 2015, 86 people with disability were living at Highgate Park. Those who have moved out have returned to the community, to family homes or supported accommodation. This includes four to five person group homes, clusters of units, and houses accommodating up to six residents. These purpose-built and modified dwellings provide 24 hour, seven day a week accommodation support in community settings.

Group homes and six-person cluster sites are in various locations, including Mitchell Park, Felixstow, Fullarton, Clarence Gardens, Elizabeth East, Park Holme, Morphett Vale, Elizabeth Grove, Taperoo, Daw Park, Murray Bridge and Campbelltown.

All people living at Highgate Park have participated in a Person-Centred Planning process. Where individuals express a desire to return to the wider community, the planning process also assists people to identify locations and suitable types of supported community accommodation. The outcomes of this planning are progressively being implemented as resources permit and/or suitable vacancies become available through the Accommodation Placement Panel.

No people returned to Highgate Park during the preceding 12 months.

## Regional Impact Assessment Statements

The *Regional Impact Assessment Statement Policy* requires all government departments to prepare a Regional Impact Assessment Statement prior to implementing significant changes to existing government services to rural and regional areas. The department did not undertake any Regional Impact Assessment Statements during the 2014-15 financial year.

## Whistleblowers Protection Act 1993

The department has appointed four responsible officers for the purposes of the *Whistleblowers Protection Act 1993* pursuant to Section 7 of the *Public Sector Act 2009*. During the year ending 30 June 2015, there were no disclosures under the *Whistleblowers Protection Act 1993*.

## Public Complaints

The DCSI Client Feedback System supports the consistent recording and management of client feedback and contributes to Target 32 of *South Australia's Strategic Plan*, which seeks to increase the satisfaction of South Australians with government services by ten per cent by 2014, maintaining or exceeding that level of satisfaction thereafter.

During the year, there were 123 comments/suggestions, 500 staff compliments and 865 complaints recorded. This compares to 77 comments/suggestions, 636 compliments and 900 complaints in 2013-14. The three main methods utilised for providing feedback to the department were via the feedback form (30 per cent), telephone (23 per cent) and email (18 per cent).

A measure of the effectiveness of the DCSI Client Feedback System is the time it takes to acknowledge and respond to people providing feedback. The key performance indicators to reflect these measures include that 75 per cent of client complaints are acknowledged within five working days and 80 per cent of complaints received are closed within 30 working days. During the year, 87 per cent of complaints were acknowledged within five working days and 82 per cent of complaints were closed within 30 working days.

In 2015-16, work will be undertaken to refine reporting processes and train and support staff to improve the time taken to acknowledge, resolve and close complaints. The department will continue to analyse and respond to issues raised through the feedback process and continue to increase the accessibility of the system to Aboriginal clients.

## Sustainability Reporting

The department continues to promote and implement sustainability practices in line with various government initiatives.

### Riverside Centre

The estimated 850 departmental staff in the Riverside Centre are encouraged to actively participate in waste management and recycling, to support the department's print consolidation program and use energy efficient hybrid vehicles. Other initiatives include reducing the use of fleet vehicles by encouraging staff to walk or take public transport to meetings, the use of sensor lighting and providing bicycle racks and shower amenities for staff use. These sustainability programs were implemented throughout the department to achieve cost and carbon emission savings.

The Riverside Centre, which is the flagship for the department's sustainability programs, has achieved a NABERS (National Australian Built Environment Rating System) rating of five.

### Print Consolidation Program

The print consolidation program continues to deliver savings, with the number of print devices in the Riverside Centre declining by 87.8 per cent, from 312 in 2007 to 38 as at 30 June 2015. The Riverside Centre is considered to be at best practice with a staff ratio of one device for every 22 staff, compared to world's best practice of one device to every eight staff.

Benefits of the program, which has been rolled out across the department, include significant savings in maintenance, staff training and IT support, and a reduction in the use and cost of consumables such as toners. It is now standard practice for staff to have access to a centralised multifunctional colour print device with local printing now practically non-existent.

Since the introduction of the print consolidation program, capital holdings in the Riverside Centre have been reduced from approximately \$850 000 to \$339 000, while operating costs have reduced by approximately \$585 000. CO<sub>2</sub> emissions have also been reduced by 86.9 tonnes per annum.

### Waste Management

The department's waste management system has resulted in the department diverting approximately 95 per cent of waste from landfill. The system, which has been implemented in 41 major offices and sites throughout the department, relies on separating all waste into the following categories:

- food waste and organic material;
- recyclable material (such as milk cartons, bottles, plastics and cans);
- batteries;
- industrial waste and clinical waste;
- fluorescent tubes (approximately 8000 tubes have been recycled over the past eight years); and
- photocopying paper (both confidential and non-confidential), newspapers and cardboard.

## Energy Efficiency

The State Government's *Government Buildings Energy Strategy*, which covers the period 2013 to 2020, is the key strategic document for improving energy management in government buildings. The primary objective of the strategy is the achievement of Target 61 of *South Australia's Strategic Plan*, which seeks to improve the energy efficiency of government buildings by 30 per cent by 2020.

During 2014-15, the department continued to achieve more than a 30 per cent improvement in building energy efficiency with a 38.7 per cent improvement from the base year of 2000-01.

## Travel and Fleet Management

The department has continued to focus on strategies to decrease the average vehicle emissions/kilometres by ten per cent, based on 2009-10 levels, in line with the whole-of-government fleet environmental and cost saving targets. This has resulted in the percentage of small four cylinder passenger vehicles increasing to 42 per cent of the total fleet. These vehicles provide both cost and environmental savings over the previous fleet mix. The department also continues to use Hybrid vehicles.

## Sustainable Procurement

The *Sustainable Procurement Policy* guides the department towards procuring socially and environmentally preferred products and services where price, performance, quality, and suitability are comparable.

## Government Buildings Energy Strategy

All departments are required to provide information to the Department of State Development (DSD) on actions taken to implement the *Government Buildings Energy Strategy*. These actions are reported in the South Australian Government Annual Energy Efficiency Report, which is published on the DSD website at: [www.statedevelopment.sa.gov.au/resources/energy-management-within-government-buildings](http://www.statedevelopment.sa.gov.au/resources/energy-management-within-government-buildings)

## Asbestos Management

Prepared by the Department of Planning, Transport and Infrastructure (DPTI), the across-government asbestos risk reduction report provides an overview of actions taken by the government during the previous 12 months to address the management of asbestos in all government-owned assets. DPTI prepares a separate report for tabling in the Parliament of South Australia.

The department modified and verified as correct the standard report provided by DPTI from the Strategic Asset Management Information System as at 30 June 2015.

## Urban Design Charter

The department has previously reported on the promotion of good urban design through the *Design Guidelines for Sustainable Housing and Liveable Neighbourhoods*. As a result of machinery of government changes, responsibility for the management of the Design Guidelines has transferred from Housing SA to Renewal SA.