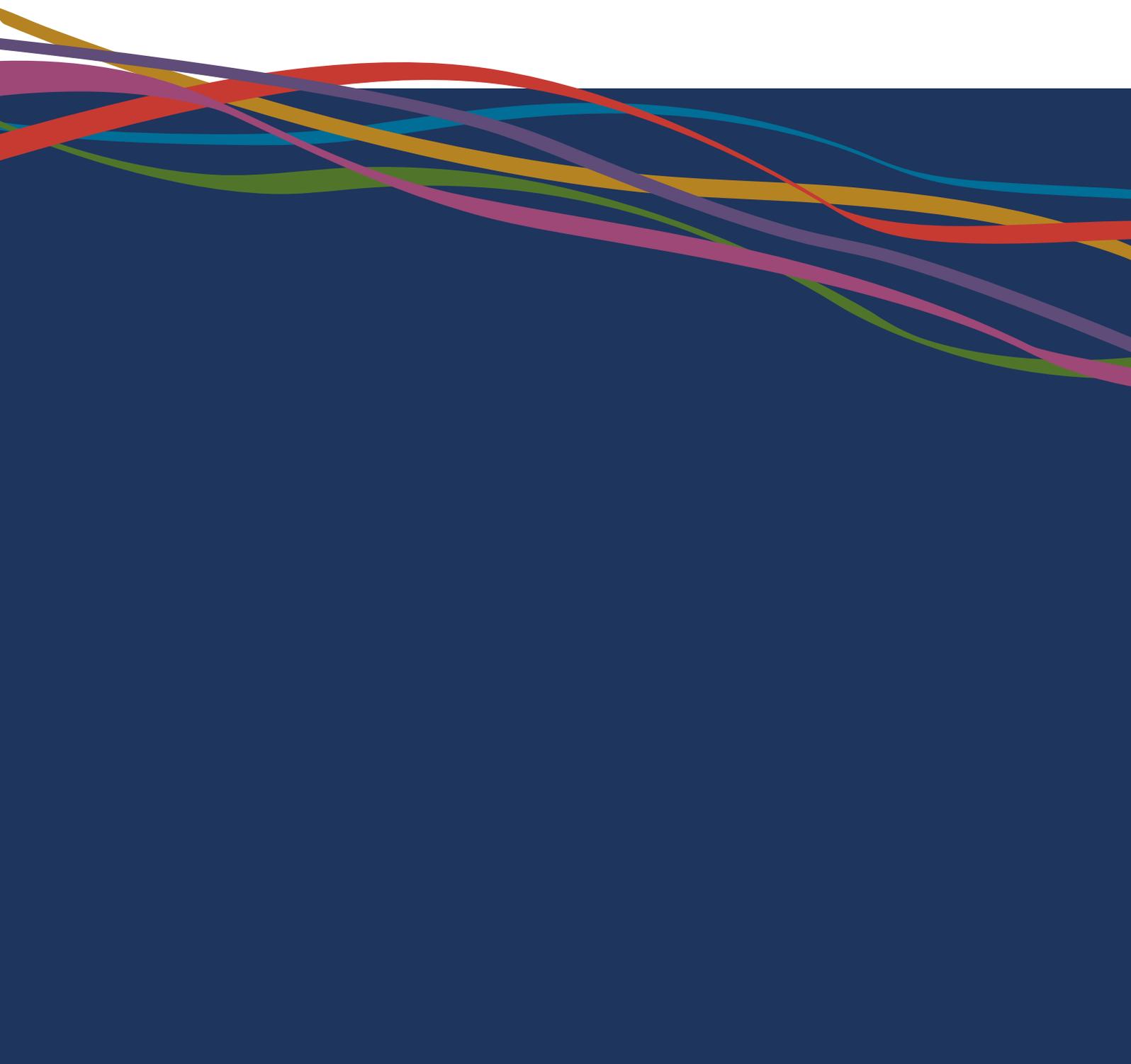


Third Implementation Plan 2019-2020

National Disability Strategy 2010-2020



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Third Implementation Plan 2019-2020

National Disability Strategy 2010-2020



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Acronyms and abbreviations

APSC	Australian Public Service Commission
COAG	Council of Australian Governments
DRC	Council of Australian Governments' Disability Reform Council
FASD	Fetal Alcohol Spectrum Disorder
ICSS	Integrated Carer Support Service
NCCD	Nationally Consistent Collection of Data on School Students with Disability
NDA	National Disability Agreement
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
Royal Commission	Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability
SDA	Specialist Disability Accommodation
SDAC	Australian Bureau of Statistics' Survey of Disability, Ageing and Carers
SIL	Supported Independent Living
SPRC	Social Policy Research Centre, University of New South Wales
The Strategy	National Disability Strategy 2010-2020
UNCRPD	United Nations Convention on the Rights of Persons with Disabilities
VET	Vocational Education and Training

Introduction

'An inclusive Australian society that enables people with disability to fulfil their potential as equal citizens.' National Disability Strategy 2010-2020, page 22

This third and final implementation plan of the *National Disability Strategy 2010-2020* (the Strategy) was developed in partnership between the Australian Government, state, territory and local governments and in consultation with people with disability, through their disability representative organisations. It maps the actions governments are taking during 2019 and 2020 to support the Strategy's vision of an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens.

The Strategy and its Third Implementation Plan are grounded in the principles underpinning the United Nations *Convention on the Rights of Persons with Disabilities* (UNCRPD)—including that people with disability have the freedom to make their own choices; can participate fully in society; have equality of opportunity; have equal access with others to the physical environment, services and technology; and that difference and acceptance of people with disability is respected as part of human diversity and humanity.

The Third Implementation Plan recognises people with disability have a valuable contribution to make to our communities, the economy and broader society, and that lasting social and attitudinal change is needed for all people with disability to reach their potential.

During the early development of the Strategy, it was envisaged the *Third Implementation Plan 2019-2020* (Third Implementation Plan), would address new and emerging priority areas. It would build on achievements made under the previous implementation phases and provide an opportunity for governments and the community to review progress and stay on track to realise the objectives of the Strategy.

In developing the Third Implementation Plan, governments engaged with people with disability, their families, carers, and disability representative organisations about what is working under the Strategy, and where national effort should be focused during 2019-2020. Longitudinal data identified areas of continued disparity, such as poorer employment participation rates for people with disability, while new opportunities for innovation and other areas for focus have emerged over time.

In the final two years of the Strategy, all tiers of government have committed to focus effort on five **Key Action Areas** for improving the outcomes of people with disability, acknowledging each area's intersections with the Strategy's outcome areas, as shown in Figure One. For example, the Key Action Area of *Improving employment outcomes for people with disability* aligns directly with Outcome 3 of the Strategy, which aims to achieve economic security, and is also expected to contribute to achieving inclusive and accessible communities under Outcome 1 and improved health and wellbeing under Outcome 6. While the Third Implementation Plan focuses on improving outcomes under the five Key Action Areas, it continues to build on, and progress work across, the Strategy's six outcome areas.



Figure 1 - The Third Implementation Plan's priority areas of focus support each outcome area of the National Disability Strategy

Since its inception, the Strategy has guided all levels of government to drive improvements for people with disability. The introduction of the National Disability Insurance Scheme (NDIS) is undoubtedly the single greatest achievement of the Strategy. But the Strategy is for all Australians, not just people with disability participating in the NDIS. The Strategy has made gains across communities—in transport, year 12 attainment, building accessibility and employment to name a few—that have improved outcomes for people with disability, and for their communities. However, there is still more to do.

Governments recognise there have been barriers to implementing the Strategy and measuring whether the Strategy has achieved its goals. As we look forward to the next model for disability policy the Australian Government will provide up to \$15 million to fund a pilot National Disability Data Asset (the Asset). Part of this funding will be used to work with people with disability to inform how the Asset will be used. The pilot Asset will bring together data from the Commonwealth, New South Wales (NSW), Queensland, South Australia and Victoria to provide a fuller picture than has ever been available in this country of the lived experience of people with disability. The Asset will provide datasets enabling the identification of challenges and barriers experienced by people with disability, and help identify where progress is being achieved.

The Third Implementation Plan aligns with the Strategy's adoption of the social model of disability, which recognises that 'attitudes, practices and structures are disabling and can prevent people from enjoying economic participation, social inclusion and equality. This is not the inevitable result of an individual's impairment'¹. It also recognises that some people with disability may experience specific challenges unconnected to their disability, but amplified by disability. The Third Implementation Plan complements other national strategies, frameworks and initiatives that address the needs of specific cohorts of people with disability, such as the *National Aboriginal and Torres Strait Islander Health Plan 2012-2023*, the *National Plan to Reduce Violence Against Women and their Children 2010-2022* and the *National Framework for Protecting Australia's Children 2009-2020*.

Governments have recommitted effort in this final implementation plan of the current Strategy to embed disability inclusion practices into all areas of life through practical actions for improving outcomes for people with disability.

1 Australian Government, 2011, National Disability Strategy 2010-2020, p.16

Implementing the National Disability Strategy

Overview

The Council of Australian Governments (COAG) endorsed the Strategy in February 2011. This was a historic moment in disability reform in Australia. It was the first moment all levels of government came together to create and implement a national approach to disability reform.

The Disability Reform Council (DRC) comprises Ministers within disability and treasury portfolios from each state and territory, and is currently chaired by the Australian Government Minister responsible for the National Disability Insurance Scheme. DRC is responsible for: implementing the Strategy; overseeing the implementation of the National Disability Insurance Scheme (NDIS)—a fundamental feature of the Strategy— and overseeing a broad range of reforms implemented through the National Disability Agreement and the Strategy to support people with disability, their families and carers. DRC reports to COAG and is supported by a Senior Officials Working Group.

The Strategy is implemented through a cycle of engagement and consultation with Strategy partners, including all levels of government and people with disability, their families and carers. Consultation informs the development of programs and policies, which are reported on through two-yearly progress reports to COAG.

The Strategy's vision of an inclusive Australian society that enables people with disability to fulfil their potential as equal citizens is given life by the Strategy's three implementation plans. These plans progress practical actions by all levels of government for improving outcomes for people with disability.

The Strategy's First Implementation Plan, *Laying the Groundwork 2011-2014*², established the foundations for influencing policy development across all levels of government, bringing about change in the delivery of both disability-specific and mainstream programs and services.

² <https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/government-international/national-disability-strategy-2010-2020-report-to-coag-2012>

The Strategy's Second Implementation Plan, *Driving Action 2015-2018*³, built on existing commitments across the Strategy's six policy outcome areas and responded to new priorities through the inclusion of additional areas of national cooperation:

- National Disability Insurance Scheme (NDIS) transition to full scheme
- Improving employment outcomes for people with disability
- Improving outcomes for Aboriginal and Torres Strait Islander people with disability
- Communication activities to promote the intent of the Strategy throughout the community.

The Strategy's second implementation phase was strengthened by the development of the ***Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability***⁴. The development of a dedicated plan to improve the outcomes of Indigenous Australians with disability seeks to build the capacity of service systems, including disability services and Indigenous programs, to better meet the needs of Aboriginal and Torres Strait Islander people with disability in a culturally safe and appropriate way.

Achievements under the Strategy's first two implementation phases include the roll out of the NDIS, improvements in accessibility of physical and technological environments, transport accessibility and improvements in educational outcomes.



*Image 1 - Thom Roberts in front of his work for The National at Carriageworks, in Sydney, NSW.
Photo credit: Georgia Quinn.*

³ <https://www.dss.gov.au/disability-and-carers/programs-services/government-international/national-disability-strategy-second-implementation-plan>

⁴ <https://www.dss.gov.au/disability-and-carers/supporting-people-with-disability/resources-supporting-people-with-disability/australian-government-plan-to-improve-outcomes-for-aboriginal-and-torres-strait-islander-people-with-disability>

The changing disability landscape

The Australian disability landscape has evolved since the Strategy commenced. Important changes include the introduction of the NDIS, reforms to aged care, a new integrated carer support service, reform of the specialist Disability Employment Services program, and the historic announcement in 2019 of a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

The NDIS is a once in a generation social reform. The total number of Australians benefitting from the NDIS is expected to reach up to 500,000 within the next five years. For many people, it will be the first time they receive the disability support they need. However, it is important to note that not all people with disability will be supported through the NDIS.

While the NDIS is a critical investment to enable people with disability to choose the supports they need, its success is dependent on continued action and progress under the Strategy to strengthen mainstream services and supports. Under the Third Implementation Plan all levels of government will continue to ensure there is a focus on the social model of disability and that mainstream services are accessible and inclusive of all people with disability.

In 2016, the Australian Senate referred the Strategy to the Community Affairs References Committee for inquiry and [report](#)⁵. The Committee examined if and how the Strategy is building accessibility and inclusiveness in Australia for people with disability, and included recommendations for future action. Governments will continue working towards some of the Committee's recommendations through this implementation plan, and will consider them during the development of a new National Disability Strategy and model for national disability policy for when the current Strategy expires in 2020.

In 2018, the Productivity Commission⁶ reviewed the National Disability Agreement—a high-level agreement between the Australian Government and state and territory governments that sets out roles and responsibilities for the funding and provision of specialist services for people with disability. The National Disability Agreement was finalised in 2009, before the introduction of the NDIS and does not reflect current arrangements.

The Productivity Commission released its [report](#)⁷ on the National Disability Agreement in early 2019. The Productivity Commission made several recommendations for a new National Disability Agreement, including how it could intersect with the Strategy, focusing on the wellbeing and needs of all people with disability, their families and carers.

People with disability have the same rights as all Australians to be safe and protected. The Australian Government announced the establishment of a Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability in April 2019. The Royal Commission will cover all forms of violence against, and abuse, neglect and exploitation of people with disability in all settings and contexts.

What is learned from the Royal Commission will help inform governments on how to prevent, and better protect, people with disability from experiencing violence, abuse, neglect and exploitation in the future. Further information about the Royal Commission is available at the Royal Commission⁸ website.

5 https://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Community_Affairs/AccessibleCommunities

6 <https://www.pc.gov.au/>

7 <https://www.pc.gov.au/inquiries/completed/disability-agreement#report>

8 <https://disability.royalcommission.gov.au/>

A new National Disability Strategy and national model for disability policy

Governments across Australia are working together to design a new National Disability Strategy and model for national disability policy, while continuing effort under the current Strategy. The Australian Government undertook the first stage of consultation with people with disability, their families and carers from April to July 2019. Consultation will ensure people with disability are at the centre of the design of the new National Disability Strategy and model for national disability policy and have a leading role in modernising policies and programs affecting their lives.

Implementation of the new National Disability Strategy and model for national disability policy will be supported by a new performance framework for measuring outcomes for people with disability. The new model provides an opportunity to build on the momentum of the current Strategy and continue national efforts that enable people with disability to realise their aspirations, maximise their independence and participate in their communities. It is being informed by previous reviews of the current Strategy, including the independent, targeted review of the Strategy's implementation conducted by the Social Policy Research Centre (SPRC), University of NSW. The review focused on the key factors effecting implementation of the Strategy and the areas where implementation could be improved. The SPRC report is available at the Department of Social Services⁹ website.

Building an inclusive Australia is everyone's business. All levels of government as well as businesses and communities are responsible for improving opportunities and removing the barriers to inclusion for people with disability.

Monitoring progress

Regular monitoring of the Strategy sustains accountability and momentum, while identifying where more effort is needed. The Strategy has a framework for reporting on progress and achievements that was established during its first implementation phase. Every two years, a report is provided to COAG on progress against trend indicators for the Strategy's six outcome areas using the most recent data from the Australian Bureau of Statistics. Each report also notes the efforts, actions and initiatives across all levels of government to drive forward the goals of the Strategy. The Strategy's progress reports provide an overview of progress under the Strategy, and incorporate feedback from people with disability, their families and carers, and their representative organisations.

The Strategy's previous progress reports from 2014 and 2016 are available on the Department of Social Services¹⁰ website. The third progress report of the Strategy, covering activity during 2017-2018, will be released in 2020. A fourth and final progress report of the Strategy, covering activity during 2019-2020, will be released in 2021.

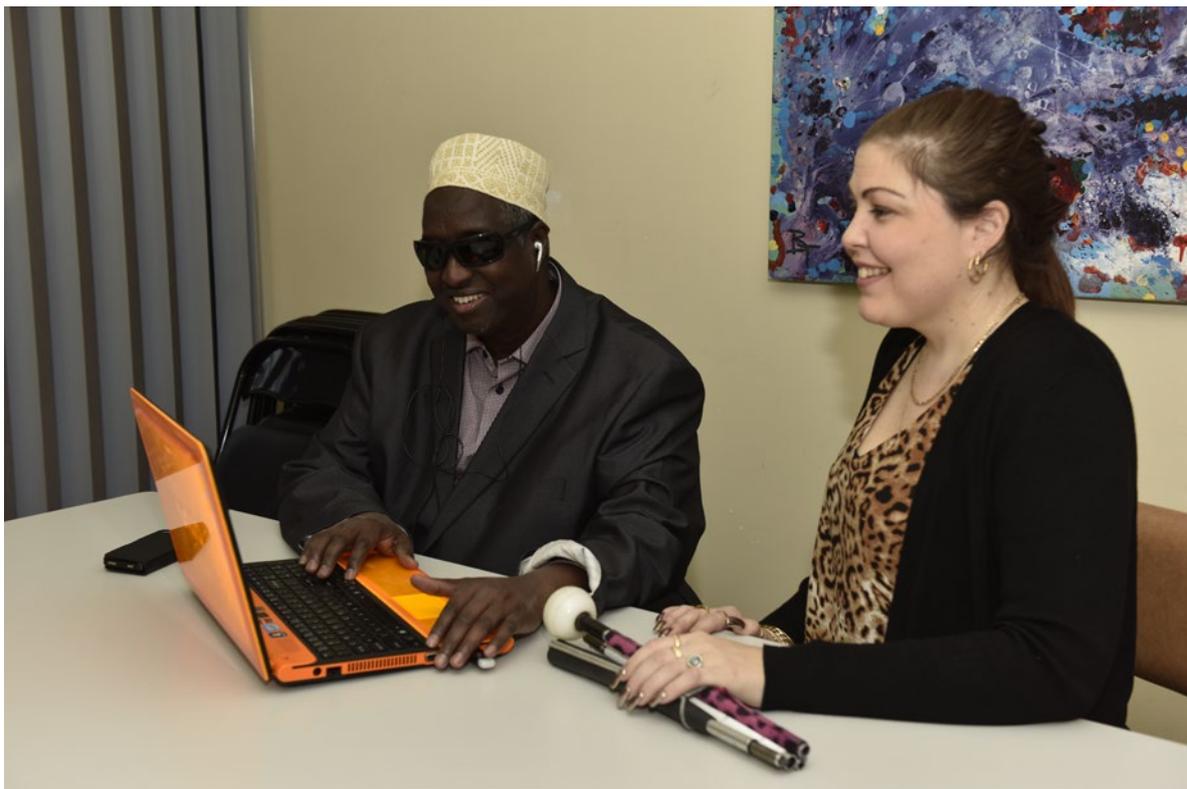
The Australian Bureau of Statistics' Survey of Disability, Ageing and Carers (SDAC) is the authoritative source of estimates on the number and characteristics of people with disability and carers in Australia. It is a primary data source for reporting under the National Disability Agreement and the Strategy. The SDAC is currently conducted every three years. It

⁹ <https://www.dss.gov.au/review-of-implementation-of-the-national-disability-strategy-2010-2020>

¹⁰ <https://www.dss.gov.au/disability-and-carers-supporting-people-with-disability/resources>

measures the prevalence of disability in Australia and provides a demographic and socio-economic profile of people with disability, older people and carers compared with the general population. The current SDAC update relates to the 2018 data collection, with the first release of information in October 2019.

Making progress takes work and commitment. Building an inclusive Australia is everyone's business, from which we will all benefit. People with disability have a valuable contribution to make to our communities, the economy and broader society. As we look forward to the future, we will continue to work with commitment toward achieving an inclusive and accessible Australia for all people with disability.



The Third Implementation Plan 2019-2020

The Third Implementation Plan builds on work undertaken by all levels of government over the life of the Strategy through state, territory and local government disability plans. Governments will advance work across the Strategy's six outcome areas, as well as focusing effort on the five priority areas for action.

New national initiatives for achieving lasting change under the Third Implementation Plan will be implemented to progress the goals of the Strategy. These initiatives are in addition to significant government investment into supporting people with disability. The Australian Government and states and territories will together provide \$40 billion for the NDIS over the next two years. The Australian Government will also provide \$34.1 billion for the Disability Support Pension and \$1.5 billion for Disability Employment Services¹¹.

New initiatives include:

- \$45 million to develop a national disability information gateway, including a website and 1800 number, to assist all people with disability and their families locate and access services in their communities.
- \$131.4 million in 2019-20 to provide grants to organisations under the Information, Linkages and Capacity Building program to deliver general supports and services for all people with disability.
- \$2.2 million over three years (2019-2022) to fund the Allied Health in Remote Schools Project. This project will provide allied health services to support Aboriginal and Torres Strait Islander students with disability in selected remote primary schools in Tennant Creek, Yuendumu and Papunya and assist in building the capacity of the school staff to work with these children. This funding is provided under the *Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability*.
- \$789,500 in 2019-2020 to fund a research project that examines methods and processes for identifying and assessing disability in Aboriginal and Torres Strait Islander prisoners and ex-prisoners across jurisdictions in Australia, including regional and remote areas. The project aims to inform policy development targeted at reducing the potential barriers to employment resulting from any unidentified disability or impairment. This funding is provided under the *Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability*.
- The Australian Public Service's introduction of a new seven per cent employment target for people with disability by 2025.

¹¹ 2019-2020 and 2020-2021 financial years - Department of Social Services Portfolio Budget Statements 2019-2020

- Australian Government grant funding of \$10.5 million over two years to support innovative initiatives that deliver human, social and economic benefits to people with disability.
- \$2 million to support people with Autism Spectrum Disorder to find and keep a job, including a \$1.5 million national expansion of the successful Dandelion Program in partnership with DXC Technology.

States and territories will continue to implement their own jurisdictional disability plans — their mechanism to implement the Strategy within their region while being responsive to the specific needs of local communities. Highlights of activities to be undertaken under the Key Action Areas during 2019-2020 are outlined in the following section.

Key Action Areas



The Third Implementation Plan focuses on emerging issues relevant to all people with disability, while continuing the path laid down by the Strategy’s first and second implementation plans.

Governments will focus on **improving employment outcomes for people with disability** by increasing the proportion of public sector employees with disability. This work will be complemented in some jurisdictions through activities that increase employer awareness about the benefits of recruiting people with disability. Jurisdictions will also focus on **embedding the voice of people with disability** into policy and program planning and implementation, as well as **improving the interface between the NDIS and mainstream services**.

In recognition of gaps in disability data, governments will focus on **improving the evidence base**. Governments are considering a national approach for sharing data that would aim to substantially improve the availability of information on the needs of people with disability, including service provision and people’s outcomes.

Reviewing national agreements and partnerships is an important avenue to achieving mainstream service delivery improvements and reforms. An ongoing focus of the Strategy has been the commitment to use the review points of national agreements and partnerships to ensure their consistency with the vision and goals of the Strategy.



Improving employment outcomes for people with disability

Employment contributes to our identity and sense of belonging. It bolsters our opportunities for social inclusion and economic independence. Employment enables people to plan for the future and to exercise agency over their lives.

The Australian Bureau of Statistics' Survey of Disability, Ageing and Carers 2018¹² reported that 53.4 per cent of people with disability of working age were in the labour force, compared to 84.1 per cent of people without disability. Furthermore, people with disability were more likely to have lower levels of income than people without disability.

People with disability can face a variety of barriers in seeking and staying in employment. The Australian Human Rights Commission inquiry, *Willing to Work: National Inquiry into Employment Discrimination against Older Australians and Australians with Disability*¹³, found that:

“a lack of confidence and knowledge about disability among employers can contribute to bias and discrimination. Employers can also experience difficulties in supporting employees with disability with regard to recruitment practices, providing workplace adjustments, and meeting legal and regulatory requirements.”

All levels of government are committed to improving employment outcomes for people with disability and recognise the benefits of employing people with disability.

While the NDIS and specialist disability employment services will continue to have an integral role in supporting people with disability into employment, mainstream services, employers and the broader community also have important roles to play.

The Australian Government established the **NDIS Participant Employment Taskforce** in November 2018. The Taskforce's objective is to look at how NDIS participants can be best supported to seek and maintain employment. It is helping people with disability into employment by implementing changes to National Disability Insurance Agency (NDIA) processes and systems to promote a **'work-first' approach for NDIS participants**.

The Taskforce is implementing improvements to NDIS planning and funding processes to help **prioritise employment conversations** and to address the delays some people have been experiencing between finding a job and getting employment supports in their NDIS plan.

The Taskforce is supported by a **\$19.9 million Information Linkages and Capacity Building** competitive grant round for projects to boost economic participation for people with disability. The Taskforce will operate until December 2019.

¹² Australian Bureau of Statistics, 2018 Survey of Disability, Ageing and Carers, Catalogue Number: 4430.0.

¹³ Australian Human Rights Commission, 2016, *Willing to Work: National Inquiry into Employment Discrimination Against Older Australians and Australians with Disability*, p.169

Governments will improve employment outcomes for people with disability by **increasing the proportion of public sector employees** with disability. The Australian Government is introducing a new **seven per cent employment target for people with disability across the Australian Public Service (APS) by 2025**: as at 30 June 2018, 11.85 per cent of the NDIA's APS workforce identified as having a disability¹⁴.

Some jurisdictions will complement recruitment activities with initiatives that educate employers on how to harness the abilities of people with disability, increase employer awareness about the benefits of recruiting people with disability, and address issues such as unconscious bias.

This work is being developed in response to calls from disability organisations that there needs to be more education for employers around the needs of people with disability and that employers need better knowledge about how to apply the abilities of people with disability in the workplace. The Australian Public Service Commission (APSC) has released guidance materials for APS agencies on the APSC¹⁵ website.

While recognising the importance of targeted disability employment strategies, the Australian Government also acknowledges the importance of embedding disability inclusion practices into **mainstream employment services programs**. New and existing employment service models will be developed or reviewed to ensure the needs of people with disability are embedded into program design and implementation.

Australian Government employment services are being transformed to deliver better services to job seekers and employers and a better system for providers. The **new employment services model** is being trialled in two regions from July 2019, before being rolled out nationally from July 2022. Under the new model, job seekers with multiple barriers to employment will receive intensive tailored case management from an employment services provider to help build job readiness, organise training and education, connect with complementary services and work experience. Job ready job seekers will use a new digital platform and will have access to support through a Contact Centre if needed. An extensive stakeholder engagement process included consultations with, and submissions from, people with disability and their representative organisations.

Activities under the *Improving employment outcomes for people with disability* Key Action Area will support people with disability to have access to jobs and achieve meaningful participation in the workforce.

Following is a selection of key activities Australian Government, state, territory and local governments are undertaking during 2019-2020 to support this action area.

14 National Disability Insurance Agency, 2019, Annual Report 2018-19, p.10
<https://www.ndis.gov.au/about-us/publications/annual-report>

15 <https://www.apsc.gov.au/disability>

Improving employment outcomes for people with disability

Australian Government	
Activity	NDIS Participant Employment Taskforce¹⁶ Supporting NDIS participants to seek and maintain employment.
Date	2019-2020
Lead	Australian Government Department of Social Services
Activity	2020 Employment Service Model¹⁷ The Department of Education, Skills and Employment is transforming government employment services to deliver better services to job seekers and employers and a better system for providers. Job seekers with multiple barriers to employment will receive intensive tailored case management from an employment services provider to help build job readiness, organise training and education, connect with complementary services and work experience. Job ready job seekers will use a new digital platform and will have access to support through a Contact Centre if needed.
Date	The new model is being trialled in two regions from July 2019 before being rolled out nationally from July 2022.
Lead	Australian Government Department of Education, Skills and Employment
Activity	Launch into Work¹⁸ The Launch into Work program trials pre-employment projects that provide training, work experience and mentoring to support job seekers, including those with disability, to increase their skills, experience and confidence and secure sustainable employment. Pilot projects are intended to assist employers to meet their workforce needs, and support participants to build the skills they need for identified jobs.
Date	Review of Launch into Work: 2019-2020. The Launch into Work program is funded until June 2022.
Lead	Australian Government Department of Education, Skills and Employment

16 https://www.dss.gov.au/sites/default/files/documents/01_2019/ndis-participant-employment-taskforce-terms-reference-publication.pdf

17 <https://www.employment.gov.au/new-employment-services-model>

18 <https://www.employment.gov.au/launch-work-program>

Australian Government

Activity	<p>Entrepreneurship Facilitators¹⁹</p> <p>Self-employment can often be a viable alternative pathway to employment for many people with disability.</p> <p>Entrepreneurship Facilitators provide practical assistance to support and encourage individuals to start a business as a way to create their own job. The Facilitators promote and encourage entrepreneurship and offer free mentoring and business support to individuals interested in starting their own business.</p> <p>People with disability will benefit from the accessible and flexible support offered by the Entrepreneurship Facilitators to help them turn their ideas or hobbies into a potential business.</p>
Date	Ongoing
Lead	Australian Government Department of Education, Skills and Employment
Activity	<p>Career Transition Assistance²⁰</p> <p>Announced as part of the 2017-2018 Budget, the Career Transition Assistance (CTA) program is an initiative to help mature age job seekers build their confidence and become more competitive in their local labour market. This voluntary short, intensive course consists of skills assessments, exploration of suitable occupations, resilience strategies and digital skills.</p> <p>People with disability will benefit from CTA's practical assistance in helping participants gain the contemporary skills they need to move into ongoing employment. CTA Providers are required to use appropriate, professional facilities and equipment to deliver CTA, including appropriate access for people with disability or reduced mobility. CTA Providers also need to be able to deliver to a diverse range of people including people with disability.</p>
Date	Ongoing
Lead	Australian Government Department of Education, Skills and Employment
Activity	<p>Pathway to Work²¹</p> <p>Pathway to Work is a small-scale initiative designed to trial a variety of activities aimed at stimulating demand for mature age workers, including mature age job seekers with disability. Pathway to Work activities will be established in up to ten regions across Australia and will demonstrate, through multiple pilot projects, how existing funding and programs can be packaged together to prepare mature age job seekers for identified jobs.</p>
Date	2018-2021
Lead	Australian Government Department of Education, Skills and Employment

¹⁹ <https://www.employment.gov.au/entrepreneurship-facilitators>

²⁰ <https://www.employment.gov.au/career-transition-assistance>

²¹ <https://www.employment.gov.au/pathway-work>

Australian Government

Activity	<p>Skills and Training Incentive²²</p> <p>Announced as part of the 2018-19 Budget, a new Skills and Training Incentive has been introduced to assist mature age workers, including people with disability, to update their skills and stay in the workforce. Under the initiative, Australians aged 45-70 are eligible for up to a \$2,000 incentive to undertake suitable training (accredited or non-accredited), which must be matched by them or their employer.</p> <p>To be eligible for an incentive, individuals, including those with disability, must first complete a Skills Checkpoint assessment through the Skills Checkpoint for Older Workers Program. If the assessment identifies the worker will benefit from further training, the provider will identify suitable local training options which can be linked to a current job, a future opportunity, or an industry/skill in demand.</p> <p>People with disability in the later stages of their careers will benefit from the opportunity to access more affordable training options to help them better prepare and adapt to changes in the workforce.</p> <p>The Skills and Training Incentive started on 1 January 2019 and will run until 31 December 2020, with up to 3,600 incentives available each year.</p>
Date	2019-2020
Lead	Australian Government Department of Education, Skills and Employment
Activity	<p>APS Disability Employment Strategy 2016-2019²³</p> <p>The APS is committed to improving the representation of people with disability in its workforce through the implementation of the <i>As One: Making it Happen, APS Disability Employment Strategy 2016-19</i> (the strategy).</p> <p>The strategy has four key action areas which all include a focus on Aboriginal and Torres Strait Islander people with disability:</p> <ul style="list-style-type: none"> • Expand the variety of employment opportunities for people with disability • Invest in developing the capability of employees with disability • Increase the representation of employees with disability in senior roles • Foster inclusive cultures in the workplace. <p>The APSC developed and piloted GradAccess and NextStep. These programs have provided centralised recruitment pathways for people with disability into APS Graduate Programs and an entry-level traineeship program.</p>
Date	2016-2019
Lead	APSC

²² <https://www.employment.gov.au/skills-and-training-incentive>

²³ <https://www.apsc.gov.au/aps-disability-employment-strategy-2016-19>

Australian Government

Activity	Disability Rights Training In 2018-2019, the Australian Human Rights Commission delivered workshops on 'Upholding the Rights of People with Disability' to federal and state public servants.
Date	2018-2019
Lead	Australian Human Rights Commission
Activity	Art & You: A Planning Guide²⁴ The Australian Government funded a partnership between Arts Access Victoria and Access2Arts to roll out a pilot program of Art & You in South Australia in 2018-2019. Art & You workshops prepare people with disability to talk about their arts goals with their NDIS planner. The pilot workshops in South Australia were independently evaluated, finding that the program increased the knowledge, confidence and capacity of participants.
Date	2018-2019
Lead	Australian Government Department of Infrastructure, Transport, Regional Development and Communications
Activity	Arts and Disability Mentoring Initiative²⁵ People with disability will undertake an artistic collaboration involving mentoring, including artists and art workers with disability seeking to collaborate with a mentor, and artists and arts workers with disability seeking to be the mentor in a collaboration.
Date	2019-2021
Lead	Australian Government Department of Infrastructure, Transport, Regional Development and Communications - Australia Council for the Arts
Activity	National Arts and Disability Awards²⁶ Two new national awards will be awarded annually in December for International Day of People with Disability. The awards will recognise an established artist and an emerging artist. Nominations opened June 2019 and close Tuesday 1 October 2019.
Date	2019, 2020 and 2021
Lead	Australian Government Department of Infrastructure, Transport, Regional Development and Communications - Australia Council for the Arts

²⁴ <https://www.artsaccess.com.au/art-and-you-guide/>

²⁵ <https://www.australiacouncil.gov.au/funding/funding-index/arts-and-disability-mentoring-initiative-2019-21/>

²⁶ <https://www.australiacouncil.gov.au/funding/funding-index/national-arts-and-disability-awards-2019-21/>

Australian Government

Activity	Developing the Developer ²⁷ Developing the Developer increases the diversity of screen story developers by offering professional development workshops and employment opportunities to applicants who have not historically had opportunities, including people with disability.
Date	2019-2020
Lead	Department of Infrastructure, Transport, Regional Development and Communications - Screen Australia
Activity	DisRupted DisRupted will showcase the work of Australian creatives and content makers with disability and will fund three to four individuals or teams to make a standalone, 20 minute film to reflect and capture what it's like to be a young person with disability in Australia.
Date	December 2019
Lead	Department of Infrastructure, Transport, Regional Development and Communicatons - Screen Australia and ABC Children's

Australian Capital Territory

Activity	ACT Inclusion Council ²⁸ The ACT Government supports the ACT Inclusion Council, which is a group of business, government and community leaders that work in partnership with the community to develop initiatives that value and engage people with disability as customers, suppliers, employees and employers in business. The ACT Inclusion Council, in partnership with the Canberra Business Chamber, continues to progress employment outcomes for people with disability through the Inclusion in Employment project. The Inclusion in Employment project addresses employers' attitudinal barriers to employing people with disability and demonstrates that having a diverse workforce is likely to lead to greater customer loyalty and satisfaction. A large amount of media engagement has occurred including promotional videos, radio interviews, social media and digital engagement.
Date	Ongoing
Lead	ACT Community Services Directorate (Office for Disability) and ACT Inclusion Council

²⁷ <https://www.screenaustralia.gov.au/funding-and-support/industry-development/people/developing-the-developer>

²⁸ <http://actinclusion.com.au/>

Australian Capital Territory

Activity	<p>Chief Minister’s Inclusion Awards</p> <p>The ACT Chief Minister’s Inclusion Awards is the annual celebration of inclusion in the ACT. It is a longstanding initiative to acknowledge outstanding achievement of business, organisations and individuals who have demonstrated their commitment to inclusion of people with disability as well as leadership by people with disability.</p> <p>The ACT Chief Minister’s Inclusion Awards support a variety of awards that acknowledge inclusive employment practices across private and public industries, innovation, design and access as well as championing human rights.</p>
Date	Ongoing
Lead	ACT Community Services Directorate (Office for Disability) and ACT Inclusion Council
Activity	<p>Employment of people with disability in the ACT Public Service</p> <p>The ACT Public Service (ACTPS) has implemented several initiatives to improve employment outcomes for people with disability including:</p> <ul style="list-style-type: none"> • Dedicated ACTPS Graduate Program positions for people with disability • <i>People with Disability Employment Framework</i> to build internal confidence to employ people with disability • <i>ACTPS Reasonable Adjustment Policy</i> which ensures all ACTPS directorates follow the principles of Reasonable Adjustment • A commitment to mentoring, career development and leadership programs for staff with disability. <p>The ACT Government has committed to employment targets for employees with disability. The ACTPS is committed to becoming a disability-confident organisation that can attract and retain people with disability and provide genuine career opportunities for existing employees.</p>
Date	Ongoing
Lead	ACT Chief Minister, Treasury and Economic Development Directorate (Workforce Inclusion)

New South Wales

Activity	<p>NSW Public Sector Employment</p> <p>Under the <i>Disability Inclusion Act 2014 (NSW)</i>, all NSW Government agencies have developed Disability Inclusion Action Plans outlining over 100 actions to increase the recruitment and retention of people with disability. In 2017, the NSW Government announced a target to increase the number of people with disability employed across the NSW public sector to 5.6 per cent by 2027.</p> <p>The NSW Public Service Commission in partnership with the NSW Department Communities and Justice is leading a whole-of-sector effort to increase the employment experiences and outcomes for people with disability across the NSW Public Sector.</p> <p>Immediate action is focused in five areas:</p> <ol style="list-style-type: none"> 1. Timely and effective workplace adjustments 2. Accessible and inclusive recruitment 3. Digital and physical accessibility in the workplace 4. Create a culture of inclusion 4. Improve accuracy and reliability of public sector data. <p>Whole-of-sector monitoring and reporting will be undertaken to understand where impact is occurring and why, share practice and build the evidence base.</p>
Date	2019-2027
Lead	NSW Public Service Commission
Activity	<p>Employable Me</p> <p>A second series of the award-winning series <i>Employable Me</i> was broadcast on the ABC to raise awareness of the issues facing people with disability seeking employment.</p>
Date	2019
Lead	NSW Department of Planning, Industry and Environment; Create NSW; ABC

Northern Territory

Activity	<p>Northern Territory Public Service EmployAbility Strategy 2018-2022</p> <p>Specific actions to increase the number of people with disability employed across the Northern Territory Public Service (NTPS) include:</p> <ul style="list-style-type: none"> • Temporary employment for people with disability as a pathway to ongoing NTPS employment • Traineeships with NTPS for two or three people with disability • Establishing a Disability Champion Network • Developing workplace adjustment policy and supporting guidelines • An online learning program for working with people with disability for all NTPS staff.
Date	2019-2020
Lead	Northern Territory Office of the Commissioner of Public Employment
Activity	<p>Post-School Opportunities in Alice Springs</p> <p>The Post-School Opportunities for Young People with Disabilities project of the Alice Springs Post-School Options Committee, funded by the Northern Territory Department of Education, commenced in May 2018 and continued into 2019. The project will deliver a post-school options needs/gap assessment to identify employment and participation aspirations of young people with disability and current options available in the Alice Springs community.</p>
Date	2018-2019
Lead	Northern Territory Department of Education

Queensland

Activity	<p>Increased Participation of People with Disability in Queensland Public Sector</p> <p>The Queensland Government will take action to increase the number of people with disability employed across the Queensland public sector to eight per cent by 2022. This will include implementing strategies under the Queensland state disability plan, <i>All Abilities Queensland: opportunities for all 2017-2020</i>, across attraction, recruitment, retention and career progression and development. For example, establishment of a cross-agency Diversity and Inclusion Community of Practice; improvements to the Queensland Government careers platform to ensure it is accessible and inclusive in language; and promoting flexible work practices and inclusion of people with disability in the government employer brand.</p>
Date	2019-2020
Lead	Whole-of-Queensland Government initiative with Queensland Public Service Commission as lead

Queensland

Activity	Increase Employment Opportunities for Queenslanders with Disability <p>A key action for 2019-2020 under the Queensland state disability plan, <i>All Abilities Queensland: opportunities for all 2017-2020</i>, will be to increase employment opportunities for Queenslanders with disability by:</p> <ul style="list-style-type: none">• Providing businesses with information about the benefits of employing people with disability, including how to make their recruitment and employment processes more accessible.• Promoting information, resources and examples of the benefits to businesses of employing people with disability, the assistance available, how to make recruitment and employment processes more accessible to improve opportunities for people with disability to participate in employment.
Date	2019-2020
Lead	Whole-of-Queensland Government initiative

South Australia

Activity	Public Sector Employment <p>During 2019-2020, the South Australian Office of the Commissioner of Public Sector Employment will:</p> <ul style="list-style-type: none">• Develop disability employment tools and resources for the public sector designed to improve awareness and promote the employment of more people with disability.• Establish a South Australian Public Sector Disability Employment Reference Group.• Partner with WorkFocus Australia, and JobAccess Services, to provide consultancy services and support in developing strategies to remove barriers to employment of people with disability.• Provide disability awareness training for public sector human resources staff and hiring managers.• Improve access to public sector vacancies through targeted advertising of positions through JobAccess and facilitating access to internal public sector vacancies for employees registered with a Disability Employment Services provider.
Date	2019-2020
Lead	South Australian Office of the Commissioner of Public Sector Employment

South Australia

Activity	<p>Transition Centres</p> <p>The South Australian Department for Education will expand services offered by Transition Centres to provide teachers and leaders in schools with advice and professional training to support more young people with disability to complete school and transition successfully to post-school options.</p>
Date	2019-2022
Lead	South Australian Department for Education
Activity	<p>Adelaide Festival</p> <p>Within the curatorial framework of the Adelaide Festival, there is an opportunity which has been taken up by various directors over recent Festivals to include people with disability in the cultural program. The artistic excellence of local, national and international companies and individuals who present work in a variety of media will continue to be considered as part of an internationally renowned Festival which celebrates excellence, innovation and experimental practices from all sectors of the community. A notable example is the inclusion of <i>Restless Dance</i> with new work in the Festivals.</p>
Date	2019-2020
Lead	Adelaide Festival

Tasmania

Activity	<p>Public Sector Employment</p> <p>The <i>State Service Diversity and Inclusion Policy and Framework 2017-2020</i> (the Framework) provides the basis for initiatives by government agencies to increase the employment of people with disability in the Tasmanian State Service. The Framework addresses the overall barriers to equitable access to employment in the State Service, identifies strategies to support employees in the workplace and ensures engagement and collaboration to support a diverse and inclusive workplace.</p> <p>The Framework is complemented by initiatives to strengthen State Service relationships with Disability Employment Services providers and providing employment in State Service agencies for people with disability.</p>
Date	2019-2020
Lead	Tasmanian State Service

Victoria

Activity	<p><i>Every opportunity: Victorian economic participation plan for people with disability 2018-2020 (Every opportunity)</i></p> <p>As part of the implementation of <i>Every opportunity</i>, the Victorian Government is investing \$1.4 million over 2018-2019 and 2019-2020 into initiatives that focus on internships, local government employment and procurement, employment of people with intellectual disability, and people with disability as small business owners and entrepreneurs.</p>
Date	2018-2020
Lead	Victorian Government
Activity	<p><i>Getting to work: Victorian Public Sector disability employment action plan 2018-2025</i></p> <p>As committed to in <i>Every opportunity</i>, the Victorian Public Sector Commission has led the development of a public sector disability employment action plan. <i>Getting to work: Victorian Public Sector Disability Employment Action Plan 2018-2025</i> was launched in October 2018. This plan supports the ambitious <i>Every opportunity</i> disability employment target across all Victorian Government departments of six per cent by 2020, increasing to 12 per cent by 2025.</p>
Date	2018-2025
Lead	Victorian Government Public Sector Commission
Activity	<p>Social Procurement</p> <p>Victoria's Social Procurement Framework was launched on 26 April 2018 and now applies to all government departments and agencies. It includes guidance to support increased procurement from businesses and social enterprises providing employment opportunities for people with disability. This is complemented by the Victorian Social Enterprise Strategy, which seeks to build business capability and capacity for social enterprises that provide employment opportunities for people with disability.</p>
Date	2018-ongoing
Lead	Victorian Department of Jobs, Precincts and Regions

Western Australia

Activity	LeadAbility Program LeadAbility introduces empowering concepts of leadership to both people with disability and workers in the disability sector. The program builds skills to enable people to become more influential, confident and effective leaders. To date more than 60 participants have graduated and gone on to gain board memberships and become advocates for example.
Date	2019-ongoing
Lead	Leadership WA
Activity	WA Public Sector Employment Outcomes The 'Action Plan to Improve WA Public Sector Employment 2020-2025' launched in December 2019, includes a number of targets to increase the representation of people with disability employed in the public sector to five per cent by the end of 2025. The action plan has four key areas for improvement: education and empower, attract and develop, lead and build, account and celebrate.
Date	2020-2025
Lead	Western Australian Public Sector Commission



Embedding the voice of people with disability

Everyone has a role to play in changing attitudes and responses to disability. The Strategy has been developed around a social model of disability. This model recognises that society's response to people with disability can create more barriers to inclusion and participation than disability itself. Changing responses and community attitudes is central to successfully implementing the Strategy.

A core principle of the Strategy has been **embedding the voice of people with disability** within policy and programs. Through this implementation plan, governments will continue their commitment, established in previous implementation plans, to engaging with people with disability when developing both mainstream and disability-specific policies and programs.

Victorian Government - Changing Community Attitudes

In 2018, the Victorian Government funded a survey project led by the University of Melbourne to establish baseline information about community attitudes about people with disability. The survey drew on the responses of participants from across Australia, with an intentional overrepresentation of Victorian participants. Analysis of the survey results will inform future work to influence Victorian community attitudes.

The Victorian Government is working in partnership with the Attitude Foundation to develop and produce two documentary television programs portraying people with disability in Victoria in a realistic and positive way. The project will also produce industry guides to support and encourage the media industry to improve their capacity to make inclusive, diverse, interesting and respectful content.

There are a number of national and international mechanisms, including conventions, legislation and agreed policy frameworks that work to embed the voice of people with disability in policies and programs. All governments are working in consultation with people with disability, their families and carers to develop services that are accessible and inclusive of all Australians, including people with disability.

The Australian Government, as well as state and territory governments, have established systems for engaging with people with disability. Most states and territories have disability advisory bodies, ministerial advisory councils, expert panels or other channels that are used to regularly engage with people with disability. These consultation mechanisms ensure the voices of people with disability inform policy and program development.

The Australian Government has a number of channels for engaging with disability, their families and carers, and national disability representative organisations. **National disability representative organisations** provide advice to the Government on breaking down barriers and improving social and economic participation and engage with a range of ministers and portfolios.

The Strategy's previous implementation plans encouraged **government agencies to adopt protocols** that ensure people with disability and their representative organisations

have the opportunity to contribute to policy and program development. Many Australian Government agencies have developed protocols to inform and guide staff on their obligations to actively engage with people with disability.

As outlined previously, a new model for national disability policy is being developed to replace the current Strategy after 2020. **Community consultations on the new strategy** were conducted between April and July 2019, including 17 workshops attended by nearly 600 people and an online survey completed by more than 2,500 people, around 40 per cent of whom identified as people with disability. **People with disability, their families and carers will continue to be engaged on the development of the new strategy.**

State Disability Plan for Western Australia

The Western Australian Department of Communities undertook significant engagement during 2019 to inform the development of a 10-year State Disability Strategy. A partnership approach in collaboration with People With disabilities WA (PWdWA) has been core to identifying values, attitudes and aspirations to shape the strategy. As the foundation for building a more inclusive Western Australia, the Strategy will take a human rights based approach and drive a shared commitment from all sectors including government, community and business to include people with disability.

The strategy and a supporting two year action plan from 1 July 2020 are anticipated to be released publicly in the first half of 2020.

Following is a selection of key activities Australian Government, state, territory and local governments are undertaking during 2019-2020 to support this action area.

Embedding the voice of people with disability

Australian Government	
Activity	Consultation - Shaping the future of disability policy for 2020 and beyond²⁹ Between 29 April and 26 July 2019 the Australian Government Department of Social Services invited the Australian community to take part in national consultation to shape the future of disability policy for 2020 and beyond.
Date	2019
Lead	Australian Government Department of Social Services
Activity	APS Secretaries Equality and Diversity Council³⁰ The Secretaries Equality and Diversity Council comprises all APS departmental secretaries, along with two external members to provide insights and experience from outside of the public sector. The Council's purpose is to drive initiatives to break down formal and informal barriers to ensure the APS provides an inclusive and respectful workplace for everyone. The Council oversees the implementation of the APS-wide equality and diversity strategies, including the <i>As One: Making it Happen, APS Disability Employment Strategy 2016-19</i> .
Date	2016-ongoing
Lead	Australian Government Department of Prime Minister & Cabinet and APSC
Activity	Supporting Participation by Representatives of People with Disability in Key International Forums on Human Rights The Australian Government has re-committed \$100,000 per annum over three years to support civil society's attendance at international meetings on human rights. A major activity of the program enables emerging young leaders in the disability sector to attend key international human rights forums. Participants will build their capacity to engage with United Nations mechanisms, represent the Australian disability sector at the United Nations, develop networks, and learn about strategic advocacy and its application.
Date	2019-2022
Lead	Australian Human Rights Commission
Activity	National Disability Conference Initiative 2019-2020 The Australian Government provides \$315,000 each financial year to assist eligible conference organisers maximise the inclusion and participation of people with disability in nationally-focused disability related conferences.
Date	2019-2020 (ongoing)
Lead	Australian Government Department of Social Services

²⁹ <https://engage.dss.gov.au/a-new-national-disability-strategy-for-beyond-2020/>

³⁰ <https://www.apsc.gov.au/aps-disability-employment-strategy-2016-19>

Australian Capital Territory

Activity	<p>ACT Disability Reference Group</p> <p>The ACT Government promotes the voice of people with disability through formal forums including the ACT Disability Reference Group, which is an advisory body to Ministers, comprising people with disability, carers of people with disability, and people with experience of the disability services sector. In 2019-2020, the ACT Disability Reference Group will continue to advise the ACT Government on ways in which the ACT can be a more inclusive and accessible community.</p>
Date	Ongoing
Lead	ACT Community Services Directorate
Activity	<p>Leadership and Participation</p> <p>The ACT Government recognises that people with disability demonstrate leadership in and across all areas of community, public and private sector work. The ACT Government supports and strengthens local initiatives and opportunities within government and the community that build self-advocacy and leadership capabilities of people with disability. These activities include:</p> <ul style="list-style-type: none"> • Inclusion of people with disability on grants and award judging panels • Sponsorship opportunities for people with disability to develop leadership and representational skills • Supporting the innovation of local Disabled People Organisations' 'Pitch Your Passion' event which provides opportunity for future leaders to receive mentorship and foster their leadership potential.
Date	Ongoing
Lead	ACT Community Services Directorate
Activity	<p>Establishment of the Senior Practitioner Consumer Reference group</p> <p>The ACT Government (Office of the Senior Practitioner) has partnered with Advocacy for Inclusion to establish a consumer reference group to co-design tools, resources and educational materials about restrictive practices. The resources and tools will explain what restrictive practices are, how to report and self-advocate individually. The consumer reference group is leading a story telling video project that is:</p> <ul style="list-style-type: none"> • Highlighting real life examples of Positive Behaviour Support strategies • Promoting conversations about the impact of restrictive practices • Raising awareness of the impact of restrictive practices and providers' responsibilities under the <i>Senior Practitioner Act 2018 (ACT)</i>. <p>The consumer reference group has partnered with a local inclusive theatre group to ensure the resources are of the highest quality and made with sensitivity to the nature of the conversation content.</p>
Date	Ongoing
Lead	ACT Community Services Directorate (Office of the Senior Practitioner) and Advocacy for Inclusion

New South Wales

Activity	Ageing and Disability Commissioner On 1 July 2019, the NSW Government appointed a new Ageing and Disability Commissioner to better respond to abuse, neglect and exploitation of adults with disability and older people in home and community settings.
Date	2019-ongoing
Lead	NSW Government
Activity	Review of Health Disability Inclusion Action Plan The Health Disability Inclusion Action Plan will be reviewed in consultation with people with disability, to understand the experiences of people with disability and to support development of a new plan.
Date	2020
Lead	NSW Health
Activity	Carers' Retreat The Sydney Children's Hospital network will co design a proposed Carer's Retreat for completion in late 2020. The co-design process will incorporate the views of people with disability, their carers and families in the planning of the Carer's Retreat.
Date	2020
Lead	NSW Health

Northern Territory

Activity	Accessible Point to Point Transport Working Group The Accessible Point to Point Transport Working Group has been established to examine, and to make recommendations on ways to improve, point to point transport services delivered to users of wheelchairs. The objectives of the group include developing and promoting cooperation between the consumer, the Point to Point industry and government with the aim of ensuring the highest level of customer service is provided to users of accessible Point to Point transport services. Membership includes representation from users of accessible transport and disability advocacy organisations.
Date	2018-2020
Lead	Northern Territory Department of Infrastructure Planning and Logistics

Northern Territory

Activity	<p>The Northern Territory Mental Health Strategy 2019-2025</p> <p>The Northern Territory Government is reviewing the Northern Territory Mental Health Strategic Plan to better meet the social and emotional needs of Territorians and align priorities with the Fifth National Mental Health and Suicide Prevention Plan. The Northern Territory Department of Health has undertaken consultation to seek community input to the Northern Territory Mental Health Strategic Plan's vision, principles and key priority areas. Consultation had included community consultation workshops throughout all regional centres in the Territory.</p>
Date	2019
Lead	Northern Territory Department of Health
Activity	<p>Health Services Advisory Committees</p> <p>The Northern Territory Department of Health's Health Services Advisory Committees promote and facilitate community consultation and engagement to assist in shaping health service delivery for people in the Northern Territory. The membership of the Committees includes health consumers, carers, individuals that identify as Aboriginal or Torres Strait Islander, and individuals from remote or very remote regions. The current membership of the Committee includes people with disability and carers of people with disability. Top End Health Services are supported by the Regional Community Engagement Group (RCEG). RCEGs provide advice to Top End Health Services and the Health Advisory Committee about health service issues affecting regional areas. Membership of the RCEG includes consumers with experience in accessing the health services, people with disability, carers and people with chronic conditions.</p>
Date	2018-ongoing
Lead	Northern Territory Department of Health

Queensland

Activity	<p>Review of the <i>Disability Services Act 2006 (Qld)</i></p> <p>A review of the Act was commenced in 2018-19 and progressed in 2019-20, in consultation with people with disability, their carers and families, in preparation for full implementation of the NDIS in Queensland from 1 July 2019.</p>
Date	2018-2019
Lead	Queensland Department of Communities, Disability Services and Seniors
Activity	<p>Raising Awareness and Capability³¹</p> <p>The <i>All Abilities Queensland</i> website, <i>Everybody has a role to play</i>, showcases examples of inclusive organisations and community groups, personal stories of people with disability, and resources to support organisations and community groups be more inclusive of people with disability.</p>
Date	2019-2020
Lead	Queensland Communities, Disability Services and Seniors

31 <https://www.communities.qld.gov.au/campaign/all-abilities-queensland#main-content>

Queensland

Activity	<p>Consultation and Engagement</p> <p>Key actions under the Queensland state disability plan, <i>All Abilities Queensland: opportunities for all 2017-2020</i>, include improving consultation and engagement with people with disability. Examples of activities under the state disability plan include:</p> <ul style="list-style-type: none"> • Consulting with people with disability when Queensland government agencies are developing disability service plans or implementing disability service plan actions. • Promoting the inclusion of people with disability on state government boards, steering committees and advisory bodies. • Encouraging local governments, non-government organisations and businesses to develop disability access and inclusion plans.
Date	2019-2020
Lead	Queensland Department of Communities, Disability Services and Seniors
Activity	<p>Julian’s Key Health Passport Trial</p> <p>Julian’s Key is a communication tool designed to improve communication and empower people with disability, their families and carers to be more involved in their healthcare. The tool was developed on the premise that when health practitioners have access to up-to-date patient information, quality and continuity of care can be optimised and the patient experience can be enhanced. Queensland Health is undertaking a 12-month trial of Julian’s Key Health Passport in two hospitals to identify whether the tool: helps people with disability to communicate their healthcare needs in a way that empowers them as individuals; and, supports health professionals and the broader care team to provide person-centred care for people with disability.</p>
Date	2019-2020
Lead	Queensland Health

Queensland

Activity	Establishment of Disability Connect Queensland <p>The creation of Disability Connect Queensland will focus the Queensland Government's efforts on:</p> <ul style="list-style-type: none">• Supporting and advocating for people with disability• Working in partnership with the disability sector to create an all-abilities Queensland• Monitoring the NDIS to ensure it delivers outcomes for Queenslanders with disability• Safe service environments for people with disability. <p>A key strategy of Disability Connect Queensland will be to seek and consider the lived experience and views of people with disability, their families and carers to continue to build a more inclusive and accessible Queensland. Disability Connect Queensland is to be comprised of people with lived experience of disability, who are engaged with the disability community and influence service delivery change within government.</p>
Date	2019-2020
Lead	Queensland Department of Communities, Disability Services and Seniors

South Australia

Activity	Access and Social Inclusion Advisory Group³² <p>The Access and Social Inclusion Advisory Group provides advice to the City of Playford Council to advance the inclusion of people with disability. The City of Playford Council will expand the reach of this group through the development of smaller sub-committees that will focus on new City of Playford Council projects, while working alongside key staff who will be trained as Inclusion Champions.</p>
Date	2019-2020
Lead	City of Playford, South Australia

³² https://cdn.playford.sa.gov.au/general-downloads/Fact-Sheets/CS-CI_190307_ASIAG-ExpressionsOfInterest.pdf?mtime=20190308095642

South Australia

Activity	<p>Developing State Disability Inclusion Plan and Disability Access and Inclusion Plans</p> <p>The <i>Disability Inclusion Act 2018 (SA)</i> states that consultation with people with disability and their representative bodies must occur and submissions must be sought from members of the public when developing the State Disability Inclusion Plan, and when state and local government agencies develop their individual Disability Access and Inclusion Plans. The State Disability Inclusion Plan was published in October 2019 and Disability Action and Inclusion Plans will be developed in 2020. During development of the State Disability Inclusion Plan key mechanisms to embed the voice of people with disability included the South Australian Department of Human Services Disability Engagement Group, partnering with a co-design group and extensive community consultation.</p> <p>The South Australian Department of Human Services Disability Engagement Group provides an opportunity for people to influence government policy and program development and service delivery, as well as being a conduit to distribute information about a wide variety of consultation opportunities. Non-government organisations are also able to engage with the South Australian Department of Human Services Disability Engagement Group.</p> <p>The South Australian Department of Human Services will review the Disability Engagement Group in 2020 to ensure membership is focused on people with disability and their carers, increase members in rural and regional areas, increase its use in decision making and policy initiatives and support members to develop advisory and leadership skills.</p>
Date	2019-2020
Lead	South Australian Department of Human Services
Activity	<p>Our Voice North</p> <p>The City of Playford Council, South Australia, are supporting <i>Our Voice SA</i> in establishing a self-advocacy peer support group in Adelaide's North. The group will be a peer-led group of interest, with a focus on individual capacity building, achieved through a co-design facilitation workshop and ongoing coaching.</p>
Date	2019-2020
Lead	City of Playford, South Australia

Tasmania

Activity	<p>Disability Voices Project³³</p> <p>The Disability Voices Project aims to increase the capacity of people with disability to effectively engage with government and facilitate direct feedback of the experience of Tasmanians with disability. It will establish a consumer voice in the disability sector and undertake leadership development activities with people with disability.</p>
Date	2019-2020
Lead	Department of Communities Tasmania
Activity	<p>Engagement with Carers</p> <p>Communities Tasmania will pursue two initiatives under the <i>Tasmanian Carer Action Plan 2017-2020³⁴</i>:</p> <ul style="list-style-type: none"> • Work with frontline government services on how they can embed awareness of carer needs, and how these differ across diverse groups of carers. • Audit government engagement with carers to identify opportunities to better promote the accessibility of existing mechanisms and highlight where more engagement is needed.
Date	2019-2020
Lead	Department of Communities Tasmania

Victoria

Activity	<p>Transfer of disability accommodation and respite services</p> <p>As announced in August 2018, Victorian Government residential and respite disability services are transferring to non-government providers. Throughout this process, there has been a focus on embedding the participant voice in the design and implementation of the transfer, and ensuring people are best supported based on their needs, experiences and expectations. Four rounds of co-design have been undertaken with over 100 people with disability, family members and staff, and a further round of consultation with over 300 people.</p> <p>The latest round of co-design focused on designing the ‘transfer experience roadmap’. The roadmap is a sequence of activities that government and providers must implement to support people to feel comfortable and confident as they transfer to non-government providers. It is a transparent and public document that holds both government and providers to account.</p>
Date	2019
Lead	Victorian Government

³³ <http://www.disabilityvoicest Tasmania.org.au/>

³⁴ http://www.dpac.tas.gov.au/divisions/csr/policy/Policy_Work/carers_policy_and_action_plan

Victoria

Activity	Stakeholder Advisory Committee Following the announced transfer of Disability Accommodation and Respite Services to non-government bodies, a Stakeholder Advisory Committee will be established to advise government on the quality and safety of the transferred services from the perspective of the participants. The Committee will comprise people with disability, family and staff affected by the transfer, advocacy groups, peak bodies, and government representatives.
Date	2019-2026
Lead	Victorian Government
Activity	Victorian Government Boards and Committees Action 24 of <i>Absolutely everyone: state disability plan 2017-2020 (Absolutely everyone)</i> aims to expand opportunities for people with disability to lead and contribute to public debate and influence change. It includes a specific commitment to develop guidelines about inclusive board recruitment and governance. In 2019 a communications and engagement strategy was delivered to lift the number of people with disability on Victorian public sector boards.
Date	2019
Lead	Victorian Department of Health and Human Services and Victorian Public Sector Commission

Western Australia

Activity	METRONET Access and Inclusion Reference Group The METRONET Access and Inclusion Reference Group will influence universal design in METRONET stations and precincts. There is diverse representation on this group including people with disability. The reference group influence and contribution to design will continue through the life of METRONET.
Date	2019-ongoing
Lead	Western Australian Departments of Transport and Communities



Improving the interface between the NDIS and mainstream services

The NDIS is a once in a generation social reform. The total number of Australians benefitting from the NDIS is expected to reach up to 500,000 within the next five years. For many people, it will be the first time they receive the disability support they need. However, it is important to note that not all people with disability will be supported through the NDIS.

While the NDIS is a critical investment to enable people with disability to choose the supports they need, its success is dependent on continued action and progress under the Strategy to strengthen mainstream services and supports and the interfaces with the NDIS. Mainstream services are the government systems that provide services to all Australians; for example **health, mental health, school education, transport, justice, housing, child protection and employment**. Most people interact with a range of these services throughout their lives.

Discussions between all levels of government will continue during 2019 and 2020 to ensure mainstream services are inclusive of all people with disability, including NDIS participants.

To achieve this goal all levels of government recognise there is a need for **greater clarity in the roles and responsibilities of mainstream systems and the NDIS**; for example, what is the responsibility of the NDIS and what is the responsibility of the health system. Sometimes this varies between the states and territories. Clarity around roles and responsibilities is important to ensure smooth transitions from one system to the other, to avoid duplication of services and prevent service gaps, while ensuring choice and control for NDIS participants.

This key action area will guide governments, public and private services, and the community sector, to be inclusive of people with disability in the delivery of mainstream services. The Australian Government, in partnership with state and territory governments, will undertake further work to clarify the roles and responsibilities of the NDIS and other mainstream services.

Following is a selection of key activities Australian Government, state, territory and local governments are undertaking during 2019 and 2020 to support this action area.

Improving the interface between the NDIS and mainstream services

Australian Capital Territory	
Activity	<p>Mental Health Interface</p> <p>The ACT established an Office for Mental Health and Wellbeing in June 2018, to oversee the coordination and integration of mental health services in the ACT. The Office for Mental Health and Wellbeing facilitates opportunities to address the social determinants of mental health and collaborates closely with agencies, including the NDIA, health services, primary care, housing, employment, community services, justice, community safety, police, education, and social inclusion.</p> <p>The ACT Government is progressing a commitment to developing a Strategic Direction for Mental Health Services for People with Intellectual Disability in the ACT. This work is responsive to the recommendations from the National Roundtable on the Mental Health of People with Intellectual Disability 2018 and is expected to be delivered in 2019.</p>
Date	2018-ongoing
Lead	ACT Community Services Directorate, ACT Health Directorate
Activity	<p>Health Interface</p> <p>The ACT Government is supporting several projects on the interface between health and disability, including:</p> <ul style="list-style-type: none"> • Funding the ACT Council of Social Service³⁵ to undertake a project on the health related experiences of people with disability. The recommendations and findings of the resulting report 'Imagining Better: Reflections of access, choice and control in ACT health services for people with disability' are guiding collaboration across ACT Government Directorates and with key stakeholders and networks in the health sector. • The development of an open source consumer-held resource that will better enable people with disability to have greater self-determination when engaging with primary health care professionals. The resource is expected to be released in 2019. • A combined commitment from the Capital Health Network, ACT Health and Office for Disability to develop a disability-focused Health Pathway to assist in addressing some of the health needs and highlight services available for people with disability. The Health Pathway is expected to be released in late 2019.
Date	2018-2020
Lead	ACT Community Services Directorate, ACT Health Directorate

³⁵ <http://www.actcoss.org.au/>

Australian Capital Territory

Activity	Integrated Service Response Program <p>The Integrated Service Response Program (ISRP) provides short-term coordination support for people who have high or complex needs or who meet the disability eligibility requirements for the NDIS. The program also provides funding for people with disability to purchase emergency supports and services from non-government providers.</p> <p>The program works with the NDIA and service providers to resolve crises and highly complex situations for people with intensive support needs. The program ensures everyone is working together behind the scenes to support people who have intense support needs.</p>
Date	2018-2020
Lead	ACT Community Services Directorate (Office for Disability)
Activity	Housing and Accommodation <p>The ACT Government will provide seed funding through the Affordable Housing Innovation Fund for a development project to provide housing for people with disability. The Innovation Fund aims to encourage and support new approaches to increasing affordable housing in the ACT. The Innovation Fund is also seeking to fund a home share project.</p> <p>Following the success of the 2018 Having a Home Forum, the ACT Government will hold another forum in 2019 about affordable and accessible housing options for people with disability. The Having a Home Forum brings together people with disability and their families, specialist disability providers, developers, builders, investors, financiers and lawyers from the private, community and ACT Government sectors, to progress conversations which can create tangible positive housing outcomes for people with disability in the ACT.</p>
Date	2018-2020
Lead	ACT Government

New South Wales

Activity	Integrated Service Response <p>The NSW Government is implementing a whole-of-government initiative, the Integrated Service Response, aimed at improving the capacity and capability of mainstream services to deliver sustainable, integrated, multi-agency service responses for people with disability who have complex support needs. An evaluation is underway to assess the effectiveness and impact of the initiative and to inform decision making around systems to effectively support people with disability with complex needs.</p>
Date	2019
Lead	NSW Government

New South Wales

Activity	<p>Criminal Justice</p> <p>NSW is increasing support for people with disability in contact with the criminal justice system.</p> <p>People with intellectual disability are receiving increased support from a trained volunteer or staff member from the disability advocacy sector.</p> <p>The Cognitive Impairment Diversion Program is a pilot program operating in Penrith and Gosford Local Courts from 2017 to 2019. The Cognitive Impairment Diversion Program includes screening and assessment for cognitive impairment and case management to link defendants with disability with the NDIS and mainstream services.</p> <p>In 2019, the NSW Department of Communities and Justice will provide a new Justice Advocacy Service to provide support to people with cognitive impairment in contact with the criminal justice system as victims, witnesses, defendants and suspects in police custody, during court appearances and legal appointments.</p>
Date	2019-ongoing
Lead	NSW Department of Communities and Justice
Activity	<p>Expansion and Enhancement of the Specialised Intellectual Disability Health Teams</p> <p>Under the 2018-2019 Budget, \$4.7 million in additional funding is establishing three additional health teams and nine specialised positions, in Local Health Districts without a team, across NSW. Six teams will provide multidisciplinary assessment and a care plan for people with complex health care needs and intellectual disability. The teams and positions will build the skills, confidence and experience of mainstream health staff to provide care to people with intellectual disability in hospitals and in their communities. The NSW Health Intellectual Disability Health Teams Advisory Committee provides oversight of the expansion of the teams, including matters relating to stakeholder and consumer engagement. The Committee includes a person with intellectual disability and a carer representative.</p>
Date	2020
Lead	NSW Health

New South Wales

Activity	<p>Children and Young People in Statutory Care</p> <p>The NSW Department of Communities and Justice introduced the Permanency Support Program (PSP) to better support children and young people in statutory care. Intensive Therapeutic Care (ITC) is the component of the PSP that has replaced residential care in NSW and is designed for children and young people who have high and complex needs.</p> <p>In 2019, the NSW Department of Communities and Justice will introduce Intensive Therapeutic Care Significant Disability (ITC SD) as an additional service type for children and young people in statutory care who have extremely high needs related to significant disability. The ITC SD will sit as part of the broader continuum of specialist and mainstream services offered to children in statutory care.</p>
Date	2019-ongoing
Lead	NSW Department of Communities and Justice
Activity	<p>Review of Accessibility of NSW Health Public Facing Website</p> <p>NSW Health will undertake an accessibility audit of the public facing NSW Health website. The findings from this audit will inform a review of how information is prepared and presented to ensure it meets the needs of people with disability to access information.</p>
Date	2020
Lead	NSW Health
Activity	<p>Mental Health</p> <p>NSW is supporting initiatives to strengthen mainstream community, inpatient mental health services, and develop specialist services for people with intellectual disability and co-existing mental illness.</p> <ul style="list-style-type: none"> a) New funding of \$1.1 million per annum will support new initiatives to enable people with mental illness and intellectual disability to access high quality mental health care. b) \$4.1 million funding per annum between 2018 and 2021 to support people with co-morbid psychosocial disability and intellectual disability.
Date	a) 2019-ongoing; b) 2019-2021
Lead	NSW Health

Northern Territory

Activity	Psychosocial Disability Stream The Northern Territory Government has extended all community managed mental health sector grant funding for five years until 2022. The Northern Territory Government works closely with the NDIA and the community managed mental health sector to monitor the transition rates of people to the NDIS.
Date	2019-2022
Lead	Northern Territory Department of Health
Activity	Child Protection The Northern Territory Department of Territory Families has developed several policies and procedures to guide frontline Care and Protection staff in assisting children and young people with disability, in the care of the Chief Executive Officer, to obtain access to the NDIS.
Date	2019-2020
Lead	Northern Territory Department of Territory Families
Activity	NDIS Resource and Information Packages for Schools The Northern Territory Government, in collaboration with NDIS representatives and school principals, is currently developing guidelines and tools for principals and education site leaders to support engagement with NDIS registered service providers delivering direct support and services in Northern Territory Government preschools, schools and educational programs.
Date	2019
Lead	Northern Territory Department of Education and Department of Health

Queensland

Activity	<p><i>All Abilities Queensland: Opportunities for All 2017-2020</i></p> <p>The Queensland Government’s plan to ensure mainstream services – such as health, mental health, housing, justice and child protection – are accessible to people with disability includes:</p> <ul style="list-style-type: none"> • Implementing My health, Queensland’s future: Advancing health 2026 and other Queensland health strategies, policies and programs • Improved access and experience of the health system by Aboriginal and Torres Strait Islander people with disability, their carers, families and communities • Embed respectful relationships education in Queensland state schools • Building knowledge in the health workforce about the needs of people with disability in Queensland schools • Improved access to appropriate information on planned-parenthood options and reproductive health services, particularly for rural, regional and remote women through the Queensland Women’s Strategy, including for women with disability • Victim Assist Queensland to continue promotion of victims’ rights and engage with services that support victims of crime • Continue to explore options to increase opportunities for prisoners with disability to engage in rehabilitation programs, education, training and employment • Continue to roll out and monitor the 17 recommendations of the independent review of education for students with disability in Queensland state schools • Significant investment is being undertaken over five years to 2020 to deliver transport accessibility upgrades to high priority train stations.
Date	2019-2020
Lead	Queensland Government
Activity	<p><i>Access to Safe Services</i></p> <p>The Queensland Government is working towards improving accessibility for people with disability to ensure universal services will complement NDIS supports.</p> <p>The Queensland Government is continuing engagement with the community services sector to maintain and embed systems to promote access to safe, quality services for people with disability, including the <i>Human Services Quality Framework</i>.</p>
Date	2019-2020
Lead	Queensland Department of Communities, Disability Services and Seniors

South Australia

Activity	Youth Justice <p>From 1 July 2018, the NDIS is in full Scheme in South Australia. The NDIS has continued to roll out across geographic locations and is now available to people of all ages in South Australia.</p> <p>The Youth Justice Disability Champions Network has been established to advance the Division's ongoing learning in this space and support staff and clients to navigate the NDIS. The network aims to keep staff up-to-date on the evolving nature of the NDIS and escalate issues.</p> <p>Several working groups have been established to continue to advance a variety of communication and operational strategies to support staff and young people in navigating and accessing the NDIS. An internal Disability Resources Page provides Youth Justice staff with ongoing updates and access to existing and new resources.</p> <p>A workshop was held with the NDIA in March 2018 to work through access issues in this space. Work is underway with the NDIA on several workshop outcomes.</p>
Date	2019-2020
Lead	South Australian Department of Human Services, Youth Justice Division

Victoria

Activity	Criminal Justice <p>The NDIS readiness program aims to prepare prisoners and offenders to transition from state-based services to NDIS supports, and to assist those who have not previously received disability services to access NDIS supports.</p>
Date	2019-2020
Lead	Victorian Department of Health and Human Services
Activity	Universal Design <p>The Victorian Government is drafting a whole-of-government policy incorporating universal design into areas such as infrastructure and public transport, intended for release in 2019-20. The Victorian Disability Advisory Council has been consulted on its development.</p>
Date	2019-2020
Lead	Victorian Department of Health and Human Services

Victoria

Activity	Intermediaries Pilot <p>An intermediary is an officer of the court. Intermediaries are trained allied health professionals with specific skills in communication. Intermediaries provide the court with a written report of practical strategies and recommendations to assist the witness to understand the questions and provide the best possible evidence.</p> <p>The pilot program aims to achieve greater access to justice and to reduce the trauma experienced by vulnerable witnesses giving evidence in a criminal proceeding.</p> <p>Intermediaries were introduced in the Victorian justice system on 1 July 2018 and are being piloted until 30 June 2020.</p>
Date	2018-2020
Lead	Victorian Department of Justice and Community Safety

Western Australia

Activity	NDIS transition <p>The NDIS will continue to transition to full scheme in Western Australia during 2020. The Western Australian Department of Communities is actively coordinating information and supporting integrated policy approaches and service provision across mainstream agencies. This includes identifying ongoing service demand, defining system roles and responsibilities, identifying gaps as well as mechanisms to escalate and resolve systemic issues. The work will also take into consideration priority issues for key cohorts, such as discharge planning and transitions for people with complex needs. Several working groups have been established to continue to advance a variety of communication and operational strategies to support mainstream agencies in navigating and accessing the NDIS.</p>
Date	2020
Lead	Western Australian Department of Communities



Improving the evidence base

To improve outcomes for people with disability, governments need to understand what does and doesn't work in achieving the goals of the Strategy, and why.

Good evidence helps us to understand the challenges and barriers people with disability experience, and to identify where opportunities exist to improve what we do.

The experiences of people with disability are not static—they change over time. Nor are all people with disability alike; particular cohorts of people with disability may face additional barriers or have different priorities based on their circumstances. Obtaining good evidence to inform policy and practice is a significant challenge for all governments, which in part is addressed through the **Survey of Disability, Ageing and Carers** conducted by the Australian Bureau of Statistics, and the **Disability Services National Minimum Data Set**.

At the local level, individual institutions and organisations are conducting smaller-scale research projects, reviews and evaluations of programs to better understand how to meet the diverse needs of people with disability.

At the national level the Australian Government is investing up to **\$15 million to fund a pilot longitudinal National Disability Data Asset** that will enable a federation-wide view of the lived experience of people with disability. The Australian Government will collaborate with the governments of NSW, Queensland, South Australian and Victoria to share data and bring together for the first time a national view of how people with disability are supported across multiple service systems.

The Australian Government has also commissioned Griffith University to undertake a research project that will **assess the disability needs of Aboriginal and Torres Strait Islander prisoners and ex-prisoners** who have exited the prison system within six months of entering. Research outcomes are expected to be used to **reduce potential barriers to finding and keeping jobs** that might result from unidentified disability or impairment. The project will focus on Indigenous prisoners with fetal alcohol spectrum disorder, acquired brain injury, hearing loss, cognitive impairments and other related disabilities, and will cover metropolitan, regional, rural and remote areas.

This project is funded under *The Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability* and was announced as part of the Strategy's second implementation phase between 2015-2018.

The Australian Government is also delivering **allied health services to support Aboriginal and Torres Strait Islander students with disability** in selected remote primary schools in Tennant Creek, Yuendumu and Papunya. The funding will also assist in building the support capacity of school staff. These services are provided under the *Australian Government Plan to Improve Outcomes for Aboriginal and Torres Strait Islander People with Disability*.

Following is a selection of key activities Australian Government, state, territory and local governments are undertaking during 2019-2020 to support this action area.

Improving the evidence base

Australian Government	
Activity	<p>National Disability Data Asset</p> <p>The Australian Government has provided \$15 million to fund a pilot longitudinal National Disability Data Asset. The pilot data asset is a collaboration between the Australian Government and the governments of NSW, Queensland, South Australia and Victoria.</p>
Date	2019-2020
Leads	Australian Government (funding for pilot phase) and NSW (National Project Team)
Activity	<p>Assessing the Disability Needs of Indigenous Prisoners research project</p> <p>The Australian Government has provided Griffith University with \$868,450 to develop methods and processes for identifying and assessing disability in Aboriginal and Torres Strait Islander prisoners and ex-prisoners.</p>
Date	2019-2020
Lead	Australian Government Department of Social Services and Griffith University
Activity	<p>Allied Health in Remote Schools Project</p> <p>\$2.2 million to provide allied health services to support Aboriginal and Torres Strait Islander students with disability in selected remote primary schools in Tennant Creek, Yuendumu and Papunya.</p>
Date	2019-2022
Lead	Australian Government Department of Social Services and the National Indigenous Australians Agency
Activity	<p>National Disability Research Special Account</p> <p>All governments provided just over \$11 million in funding for the National Disability Research Special Account (NDRSA). The focus of the NDRSA is on the implementation of the National Disability Research and Development Agenda and data collection and development of activities. The NDRSA provides funding for research and data projects, including data collection activities such as the Disability Services National Minimum Data Set. Two rounds of research projects have been funded through the NDRSA.</p>
Date	2009-2020
Lead	Australian Government Department of Social Services

Australian Government

Activity	<p>Australia Council for the Arts³⁶</p> <p>The Australia Council for the Arts will undertake and publish research into the arts sector. The Council's Disability Action Plan ensures all significant research projects include a dimension of disability. Research is published in Plain English, with key outputs in Easy English to ensure that the evidence base continues to be accessible. The Council has committed to public reporting on diversity, which includes an overview of Australia Council support for the arts, and informing a framework to build an understanding of how people from diverse backgrounds, including with disability, engage with and are supported through the arts in Australia.</p>
Date	2019
Lead	Australian Government Department of Infrastructure, Transport, Regional Development and Communications - Australian Council for the Arts
Activity	<p>National Gallery of Australia³⁷</p> <p>An evaluation of the art and dementia program will be finalised. The study measured fluctuations in the daily levels of cortisol of people with dementia participating in discussion-based tours, providing evidence for the value and efficacy of non-pharmacological treatments of visual arts-based psycho-social programs for people with dementia.</p>
Date	2019
Lead	Australian Government Department of Infrastructure, Transport, Regional Development and Communications - National Gallery of Australia
Activity	<p>Evaluation of <i>As one: Making it Happen, APS Disability Employment Strategy 2016-19</i></p> <p>In 2019-2020, an evaluation of the <i>As One: Making it Happen, APS Disability Employment Strategy 2016-19</i> is expected to be undertaken. To support this work, an analysis of the data held in the APS Employment Database will be undertaken to better understand the recruitment, retention and career progression of employees with disability.</p> <p>Improved diversity-related data will fill current information gaps, help us to better understand the career outcomes of APS employees with disability, and provide a more robust evidence base to inform future arrangements for disability employment in the APS.</p>
Date	2019
Lead	APSC

³⁶ <https://www.australiacouncil.gov.au/programs-and-resources/disability-action-plan/>

³⁷ <https://nga.gov.au/tours/artdementia/>

South Australia

Activity	<p>Research to Support Youth in the Justice System</p> <p>South Australia has no systematic research to ascertain the number of young people with disability in the Youth Justice population in South Australia.</p> <p>As part of the development of a collaborative research agenda, the South Australian Department of Human Services Youth Justice Division is seeking suitably qualified researchers to undertake a baseline research project examining the prevalence of intellectual disability, learning and spectrum disorders in Youth Justice clients.</p>
Date	2019-2020
Lead	South Australian Department of Human Services, Youth Justice Division
Activity	<p>Research into Infrastructure and Public Transport</p> <p>The South Australian Department for Planning, Transport and Infrastructure is involved in several national working parties and committees committed to funding research and improving the evidence base for infrastructure and public transport. This includes research into addressing gaps between platforms and rail cars; universal design in infrastructure; and improving accessibility through planning and design.</p>
Date	2019-ongoing
Lead	South Australian Department for Planning, Transport and Infrastructure
Activity	<p>Workplace and Cultural Equity PhD Program</p> <p>The South Australian Equal Opportunity Commission has launched a PhD program with the University of Adelaide to deliver research into workplace and cultural equity issues facing South Australia. The PhD program includes a stipend scholarship funded by the University for up to four years, as well as an internship with the South Australian Equal Opportunity Commission. The Commissioner provides academic supervision and guidance in collaboration with an in-house university supervisor. Students with a strong academic record in fields such as psychology, law, economics, social sciences, business or management are eligible for the scholarships. One of the current research topics concerns best practice dispute resolution between school authorities and students with disability who are represented by their parents.</p> <p>PhD opportunities are offered annually as part of University of Adelaide's major PhD Scholarship cycle.</p>
Date	2018-2019
Lead	South Australian Equal Opportunity Commission

Victoria

Activity	Disability Workforce Longitudinal Research The Victorian Government has commissioned a longitudinal research project, exploring the experiences of the disability workforce in Victoria as the NDIS rolls out. The three-year study explores the disability workforce's experiences and perceptions of the transition to the NDIS, how the NDIS impacts their work, and whether existing training systems are meeting the needs of the sector and students. This study will provide a comprehensive evidence base that will inform policy and workforce planning, so that Victorians with disability are supported by a skilled and diverse workforce capable of delivering exceptional services and meeting future NDIS workforce demand.
Date	2018-2020
Lead	Victorian Government

Queensland

Activity	Whole-of-sector lived experience research project The Queensland government is undertaking in-depth whole-of-sector lived experience research to inform policy design in relation to job applications and employee experiences.
Date	2019-2020
Lead	Whole-of-Queensland Government initiative with Queensland Public Service Commission as lead



Reviewing national agreements and partnerships

The Australian Government and state and territory governments have several agreements for reforms of national significance, specific projects, or the delivery of services in key sectors. These agreements are developed and reviewed through COAG, and set out each government's role and responsibilities under the agreement. These agreements are reviewed on a periodic basis to ensure they remain relevant and are effectively meeting their objectives.

National agreements and national partnerships promote cohesion with the vision and goals of the Strategy. People with disability have the same right to services and participation in the broader community as other Australians. Many national agreements directly affect people with disability, or contribute to how people with disability engage with mainstream systems, such as education and health care. Through national agreement and national partnership review points, governments will work to ensure agreements are inclusive of people with disability and align with the intent of the Strategy.

In 2018, the Productivity Commission reviewed the National Disability Agreement; a high-level agreement between the Australian Government and state and territory governments that sets out roles and responsibilities for the funding and provision of specialist services for people with disability. The National Disability Agreement was finalised in 2009, before the introduction of the NDIS, and does not reflect current arrangements.

The Productivity Commission released its report in early 2019. The Productivity Commission made several recommendations for a new National Disability Agreement, focused on the wellbeing and needs of all people with disability, their families and carers. Governments will consider the Productivity Commission's report and its recommendations as part of the development of a new National Disability Strategy and model for national disability policy.

Activities under outcome areas of the National Disability Strategy

As well as implementing activities under the priority focus areas previously listed, all levels of government are also implementing a large number of policies, activities and programs to progress the Strategy's broader outcome areas. Although it is not practical to present a full compendium of these activities here, select initiatives under the Strategy's outcome areas provide a flavour of the many other activities in progress or planned for 2019 and 2020.



Outcome 1

Inclusive and accessible communities

Governments have given increasing attention since the Strategy's inception in 2010 to creating well-designed communities that enable people with disability to experience full inclusion in social, economic, sporting and cultural life. While there is still much work to do, jurisdictions will continue in 2019 and 2020 to implement actions that realise the Strategy's first goal of creating inclusive and accessible communities.

All levels of government are investing in creating accessible infrastructure, and communications and information systems under the Third Implementation Plan. Efforts include endorsement by the COAG Transport and Infrastructure Council on 2 August 2019 to the guiding principles and a forward work program for reforms to the Disability Standards for Accessible Public Transport 2002. The guiding principles place people with disability front and centre of the reform process.

In NSW, the **Community Building Partnership** will fund 135 accessibility-focused projects including sensory gardens and play areas for children with intellectual disability; disability access improvement to community buildings; and access improvements to community clubhouse change rooms, facilitating easier participation in local sporting activity.

The NSW Government's \$882 million investment in **public transport accessibility** during 2019-2020 contributes to ongoing efforts to create accessible public transport journeys. This investment will boost NSW's investment in public transport accessibility to \$2 billion over the course of the Strategy.

In the Northern Territory, the government is working towards a **fully compliant accessible public transport system**, which includes accessibility to buses and transport infrastructure such as interchanges, bus stops and bus shelters. The government will manufacture and install **additional accessible transport infrastructure** during 2019 and 2020.

Accessing Queensland's natural environment

The Queensland Government's State Disability Plan 2017-2020, *All Abilities Queensland: opportunities for all*, includes actions to create welcoming and inclusive communities. For example, accessible facilities are being provided for some of Queensland's national parks and popular sites, or existing facilities are being upgraded for accessibility to enable all-ability access to some of Queensland's iconic destinations:

- ✓ **Daisy Hill** - accessible Day Use Area facilities.
- ✓ **Walkabout Creek** - accessible parking, access to events lawn and activity trail. Improved accessibility to the visitor centre and tea house is in design phase.
- ✓ **Peach Trees** - accessible campsite and associated facilities.
- ✓ **Noosa, Laguna Lookout** - accessible parking and access to Laguna Lookout. Laguna Lookout's Day Use Area is being redesigned to include upgraded accessible facilities.
- ✓ **Glass House Mountains, Tibrogargan** - Day Use Area has been constructed to be universally accessible.
- ✓ **Mon Repos** - universally accessible building and surrounds under design.



Image 2 - Wheelchair-accessible platform, Jolly's Lookout near Walkabout Creek, Queensland.
Photo credit: Diana Hughes© Queensland Government.

Local Councils are important leaders in the creation of inclusive and accessible communities. The City of Playford Council in South Australia will undertake **disability awareness training** for its staff, local service providers and emerging champions/peer educators. The training will also have a focus on cultural awareness when working with people with disability from different cultural backgrounds.

The City of Playford will further upgrade Fremont Park, one of the Council's most iconic public spaces. The space will be revitalised for the community and visitors to enjoy, including a **fully inclusive mixed-use space** comprising accessible play equipment and play spaces. Planning is also underway for a **Changing Places** adult change facility to be included as part of this development.

The City of Playford is also a member affiliate with **RECHARGE Scheme Australia** creating a more accessible, inclusive and welcoming experience for people who use an electric mobility scooter or wheelchair when they are out and about in the community. This includes providing designated areas for people to recharge their electric mobility device's battery in key locations. The Council membership includes waiving of fees for other organisations and locations to become Program Partners. The City of Playford Council is working with key organisations to extend this scheme across the city.

Adelaide Airport's expansion plans will identify and address the needs of people with disability through the design, risk assessment and development process. In response to the increased role **assistance animals** play in supporting people with disability, Adelaide Airport will include a new airside toilet and watering facility for assistance animals. This will complement the existing landside assistance animal relief area.

Governments are also applying **Universal Design Principles** in the design of buildings and places. The National Construction Code (NCC) was amended on 1 May 2019 to mandate the inclusion of accessible adult change facilities (to the Changing Places specification) in certain new, and significantly refurbished, buildings including: large shopping centres; large sports venues, museums, art galleries and theatres; and, airport terminals. The Western Australian Government will embed Universal Design principles in up to 300 homes over four years as part of the **Social and Affordable Housing and Jobs Package**. In 2019, the South Australian City of Salisbury plans to complete the new Salisbury Community Hub in accordance with Universal Design principles so that it is accessible for all members of the community. The Hub will feature civic spaces, a gallery, learning and information facilities, council chambers and office space. Victoria and Western Australia will increase the number of **Changing Places** toilet facilities in their state, while the South Australian Government has committed to introducing 15 Changing Places facilities.

Accessible housing in the ACT

A local business on the ACT Government's Inclusion Council is Renaissance Homes. Renaissance Homes is a Canberra residential building company, which has become a leader in the construction industry for designing innovative and accessible homes tailored to meet the needs of people with disability and mobility limitations.

Renaissance Homes founders, Lud Kerec and his son Andrew, were motivated to investigate accessibility standards following a cycling accident, which left Lud unable to access his family home or the homes of the people important in his life, due to inaccessible design.

The houses Renaissance Homes construct are safer, easier and more enjoyable for all to occupy, particularly for people with disability and people with mobility limitations. Renaissance Homes is a Livable Housing Australia assessor and has won numerous excellence awards for their designs since they began in 1996, including a recent Master Builders Association award for a special purpose dwelling built for a client with quadriplegia.

The work of Renaissance Homes in improving housing outcomes for people with disability has been recognised through 2018 ACT Government's Chief Minister's Inclusion Awards, bringing the spotlight to the work and the housing accessibility issues experienced by people with disability in mainstream housing.

Participation in social, cultural, religious and sporting activities is a priority for the social inclusion of all Australians. 2019-2020 will see arts institutions contributing to the creation of inclusive and accessible communities through the implementation of a wide variety of accessible arts initiatives.

The National Gallery of Australia will consult with disability stakeholders during 2019-2020 to improve accessibility to its collections. Initiatives include audio descriptive tours; digital Auslan-interpreted and captioned information; and online resources to support high quality creative engagement with the national collection.

The National Film and Sound Archive is increasing the number of works it holds with Closed Captioning for people who are Deaf or hard of hearing, with a view to a significant proportion of the Archives' titles being available with Closed Captions by December 2020.

Choose Art (formerly ARTfinder National) will launch in 2019, providing all Australians with a searchable online database of accessible arts and cultural activities.

The **Adelaide Festival Centre** is working with Access2Arts to create and implement a disability plan particularly in the areas of Auslan, relaxed performances and audio description. The Adelaide Festival Centre is also redeveloping Her Majesty's Theatre, which will have full disability access on all levels, hearing loop technology throughout and full disability access for performers. The redeveloped Her Majesty's Theatre is scheduled to reopen in 2020.

The **Adelaide Festival** has a deep and abiding commitment to provide people with disability access to the program through touch tours, relaxed performances, Auslan interpretation, water stations for assistance dogs at the Pioneer Women's Memorial Garden and Elder Park, audio description of performances, access plans for outdoor events, hearing loop facilities, Braille copies of programs, and liaison with peak bodies who support accessibility to cultural experiences, such as Access2Arts. The Adelaide Festival also provides a printed and online **Access Guide**³⁸ with information about the Festival's accessibility. Discount tickets and Companion Cards are part of the Festival's ongoing commitment to including people with disability to access high quality cultural experiences and be part of the Festival experience.

Also in South Australia, **Carclew**³⁹, South Australia's youth arts organisation will curate programs that actively promote inclusivity and representation of people with disability. Carclew is also working with NDIS service providers and people with disability to provide information about the inclusion of arts in an individual's service plan. All Carclew funding programs will work towards an investment in a specific allocation for artists with disability.

In the Top End, key infrastructure projects of the Northern Territory Government's Turbo Charge Tourism initiative will **increase access for people with disability to parks and cultural sites**. Activities include the development of a new Visitor Centre at the George Brown Darwin Botanic Gardens Visitor Centre; tourism experiences at Hermannsburg and Tennant Creek; and new park experiences within Tjortja/West MacDonnell, Nitmiluk, Watarrka and Litchfield National Parks.

A new Cultural Walk, including a designed boardwalk at Nitmiluk National Park, will provide **accessible viewing of rock art** and allow visitors to experience the unique landscape of the park and learn more about Jawoyn culture. Construction is anticipated to take place during 2019. Throughout the Northern Territory, accessibility is being improved on an ongoing basis through the implementation of a new standard of accessibility for picnic tables, installation of accessible BBQs and new mobility toilets.

The **Western Australian Museum** will continue to convene the New Museum Access and Inclusion Reference Panel to provide guidance on access and inclusion for people with disability, their families and carers. The New Museum development, located in the Perth Cultural Centre is due to open to the public in late 2020. Perth Zoo will continue to host and implement new events, such as Dreamnight to ensure all visitors, including families of children with disability, are able to fully enjoy their experience.

38 <https://www.adelaidefestival.com.au/access/general-access/>

39 <http://www.carclew.com.au/>



Image 3 - Emily Crockford painting mural at Westpac Service Centre, NSW. Photo credit: T. Oxford.

Outcome 2

Rights protection, justice and legislation

All Australians have the right to feel safe in their home, at work and in their communities. For far too long people with disability have experienced higher rates of violence, exploitation and neglect than people without disability. The 2015 Senate Inquiry⁴⁰ into violence, abuse and neglect against people with disability in institutional and residential settings found that violence, abuse and neglect of people with disability is both widespread and takes many forms. Some groups are particularly vulnerable; women with disability⁴¹ are 40 per cent more likely to be the victims of domestic violence than women without disability. Abuse, in all its forms, is always abhorrent.

Outcome 2 aims to promote the rights of people with disability, to support access to justice and to bring an end to the violence, abuse and neglect of people with disability.

On 5 April 2019, the Prime Minister, the Hon Scott Morrison MP, and former Minister for Families and Social Services, the Hon Paul Fletcher MP, announced **the establishment of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability**. As discussed previously, the Royal Commission will cover all forms of violence against, and abuse, neglect and exploitation of, people with disability, in all settings and contexts.

Under the Fourth Action Plan of the National Plan to Reduce Violence against Women and their Children, the Australian Government has committed **funding to support the safety of women with disability**. Initiatives include \$1.5 million for the Office of the eSafety Commissioner, assisting women with disability **to protect themselves online, and to identify and report technology facilitated abuse**. Funding has also been provided for **new research projects to build evidence regarding violence against women with disability**, particularly for women abused in an institutional setting. As part of the Australian Government's efforts to **prevent violence against women and their children**, funding of \$12 million is being provided to develop prevention programs for highly vulnerable groups such as women with disability.

The Australian Government has also provided funding to DV-Alert—a free, national domestic and family violence response training program designed for health, allied health, educational, childcare, and community support frontline workers. Funding will provide for an increased focus and more training for frontline workers who support **communities at a higher risk of domestic and family violence**, including women who may experience barriers to accessing support, such as women with disability. Funding will also allow for expansion of the **1800RESPECT** website to include a more **accessible information portal** for all Australians seeking information on domestic and family violence and sexual assault.

40 https://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Community_Affairs/Violence_abuse_neglect/Report

41 http://wwda.org.au/wp-content/uploads/2016/12/Position_Statement_1_-_Violence_FINAL_WEB.pdf

Under Outcome 2, governments continue to implement activities during 2019-2020 that **increase the awareness and acceptance of the rights of people with disability. Talk Up**⁴² for example, is an initiative of the Northern Territory Health and Community Services Complaints Commission to support people with disability understand their rights to access high quality services. **Talk Up** provides accessible materials to promote the rights of service users and their families to raise their concerns in a safe and protected way.

The Queensland Government is implementing **Queensland's plan to address domestic and family violence against people with disability**⁴³ (the Plan). The Plan aims to build on the domestic and family violence reforms already underway in Queensland through the Queensland Domestic and Family Violence Prevention Strategy 2016-2026, to raise awareness, enhance services and improve policy and practices across government. The Plan will further drive improvements to services, systems and data to increase awareness of, and better responses to, people with disability impacted by domestic and family violence.

In addition, Queensland's **Human Rights Act 2019**⁴⁴ commenced on 1 January 2020 to protect and promote the human rights of all Queenslanders, including people with disability, and help build a culture in the Queensland public sector that respects and promotes human rights. The Act applies to entities that perform functions of a public nature for the State and specifically includes NDIS registered providers operating in Queensland.

In South Australia, the Essential Services Commission of South Australia will conduct a **review of the consumer website**⁴⁵ to ensure it includes appropriate information regarding the **rights of people with disability** in relation to the Commission's regulatory function, and that the complaints process is accessible for people with disability.

Carclew⁴⁶, South Australia's youth arts organisation continues its commitment to implementing the National Disability Strategy by exploring avenues for providing training to staff and contractors to engage with, and support, Carclew participants with disability.

In Western Australia, the rights of people experiencing mental health conditions is recognised through the development of the **Mental Health Complaints Partnership Agreement**⁴⁷. This Agreement aims to streamline the complaints process and clarify roles and responsibilities of partnering organisations during 2019-2020 and beyond. **Guidelines**⁴⁸ for handling complaints about mental health services have been developed to assist service providers implement resolution-focused, effective complaints-handling systems. These Guidelines complement the Mental Health Complaints Partnership Agreement and will provide improved quality of care to mental health services users.

42 <https://www.hcsc.nt.gov.au/about/talk-up/>

43 <https://www.csyw.qld.gov.au/resources/campaign/end-violence/plan-dfv-against-people-with-disability.pdf>

44 <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2019-005>

45 <https://www.escosa.sa.gov.au/>

46 <https://carclew.com.au/>

47 <https://www.hadsco.wa.gov.au/docs/Mental%20Health%20Complaints%20Partnership%20Agreement.pdf>

48 https://www.hadsco.wa.gov.au/docs/mental_health_complaints_guidelines/HaDSCO-Information-Sheet-Mental-Health-Service-Complaints-Guidelines.pdf

The Third Implementation Plan also includes important activities for providing people with disability with **access to justice**, including aids and equipment, intermediaries and legal advice. These initiatives are part of broader ongoing government responses for improving the outcomes of people with disability in the justice system, such as efforts under state and territory disability justice plans.

The Victorian Government is running a pilot program to introduce **intermediaries** to the Victorian justice system from 1 July 2019 to 30 July 2020. An intermediary is an officer of the court and trained health professional with specific skills in communication. They bring to the attention of police, lawyers and judicial officers the communication needs of witnesses to help each party prepare for trial. Intermediaries provide the court with a written report outlining practical strategies and recommendations for assisting witnesses to understand questions and provide the best possible evidence.

The initial scope of the Victorian pilot involves intermediaries facilitating communication for adults with a **cognitive impairment** and children under age 18 who are complainants in a sexual offence or witnesses in a homicide matter.

In Tasmania, people with disability will have **improved access to the state justice system** through the implementation of the Disability Justice Plan for Tasmania 2017-2020⁴⁹. The Plan recognises the significantly higher rates of disability among those in contact with the justice system, both as victims and offenders, and will guide the Tasmanian Government to:

- Develop, promote and implement disability-responsive police and legal services
- Prevent and respond to violence, abuse and neglect
- Respond to the needs of people with disability who are at risk of experiencing family violence
- Safeguard the rights of people with disability to make decisions that affect their lives.

The ACT has developed a **Disability Justice Strategy**⁵⁰ which is a 10-year strategic plan with three primary goals: to ensure that people with disability are safe and their rights are respected; that the ACT has a disability responsive justice system; and that change is achieved and measured.

The First Action Plan describes the first four years of work and the commitments made by stakeholders across government and the justice sector, to ensure that the ACT provides equal access to justice for people with disability. Almost \$4.9 million over four years has been allocated by the ACT Government for the implementation of the First Action Plan, which is based on a series of practical commitments and real actions made by agencies throughout the ACT across the civil and criminal justice systems. This includes development of a community of practice; new disability focused positions across a range of justice agencies; training modules rolled out; ongoing commitment to supported decision making; development of accessible resources; development of disability action and inclusion plans and system-wide data gathering.

49 https://www.justice.tas.gov.au/news_and_events/disability-justice-plan

50 https://www.communityservices.act.gov.au/disability_act/disability-justice-strategy

In addition, the ACT has commenced the establishment of an intermediary scheme for the ACT, which will become operational in 2020. The new intermediary scheme will initially apply to vulnerable children who have been victims of a sexual offence or witnesses in a homicide matter.

However, the ACT Government will be looking closely at opportunities for expanding the scheme to other cohorts, particularly to people with disability.

In South Australia, the Equal Opportunity Commission operates a free **legal advice clinic**, which started in 2016, in partnership with the University of Adelaide, to improve access to justice for members of the community, including people with disability. The clinic provides legal advice to any individual who believes they have been unlawfully discriminated against, sexually harassed or victimised. This includes people who believe they have experienced disability discrimination in the areas of employment, goods and services provision, education and training, accommodation, and through their participation in clubs and associations. The clinic is staffed by final year law students from the university who are supervised by qualified legal practitioners.

In order to provide greater protection to people with disability from **violence, exploitation and neglect**, the NSW Government's new Ageing and Disability Commissioner⁵¹ will respond to abuse, neglect and exploitation of adults with disability and older people in home and community settings.

For the first time in NSW, there will be a body dedicated to investigating concerns about abuse, neglect or exploitation that may not reach the threshold for criminal investigation. Any member of the public who is concerned about the abuse, exploitation and neglect of people with disability or older people can contact the **Ageing and Disability Commissioner** to make a report.

While the Commissioner's focus will be on **safeguarding people with disability** and older people in home and community settings, they will work closely with the agencies responsible for protecting people when they are receiving disability and aged care services, including the NDIS Quality and Safeguards Commission.

The Victorian Government has committed to **supporting people with disability at risk of, or experiencing, family violence** in response to the recommendations of the Victorian Royal Commission into Family Violence. Funded activities include domestic and family violence education and training programs for disability workers; removing barriers to crisis supported accommodation for women and children with disability; disability-awareness training for judicial officers; and ensuring that police referral forms capture disability data.

Under the Third Implementation Plan, governments are also focusing attention on improving justice responses for people with disability who have complex needs or heightened vulnerabilities. The South Australian Legal Services Commission (LSC) has established a new **Specialist Criminal Court Representation Team** to provide expert criminal defence representation for people charged with offences where there are also identified vulnerabilities, including people with intellectual disability or cognitive impairment, mental impairment or people with complex communication needs.

51 <https://www.facs.nsw.gov.au/inclusion/disability/ageing-and-disability-commissioner>

LSC is promoting information resources to support people with disability access information about free legal advice and other services. Resources are available in Braille, Auslan and Easy Read Factsheets.

The NSW Government is also increasing support for people with disability in contact with the criminal justice system, with a particular focus on **early support and diversion for people with cognitive impairment**.

The **Cognitive Impairment Diversion Program (CIDP)** is a pilot program operating in Penrith and Gosford Local Courts. CIDP includes screening and assessment for cognitive impairment and case management to link defendants with the NDIS and mainstream services.

In 2019, the NSW Department of Communities and Justice will provide a new **Justice Advocacy Service** to provide support to people with cognitive impairment in contact with the criminal justice system as victims, witnesses, defendants and suspects in police custody.

The Northern Territory Government is undertaking a phased reform of the Youth Justice system to align with the findings and recommendations of the Royal Commission into the Protection and Detention of Children in the Northern Territory. Programs under development include community youth justice programs with a **focus on a more holistic approach for children with neuro-developmental disability**.

The Western Australian Government is committed to **reforming mentally impaired accused laws**, most notably, the *Criminal Law (Mentally Impaired Accused) Act 1996 (WA)*. These reforms aim to promote, uphold and **protect the right of people with disability** to justice. The reforms will limit the terms of custody orders, so these will not be longer than the person would have received, had they been found guilty of the offence. The reforms also aim to introduce new procedural fairness provisions, such as rights to appear, appeal and review.

The Western Australian Government will continue to implement the **Mental Health Co-Response (MHCR) initiative** during the Third Implementation Plan. The trial, initially implemented from January 2016 to January 2018, is now ongoing core Western Australian Police business expanding from two to four teams stationed at Cockburn, Joondalup, Cannington and Midland, servicing the metropolitan area. The MHCR aims to divert people with mental health illness away from the criminal justice system to the health and supports networks. Outcomes expected include: providing enhanced access to mental health assessment; treatment and support for people in mental health distress incidents; reduced risk to police and people with mental health during crisis; and increased consumer, victim, carer, advocacy and legal professional satisfaction with police management of mental health incidents.

Outcome 3

Economic security

Access to meaningful employment and quality training opportunities plays a significant role in improving economic outcomes for all people. Economic security helps people to plan and to take control of their lives. People with disability can make a valuable contribution in a workplace; most workers with disability are highly productive, less likely to be absent, and have fewer work accidents. Building diverse and inclusive workplaces also represents a significant opportunity for business.

However, job participation rates among people with disability continues to lag behind the broader community. Moreover, the income gap⁵² between people with disability and people without disability is widening. While mainstream media is creating greater awareness and acceptance of people with disability in the workplace, through TV shows like *'Employable Me'*, people with disability continue to encounter barriers to employment. Similar to *Key Action Area 1: Improving Employment for People with Disability*, Outcome 3 aims to increase access to employment opportunities and improve employment outcomes for people with disability.

The Australian Government Department of the Prime Minister and Cabinet has provided funding of \$180,000 to *Dress for Success Sydney*. Funding will support **Dress for Success Sydney's Career Support Program** from June 2018 to June 2021 to increase the employability of women in need, including women with disability. The Department of the Prime Minister and Cabinet recognises women with disability, including women with mental health conditions, are more likely than the general population to experience unemployment, under employment or marginal employment. **The Career Support Program** is run in NSW, Victoria, Queensland, Tasmania and Western Australia.

In NSW, the Department of Planning, Industry and Environment's **Disability Sector Scale-Up** program continues over 2019-2020 to support existing or new businesses to provide disability services to NDIS participants. **Disability Sector Scale-Up** also provides funding for Aboriginal businesses and Aboriginal Community Controlled Organisations to employ local Aboriginal staff and provide culturally safe services for Aboriginal and Torres Strait Islander people with disability.

The Northern Territory Department of Education funds the **post-school opportunities for young people with disability** project to identify the employment and participation aspirations of young people with disability in the Alice Springs community. The Northern Territory Government also provides **remote pathway grants for students with disability**, an annual program providing support and grant funding to remote and very remote schools. This program explores employment opportunities and social enterprise pathways for students with disability, ensuring they align with individual, family and community aspirations and ambitions.

52 Australian Bureau of Statistics, 2015 Survey of Disability, Ageing and Carers, Catalogue Number: 4430.0

In Victoria, **Every opportunity**⁵³ details the Victorian Government's three-year plan to enhance the economic participation of people with disability. An investment of \$1.4 million over 2018-2019 and 2019-2020 will support the Victorian Government's target of six per cent employment of people with disability by 2020.

Queensland's Department of Employment, Small Business and Training is implementing **Skills for Queensland - Great training for quality jobs**⁵⁴ (Skills Strategy) in 2019-20 to deliver real benefits at local and state levels. The Skills Strategy's 'Inclusivity and the public provider' theme aims to increase access to training opportunities and provide additional support for priority groups and students with higher needs, including people with disability.

The Essential Services Commission of South Australia (ESCOSA) Leadership Team promote and foster diversity and cultural awareness within the workplace to increase the awareness and benefits of promoting workplace inclusion and flexibility. ESCOSA will review key conditions of employment policies to ensure the recruitment process is accessible and responsive to the needs of all applicants and employees, including those with disability.

The target is to continue to have appropriately **accessible recruitment and development policies and practices** that encourage and increase participation and career development. ESCOSA will review White Ribbon Accreditation activities, processes and education to ensure they are **inclusive of people with disability**, in order to achieve successful White Ribbon Accreditation.

The South Australian Department for Planning, Transport and Infrastructure runs a Consultative Forum for addressing human resource and industrial relations matters for the Department. This forum includes a member with lived experience of disability and a management representative from the Inclusion and Diversity Steering Committee to provide relevant advice and support to the forum, ensuring that **people with disability are involved in decision-making processes** that affect employment and internal human resources practices.

The **Return to Work SA** (RTWSA) program advertises external positions through **Disability Works SA** and the RTWSA website, ensuring job descriptions are written in plain English, use inclusive language and do not directly or indirectly discriminate on the basis of disability. Applicants are able to include information about their access requirements when attending an interview through a job interview confirmation. A transport reimbursement allowance for employees with disability and appropriate workplace modifications are available as required.

53 <http://www.statedisabilityplan.vic.gov.au/every-opportunity>

54 <https://desbt.qld.gov.au/training/docs-data/strategies/vet-strategy>

Outcome 4

Personal and community support

Personal and community supports encompass all the forms of support people with disability use at home and in the community. Carers and families of people with disability continue to play an important role in the lives of the people with disability they support. Some people with disability rely on the NDIS to meet their needs. However, most people with disability access the same services as other people in the community. Improving the inclusiveness and accessibility of services will give people with disability the same access and right of choice as other members of their communities.

Outcome 4 aims to promote choice and control of the services people with disability access to live independently and participate in their communities, and to recognise and support the role of families and carers of people with disability.

The Australian Government is investing nearly \$700 million over five years to help carers get the support they need before reaching crisis point. This is the biggest reform to carer services in over a decade. From July 2019, new services will provide carers with access to early-intervention and preventative supports proven to improve long-term outcomes for carers. The new services form part of the **Integrated Carer Support Service (ICSS)**, a new carer service delivery model to help carers manage their daily challenges, improve their health and wellbeing and plan for the future.

Integrated Carer Support Service

The new Integrated Carer Support Service (ICSS) is being implemented in two stages:

1. From July 2019, carers can access support services through the new-look **Carer Gateway website** that includes access to the ICSS online services: online peer support, coaching, educational resources, and phone counselling.
2. From April 2020, the establishment of a new national network of **Carer Gateway** service providers will help carers access new and improved services such as needs assessment and planning, targeted financial support, information and advice, counselling, coaching and crisis support where required.



Australian Government



Carer
Gateway

Connecting carers  to support services

The Northern Territory Government will continue the **Talking Hands Residential School** program for signing Deaf students. This program brings together students from remote localities to meet other signing students from across the Northern Territory for a week of activities and to: build a signing community; increase individual communication competency through signing; and provide families, students and staff with information about communication services such as interpreters, the National Relay Service and DeafNT.

The program offers opportunities for people to practice communicating in sign language in common settings such as shops and public transport. The program helps develop personal and independent living skills, empower Deaf or hard of hearing students and their families to self-advocate and an opportunity to meet and engage with hard of hearing students and adults as part of the broader Deaf or hard of hearing community. The week-long **Talking Hands Residential School** program will continue to be held in 2019 and 2020.

The Northern Territory Department of Education also provides **Auslan sign language classes** to families and staff of children who use signing as their main mode of communication. Classes are available face-to-face or through video conferencing and can incorporate the use of Aboriginal sign systems used in remote and very remote communities. Auslan sign language classes will be conducted four times a year (each term) throughout 2019 and 2020.

In South Australia, local councils continue to offer models of disability support specific to local need. The Cities of Playford and Salisbury and the South Australian Department of Human Services were awarded an Information, Linkages and Capacity Building grant through the NDIA to develop an **information resource** specifically for culturally and linguistically diverse communities, particularly newly arrived migrants and people from Aboriginal and Torres Strait Islander backgrounds.

The information toolkit will link people with disability in the northern regions of Adelaide to services and programs, and aims to **improve community attitudes** towards disability. The program also provides **disability training** to interpreters and translators, bicultural workers and community leaders.

The innovative Stretton Centre - founded by the City of Playford, the University of Adelaide and Renewal SA - is collaborating with industry experts to provide a free program for new and emerging **small businesses** located in Northern Adelaide who wish to **provide services to people with disability through the NDIS**. This program is funded by the South Australian Government to assist small businesses develop networks, organise finances, apply for grants, prepare business plans for the future and develop marketing skills.

The City of Playford has partnered with Feros Care to provide **a drop-in service** for members of the community who are seeking information about their NDIS journey. The City of Playford will also host a series of **Connect Effect Forums** to assist service providers and local businesses navigate the challenges of providing disability services and identify opportunities for collaboration. The forums enable participants to share information and knowledge, improve standards and quality, and reduce waste, cost and duplication. It is envisaged that these forums will evolve into regular network meetings in Northern Adelaide.

Outcome 5

Learning and skills

A quality education is a right of all Australians. Completing Year 12 and taking part in further education gives young people the confidence and skills required to get a job, to become independent and to reach their potential. For too long young people with disability were locked out of these opportunities. Over recent years, the rate of young people with disability completing Year 12 has been steadily increasing. However, this one measure of success does mask the barriers to inclusive and accessible educational opportunities that continue to exist.

Delivering inclusive, high quality educational programs for people with all abilities is critical to achieving positive learning and skills outcomes for people with disability. Under the Third Implementation Plan, governments will continue providing teachers and educators with the tools and skills they need to provide accessible education.

Under the *Disability Discrimination Act 1992* and the Disability Standards for Education 2005⁵⁵ (the Standards) all education providers are required to make reasonable adjustments to assist students with disability to participate in education on the same basis as other students.

Schools can draw upon a broad range of resources to provide reasonable adjustments. These include targeted disability programs and resources, as well as ongoing school funding and general school resources to address the needs of students with disability.

The Australian Government is investing an estimated \$28.8 billion between 2018 and 2029 through the student with disability loading **to help schools meet the cost adjustments provided to students with disability**. The loading is calculated based on the Nationally Consistent Collection of Data on School Students with Disability (NCCD).

In 2017, 18.8 per cent of school students received an adjustment to participate in education because of disability, comprising 724,624 students.

Under the NCCD model, teachers use their professional judgement, supported by evidence, to determine the level of adjustment that students with disability require, including students with conditions such as developmental delay. These adjustments are based on teachers' assessment of the functional impact of the student's disability in relation to education, rather than on a medical diagnosis.

Students identified in the NCCD as requiring a supplementary, substantial or extensive level of educational adjustment attract a loading appropriate to the relative costs of providing that adjustment. Schools and school systems are expected to use this loading and other funding (for example, state government funding) to meet the needs of all students.

The NCCD also captures a fourth level of support provided within 'quality differentiated teaching practice', which does not attract additional funding. This category represents personalised learning that is applied without drawing on additional school resources.

⁵⁵ www.education.gov.au/disability-standards-education-2005

The connection between the NCCD and student with disability loading has meant that education authorities and schools are investing more into teacher resources to support their identification (and necessary adjustments) for students with disability. Education systems are moving away from funding students based on their disability to **funding based on the adjustments needed to support their educational needs**.

With the data collection now maturing, the Australian Government Department of Education, Skills and Employment priority is shifting to assurance activities, while still maintaining a focus on capacity building in areas that schools find challenging.

The Australian Government Department of Education, Skills and Employment has developed a number of resources to assist school staff in the administration of the NCCD. This includes the **interactive NCCD Portal⁵⁶ launched in February 2019 to provide nationally consistent information and resources** that can be accessed free of charge by educators and parents. The NCCD Portal is the primary source of NCCD information used by schools. It is an interactive platform housing information on the NCCD, along with national training materials and resources for school leaders, teachers, support staff, parents and carers.

The Australian Government Department of Education, Skills and Employment has commissioned work to develop **guidance and templates to assist schools in documenting and storing evidence for NCCD reporting**. The templates have been piloted with a number of independent schools to test if they are fit-for-purpose and useful. The templates will be made available on the NCCD Portal for schools to use on an opt-in basis from Term 1 in 2020.

More broadly, the Australian Government is committed to reducing red tape for teachers so they can **focus on teaching and not on paperwork**.

Additional resources to support excellence in teaching are planned for the NCCD Portal in 2019-20, including resources created through a collaboration with the **Positive Partnerships program⁵⁷** to support school-aged students with Autism Spectrum Disorder. Positive Partnerships is also funded by the Australian Government Department of Education, Skills and Employment.

The **Positive Partnerships** website has details of upcoming workshops for parents and carers of students with Autism Spectrum Disorder, as well as other resources such as online learning modules, videos and fact sheets in a range of languages. The Positive Partnerships state and territory planning groups have organised the 2019-2020 schedule of professional learning workshops for teachers, concurrent workshops for parents and teachers, whole-school workshops and workshops for Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse families, webinars and other training.

The Australian Government Department of Education, Skills and Employment is supporting the growth of the NDIS workforce through activities and initiatives aimed at **increasing job seeker placements into NDIS roles**. The Department's activities will help support the development of a capable and effective NDIS workforce. The Department will undertake a wide variety of activities to build understanding of the employment opportunities connected

⁵⁶ www.nccd.edu.au

⁵⁷ www.positivepartnerships.com.au/

to the NDIS and help employers find suitable entry-level workers. The NDIS is also a priority industry for the Launch into Work program, which trials pre-employment projects that provide training, work experience and mentoring to support job seekers to increase their skills, experience and confidence for employment.

The NSW Department of Education is funding the University of Sydney to investigate ways the Department can **improve the NSW Vocational Education and Training (VET) system** for disadvantaged people, **with a specific focus on people with disability**. The project aims to review data definitions, loadings and fee exemptions, supports and barriers to accessing and completing VET, and transitions from VET to employment. Project fieldwork will take place during 2019.

The NSW Department of Education will further develop and **promote professional learning options for teachers** in personalised learning and support for students with disability.

The Northern Territory Department of Education will commence implementation of the **10-year Framework for Inclusion and Action Plan** during 2019. The Framework provides for a planned and targeted approach for **supporting the needs of children and young people with disability, including mental health conditions**, challenging behaviours, or who are at risk of, or experiencing other vulnerabilities. Through the Action Plan, the Northern Territory Government aims to embed and create a culture of inclusive practice to meet the individual needs of children and young people. Activities such as providing teachers with up-to-date information on hearing health and practical recommendations for teaching children who are Deaf or hard of hearing strengthens the capability of schools to ensure an inclusive education experience for all students.

The Northern Territory Department of Education is also increasing the size of the **Teaching and Allied Health Team** to supplement existing services for children and young people with disability. The team provides collaborative, co-designed support for school communities across the Northern Territory. In 2019, the team will collaborate with government agencies and the disability sector to refine its service delivery to remote schools, as well as rural and urban settings.

Case study

Educational Adjustments, Tasmanian Department of Education

The Tasmanian Department of Education is committed to providing high quality inclusive education for students with disability, and supporting schools to become disability ready and responsive to meet the needs of all students.

In 2019, the Department is implementing a new Educational Adjustments funding model for students with disability in Tasmanian Government schools, which will deliver funding to schools from 2020.

The new Educational Adjustments approach will support inclusive practice in schools and align supports to the educational adjustments teachers make in the classroom to assist students with disability to access, participate and engage in quality learning programs.

Extensive consultation is already underway to ensure schools are ready for funding to be delivered to schools from 2020.

This new approach will make a huge difference for Tasmanian students and schools by aligning resourcing to individual student needs, rather than to disability diagnosis.

Actually targeting resources to the educational adjustments that teachers are making for individual students is a huge shift in practice and culture for Tasmanian schools and families.

This is a really positive step forward enabling a more inclusive way of working, which focuses on teaching and learning and the student's strengths and needs. The new Educational Adjustments funding model is based on a simple, structured approach to funding and resourcing which takes into consideration the additional and variable needs of students with disability.

Under the new model, students requiring more intensive levels of support and adjustment attract greater levels of additional resources compared with those requiring lower levels of support and adjustment.



Photo credit: Tasmanian Government, Department of Education

Outcome 6

Health and wellbeing

The Strategy's health and wellbeing outcome area aims for people with disability to attain the highest possible health and wellbeing outcomes throughout their lives. In practice, this means health providers must be able to meet the needs of people with disability and that people with disability can access prevention and early intervention health services. With the roll out of the NDIS to full scheme, it also means universal health systems can meet the needs of all people with disability and that people with disability are able to exercise choice and control in accessing health services.

Australia's health system is world class, supporting affordable access to high quality medical, pharmaceutical and hospital services. However, people with disability continue to experience barriers to achieving the highest possible health and wellbeing outcomes.

People with disability experience poorer health outcomes than the general community, including aspects of health that are unrelated to their disability. All Australians, regardless of ability, have the right to access the health system. For people with disability, poorer health outcomes contribute to poorer outcomes in other areas, such as reduced capacity to participate in employment and their communities, and lowered independence.

Barriers to achieving improved health and wellbeing outcomes are further amplified by lifestyle factors such as smoking, alcohol consumption, exercise and diet. People with disability continue to have increased health lifestyle risk factors than the broader community. For example, compared to the broader community, people with disability are more likely to smoke, be overweight and have a sedentary lifestyle⁵⁸.

Despite an increasing investment in mental health services of over \$9 billion nationally, the rate of mental ill-health continues to increase. The Australian Government primarily supports people with less severe mental illness through primary care delivered by GPs, Medicare Benefits Schedule and Pharmaceutical Benefits Scheme.

In line with growing health care trends, there is a need for delivery of person-centred mental health treatment and care, which can target an individual at any stage of unwellness, including before a person becomes unwell. Prevention, early intervention and continuing care remain important social determinants in improving overall mental health and wellbeing particularly in younger people; with community participation, stable living environments and employment becoming increasingly important across most age groups.

An estimated 64,000 people with a primary significant and enduring or permanent psychosocial disability will be eligible for the NDIS, equating to 10 per cent of people with severe mental illness across Australia. Outside the NDIS, people with severe mental ill-health face additional barriers in accessing appropriate pathways to support. There is a recognised need for the Australian Government, and state and territory governments, to work together on a whole-of-system integration approach to improve community-based coordinated care for people with psychosocial disability outside the NDIS. This requires a

58 Australian Bureau of Statistics, *2015 Survey of Disability, Ageing and Carers*, Catalogue Number: 4430.0

partnership across the health and mental health sectors, with broader community and social care services and across all levels of government.

As part of **Living Well: A Strategic Plan for Mental Health in NSW 2014**, the Mental Health Commission of NSW is funding initiatives that build the capabilities of health service providers to meet the needs of people with disability. Recurrent funding of \$4.7 million will see the expansion of **specialised intellectual disability health services** by establishing new teams and extending their coverage to rural and regional areas of NSW. Annual funding of \$1.1 million will **enable people with mental illness and intellectual disability to access high quality mental health care**. For 2018-2019 and 2019-2020, \$4.1 million is being provided for **specialist expertise for people with co-morbid psychosocial and intellectual disability**.

The NSW Department of Education continues to implement the **Wellbeing Framework for Schools**, which seeks to strengthen students' cognitive, physical, social, emotional and spiritual development.

NSW Statewide Tertiary Intellectual Disability and Mental Health Hubs

Under the NSW Government's response to *Living Well: A Strategic Plan for Mental Health Services in NSW 2014-2024*, funding of \$1.1 million per annum supported improved access and availability of services to people with co-morbid intellectual disability and mental health conditions.

Two state-wide Tertiary Intellectual Disability and Mental Health Hubs were established as part of this funding. A child and adolescent Hub is hosted by Sydney Children's Hospital Network, while Sydney Local Health District hosts an Adult Hub. People with intellectual disability and their carers were involved in the establishment of the Hubs, and will take part in their evaluation.

The Hubs deliver multidisciplinary care for people with complex co-morbid intellectual disability and mental health care needs. The Hubs provide assessment, care planning and consultancy services to support mainstream service provision. The Hubs are staffed by specialist clinical staff experienced in the care of people with both intellectual disabilities and mental illness, including psychiatrists, psychiatry registrars, clinical nurses, psychologists, occupational therapists, social workers and speech pathologists.

In Victoria, the **2018-2019 Health Services Statement of Priorities** is working toward all in-scope health services having draft disability action plans in place during 2019. This has been built upon in the **2019-2020 Health Services Statement of Priorities** to implement and embed disability action plans in health services to reduce barriers, promote inclusion and change attitudes and practices to improve the quality of care and employment opportunities for people with disability.

The Northern Territory Department of Health is planning the development of a **Northern Territory Disability Strategy 2020-2030** that will form the whole-of-government approach to promote equitable access to services as well as provide increased opportunities for people with disability to participate in their community. The development of the strategy will include consultation with people with disability, their families, carers, workers and the disability sector throughout the Northern Territory.

The Northern Territory Department of Health's **Chronic Conditions Prevention and Management Strategy 2010-2020 (CCPMS) Implementation Plan 2017-2020** will contribute to reducing the burden of chronic conditions with an emphasis on Aboriginal people living in remote areas. As part of the **developmental screening for all children under five years** program, implementation of a developmental assessment tool will empower families and services to identify developmental delay and enhance their awareness of the signs of neurodevelopmental impairment. This will complement developmental screening being delivered by the Northern Territory Department of Education's **Families as First Teachers Program**.

Prevention and early intervention measures are being taken through the **Trachoma Project** and the **Hearing Health Program** - collaborations between the Northern Territory Department of Health and the Northern Territory Department of Education. The Trachoma Project embraces the **Clean Faces Strong Eyes** program, with Northern Territory schools supported to implement the program for eradicating trachoma in Australia. Ten schools have been funded to promote this program within their schools and new washing facilities have been provided in several schools in the most affected areas.

Trachoma project, Northern Territory Departments of Health and Education

Northern Territory schools are supported to implement a regular Clean Faces Strong Eyes program in order to eradicate trachoma in Australia. In 2009, Australia signed up to the elimination of trachoma by 2020. Key stakeholders including NGOs, Aboriginal health services and the Northern Territory Government, will work together to disseminate information to schools including showing schools how the elimination of trachoma fits into the school curriculum. The Northern Territory Department of Education has provided new washing facilities in several schools in the most affected regions. The Department of Education has funded ten schools to promote a Clean Faces Strong Eyes message within their schools and has worked with the Department of Health to collaboratively upskill parents, school staff and students on trachoma and show how it can be eradicated. This initiative is ongoing.

The Hearing Health Program promotes hearing checks in young Aboriginal children to prevent hearing loss. The program is in operation in five Aboriginal communities, with another five planned to be up and running by 2020.

Tasmania is delivering **Connecting with People** (CwP) training under the *Tasmanian Suicide Prevention Workforce Development and Training Plan 2016-2020*. The CwP training approach is designed to improve the response given to people in distress or at risk of suicide, and aims to increase the use of a compassionate approach, reduce stigma and enhance participants' ability to compassionately respond to someone who has suicidal thoughts or following self-harm. There are 23 accredited trainers in Tasmania providing training, funded by the Tasmanian Government, to different sectors, including the disability sector.

Western Australia continues implementing its **Disability Health Framework 2015-2025** to improve the health care and outcomes of people with disability. The Framework supports policy development, service delivery and training. Western Australia's **Child Adolescent Health Services** continues development of transition to adult health and disability services in partnership with adult health services and disability services.

Also in Western Australia, the Insurance Commission of Western Australia has recently completed an 18-month **research project**⁵⁹ that found the use of assistive devices, along with comprehensive continence assessment and a tailored management plan, can increase independence, and reduce intervention from carers to support a person with an acquired brain injury. Findings will inform practices across the sector. In addition, the Commission will provide funding for neuro-trauma research to improve independence and reduce care costs for people catastrophically injured in car crashes.

The NSW Government will provide new funding of \$1.1 million per year to support new initiatives enabling people with mental illness and intellectual disability to access **high quality mental health care**. This includes developing accessible information, clinical service pathways through mental health services, **supports for local strategic partnership** and **developing specialist capacity** to meet the more complex needs of people with co-existing mental illness and intellectual disability. New funding is supporting initiatives to **strengthen the capacity of mainstream community, inpatient mental health services**, and to **develop specialist services for people with disability**.

⁵⁹ <https://www.icwa.wa.gov.au/news-and-publications/news/news-articles/research-improves-independence-for-people-with-brain-injuries-and-reduces-cost-of-care>

Appendix 1 - State and Territory Disability Plans

Australian Capital Territory

The previous ACT Disability Commitment to the National Disability Strategy, INVOLVE 2015-2017, was an online community engagement movement working across government and community, that spoke of aspirations and intentions for inclusion. This strategy supported the ACT through transition to the NDIS. Post-transition, the ACT Government's ongoing commitment to people with disability has been reshaped into an Office for Disability.

The ACT Government's Office for Disability provides strategic advice and practical assistance to its government and community partners, aiming to influence and create systemic and attitudinal change to enable people with disability to enjoy their rights as citizens of the ACT, and to assist and support the implementation of the NDIS in the ACT.

The ACT Government Office for Disability progresses its policy, program and project work on ensuring the broader ACT community is inclusive and accessible, forming partnerships and working collaboratively with organisations, business, people with disability and across government. This work will transition from the INVOLVE commitment, which focused on ambitions for inclusion, into InvolvedCBR, a commitment focused on community and government actions and achievements in inclusion.

In 2019, the ACT Government Office for Disability will launch the *Involved* web platform—a knowledge and evidence repository for inclusion occurring in Canberra. The web platform provides opportunities for community to know who is making efforts to be inclusive, and supports tools to assist community, business and government to 'make inclusion happen'.

This InvolvedCBR website is designed as a hub for sharing experiences and opportunities in making inclusion happen and demonstrating the ACT Government's considered approach to inclusion through the ACT Disability Commitment.

New South Wales

The *NSW Disability Inclusion Act 2014* requires the NSW Government to develop a Disability Inclusion Plan outlining the actions it would undertake to support inclusion of people with disability and their access to mainstream services. The areas of focus for the NSW Disability Inclusion Plan are:

- Developing positive community attitudes and behaviours
- Increasing meaningful employment opportunities
- Creating liveable communities
- Improving access to mainstream services through better systems and processes.

NSW is currently reviewing its NSW Disability Inclusion Plan and Inclusion Action Plans to assist in identifying key priorities and projects for beyond 2019.

This will build on the directions outlined in the *National Disability Strategy 2010-2020*. It will take into account the changing policy landscape driven by the implementation of the NDIS and will consider the steps that NSW needs to take to build a society that enables people with disability to fulfil their potential as equal citizens. Further information about the NSW Disability Inclusion Plan is available at the NSW Department of Communities and Justice⁶⁰ website.

Northern Territory

The Northern Territory Government will continue to use the *National Disability Strategy 2010-2020* as the principal framework to guide its implementation of the six outcome areas for action in the Northern Territory.

The following Northern Territory Government key strategic plans and priorities include key outcome areas which align to the Strategy. These will guide the Northern Territory priorities against the Strategy for the 2019-2020 period.

*The Northern Territory Government Economic Development Framework (2017)*⁶¹: The Framework identifies human services as an area for future economic development and employment growth. The Framework includes high level actions to increase local business and employment in the delivery of human services and corresponding capacity building initiatives. The Framework creates opportunities for local enterprise and encourages businesses that have cultural competencies in the delivery of services to Aboriginal people—including Aboriginal people with disability—to be supported by a mobile specialist workforce.

*Northern Territory 10 Year Infrastructure Plan 2017*⁶²: The Plan identifies key projects which will be undertaken to improve physical access for people with disability to mainstream services.

*Starting Early for a Better Future-Implementation Plan 2018-2022*⁶³: The Plan provides a collaborative response to promote universal, targeted and tertiary services for 0-6 year olds across the areas of health, education and child protection. The Plan includes specific actions to assist the NDIS Early Childhood Early Intervention scheme in the Northern Territory.

*Our Homes Our Community Our Future-Remote Housing Program*⁶⁴: This initiative consists of four programs to be implemented over ten years which will address housing stress in remote regions of the Northern Territory. This work is critical in supporting the economic security and health and wellbeing outcomes of people with disability in the Territory, particularly for Aboriginal Territorians with disability in remote regions.

60 <https://www.facs.nsw.gov.au/inclusion/disability/overview>

61 <https://edf.nt.gov.au/>

62 <https://dipl.nt.gov.au/publications/10-year-infrastructure-plan-2017>

63 <https://earlychildhood.nt.gov.au/>

64 <https://ourfuture.nt.gov.au/>

*The Northern Territory Fetal Alcohol Spectrum Disorder (FASD) Strategy 2018-2024*⁶⁵: The Northern Territory FASD Strategy aligns with the *National FASD Strategic Action Plan 2018-2028* and the *Northern Territory Alcohol Harm Minimisation Plan 2018-19*. The Northern Territory FASD Strategy shares key action areas to the National FASD Strategic Action Plan addressing prevention, screening and diagnosis, support and management, and priority groups.

Queensland

The Queensland state disability plan, *All Abilities Queensland: opportunities for all* (AAQ) has five priorities for action to support the achievement of the vision of ‘opportunities for all Queenslanders’:

- Communities for all
- Lifelong learning
- Employment
- Everyday services
- Leadership and participation.

AAQ covers the three-year period from July 2017 to June 2020 and will be implemented through each Queensland Government departments’ disability service plan. The disability service plans outline the actions each department will take to progress the five priorities of AAQ. Each Queensland Government department is required to develop a disability service plan under the *Disability Services Act 2006 (Qld)*.

AAQ supports the implementation of the *National Disability Strategy 2010-2020* and complements the implementation of the NDIS. By breaking down barriers to the participation of people with disability in community life, AAQ will improve access to the services that everyone needs. AAQ will be updated to reflect progress, and new actions added as they are developed. These actions will be identified through the agency budget approval process.

Further information about the Queensland state disability plan is available at the Queensland Department of Communities, Disability Services and Seniors⁶⁶ website.

South Australia

In South Australia, the *Disability Inclusion Act 2018 (SA)* (the Act) commenced on 1 July 2018. The Act aligns with the United Nations *Convention on the Rights of Persons with Disabilities* and the *National Disability Strategy 2010-2020*. The Act is designed to ensure South Australians with disability have the opportunity to participate in the community as equal citizens.

The Act requires there to be a State Disability Inclusion Plan (the Plan) which will set out across-government policies and priorities to further the goal of achieving full inclusion in the community for people with disability. Extensive consultation of people with disability,

⁶⁵ <https://health.nt.gov.au/health-governance/nt-health-strategies>

⁶⁶ <https://www.communities.qld.gov.au/disability/state-disability-plan-2017-2020>

stakeholders and the public was undertaken in the development of the Plan, including the engagement of a co-design group. The Plan must be reported on annually and reviewed every four years.

South Australia's State Disability Inclusion Plan, *Inclusive SA*, was published on 31 October 2019. South Australia's commitment to building a community that supports the full participation of people with disability are set out in *Inclusive SA*. Further information about *Inclusive SA*, including South Australia's commitments, is available at the South Australian Department of Human Services⁶⁷ website.

Further, the *Disability Inclusion Act 2018 (SA)*, stipulates each state authority, including state government departments and local councils, is required to prepare and implement a Disability Access and Inclusion Plan in consultation with people with disability. Disability Access and Inclusion Plans must have strategies to facilitate accessibility to mainstream supports, including infrastructure, services and programs, transport, information, communication and employment. Guidelines are being developed to support state authorities to develop Disability Access and Inclusion Plans. As with the Plan, Disability Access and Inclusion Plans must be reported on annually and reviewed every four years.

Priorities for the South Australian Government in 2019-2020 are focused on implementing and reporting on the Plan. The Plan must be reported on by 31 December 2020. State authorities' Disability Access and Inclusion Plans⁶⁸ must be released by 31 October 2020 and reported on annually thereafter.

Tasmania

Accessible Island: Tasmania's Disability Framework for Action 2018-2021 (Accessible Island) provides the Tasmanian Government's vision for a fully inclusive and participatory society where people with disability are valued and respected as equal and contributing members of their community. Accessible Island is underpinned by three principles:

- *Access and inclusion*: State government agencies have committed to monitor and review access and inclusion issues in their physical infrastructure, service delivery, and provision of information (printed materials, websites, audio and video).
- *Collaboration and consultation*: Agencies will share expertise and collaborate in the planning and development of services, infrastructure and communications.
- *Improving employment outcomes in the State Service*: As the employer of one of the largest workforces in Tasmania, the *State Service Diversity and Inclusion Policy and Framework 2017-2020*⁶⁹ will provide the basis for initiatives by agencies to increase employment of people with disability in the State Service.

Accessible Island includes over 90 discrete actions by agencies, many of which are cross-agency and require collaboration. All agencies have developed a Disability Action Plan to identify how they will implement Accessible Island. Their performance is monitored by the Premier's Disability Advisory Council (PDAC), chaired by the Premier and comprising people with disability, carers and people with expertise in disability issues.

67 <https://inclusive.sa.gov.au/>

68 <https://yoursay.sa.gov.au/decisions/inclusion-plan/background>

69 http://www.dpac.tas.gov.au/divisions/ssmo/workforce_diversity_and_inclusion

As Accessible Island is a four-year plan, implementation of the actions is not specified by calendar year. Agencies report annually to PDAC on their implementation and progress. In turn, PDAC provides an annual report to the Tasmanian Government Cabinet, including recommendations for action in the following year. In addition, Heads of Agencies meet with PDAC on a regular basis (four agencies present each year).

Accessible Island is a living document. The annual reports to PDAC and face-to-face meetings with Heads of Agencies provide a mechanism for PDAC to provide real-time feedback on implementation and emerging issues.

Further information about Accessible Island is currently available at the Tasmanian Department of Premier and Cabinet⁷⁰ website.

Victoria

A state disability plan is required every four years under the *Disability Act 2006 (Vic)*. The current state disability plan, *Absolutely everyone*, provides Victoria's overarching disability policy framework and was developed in consultation with people with disability, including the Victorian Disability Advisory Council (VDAC). *Absolutely everyone* is Victoria's primary mechanism for implementing the *National Disability Strategy 2010-2020* and its four pillars are congruent with the Strategy.

Absolutely everyone outlines the Victorian Government's commitment to continuing to prioritise equality and inclusion during the full-scheme roll out of the NDIS and beyond. It targets improved outcomes for all 1.1 million Victorians with disability, including the anticipated 105,000 Victorian NDIS participants.

The first annual report on *Absolutely everyone* implementation was tabled in Victorian Parliament in June 2018, in line with a public commitment made in the plan. Further reports will be tabled in 2019 and 2020.

Absolutely everyone sets a new level of accountability and openness for reporting against current and future state disability plans. Importantly, it supports the Victorian Government's long-term vision for people with disability in Victoria by introducing new indicators and measures that measure key markers of inclusion, health, housing, wellbeing, fairness and safety, and social and economic participation.

State disability plan annual reports will use the new indicators and measures to provide a more complete and outcomes-based acquittal against the state disability plan. A key enabler for improving the reach and quality of data will be piloting the Australian Institute of Health and Welfare National Standard Disability Flag. This was developed as part of the First Implementation Plan of the National Disability Strategy.

Further information about *Absolutely everyone* is available at the Victorian Government State Disability Plan⁷¹ website.

70 http://www.dpac.tas.gov.au/divisions/csr/policy/Policy_Work/accessible_island_tasmanias_disability_framework_for_action_2018-2021_dfa

71 <http://www.statedisabilityplan.vic.gov.au/>

Western Australia

In 2020, the Western Australian Government is prioritising:

- The finalisation and implementation of the 10-year State Disability Strategy and Action Plan
- Improving employment outcomes for people with disability in the public sector
- Ensuring that service delivery and policy are implemented to address the gaps of moving from the Western Australian delivered NDIS to the national scheme.

Appendix 2 - Driving Implementation across Local Government

New South Wales

The *Disability Inclusion Act 2014 (NSW)* requires all NSW Government departments and local councils develop Disability Inclusion Action Plans in consultation with people with disability.

Supported by Local Government NSW, all 128 NSW local councils have developed Disability Inclusion Action Plans and continue to implement these plans across 2019-2020.

The NSW Government will continue to support implementation of the Strategy by local councils, and the sharing of best practice across local councils.

Northern Territory

The *Northern Territory Local Government Act 2017* requires each Council to have a plan in place for its area. Local governments' plans addressing access and inclusion for people with disability may be included within the legislated frameworks for local government planning. Two of the four Territory municipal councils have established plans and policies which support the councils in addressing their responsibilities under the Commonwealth *Disability Discrimination Act 1992*. These councils have established advisory committees to support them in meeting their obligations under the *Disability Discrimination Act 1992*.

While it is not mandatory for local governments in the Northern Territory to have disability access and inclusion plans, key municipal councils undertake activities that celebrate and promote awareness of people with disability. Initiatives to occur in the 2019-2020 period include Alice Springs Town Council's plans to increase its existing Healthy Communities Program exercise programs to be inclusive of people with disability, chronic disease or mental health conditions.

The transition to the NDIS will remain a key focus of regional councils while they continue to support people to access disability supports in remote areas. Eight of the nine regional or shire councils operating in remote areas of the Northern Territory have registered as NDIS service providers.

Queensland

Building on progress already made, the Queensland Government will continue to work towards more inclusive communities. The Queensland state disability plan, *All Abilities Queensland: opportunities for all*, guides how Queenslanders can work in partnership with local governments, the corporate sector, non-government and community organisations, communities, and individuals, to build a more inclusive Queensland.

Progress by Queensland local governments has included the development of the:

- Access and Inclusion Plan, Ipswich City Council
- Accessible and Inclusive Action Plan, City of Gold Coast
- Brisbane Access and Inclusion Plan, Brisbane City Council
- Community Access and Equity Reference Group, Rockhampton Regional Council
- Access and Equity Plan, Toowoomba Regional Council
- Disability Access and Inclusion Policy, Tablelands Regional Council
- Access and Equity, Douglas Shire Council
- Accessible Communities, Bundaberg Regional Council.

In 2019 and 2020, the Queensland Government will continue to encourage local governments to develop disability access and inclusion plans and to use processes to engage with people with disability in the design and delivery of services. Information to support local governments to develop plans is provided on the dedicated website, *Everybody has a role to play*⁷².

South Australia

The Local Government Association of South Australia, through the Australian Local Government Association, has committed to implementing the National Disability Strategy and is working with local councils to assist them understand and accommodate disability sector reforms.

The *South Australian Disability Inclusion Act 2018* requires all councils to prepare and report on Disability Access and Inclusion Plans. Many councils have already developed disability strategies and plans. Many councils are aware that integration of access and inclusion into council processes and policies is important to successful Disability Access and Inclusion Plan implementation. This background will form a solid basis for the development of Disability Access and Inclusion Plans required by the new legislation.

Several councils have established advisory panels comprised of people with lived experience of disability to provide advice on disability-specific matters, such as improving accessibility and participation. Many councils also have a disability and inclusion officer who works across the council to embed access and inclusion matters in all areas of work.

Actions that flow from council plans primarily focus on infrastructure access issues, such as footpaths, bus stops, pram ramps, buildings, open space, parking and toilets, as well as facilities like accessible playgrounds and adult change facilities. Apart from access, councils might also prioritise social inclusion so people with disability have the opportunity to participate in volunteering, employment, social activities, and recreation and community events.

⁷² <https://www.communities.qld.gov.au/campaign/all-abilities-queensland>

Tasmania

There is no mandated requirement for local government in Tasmania to have disability action plans. While not compulsory, many local governments still plan for the needs of people with disability in their communities. This may be through developing a disability action or equal access plan, or including actions to support people with disability in their strategic plans. In 2017, half of Tasmania's 29 councils had an access plan or access strategy.

The Tasmanian Government works collaboratively with local government to develop their capacity to be accessible and inclusive communities, and to support the needs of people with disability. The Tasmanian Government provides resources to assist councils with development of disability inclusion strategies.

Victoria

Victorian local governments are required to have a disability action plan in line with the requirements of the *Victorian Disability Act 2006* (the Act). The Act requires that plans include strategies and actions for:

- Reducing barriers to accessing goods, services and facilities
- Reducing barriers to obtaining and maintaining employment
- Promoting inclusion and participation in the community
- Achieving tangible changes in attitudes and practices which discriminate against people with disability.

All metropolitan Victorian local governments currently have a public disability action plan or equivalent (such as an access and inclusion plan), as do most regional local governments. Local government councils that choose not to develop a separate disability action plan are required to meet the objectives listed above through their council plan.

The Victorian Government is undertaking work that will support disability action plan reinvigoration across a variety of organisations, including Victorian local governments. Victoria will establish a web resource to support greater engagement with disability action planning for local government in 2019.

A partnership has been established between the Victorian Government and the Municipal Association of Victoria to raise awareness of the benefits of employing people with disability across local government, supporting positive cultural change. An investment of \$200,000 supports a series of forums on good employment practice in local government and the development of tailored resources over the course of 2018-2019. The forums and resources will support councils to replicate or scale up existing good practice in employment and social procurement.

Western Australia

Under the *Disability Services Act 1993 (WA)*, state and local government authorities are required to have a Disability Access and Inclusion Plan, and report on their process annually. As at December 2019, 100 per cent of the State's 208 public authorities had a Disability Access and Inclusion Plan in place. The Western Australian Minister for Disability Services tables a report to Western Australian Parliament each year on Disability Access and Inclusion Plan progress.

The Western Australian Department of Communities provides advice to local government to support their development and implementation of Disability Access and Inclusion Plans. Fostering understanding of the National Disability Strategy is a part of the suite of resources and training provided to public authorities.

Activities by public authorities driven by Disability Access and Inclusion Plans are a key driver of Western Australia's progress towards its National Disability Strategy objectives. Local government Disability Access and Inclusion Plans offer both a safeguard to ensuring consistent approaches to access and inclusion and emphasise localised initiatives informed by community issues and continuous improvement.

Local governments continue to demonstrate engagement with access and inclusion issues in their forward planning, with an increasing number establishing local advisory groups including people with disability, their families or carers. Many local governments are now applying access and inclusion principles across multiple community groups with the objective of a more holistic approach to community inclusion.

