

OFFICIAL



DISABILITY ACCESS AND INCLUSION PLAN

2020-2024



Government of South Australia
Department of the Premier
and Cabinet

Statement from the Chief Executive



I am pleased to present the Department of the Premier and Cabinet's Disability Access and Inclusion Plan. Through this plan, the department will continue to uphold the rights of people living with disability to access the services and programs we deliver, and to foster a work environment which is genuinely inclusive.

The department's key business is to deliver specialist policy advice to the Premier and Ministers, support the Cabinet process and provide direction and leadership to the South Australian public sector. Through the role the department plays, we will advocate for government policy that is inclusive of people with disability.

Over the years the department has demonstrated a strong commitment to access and inclusion. We have improved access to our public buildings, arts and cultural collections, festivals and events. We have improved website accessibility and have led the ICT industry with the development of the Online Accessibility Policy and Toolkit.

In 2018 we developed our first departmental Diversity and Inclusion Framework and established a Diversity and Inclusion Advisory Committee to provide the department with advice from our own employees with lived experience of disability.

This Plan features continuous access improvements for our facilities, community programs and services, and communications and events. Universal Design will be central to our future approach to ensure we provide access and inclusion for all people.

We will continue to lead the way in Online Accessibility through providing best-practice guidance to South Australian Government agencies to enhance accessibility of their websites and online services.

Our commitment to the employment of people with disability remains strong with our alumni partnership with JobAccess and mechanisms in place to promote the department's vacancies to all Disability Employment Service providers. We recognise that it's not enough to just employ people with disability. We also need to provide an inclusive workplace. We will achieve this through disability awareness training, removal of barriers often faced by people with disability such as incorrect assumptions around their abilities, and ensuring all staff have access to information and resources to help them support employees with disability.

This Plan demonstrates our commitment to contribute to an inclusive South Australian community that genuinely welcomes, respects and values all citizens.

Jim McDowell
Chief Executive
Department of the Premier and Cabinet

Contents

Table of Contents

Disability Access and Inclusion Plan 2020-2024 *Error! Bookmark not defined.*

Statement from the Chief Executive..... 1

Acknowledgement of Country 3

Disability Inclusion Act 2018..... 3

About DPC 4

Staff profile 5

Our vision 5

Actions 6

1: Inclusive communities for all..... 8

2: Leadership and collaboration..... 12

3: Accessible communities 14

4: Learning and employment 18

Disability access and inclusion plan development and implementation 20

Consultation process, findings and strategies 20

Relationship to other policies, strategies, frameworks..... 20

Examples of previous achievements 21

Glossary and definitions 22

This Disability Access and Inclusion Plan (DAIP), including an Easy Read and Word version, will be available on the Department of the Premier and Cabinet website. If you require a copy in an alternative format please contact the agency.

Contact

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Acknowledgement of Country

The Department of the Premier and Cabinet acknowledges and respects Aboriginal people as the state's first people and nations, and recognises Aboriginal people as traditional owners and occupants of South Australian land and waters.

Disability Inclusion Act 2018

The South Australian *Disability Inclusion Act 2018* (the Act) provides a legal framework to support equal access and inclusion for people living with disability in community activities and services including recreation, education, health, and public transport.

The Act aligns with the [United Nations Convention on the Rights of Persons with Disabilities](#) and with the Australian [National Disability Strategy 2010–2020](#), and required the creation of the *South Australian Disability Inclusion Plan* (the Plan). The first South Australian Plan came into effect on 31 October 2019.

The Act also mandates the development of DAIPs for each State Authority (Part 5 s16).

About the department

The Department of the Premier and Cabinet (DPC) is the lead agency supporting the Premier and Cabinet by developing policy and delivering programs to realise the government's vision for South Australia.

The department:

- delivers specialist policy advice to the Premier
- enables Cabinet to be an effective decision-making body
- has overarching responsibility for Commonwealth-state and international diplomatic relations
- provides a single agency focus in delivering core functions for:
 1. Aboriginal community support and advice
 2. promoting Aboriginal Reconciliation and employment diversity
 3. multicultural affairs support and advice
 4. leading and developing the state's strategic agenda across the arts, cultural and creative sector delivering funding, support, advice and coordination to the sector
 5. caring for the state's collections, buildings and other assets within the arts, cultural and creative sector.
- leads whole of government reforms and initiatives to drive the Premier's vision for South Australia
- drives key government initiatives which are of importance to the state at any time
- leads policy reform and delivers effective platforms for an across government strategic approach to communications, community engagement, cyber security, and digital technology and infrastructure.

This DAIP includes the following Cultural Institutions, as part of DPC:

- South Australian Museum
- State Library of South Australia, including Public Library Services
- Art Gallery of South Australia
- Carrick Hill.

Staff profile

As at 30 June 2020, DPC and the included Cultural Institutions, employed 731 people. Of these, 22 people, equating to 3% of the workforce, self-identified as having some form of disability.

Our vision

The Premier and the Cabinet can fulfil their objectives for South Australia and deliver outcomes for the South Australian community.

We aim to be an accessibility confident department, eliminating barriers and creating an environment of inclusion, respect and dignified access for all employees and members of the public accessing our services.

Actions

The DPC Disability Access and Inclusion Plan is structured around the priority areas and actions of the *Inclusive SA: State Disability Inclusion Plan* (table 1 State Disability Inclusion Plan priorities) and takes into consideration the areas of policy action under the *National Disability Strategy 2010–2020*.

Table 1 State Disability Inclusion Plan priorities

Inclusive communities for all

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

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

Leadership and collaboration

People living with disability want to have a greater role in leading and contributing to government and community decision-making. It is our aim that the perspectives of people living with disability are actively sought and that they are supported to participate meaningfully in government and community consultation and engagement activities.

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

Accessible communities

The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life. It is our aim to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

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

Learning and employment

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

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

1: Inclusive communities for all

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

State Priority 1: Involvement in the community

State Priority 2: Improving community understanding and awareness

State Priority 3: Promoting the rights of people living with disability

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
1. Engage in a range of advocacy activities to support the arts sector and promote the provision of accessible arts	1	Director, Arts South Australia	31 July 2021 31 July 2022 31 July 2023 31 July 2024	Report is provided to Executive Leadership Team
2. Report and analyse customer complaints, feedback and suggestions that relate to accessibility	2	Director, Business and Projects	31 July 2021 31 July 2022 31 July 2023 31 July 2024	Report is provided to Executive Leadership Team
3. Promote the South Australian Government Online Accessibility Policy and Online Accessibility Toolkit to South Australian Government agencies	2	Executive Director, ICT and Digital Government	Ongoing	South Australian Government agencies are supported in meeting their online accessibility obligations

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
4. Improve community understanding of online accessibility requirements and current barriers for people using assistive technologies through hosting Adelaide's web accessibility and inclusive design meet ups	2	Executive Director, ICT and Digital Government	Ongoing	The number of sessions hosted per year
5. Make mandatory Disability Awareness and Inclusion online training available to all DPC employees and monitor training completion	2	Director, People and Culture	30 Sept 2021 30 Sept 2022 30 Sept 2023 30 Sept 2024	Annual mandatory training completion report to Executive Leadership Team
6. Require all DPC employees to complete Disability Awareness and Inclusion online training within six months of commencing employment in DPC (for new employees)	2	All Directors	Ongoing	Employee completion rate for each Division
7. Consider and address intersectionality, as part of the next review of the Unconscious Bias awareness online course, in particular unconscious bias towards women, children, Aboriginal and Torres Strait Islander and culturally and linguistically diverse people with disability	2	Director, People and Culture	31 December 2021	Unconscious Bias awareness online course includes reference to intersectionality
8. Produce a range of communication activities within the workplace to promote days of significance and raise awareness on the needs of people with disabilities	2	Director, Communications	30 June 2021 30 June 2022 30 June 2023 30 June 2024	The development of a diversity and Inclusion communications plan with at least two disability related communication activities per year

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
9. Increase the awareness of arts and disability by promoting works by artists with disability	2	Director, Arts South Australia supported by Director Communications	Ongoing	The number of articles on the website, regular items in marketing and promotional activities
10. Promote and market works by authors with disability	2	Director, State Library of South Australia supported by Director Communications	31 July 2021 31 July 2022 31 July 2023 31 July 2024	The number of articles on the website, regular items in marketing and promotional activities
11. Require, through multi-year funding agreements, that all funded organisations have an active DAIP	3	Director, Arts South Australia	Ongoing	All new multi-year funding agreements to require an active DAIP as a condition of funding
12. Collaborate with relevant organisations to run disability access and inclusion awareness training for arts organisations	3	Director, Arts South Australia	31 July 2021 31 July 2022 31 July 2023 31 July 2024	Report provided to Executive Leadership Team
13. Maintain and continuously update the dedicated Employees with Disability intranet page to provide resources, services, tools and information for employees with disability and for managers to support employees with disability	2 3	Director, People and Culture supported by Director Communications	31 October 2021 31 October 2022 31 October 2023 31 October 2024	Content is reviewed and updated, at a minimum, annually, and/or as required, so that it includes up to date resources

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
14. Consider and address intersectionality as part of the next review of the DPC Diversity and Inclusion Framework	2 3	Director, People and Culture	31 October 2020	DPC Diversity and Inclusion Framework includes reference to intersectionality
15. Consider including actions that improve understanding of women with disability (in the context of gender equality and respect and domestic and family violence) when reviewing and developing the next DPC Gender Equality and Respect Action Plan	2 3	Chair, Gender Equality and Respect Working Group	30 April 2021	At least one action addressing gender equality and respect for women with disability is included in the next DPC Gender Equality and Respect Action Plan

2: Leadership and collaboration

People living with disability want to have a greater role in leading and contributing to government and community decision-making. It is our aim that the perspectives of people living with disability are actively sought and that they are supported to participate meaningfully in government and community consultation and engagement activities.

State Priority 4: Participation in decision-making

State Priority 5: Leadership and raising profile

State Priority 6: Engagement and consultation

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
16. Ensure membership of the DPC Diversity and Inclusion Advisory Committee includes employees who represent the needs and perspectives of people with disability and carers	4	Chair, Diversity and Inclusion Advisory Committee	28 February 2021	At least 1 employee representing people with disability and 1 employee representing carers on the committee
17. Develop a communication strategy to promote BoardingCall, the South Australian Government recruitment register for boards and committees, to ensure it is promoted to people living with disability	5	Executive Director, Cabinet Office, supported by Director Communications	30 June 2021	A communication strategy is developed and implemented
18. Ensure an accessible and inclusive public consultation process is undertaken in the review of this DAIP	6	Director, People and Culture	1 March to 30 September 2024	Feedback received includes the community views from people with disability

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
19. Promote the DPC Diversity and Inclusion Advisory Committee, as the reference group established to advise on diversity, access and inclusion for DPC	6	Chair, DPC Diversity and Inclusion Advisory Committee	Ongoing	The number of requests to the committee for advice
20. Collaborate in the development of partnerships with disability peak bodies and disability arts agencies to explore future accessibility programs	6	Director, South Australian Museum Director, Art Gallery of South Australia Director, State Library of South Australia Director, Carrick Hill	30 June 2022	A collaborative forum is established

3: Accessible communities

The accessibility of the built environment, quality services and information is key to ensuring people living with disability are included and have the opportunity to equally participate in all aspects of community life. It is our aim to increase accessibility to public and community infrastructure, transport, services, information, sport and recreation and the greater community.

State Priority 7: Universal Design across South Australia

State Priority 8: Accessible and available information

State Priority 9: Access to services

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
21. Review the DPC Universal Design Procedure and promote this across the department	7	Director, People and Culture	30 April 2021 30 April 2023	The Universal Design procedure is reviewed at least every two years
22. Design all building redevelopments and accommodation fit outs using principles of universal design as outlined in the DPC Universal Design Procedure	7	Director, Business and Projects	When building redevelopment and accommodation fit outs are planned	Universal Design principles are addressed in tender process or design brief for new developments
23. Audit access to worksites and facilities for compliance with: <ul style="list-style-type: none"> • Disability (Access to Premises – Buildings) Standard 2010 • Australian Standard AS148 	9	Director, Business and Projects	31 October 2024	Audit(s) are carried out and non-compliance issues identified in DPC occupied facilities, are corrected in accordance with risk level prioritisation

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
24. Ensure all new DPC web content is developed in compliance with Web Content Accessibility Guidelines (WCAG) 2.0. level AA	8	Director, Communications	Ongoing	All current DPC web content meets WCAG 2.0 level AA
25. Promote the undertaking of appropriate accessibility training, identified through Accessibility SA , for all employees who are responsible for producing online materials	8	Director People and Culture	30 June 2021	DPC Induction, IN.DPC and PDP resources are updated to reflect this training recommendation
26. Maintain website templates to WCAG 2.0 Level AA for South Australian Government agencies	8	Executive Director, ICT and Digital Government	Ongoing	Templates reflect WCAG 2.0 Level AA
27. Investigate and promote current and emerging assistive technologies to improve access to public services, facilities and collections at our Cultural Institutions	9	Director South Australian Museum Director, Art Gallery of South Australia Director, State Library of South Australia Director, Carrick Hill	Ongoing	The number of new assistive technologies reviewed annually
28. Review DPC and Cultural Institution websites, social media platforms, print materials and internal communication to ensure information on access to DPC venues, services and events is provided	9	All directors with responsibility for public and internal services, events and programs	30 April 2021	Information on access to DPC's venues, services and events is readily available for members of the public and employees with disability

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
29. Promote public libraries as community hubs for accessible information and learning	9	Director, State Library of South Australia	31 July 2021 31 July 2022 31 July 2023 31 July 2024	The number of awareness campaigns per annum is reported
30. Ensure the DPC Complaints and Feedback process is accessible for people with disability, with support and alternative formats provided to meet the needs of each individual with disability	9	Director, Business and Projects	Ongoing	Client satisfaction with the handling of their complaint or feedback is elevated
31. Ensure the Complaints and Feedback process in the Cultural Institutions is accessible for people with disability, with support and alternative formats provided to meet the needs of each individual with disability	9	Director, South Australian Museum Director, Art Gallery of South Australia Director, State Library of South Australia Director, Carrick Hill	Ongoing	Client satisfaction with the handling of their complaint or feedback is elevated
32. Ensure DPC complaints, feedback and suggestions that relate to accessibility are resolved and identified so improvements in the provision of accessible services and information are implemented	9	Directors of relevant division relating to complaint or feedback	Ongoing	Number of identified improvements through the complaints and feedback process that are implemented

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
33. Ensure complaints, feedback and suggestions directed to the Cultural Institutions that relate to accessibility are resolved and identified so improvements in the provision of accessible services and information are implemented	9	Director South Australian Museum Director, Art Gallery of South Australia Director, State Library of South Australia Director, Carrick Hill	Ongoing	Number of identified improvements through the complaints and feedback process that are implemented
34. Ensure all DPC hosted events are accessible and inclusive in line with the DPC Event Accessibility Checklist (access permissions required).	9	All Directors and event coordinators responsible for hosting of events	Ongoing	Event review surveys report satisfaction with accessibility to events
35. Reduce barriers for people with disability to access Arts South Australia's grant programs.	9	Director, Arts South Australia	31 July 2021 31 July 2022 31 July 2023 31 July 2024	Number of applications and qualitative feedback on application process

4: Learning and employment

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

Priority 10: Better supports within educational and training settings

Priority 11: Skill development through volunteering and support in navigating the pathway between learning and earning

Priority 12: Improved access to employment opportunities and better support within workplaces

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
36. Ensure all workplace training offered to employees is available in accessible text formats or other formats on request, and employees are made aware they can request reasonable adjustments for training participation	10	Director, People and Culture	Ongoing	100% of reasonable adjustments are provided
37. Provide accessible community education programs such as the Auslan interpreted tours, accessible tours for visitors who are vision impaired and autism friendly tours	10	Director South Australian Museum Director, Art Gallery of South Australia Director, State Library of South Australia Director, Carrick Hill	Ongoing	Number of visitors accessing programs is measured and feedback survey conducted

Action	State Plan Priority #	Responsibility	Timeframe	Measurable target
38. Deliver the Richard Llewellyn Arts and Disability Program (RLADP) to fund professional practising artists with disability	11	Director, Arts South Australia	31 July 2021 31 July 2022 31 July 2023 31 July 2024	Percentage of Arts South Australia's budget allocation to RLADP
39. Review the DPC Volunteer, Internship and Work Experience Policy to ensure the process to engage volunteers, interns and work experience students remain accessible and inclusive for people with disability	11	Director, People and Culture	31 March 2022 31 March 2024	Policy is reviewed, at a minimum, every two years
40. Review the Reasonable Workplace Adjustment Procedure and online application form	12	Director, People and Culture	30 April 2021 30 April 2023	Procedure is reviewed, at a minimum, every two years
41. Review recruitment guidelines, practices and role descriptions to ensure vacancies are accessible, inclusive and flexible for job applicants with disability	12	Director, People and Culture	30 June 2021 30 June 2023	Guideline is reviewed, at a minimum, every two years
42. Establish a process that enables all DPC vacancies to be promoted to all South Australian based Disability Employment Service providers	12	Director, People and Culture	31 October 2021	A process is implemented in collaboration with JobAccess
43. Maintain alumni membership with JobAccess (formerly National Disability Recruitment Coordinator)	12	Director, People and Culture	Ongoing	DPC is supported by JobAccess in the employment of people with disability

Disability access and inclusion plan development and implementation

Consultation process, findings and strategies

DPC undertook initial consultation with the DPC Diversity and Inclusion Advisory Committee, of which membership includes employees who identify as having disability. Consultation proceeded with all Directors, Executive Directors or appropriate contacts from each division of the department.

A draft was presented for public consultation, with a call for submissions from the public through the YourSAy Disability Access and Inclusion consultation Hub from 13 August to 11 September 2020. Throughout this period, this was promoted through YourSAy's social media channels and newsletters as well as through DPC's social medial channels.

Concurrently, the draft was presented to all DPC employees for feedback.

Feedback was received from members of the public and employees within the Department. Responses varied from overall positive to feedback which reflected the general frustrations of individuals with disability and/or carers and the experiences and barriers faced when generally accessing public services, facilities and events. Feedback also reflected a general distrust in the department following through on commitments. What became evident from the feedback received, was the need to not only provide a stronger focus on all people with disability being able to access services, but to also better inform the public on the accessibility of our venues, services and events.

Additional feedback was provided to the YourSAy team reflecting a desire for all South Australian Public Sector Agencies and councils to consider a broader range of accessible and inclusive methods to consult with members of the public with disability.

Relationship to other policies, strategies, frameworks

The DAIP supports and complements:

- DPC Diversity and Inclusion Framework
- DPC Respectful Treatment at Work Policy
- DPC Reasonable Workplace Adjustments Procedure
- Government of South Australia Online Accessibility Policy.

Examples of previous achievements

- In 2017, in collaboration with the Attorney-General's Department, DPC developed an online Disability Awareness and Inclusion online course for public sector employees. This course is currently used by a number of agencies across the South Australian Public Sector
- Establishment of the DPC Diversity and Inclusion Framework 2019-2020
- Establishment of the DPC Diversity and Inclusion Advisory Committee in 2019, including employee members who identify as having disability
- Development of the DPC Reasonable Workplace Adjustment procedure
- Development of the DPC Universal Design Procedure
- Development of the Online Accessibility Policy and Toolkit
- The development and delivery of accessibility programs within the South Australian Museum and the Art Gallery of South Australia, such as Auslan interpreted tours and tours for the visually impaired and programs for people with Autism

Implementation

The DPC DAIP will be launched through online communications to all employees, contractors, volunteers and the South Australian community. It will be available on the department's intranet and website in Easy Read and Word formats, and can be made available in other accessible formats and languages upon request.

Monitoring and review

The DPC Diversity and Advisory Committee will support the monitoring and implementation of this DAIP. Progress against this DAIP will be reported to the DPC Executive Leadership Team annually by 31 July, and to the Minister for Human Services by 31 October each year.

In accordance with the Act, the department will formally review the DAIP at least every four years.

Glossary and definitions

Accessibility

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

Auslan

Auslan is the majority sign language of the Australian Deaf community.

Cultural Institutions

The department includes the following cultural institutions:

- Art Gallery of South Australia
- South Australian Museum
- State Library of South Australia, including Public Library Services
- Carrick Hill.

Culturally and Linguistically Diverse

Culturally and Linguistically Diverse (CALD), also referred to as multicultural, refers to the diversity of people from different countries, including English-speaking countries, have different cultural backgrounds, can speak more than one language, are from different regions in Australia and/or align with different religions.

Disability

The social model of disability defines disability as a result of the interaction between features of an individual (their medical condition) and features of society (the environment) in which they participate, where features of a society include attitudes, communication, natural and built environment, services, systems and policies, employment and activities, that may create barriers to participation. For the purposes of data collection, the department relies on employees self-identifying as having disability.

Inclusion

Inclusion is about embracing and harnessing our diverse resources. It is about removing attitudinal, behavioural and physical barriers so that everyone feels valued and respected, has equal access to opportunities, and is empowered to participate and contribute their skills and perspectives to their workplace and society.

Intersectionality

Intersectionality refers to the concept of a person or group of people's with more than one social or political identities that combine to create unique modes of discrimination and privilege. For example, a culturally and linguistically diverse person who also identifies as having disability.

JobAccess

An Australian Government national hub for workplace and employment information for people with disability, employers and service providers.

Reasonable workplace adjustment

A reasonable workplace adjustment is any adjustment to the workplace to accommodate a person with disability to fulfil the inherent duties of a role that does not significantly affect or disrupt the business operation of the workplace, put at risk clients or co-workers or cause unjustifiable hardship.

Richard Llewellyn Arts and Disability Program

The Richard Llewellyn Arts and Disability Program supports projects and initiatives by South Australian practising professional Deaf and disabled artists.

Individual artists, organisations and groups can apply where Deaf and disabled artists are the project initiators and primary beneficiaries of the funding.

Unconscious bias

Unconscious bias refers to a bias that we are unaware of, happens automatically and which happens outside of our control. It is our brain's way of making quick judgments and assessments of people and situations, using our background, cultural environment and personal experiences over our lifespan. Unconscious bias is reflected in the prejudices and stereotypes that are deeply seated within us as a result of our socialisation.

Universal design

Universal design involves creating facilities, built environments, products and services that can be used by people of all abilities, to the greatest extent possible, without adaptations.