



SA Housing Authority

Disability Access and Inclusion Plan

2020-2024



Government of South Australia
SA Housing Authority

South Australian Housing Authority

Disability Access and Inclusion Plan

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Acknowledgement of Country

SA Housing Authority acknowledges Aboriginal and Torres Strait Islander people as the First Peoples and Traditional Owners of the lands and waters we live and work. We acknowledge and respect the deep spiritual connection and the relationship that First Nations people have to Country.

We pay our respects to their Elders past, present and emerging.

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SA Housing Authority Contact Details

This DAIP is available on the Authority's website www.housing.sa.gov.au

If you require the Plan in an alternative format such as large font, electronic format (emailed), or audio please contact **131 299** or email housingfeedback@sa.gov.au
National Relay Service: 1800 555 660
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Message from the Chief Executive

I am pleased to deliver SA Housing Authority's Disability Access and Inclusion Plan (DAIP) 2020-2024. The Authority is committed to creating inclusive communities and meeting the housing needs of all South Australians. The Plan sets out a number of actions that will improve accessibility and inclusion for our staff, customers and partners, and supports the key priorities outlined in the State's Disability and Inclusion Plan, *Inclusive SA*.

Consultation with the community, our customers and staff was undertaken to shape how we can improve our services and workplaces to be more inclusive and accessible.

Through this plan, we will work towards removing the barriers people living with disability experience and encourage an inclusive culture within our workplaces.

The DAIP will continue to be monitored, reviewed and updated to ensure that it continues to align with the needs of our customers and staff, and supports the actions set out in the State's 10 year strategy, *Our Housing Future 2020-2030*.

Over 20% of South Australians report living with disability. Affordable and stable housing is pivotal to enabling people living with disability to fully participate in, and be connected to, the communities in which they live and work. The Authority has a proud history of supporting low income households living with disability to access social, affordable, and private rental housing.

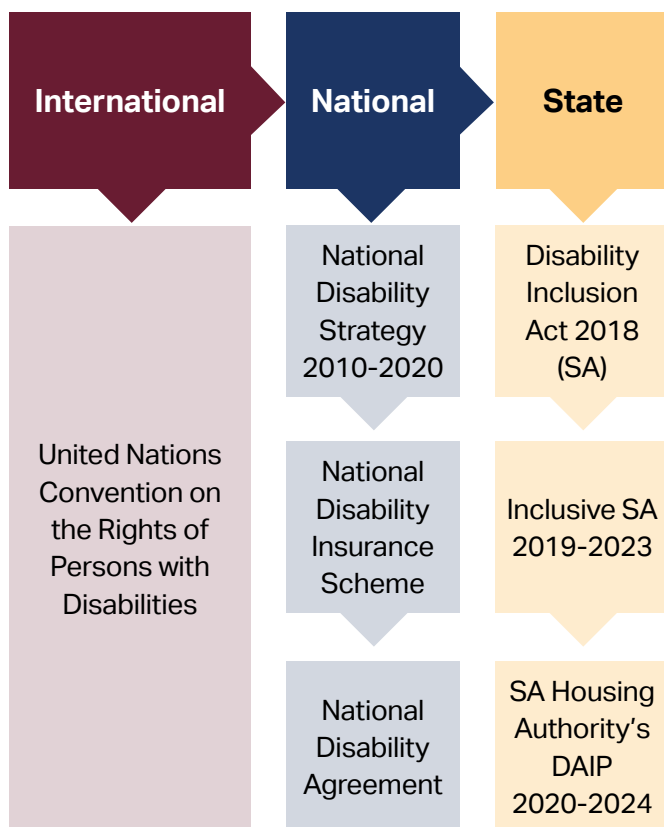
The actions outlined in our DAIP enables us to build on this work and demonstrates our ongoing commitment to the delivery of inclusive and accessible housing services for South Australians living with disability.

Michael Buchan
Chief Executive,
SA Housing Authority

Strategic alignment

The *Disability Inclusion Act 2018 (SA)* 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 also mandates the development of DAIPs for each State authority (Part 5 s16).

The Act aligns with the **United Nations Convention on the Rights of Persons with Disabilities**, and with the Australian **National Disability Strategy 2010-2020** which requires each jurisdiction to establish a State Disability Inclusion Plan. The State's first Disability Inclusion Plan, *Inclusive SA*, came into effect on 31 October 2019. SA Housing Authority's DAIP has been developed to align with the 12 key priorities set out in *Inclusive SA*.



Disability Access and Inclusion Plan development

Consultation process

SA Housing Authority's DAIP has been developed following a review of previous Housing SA Disability Action Plans and analysis of the housing related issues raised during previous consultations. In addition, engagement was undertaken with the community, customers, and staff through:

- Lived Experience Workshops for people living with disability
- YourSay survey
- Social media
- Staff surveys and team huddles; and
- SA Housing Authority cross divisional working group.

The actions identified within this plan reflect the issues, ideas and opportunities put forward during the above consultation processes.

Relationship to other policies, strategies and frameworks

In addition to the linkages to international, national and state strategies, the DAIP supports and complements key initiatives and strategies within:

- South Australia's 10-year housing strategy, *Our Housing Future 2020-2030*
- South Australian Public Sector Diversity and Inclusion Strategy 2019-2021
- Government of South Australia Online Accessibility Policy
- SA Housing Authorities policies and programs such as:
 - > Sustainable Housing Principles – SAHT Universal Housing Design Criteria
 - > Disability Housing Program
 - > Eligibility for Housing Policy
 - > Housing Registration and Allocation Policy
 - > Disability Access and Inclusion Policy (Community Housing providers)
 - > Disability Awareness training.

Examples of previous achievements

The actions outlined within this plan will build on our existing policies and initiatives undertaken by the Authority to improve access and inclusion for people living with disability, including:



Supporting access to social housing for Disability Support Pension recipients through automatic entry to category 2.



Including accessible service provision clauses in homelessness service contracts.



Initiating and managing \$1M funding for assistive technology for 31 SDA properties.



Undertaking 17,453 disability modifications over the last five years.



Disability housing properties.



SAHT Universal Housing Design Criteria.



Completing construction of 100 Specialist Disability Accommodation (SDA) properties to Liveable Housing Australia Platinum and Silver standard.



Completing the development of 45 apartments to SAHT Universal Housing Design Criteria for over 55 year olds.

About SA Housing Authority

The Authority commenced operating on 1 July 2018 as an independent statutory corporation reporting to the South Australian Housing Trust Board and South Australia's Minister for Human Services. The Authority aspires to be a modern and innovative housing organisation and one which builds on the rich history of the South Australian Housing Trust.

Our role

The Authority plays a critical role in providing strategic and operational policy advice in relation to housing matters to the South Australian Government, and contributes to the growth and sustainability of the South Australian housing system through our affordable housing and urban renewal programs, and our partnerships with the Specialist Homelessness and Community Housing Sectors. Along with contributing to the broader housing system, we support low to moderate income households through direct service provision (through Housing SA) and management of 34,000 public housing assets.

Our contribution

We contribute to the system by:

- providing housing strategy and advice to government
- actively engaging and supporting the development of affordable housing
- working with the financial sector to reduce barriers to home ownership
- administering affordable housing programs
- contract managing and supporting the growth of the community housing sector
- contract managing the Specialist Homelessness Services; and
- regulating housing standards through the Housing Safety Authority.

We develop and deliver housing services for:

- people experiencing, or at risk of, homelessness
- those in need of crisis accommodation, including emergency relief
- people experiencing or escaping domestic and family violence
- low to moderate income earners requiring assistance in the private rental market; and
- people seeking to access affordable home ownership.

Our staff

SA Housing Authority employs approximately 900 staff across our central, metropolitan, and regional offices. Approximately 5% of staff live with disability.

The Authority is committed to an equitable, diverse, and inclusive environment for our staff that is supportive and connected. We are committed to removing barriers faced by people living with disability, and broadening an environment where employees are supported, respected, and included. Our recently established Equity, Diversity and Inclusion (EDI) Reference Group will further strengthen this commitment to create a culture where our diversity and inclusivity is celebrated.

Our customers

The Authority's customer base is predominantly low income and high need groups, and we partner with housing and homelessness sectors, government and developers to provide housing opportunities for all South Australians.

As at 30 June 2020, Housing SA owned 33,535 public and Aboriginal housing properties with 52,755 occupants.



Number of people living with disability receiving housing services

Age	Housing SA tenants (main tenant only)		Public housing registration		Private Rental Assistance Program applicants	
	No. people living with disability	% people living with disability	No. people living with disability	% people living with disability	No. people living with disability	% people living with disability
17 Years or Less	1	5%	37	23%	21	23%
18-29 Years	481	29%	1,154	32%	2,208	16%
30-39 Years	1,045	36%	1,271	33%	2,735	19%
40-49 Years	1,803	38%	1,308	36%	2,726	24%
50-59 Years	3,075	41%	1,266	43%	2,737	35%
60+ Years	5,919	40%	1,354	46%	3,506	42%
Total	12,324	39%	6,390	37%	13,933	25%

Public and Aboriginal housing tenants

39%

of our tenancies are headed by a person living with disability. The majority of households are located in metropolitan Adelaide, with the most in northern suburbs (30%), followed by western (17%), southern and eastern (16%). The remaining households are in regional and remote areas.

Social housing registrations

37%

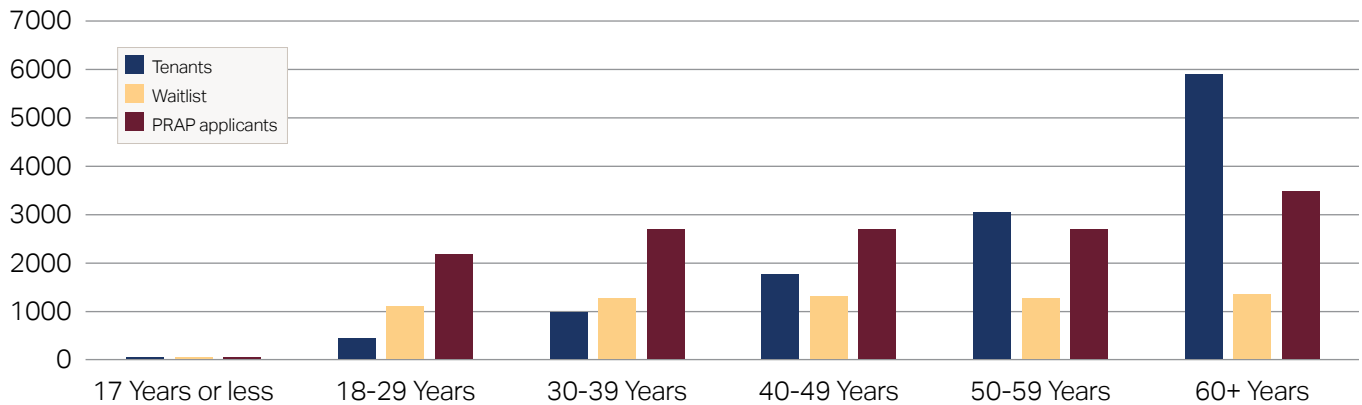
of people who are currently registered for social housing have indicated they are living with disability.

Private Rental Assistance Program

25%

of those receiving private rental services were people living with disability (July 2019 to June 2020).

Customers living with disability by service type



Information collected about a customer's disability relies on customer disclosure. While a significant number of customers have indicated living with disability, it is likely under-reported.

Customers living with disability category*

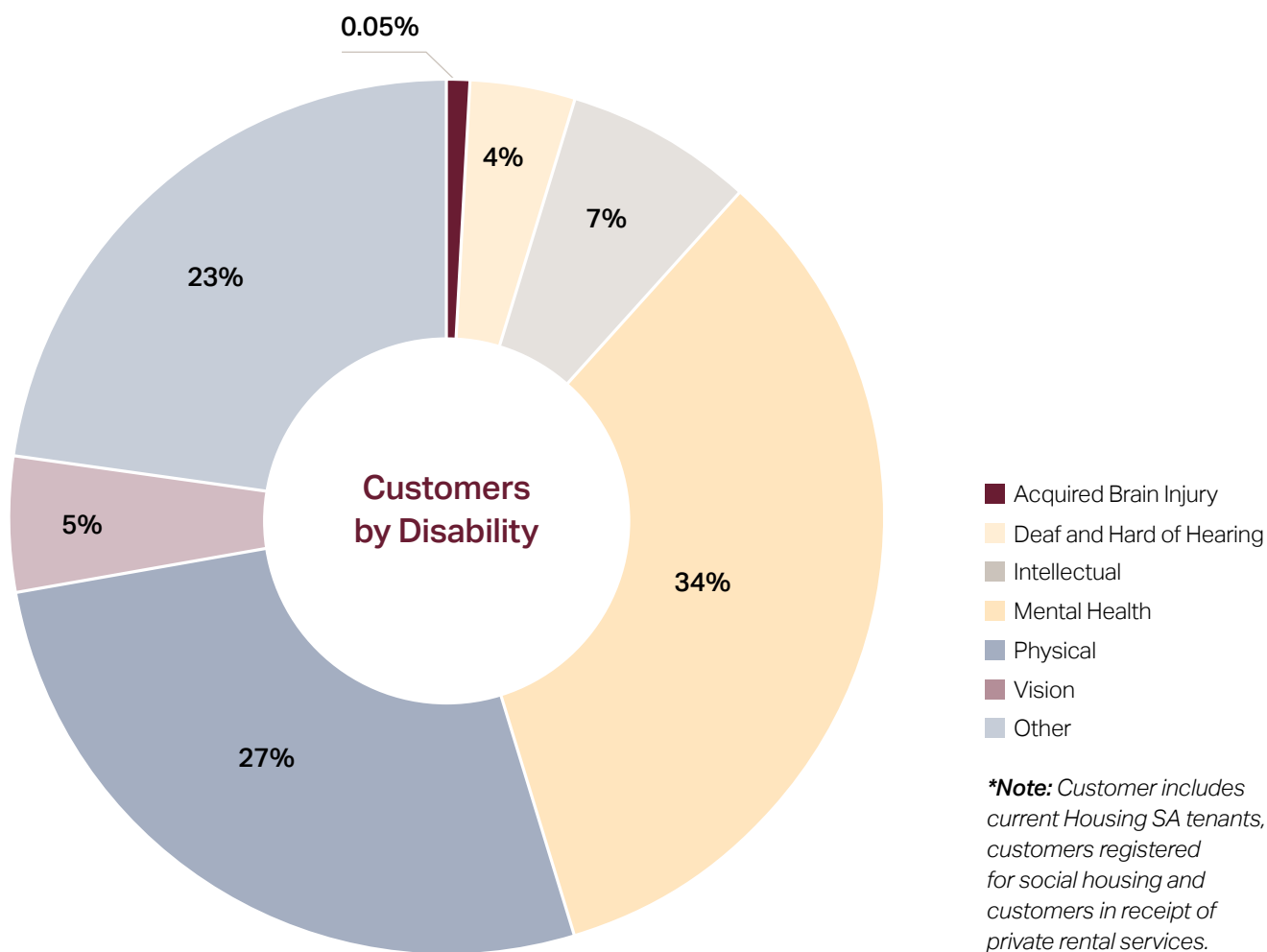
Service	Acquired Brain Injury	Deaf and Hard of Hearing	Intellectual	Mental Health	Physical	Vision	Other	Total*
Tenants	108	779	851	4,830	5,125	708	3,981	12,324
Housing Registrants	23	355	675	3,499	1,888	438	1,744	6,390
PRAP applicants	33	588	968	4,569	3,367	632	2,854	13,933
Total	164	1,722	2,494	12,898	10,380	1,778	8,579	32,647

***Note:** Customers may have dual disabilities, and these are counted once against each disability reported. Therefore, the total will not equal the sum of the disability categories.

Mental health, physical and intellectual disabilities are the most prominent disability indicated across Housing SA's customer group.



Disabilities identified by customer



Public and Aboriginal housing disability modifications

The Authority undertakes minor and major modifications to enable public housing residents to remain living independently and within the community. During the 2019-20 financial year, SA Housing Authority completed disability modifications on 2,355 properties. Over a five year period, (1 July 2015 to 30 June 2020) 17,453 modifications had been completed.

Public and Aboriginal housing properties with a disability modification undertaken

Description	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020
Number of properties modified	2,451	2,420	2,361	2,218	2,355
Number of modifications	3,429	3,626	3,579	3,351	3,468
Total number of modifications undertaken 2015-2020	17,453				

Actions:

The SA Housing Authority DAIP is structured around the priority areas and actions of *Inclusive SA*, as summarised on the following pages.



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.

PRIORITY 1

Involvement in the community

PRIORITY 2

Improving community understanding and awareness

PRIORITY 3

Promoting the rights of people living with disability

SA Housing Authority has identified a range of actions to improve access and inclusion for people living with disability, drawing on the findings of our consultation with the community, our customers and staff.



PRIORITY 1

Involvement in the community

Action		Responsibility	Timeframe	Measurable Target
1.1	We will develop strategies to connect households to available supports such as NDIS and My Aged Care so that they can continue to live independently and connect with their community.	Strategy and Governance Customers and Services	1 December 2020 - 30 June 2021 Ongoing	Options developed to identify tenants in need of support. Number of Housing SA tenants living with disability referred to disability or aged care services for assessment.
1.2	We will improve staff knowledge of local disability services and referral pathways to facilitate tenant connection to disability services.	Strategy and Governance Customers and Services	30 June 2021 Ongoing	100% of frontline staff are provided with information and training around disability referral pathways as part of their induction and triennial Disability Awareness Training.
1.3	We will work in partnership with community housing providers to increase the availability of Specialist Disability Accommodation.	Portfolio Planning and Asset Management – Housing Partnerships	30 September 2023	Total number of Specialist Disability Accommodation houses. Number of new Specialist Disability Accommodation housing opportunities created.
1.4	We will undertake an asset audit to improve matching of vacant modified properties to the housing needs of customers living with disability.	Portfolio Planning and Asset Management	30 December 2021	Audit of public housing properties to identify properties with a disability modification completed and recorded in the Connect system.
1.5	We will encourage government and partner organisations to consider the needs of people living with disability in the design and development of housing and homelessness services.	Strategy and Governance – Homelessness Services Portfolio Planning and Asset Management – Housing Partnerships	Annually/ Ongoing	Percentage of new housing and homelessness service agreements with accessibility provisions. Number of community housing providers with a DAIP.

PRIORITY 2**Improving community understanding and awareness**

Action		Responsibility	Timeframe	Measurable Target
2.1	We will continue to require all staff to improve their knowledge and understanding of people living with disability by providing Disability Awareness Training within 12 weeks of commencing employment and every three years thereafter.	People and Safety – Learning and Development	Ongoing	95% of staff complete Disability Awareness Training within 12 weeks of commencing employment.
2.2	We will increase staff understanding and awareness of people living with disability by celebrating International Day of People with Disabilities (IDPD) and profiling customers and staff living with disability.	People and Safety – EDI Reference Group Strategy and Governance – Communications and Engagement	December 2020 - Annually	International Day of People with Disabilities (IDPD) is promoted across the organisation.
2.3	We will work with Aboriginal Community Controlled Health Services in regional and remote locations to understand and support the needs of Aboriginal people living with disability so that they can remain in their community.	Portfolio Planning and Asset Management – Aboriginal and Remote Housing Customers and Services – Far North and Remote	Ongoing	Number of regional and remote households living with disability supported to remain in their community.



PRIORITY 3**Promoting the rights of people living with disability**

Action		Responsibility	Timeframe	Measurable Target
3.1	We will improve our understanding of issues affecting customers living with disability by implementing a disability category within the Authority's public feedback and Ministerial correspondence reporting systems and undertake a yearly analysis of key themes.	Strategy and Governance – Office of the Chief Executive (OCE)	December 2020	Disability feedback category is added to the Authority's public feedback and Ministerial correspondence reporting systems.
3.2	We will undertake a quarterly analysis of disability related feedback to identify service improvement opportunities and report this annually.	Strategy and Governance – OCE and System Strategy and Analysis	Quarterly/ Annually	Number of service improvements identified.



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.

PRIORITY 4

Participation in decision-making

PRIORITY 5

Leadership and raising profile

PRIORITY 6

Engagement and consultation



PRIORITY 4**Participation in decision-making**

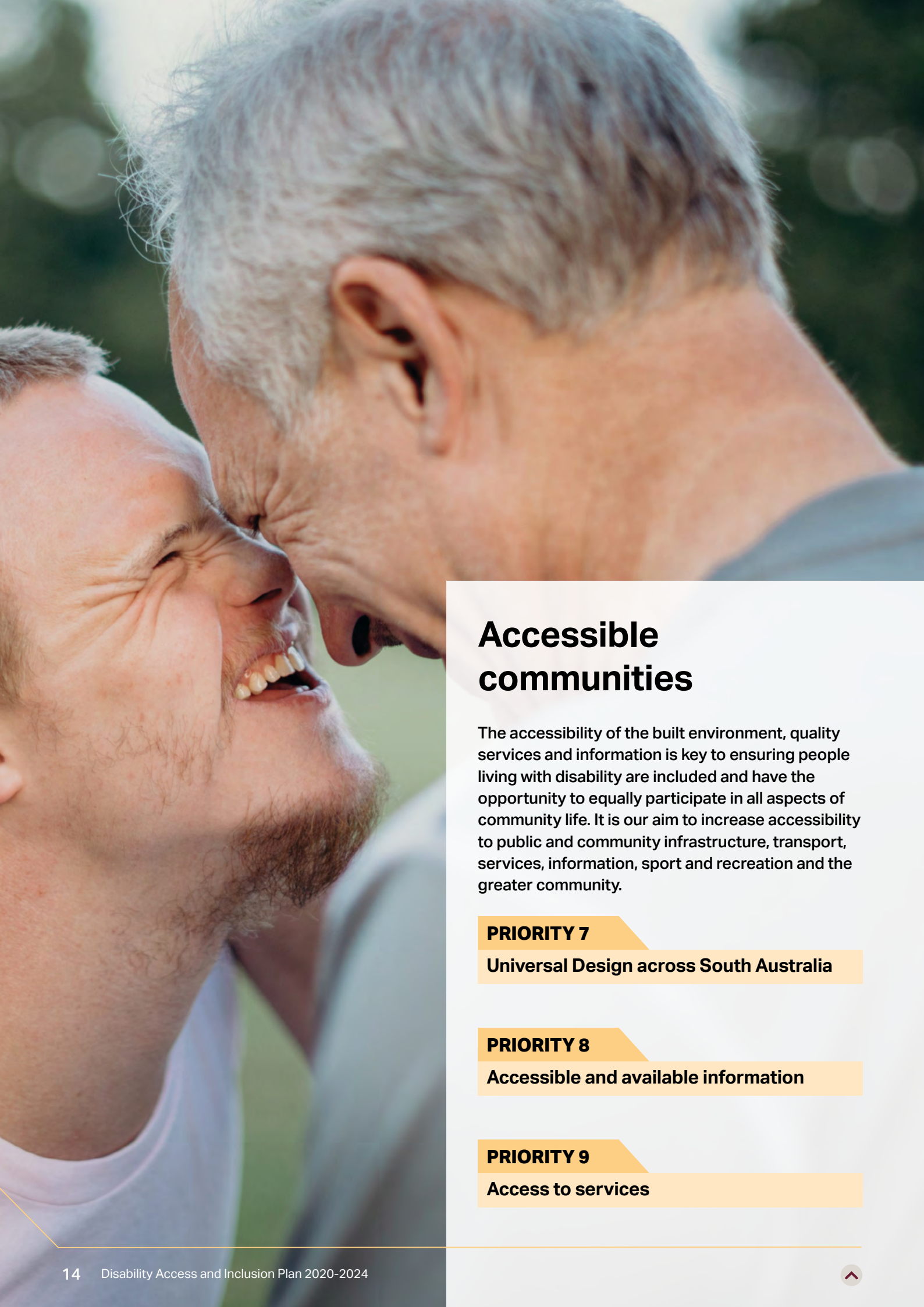
Action	Responsibility	Timeframe	Measurable Target
4.1 We will utilise organisational registers such as the Department for Human Services (DHS) Disability Engagement Register to seek feedback, where relevant, on housing policies and initiatives.	Strategy and Governance – Communications and Engagement	Ongoing	Number of engagements undertaken with people living with disability.
4.2 We will investigate establishing a register of customers and tenants with an interest in disability to participate in future consultations.	Customers and Services - Service Reform	August 2021	Options for a customer engagement register investigated and considered.

PRIORITY 5**Leadership and raising profile**

Action	Responsibility	Timeframe	Measurable Target
5.1 We will review our briefing, policy and procedure templates to determine if amendments are required to more effectively consider the needs of people living with disability.	Strategy and Governance – OCE	August 2021	SA Housing Authority briefing policy and procedure templates reviewed and updated.
5.2 Develop Disability Impact Guidelines for staff to use when undertaking major policy and program reviews.	Strategy and Governance – Systems Strategy and Analysis and OCE	August 2021	Disability Impact Guidelines developed. Disability Impact Statement included where required.

PRIORITY 6**Engagement and consultation**

Action	Responsibility	Timeframe	Measurable Target
6.1 The EDI Reference Group will actively promote the voice of people living with disability as part of EDI initiatives.	People and Safety – EDI Reference Group	October 2020/ Ongoing	People with lived experience of disability are represented on the EDI Reference Group.
6.2 We will undertake a Lived Experience Workshop to understand the housing needs of people living with disability.	Strategy and Governance – Homelessness Services (RentRight SA)	November 2021	Lived Experience Workshop undertaken with people living with disability.
6.3 Outcomes of lived experience workshop assessed, actions identified and reported through the EDI Reference Group.	Strategy and Governance – Homelessness Services	February 2022	Report on outcomes of the Lived Experience Workshop provided to the EDI Reference Group.



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.

PRIORITY 7

Universal Design across South Australia

PRIORITY 8

Accessible and available information

PRIORITY 9

Access to services



PRIORITY 7

Universal Design across South Australia

Action	Responsibility	Timeframe	Measurable Target	
7.1	We will improve the liveability of our housing by ensuring SAHT Universal Housing Design Criteria is applied to at least 75% of new social housing construction.	Portfolio Planning and Asset Management – Construction	June 2021/ Annually	Number of new properties developed to SAHT Universal Housing Design Criteria per annum.
7.2	We will consider adopting SAHT Universal Housing Design Criteria principles in maintenance specifications in line with Action 17 of the State Disability Plan.	Portfolio Planning and Asset Management – Maintenance and Renovations	July 2021 – June 2024	Maintenance specifications reviewed to consider the inclusion of SAHT Universal Housing Design Criteria principles.
7.3	We will develop and undertake a post occupancy survey to assess the accessibility and liveability of new social housing constructed to SAHT Universal Housing Design Criteria.	Strategy and Governance Portfolio Planning and Asset Management Customers and Services	January 2023 – January 2024	Number of post occupancy surveys undertaken.
7.4	We will support people to remain in their home by undertaking disability modifications (where the housing is suitable for modification) for people living with disability.	Portfolio Planning and Asset Management – Maintenance and Renovations	Annually/ Ongoing	Number of minor modifications completed. Number of major modifications completed.
7.5	We will improve accessible housing for Aboriginal people in remote communities by constructing 35 replacement homes.	Portfolio Planning and Asset Management – Aboriginal and Remote Housing	July 2021 - June 2026	Number of accessible properties completed per annum.
7.6	The Authority will assess opportunities to adopt Liveable Housing Australia Design Guidelines for all new build social housing stock in line with Action 17 of the State Disability Plan.	Portfolio Planning and Asset Management	July 2021 - June 2026	Options to mandate Liveable Housing Australia Design Guidelines for all new build social housing stock investigated.

PRIORITY 8**Accessible and available information**

Action		Responsibility	Timeframe	Measurable Target
8.1	We will review the content and layout of our internet and intranet to ensure it complies with Web Content Accessibility Guidelines 2.0 level AA. This will include optimal screen resolution, large text options, and compatibility with assistive technologies (such as TTY/Voice and Speak and Listen options).	Strategy and Governance – Communications and Engagement	July 2021- June 2022/ Ongoing	Website content is reviewed and amended to align with Web Content Accessibility Guidelines 2.0 level AA.
8.2	We will investigate options to develop information sheets in Easy Read format to accompany key Housing SA information (e.g., Tenancy Agreement information).	People and Safety – Housing Policy Development	March 2021 – December 2022/ Ongoing	Key information sheets developed in Easy Read format.



PRIORITY 9

Access to services

Action	Responsibility	Timeframe	Measurable Target
<p>9.1 We will provide housing services to people living with disability, including key priority cohorts:</p> <ul style="list-style-type: none"> • Women • Children • Aboriginal and Torres Strait Islander peoples • Culturally and Linguistically Diverse. 	<p>Customers and Services</p> <p>Strategy and Governance - Homelessness Services</p>	<p>Ongoing/ Annually</p>	<p>Number of new housing allocations to people living with disability.</p> <p>Number of private rental services provided to people living with disability.</p> <p>Number of new housing registrations to people living with disability.</p>
<p>9.2 We will undertake an audit of our offices to determine the level of accessibility and develop a schedule of works to improve accessibility.</p>	<p>Assets and Facilities (DHS)</p>	<p>June 2021 – June 2024</p>	<p>Number of offices audited.</p> <p>Number of minor and major modifications undertaken.</p>
<p>9.3 We will review the availability of disability parking near our offices and negotiate with lease holders and local government to increase access.</p>	<p>Assets and Facilities (DHS)</p>	<p>Ongoing</p>	<p>Review completed.</p> <p>Number of additional disability car parks allocated.</p>
<p>9.4 We will provide training on the use of accessible technologies and services (TTY, Auslan) for customer service staff.</p>	<p>Customers and Services</p> <p>People and Safety – Learning and Development</p>	<p>Ongoing</p>	<p>Number of training sessions provided.</p>
<p>9.5 We will undertake a review of the Community Housing Disability Access and Inclusion Policy.</p>	<p>Portfolio Planning and Asset Management – Housing Partnerships</p>	<p>June 2021</p>	<p>Policy reviewed and updated.</p>



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 provides 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



PRIORITY 10**Better supports within educational and training settings**

Action		Responsibility	Timeframe	Measurable Target
10.1	We will work with managers to identify and address barriers to employment such as unconscious bias in recruitment processes and staff development for people living with disability.	People and Safety – Learning and Development All Directorates	Ongoing	Unconscious bias awareness activities developed and delivered. 100% of staff living with disability have access to employment and career development opportunities, as reflected in their Personal Development Plans.
10.2	We will investigate options to ensure that all staff have an adequate understanding of the needs of people living with disability (including people from Aboriginal and CALD backgrounds), their carers and families.	People and Safety – Learning and Development	October 2021 - Ongoing	Appropriate training options are explored to improve understanding of the needs of people living with disability.
10.3	We will establish appropriate training and awareness mechanisms for contract staff undertaking work on behalf of the Authority (for example, maintenance contractors) to ensure they are aware of and uphold the rights of people living with disability.	Portfolio Planning and Asset Management – Maintenance Procurement	September 2022	Appropriate mechanisms are in place to ensure contractors are aware of and uphold the rights of people living with disability.

PRIORITY 11**Skill development through volunteering and support in navigating the pathway between learning and earning**

Action		Responsibility	Timeframe	Measurable Target
11.1	We will work with Department of Innovation and Skills and Employment Service Providers to include public housing tenants living with disability in social procurement employment targets.	Portfolio Planning and Asset Management	July 2024/ Ongoing	Number of training and employment opportunities created for public housing tenants living with disability.

PRIORITY 12

Improved access to employment opportunities and better support within workplaces

Action	Responsibility	Timeframe	Measurable Target
12.1 Our 10-year workforce development plan will include a disability employment target aimed at increasing the inclusion of people living with disability within our workforce.	People and Safety	March 2021 /Ongoing	Disability employment target established and reported against annually.
12.2 Where disability is identified, we will ensure recruitment practices are adjusted where required to meet the individual's need.	People and Safety All directorates	September 2021 /Ongoing	Develop a checklist as part of the recruitment process to identify adjustments and support requirements.
12.3 We will ensure people living with disability have work tools and adjustments required to fully participate in the workforce.	All Directorates	Ongoing	100% of assessments and workplace adjustments are completed within four weeks of commencing employment.
12.4 We will set aside an additional budget (than that allocated to business units) to support people living with disability (e.g., development opportunities or for purchase of specialist equipment).	Finance People and Safety	Annually/ Ongoing	Annual budget allocated and managed by People and Safety for people living with disability.

Implementation process

The DAIP implementation will be overseen and monitored by the Strategy and Governance Directorate within SA Housing Authority. The plan will continue to be monitored, reviewed, and updated to ensure that it aligns with business operations, customer needs and service improvements.

Progress reports will be provided to the EDI Reference Group of SA Housing Authority bi-annually, and to the SA Housing Authority Executive, and the Minister for Human Services, annually.

The DAIP will be accessible to our partner agencies, contractors, customers and staff through the Authority's website, and will be promoted via social media.

Accessible formats will be made available upon request.

If you require the Plan in an alternative format such as, large font, electronic format (emailed), or audio please contact **131 299** or email housingfeedback@sa.gov.au
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Acknowledgments

We would like to acknowledge the Disability Access and Inclusion Plan Working Group, Communications and Engagement team, our customers and agencies who took the time to provide feedback, and the many staff who contributed to this plan through their participation in team huddles and surveys.



Glossary and definitions

CALD

Culturally and Linguistically Diverse.

COMMONWEALTH

The government of the Commonwealth of Australia – commonly referred to as the Australian Government or the Federal Government.

DAIP

Disability Action and Inclusion Plan.

DHS

The South Australian Department of Human Services.

Liveable Housing Australia Guidelines and SAHT Universal Housing Design Criteria

Liveable Housing Australia Guidelines were developed to provide assurance that a home is easier to access, navigate and live in and is more cost effective to adapt when life's circumstances change. Dwellings can qualify for compliance against a: Platinum, Gold and Silver performance level. SAHT Universal Housing Design Criteria reflects design elements to silver standards.

Major Disability Modification

A major disability modification is defined as being over \$5,000 (per property, per request).

Minor Disability Modification

A minor disability modification is defined as being under \$5,000 (per property, per request).

Not for Profit

An organisation that does not operate for profit, personal gain or other benefit of particular people.

NDIS

National Disability Insurance Scheme.

SAHT

The South Australian Housing Trust.

SAHT Universal Housing Design Criteria

The design approach to new construction and renovation meaning anyone using a wheelchair or other mobility device should be able to visit and gain entry to the house and enter a bathroom.

Unconscious bias

A bias that we are unaware of, happens automatically and which happens outside of our control. Unconscious bias is reflected in the prejudices and stereotypes that are deeply seated within us as a result of our socialisation.



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