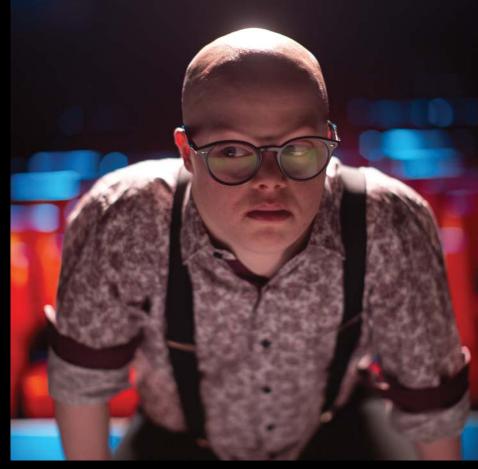
SOUTH AUSTRALIAN FILM CORPORATION

Disability Equality Plan









# Acknowledgement of Country

The South Australian Film Corporation (SAFC) acknowledges that we work on the traditional Country of the Kaurna people of the Adelaide Plains, and we pay respect to Elders past and present. We recognise and respect their cultural heritage, spiritual beliefs and relationship to land and waters and acknowledge that they are of continuing importance to the Kaurna people living today. We extend this respect to other First Nations Language Groups and other First Nations.



Cover Image Credits:

Lorcan Hopper in The Loop (2019), Change Media, photo by Piri Eddy

Kirsty Martinsen in Limited Surrender (2019), Black Cat White Rabbit Productions, photo by Brad Halstead

> Paul Vagnarelli in Deafinition (2019), 57 Films, photo by Claudio Raschella

### Message from SAFC Chief **Executive Officer**

Kate Croser



I am proud to present the SAFC's first Disability Equality Plan.

The SAFC is committed to improving representation in our screen content and inclusion and diversity in our sector.

We value ensuring access and equality for all practitioners across the screen sector, and we align to the guiding principles of the United Nations Convention on the Rights of Persons with Disability, including respect, equality and non-discrimination.

We are operating in a rapidly changing global landscape. Audiences are fragmenting across many platforms. Audiences have unprecedented choice and control over the screen content they consume. These audiences seek

content and stories that reflect their own lives and experiences. Representation is vital for ensuring our screen stories continue to connect with diverse audiences.

In an environment of abundant choice, audiences increasingly value and seek authentic voices. The South Australian screen sector must prioritise inclusion to find and support these diverse voices. Deaf and disabled people provide fresh perspectives, aesthetics and approach because of their life experience. The SAFC commits to working with the sector and its partners to develop the skills and networks of Deaf and disabled practitioners in our state.

Through these actions, together we will achieve our vision.

### Message from SAFC Disability Screen Strategy Executive

Gaelle Mellis



Stories affect how we live our lives, how we see other people, how we think about ourselves and how people see us. To be a Deaf or disabled person is to exist within a society where your image and identity are created by beliefs, values, myths, assumptions and stereotypes by non-disabled people.

The SAFC values that Deaf and disabled people should be the producers of their own image and storytellers of their own lives.

The SAFC's first Disability Equality
Plan seeks to redress inequality
within the screen sector for Deaf
and disabled people. The plan
encompasses the work the SAFC
undertakes across all areas of their
business in order to support access
and equality for Deaf and disabled
screen practitioners.

The SAFC's Disability Equality Plan is based on the Social Model of Disability. The SAFC knows that

it is only by understanding the social model, which covers rights and self-determination, that real systemic change can be made.

Disability is not static. Most
Australians will spend 7-8 years
of their life with impairment - that
equates to 20% of the population.
The SAFC understands that if Deaf
and disabled people constitute
20% of the population, then they
represent a huge talent pool.

Therefore, it is vital to embed access across all areas of the screen sector.

Diversity is more than a social justice issue. Audiences want to see the world in all of its authenticity and diversity. Disability is diversity.

I want to thank and congratulate all SAFC staff who are working to create the conditions for Deaf and disabled screen practitioners to succeed and to claim their rightful place as South Australian storytellers.

# Contents

Introduction	6
About the South Australian Film Corporation	6
Context	6
Our Vision	8
Disability Equality Action Plan Outcomes	8
Ethos	9
Governance	9
Consultation	9
Policy and Planning	9
Training	10
Disability Action Planning	10
Organisation	11
Employment, Recruitment and Induction	11
Internal Communication	12
Everyday Procedures	12
Meetings	
Budgets	12
Action Plan	
Facilities and Access Tools	14
Facilities	14
Work Health and Safety	14
Emergency Evacuation	15

Equipment	15
Action Plan	16
SAFC Programs	17
Disability and Screen	17
SAFC Approach	17
SAFC Programs	18
Conferences, Seminars and	
Training Events	19
Sector-wide Development	19
Marketing and Publicity	. 20
Communication	21
Feedback	21
Action Plan	22
Appendix 1	
– Consolidated Action Plan	23
Appendix 2	
– Key Legislation and Policies	. 25
Disability Discrimination	
Act 1992 (Commonwealth)	. 26
Disability Inclusion Act 2018 (SA)	27
National Disability Strategy (NDS) 2010-2020	
United Nations Convention on the Rights of Persons with	20

### Introduction

### About the South Australian Film Corporation

South Australia has a rich history in screen production.

The SAFC is the state's leading screen authority and investment body. We focus on creating the conditions for the growth and prosperity of all of the components of the South Australian screen industry.

At the SAFC, we believe in the value of our state's independent screen production sector. Our purpose is to support, position, and champion South Australian screen businesses.

Since 1972 the SAFC has delivered funding and support to a vibrant mix of South Australian screen productions and businesses.

#### Context

- Disability is intersectional, crossing all demographics.
- UN statistics show about 15% of people globally - or an estimated

1 billion people - are disabled.

- One in five people in Australia
   more than 4.4 million have
   some form of disability.
- 2.1 million Australians of working age (15-64 years) have disability.
- 35.9% of Australia's 8.9 million households include a person with disability.
- 1 in 11 Deaf and disabled people aged 15+ experienced disability discrimination in the last year.
- Disability discrimination accounts for the highest volume of complaints across the board to the Australian Human Rights Commission.
- Most Australians will spend 7 to 8 years of their life with an impairment.
- In South Australia, more than one in five people (363,800 or 22%) reported having disability in 2015.

Survey of Disability, Ageing and Carers 2015 (SDAC). ABS. Disability, Ageing and Carers, Australia: Summary of Findings, 2018

Australian Network on Disability Australian Government Institute of Health and Welfare

### Introduction

#### **Social Model of Disability**

The Social Model of Disability makes a distinction between

- impairments (the condition, illness or loss/lack of function) and
- disability (barriers and discrimination).

Disability is the loss or limitation of opportunities to take part in the mainstream of the community on an equal level with others due to barriers (physical, attitudinal, communications). It has to do with the individual's impairment. Under the "social" model, we acknowledge that it is the barriers created by society that are "disabling" to an individual, and that it is our collective responsibility to remove these barriers.

The language of disability does change, and different terms are used within and outside of Australia. The SAFC is guided by what language Deaf and disabled people have chosen themselves in the process of self-determination and placed within the Social Model of disability context.

This plan encompasses the work the SAFC undertakes to support access and equality for Deaf and disabled screen practitioners.

The plan also outlines the internal activities to ensure our workplace is inclusive.

### Introduction

#### **Our Vision**

The South Australian screen sector and the content it makes should reflect the diversity of the broader Australian community.

Deaf and disabled people need to tell their own stories.

The SAFC embraces the increase of fresh perspectives and new authentic voices on our screens, and commits to ensuring Deaf and disabled people are supported, encouraged and developed to bring their stories to life.

## Disability Equality Action Plan Outcomes

The SAFC Disability Equality Plan outcomes are:

- Ethos
- Organisation
- Facilities and Access Tools
- SAFC Screen Programs
- Marketing and Communication.

This plan outlines what the SAFC already has in place for each outcome. This plan also outlines what actions the SAFC commits to.

### **Ethos**

#### Governance

The SAFC is a statutory body established under the South Australian Film Corporation Act 1972.

A Board accountable to the Minister for Innovation and Skills governs the SAFC. The Board has a mix of industry and governance skills and expertise.

One Board member has identified as Deaf and/or disabled. An SAFC team led by the SAFC Disability Strategy Executive has developed the Disability Equality Plan. The Executive has extensive experience in the arts and creative industry sectors. The Executive reports to the Chief Executive. The team includes all SAFC staff who identify as Deaf and/or disabled.

Reporting to the Board against achievement occurs at regular intervals during the year. A full report is presented to the Board as part of the annual governance processes.

#### Consultation

All SAFC staff consultation on the plan has occurred. The SAFC Disability Strategy Executive was consulted on this plan.

### Policy and planning

This action plan responds to the requirements of the South Australian Disability Inclusion Act and a number of other SA government policies and legislation (appendix 2).

The SAFC strategic plan and business plan include diversity under Human Capital management.

Internal policies ensure compliance against the various legislative and government directions.

### **Ethos**

### **Training**

SAFC staff have undertaken Disability Equality Training. This training included the following key aspects:

- Disability equality the history of discrimination, models of disability, terminology, culture.
- Barriers physical access, communications, organisational and procedural.
- Disability Discrimination Act 1992

   what the Act says and means
   and what rights it provides for
   disabled people.
- Recruitment how to encourage disabled applicants, appropriate interview techniques, where to advertise.
- Employment the law, equipment and access, access to work services, myths around disabled employees.
- Policy into practice how to construct equal opportunities policies that work and how to check and test them

- Front line staff training for those who have direct contact with the general public.
- Marketing and publicity creating information for specific markets, accessibility, media and public relations.

### Disability Action Planning

This is the first SAFC Disability Equality Action Plan. It outlines what systems, practices and facilities the SAFC has in place and action plans for identified gaps.

The Executive Team (Chief Executive Officer and Heads of Departments) monitors the plan.

### Organisation

### Employment, Recruitment and Induction

The SAFC commits to a diverse workplace. Roles define what outcomes are to be achieved. The SAFC commits to flexible working arrangements.

Advertising encourages Deaf and disabled people to apply for the roles.

The SAFC uses its social media channels, website and specific screen trade journals to advertise the roles, and also shares the vacancy with local disability employment service providers.

The SAFC Pre-employment Declaration requests information on disability.

Interviews are undertaken in a manner that ensures all candidates have the best opportunity to articulate their fit to the role. An Interview Access Requirements form captures the specific needs.

All forms contain appropriate language.

The SAFC works with the appropriate Disability Employment Service provider to:

- Access wage subsidies if applicable.
- Provide on-the-job or off-site training and support to the applicant.
- Develop an Employee Access Plan.
- Identify reasonable adjustments and supports to perform their job.
- Access workplace modifications and funding as required.

### Organisation

### Internal Communication

The SAFC utilises all-staff-meetings, team meetings and emails for internal communication purposes.

Staff pay attention to clarity of the message in emails, so that they are easy for everyone to understand.

### **Everyday procedures**

The SAFC has a comprehensive corporate policy suite. All employees who have access to the SAFC IT infrastructure can access these policies.

Local procedures exist for specific functions within teams.

#### Meetings

Organisers consult with participants about access requirements for meetings. Organisers put in place those access provisions before the meeting. All SAFC meeting rooms are accessible for people with disability. The SAFC premises are not enabled with hearing loops.

#### **Budgets**

Corporate budgets exist for WHS and recruitment. These are the budgets for recruitment and workplace modifications.

The training budget will cater for annual disability equality training.

Specific project budgets will be set at the time of the business plan development.

# Organisation

### **Action Plan**

ACTION	LEAD	TIMEFRAME
Put in place plain English style training for all staff.	Chief Operating Officer	Within six months of plan implementation.
<ul> <li>At each policy review point review policy for the following:</li> <li>Readability and use of plain English</li> <li>Specific issues relating to ensuing inclusion for Deaf and disabled.</li> </ul>	Chief Operating Officer	As per policy review program.
Write internal procedures in plain English style.	All Managers	Within 12 months of plan implementation.
Extend the distribution list to include all staff who do not have access to the SAFC IT infrastructure.	Chief Operating Officer	Within two months of plan implementation.
Explore the implementation of an intranet for all corporate information. It must be accessible for contractors who do not have access to the SAFC IT infrastructure.	Chief Operating Officer	Within six months of plan implementation.
Refresh Disability Equality Training for existing staff and provide to new staff – to include staff information handbook.	Chief Operating Officer	Annually.

# Facilities and Access Tools

#### **Facilities**

SAFC leases the Adelaide Studios facilities. Office accommodation is within a heritage listed building. Screen production facilities are within a bespoke contemporary building.

The Premier is the site owner.
The Department of the Premier and Cabinet (DPC) manage the site. Capital or maintenance works require negotiation and prioritisation with the Department.

The heritage building has access ramps both within and external to the building and disabled and ambulant toilet amenities.

The reception desk has a dropped section for greeting and guiding of visitors who may be in a wheelchair.

Physical access doors are in place in the front reception and courtyard.

DPC has a regular maintenance schedule for all electrical and mechanical services. The SAFC reviews the plan on an annual basis.

#### Work Health and Safety

The SAFC has a robust Work Health and Safety system.

The system includes:

- · Governance structures.
- Hazard identification and risk management.
- Audits and building inspections.
- Follow-up of corrective actions.
- · Injury management.

The WHS system works in concert with this Plan. This ensures all workers and visitors access the SAFC premises and undertake activities in a safe manner.

# Facilities and Access Tools

### **Emergency Evacuation**

The SAFC facilities do not have fire safe areas for people who are Deaf and disabled in an emergency. The SAFC has documented and trained staff in the protocol for ensuring the safety of people who are Deaf and disabled.

Reception tells the Chief Fire Warden and the Deputy Emergency Warden:

- when an individual who may have mobility impairment has entered the building,
- · who they are visiting, and
- when they have left the building.

#### Equipment

#### Office Equipment

The SAFC undertakes ergonomic assessments for all new staff. Employee access plans exist for employees who are Deaf and disabled. To ensure it is fit for purpose, trialling of equipment occurs before procurement wherever possible. Commonwealth funding programs provide extra funding.

#### **Information Technology**

Employee access plans identify specific IT needs. Implementation is via the SAFC/DIS Service level agreement. Where products are non-standard, SAFC and DIS will work towards a solution.

# Facilities and Access Tools

**Action Plan** 

ACTION	TIMEFRAME
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	Undertake a building audit against the appropriate current building standards.	Chief Operating Officer	Within three months of plan implementation.
	Negotiate with DPC capital and maintenance works arising out of the building audit.	Chief Operating Officer	Following building audit.
	Review the WHS Hazard Risk Assessments for specific disability risk.	WHS Group	March 2021.
-	Negotiate use of MAC computers and enable connection with SAFC infrastructure.	Chief Operating Officer	December 2021.

### Disability and Screen

In its 2016 report Seeing
Ourselves- Reflection on Diversity
in Australian TV Drama, Screen
Australia surveyed diversity and
representation in the Australian
screen industry. The report showed
that characters who are Deaf
and disabled made up 4% of all
characters on television. But 18-20%
of the Australian population identify
as being Deaf and disabled. The
report was the first step towards
a more inclusive screen sector
for creatives both in front of, and
behind the camera.

#### SAFC Approach

Significant barriers exist for practitioners who are Deaf and disabled in entering the screen industry.

The SAFC commits to meeting the access needs of practitioners, audiences and stakeholders that are Deaf and disabled. We will do this by:

- · Removing barriers to programs.
- Funding and employment opportunities.
- Creating targeted attachment and production opportunities.
- Auslan interpreters, audio description, closed captioning.
- Accessible venues.

As a leader in disability and screen, the SAFC commits to developing guidelines, standards and protocols around the representation of individuals that are Deaf and disabled in screen-based work.

### SAFC Programs

SAFC is an industry leader:

- By engaging a Disability Strategy Executive, and
- By creating dedicated initiatives for practitioners that are Deaf and disabled.

In all programs the SAFC aims to include practitioners that are Deaf and disabled.

For example: In 2018-19 the SAFC partnered with SBS to develop and produce up to three stand-alone short documentaries for premiere on SBS On Demand. At least one member of the key creative team had to be a filmmaker who is Deaf and disabled.

The SAFC has a Targeted Diversity Attachment Scheme to give Deaf and disabled filmmakers paid work experience opportunities on professional projects. The SAFC leads industry wide inclusion to supports career pathways for practitioners that are Deaf and disabled.

For example: In 2018–19 Talent Camp targeted participants that are Deaf and disabled. As a result, the SAFC achieved a 33% participation rate by Deaf and disabled practitioners.

## Conferences, Seminars and Training Events

The SAFC engages with the sector and the general public through:

- · Film screenings.
- · Conferences.
- · Workshops.
- · Seminars.

The SAFC ensures all events are inclusive of and accessible to people who are Deaf and disabled.

When planning an event, the following points are be considered:

- Venue accessibility:
  - Accessible entry/exit.
  - · Accessible toilets.
  - Lifts/elevators.
  - Clear signage.
  - · Wheelchair accessible seating.
  - Reserved disability parking spaces.
- Would attendees/participants need audio describers or Auslan interpreters?

- Would attendees/participants need supplementary materials; transcripts, easyread information sheets, extra signage?
- External suppliers or contractors are asked how they make their services accessible to people who are Deaf and disabled.

Clear communication with all attendees and participants determines what access requirements exist.

### Sector-wide Development

The SAFC supports industry wide inclusion. The SAFC is an active member of the Screen Diversity Inclusion Network (SDIN). The SAFC influences broadcasters, partners, screen agencies in best practice engagement and diversity in screen.

### Marketing and Publicity

### Reaching People that are Deaf and Disabled

The SAFC is mindful of how we communicate with members of our sector who are Deaf and disabled in all public communications.

Invitations and online marketing material for all events contain the sentence:

"If you have any access requirements, please let us know in advance by emailing communications@safilm.com.au"

They also contain **disability access symbols** where relevant.

All communications are in sans serif high contrast dark font on light background with minimal use of all caps. Font examples are Arial, Calibri or Verdana. For example, this document is in Arial 12 font or greater.

Externally facing documents will be in Plain English wherever possible with a readability score of 9 or lower. The SAFC uses Hemingway Editor to make these assessments.

This document has a readability score of 9. Where this is not possible the documents will also be published in alternative formats.

The SAFC will be proactive in reaching out to the Deaf and disabled communities.

#### Websites

The SAFC's previous website presented accessibility challenges. In early 2020 the SAFC moved the website to a contemporary technical platform. Design and navigation changes allowed the site to be more accessible. For example:

- Images are tagged for screen readers.
- All text is 12 point sans serif font, high contrast dark font.
- Minimal use of all caps.

The website has a statement of the SAFC's commitment to accessibility.

#### Communication

Crafting our communications for people who are Deaf and disabled is one half of the equation. Actually reaching those people is the other.

Outreach in this area is crucial.

#### Feedback

The SAFC seeks community and sector feedback on any aspect of SAFC communications and marketing. This is by email to feedback@safilm.com.au, phone or face to face.

### **Action Plan**

ACTION	LEAD	TIMEFRAME
Investigate new add-on tools for the SAFC website as technology or standards change – e.g. ReciteMe.	Head of Communications and Marketing	Ongoing.
Download the suite of disability access symbols for communication materials.	Head of Communications and Marketing	From plan launch.
Create a Deaf and disabled practitioner contact list for targeted invitations to all SAFC and screen sector events and program launches.	Executive - Development and Industry Development	From plan launch.
Revise program guidelines to be in plain English.	Heads of Departments	Within 12 months of plan launch.
Industry Information sessions to raise awareness of Deaf and disability access tools and supports.	Executive - Development and Industry Development	Ongoing.
Develop suite of resources for internal and industry dissemination.	Executive - Development and Industry Development	Ongoing.
As part of business planning processes develop/support initiatives and interventions to reduce barriers and promote opportunities.	Executive - Development and Industry Development	Ongoing.

ACTION

### Consolidated Action Plan

TIMEFRAME	

NOTION	LLAD	THILLIKANIE
Put in place plain English style training for all staff.	Chief Operating Officer	Within two months of plan implementation.
<ul> <li>At each policy review point, review policy for the following:</li> <li>Readability and use of plain English.</li> <li>Specific issues relating to ensuing inclusion for Deaf and disabled.</li> </ul>	Chief Operating Officer	As per policy review program.
Write internal procedures in plain English style.	All Managers	Within 12 months of plan implementation.
Extend the distribution list maintained by DIS to include all contractors who do not have access to the SAFC IT infrastructure.	Chief Operating Officer	Within two months of plan implementation.
Explore the implementation of an intranet for all corporate information. It must be accessible for contractors who do not have access to the SAFC IT infrastructure.	Chief Operating Officer	Within six months of plan implementation.
Refresh Disability Equality Training for existing staff and provide to new staff.	Chief Operating Officer	Annually.
Undertake a building audit against the appropriate current building standards.	Chief Operating Officer	Within three months of plan implementation.
Negotiate with DPC capital and maintenance works arising out of the building audit.	Chief Operating Officer	Following building audit.

LEAD

### Consolidated Action Plan

ACTION	LEAD	TIMEFRAME
Review the WHS Hazard Risk Assessments for specific disability risk.	WHS Group	March 2021.
Negotiate use of MAC computers with DIS and enable connection to the SAFC networked environment.	Chief Operating Officer	June 2021.
Investigate new add-on tools for the SAFC website as technology or standards change – e.g. ReciteMe.	Head of Communications and Marketing	Ongoing.
Download the suite of disability access symbols for communication materials.	Head of Communications and Marketing	From plan launch.
Create a Deaf and disabled practitioner contact list for targeted invitations to all SAFC and screen sector events and program launches.	Executive - Development and Industry Development	From plan launch.
Revise program guidelines to be in plain English.	Heads of Departments	Within 12 months of plan launch.
Industry Information sessions to raise awareness of Deaf and disability access tools and supports.	Executive - Development and Industry Development	Ongoing.
Develop suite of resources for internal and industry dissemination.	Executive - Development and Industry Development	Ongoing.
As part of business planning processes develop/support initiatives and interventions to reduce barriers and promote opportunities.	Executive - Development and Industry Development	Ongoing.

### Key Legislation and Policies



The intent of this DEP is consistent with and shaped by a range of other legislation, policies and documents including:

- 2010–2020 National Disability Strategy (Commonwealth)
- The National Disability Agreement (Commonwealth)
- National Disability Insurance
   Scheme Act 2013, which is the
   legislation that establishes The
   National Disability Insurance
   Scheme and The National
   Disability Insurance Scheme
   Launch Transition Agency
   (known as the National Disability
   Insurance Agency or NDIA).
- Australian Human Rights Commission Act 1986 (Commonwealth)

- The South Australian Equal Opportunity Act 1984
- Work Health & Safety Act 2012
- SA Carers Recognition Act 2005
- The South Australian Equal Opportunity Act 1984
- Disability (Access to Premises Buildings) Standards 2010

The following are specific references that this DEP seeks to address.

### Key Legislation and Policies



### Disability Discrimination Act 1992 (Commonwealth)

Under federal legislation (the 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 Deaf and disabled people are treated less fairly than people without 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 disability.

The Disability Discrimination Act 1992 defines "disability" as meaning:

- Total or partial loss of the person's bodily or mental functions; or
- Total or partial loss of a part of the body; or
- The presence in the body of organisms causing disease or illness; or

- The presence in the body of organisms capable of causing disease or illness; or
- The malfunction, malformation or disfigurement of a part of the person's body; or
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes disability that:

- Presently exists; or
- Previously existed but no longer exists; or
- May exist in the future (including because of a genetic predisposition to that disability); or
- Is imputed to a person.

Key Legislation and Policies



# Disability Inclusion Act 2018 (SA)

An Act to promote the full inclusion in the community of people with disability:

- To assist people with disability to achieve their full potential as equal citizens
- To promote improved access to mainstream supports and services by people with disability
- To provide for the screening of persons who want to work or volunteer with people with disability and to prohibit those who pose an unacceptable risk to people with disability from working or volunteering with them
- To provide for a community visitor scheme
- To provide for responsibilities of the State during and following the transition to the National Disability Insurance Scheme; and for other purposes.

This act requires South Australian State government agencies to have a Disability Inclusion and Access Plan.

### National Disability Strategy (NDS) 2010-2020

Inherent in Australia's commitment to the UNCRPD is an obligation to improve the lives of Deaf and disabled people.

Commonwealth, State and
Territory Governments partnered
to develop the NDS. The Australian
Local Government Association also
assisted in the development of the
NDS. The NDS vision is an inclusive
Australian society that enables Deaf
and disabled people to achieve
their full potential. The NDS is now
under the auspice of COAG.

The NDS outlines a 10 year national policy framework for all governments. Governments will address barriers faced by Australians with disability. Services and programs including healthcare, housing, transport and educations are in scope.

Policies and programs incorporate principles underpinning the UNCRPD.

Key Legislation and Policies



### United Nations Convention on the Rights of Persons with Disabilities

The UNCRPD defines persons with disabilities as including those who have long-term physical, mental, intellectual or sensory impairments which interact with various barriers to hinder their full and effective participation in society on an equal basis with others.

This broader understanding recognises that disability may also be a product of the environment in which a person lives. Social, attitudinal, economic and cultural barriers can limit participation as can a person's individual circumstances (ie: the 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."

The development of DAIPs aligns with

- The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) ratified by Australia in 2008.
- The Optional Protocol signed by Australia in 2009.

The convention acknowledges the value of existing and potential contributions made by people with disabilities to the overall wellbeing of their communities. It is underpinned by eight guiding principles based on respect, equality and non-discrimination.

The following articles are captured by this plan:

- Article 5 Equality and non discrimination
- Article 9 Accessibility
- Article 27 Work and Employment
- Article 30 Participation in cultural life, recreation, leisure and sport.

#### safilm.com.au

For further information on the SAFC's Disability Equality Plan, please contact:

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