

National Disability Strategy

2010-2020



Progress Report
to the Council
of Australian
Governments
2016

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National Disability Strategy

2010-2020

Progress Report to the Council of Australian Governments 2016



A Word from Disability Ministers

Australia's disability ministers summarise their jurisdictions' actions and achievements from 2015 to 2016 under the National Disability Strategy

Australian Government

The National Disability Strategy 2010–2020 (the Strategy) represents a unified national approach to disability reform in Australia. The Australian Government shares the Strategy's vision of a more inclusive Australian society and remains committed to achieving improved life outcomes for people with disability, their families and carers. Now in its second stage of implementation, we are beginning to see significant progress under the Strategy towards an inclusive and enabling society. As we continue to implement the Strategy, we will focus our efforts on driving further progress and a more inclusive approach to the way in which we respond to the needs of people with disability.

Improving the responsiveness of mainstream systems — from healthcare to education, employment, housing, transport and public facilities and infrastructure — is vital to ensuring all Australians have equal access to the services and programs that are a part of our everyday lives. Inclusive and accessible service systems provide the freedom to make one's own choices as enshrined in the general principles of the United Nations *Convention on the Rights of Persons with Disabilities*, and which forms an essential foundation for the National Disability Insurance Scheme (NDIS). We want all Australians to have the opportunity to participate in our community, to pursue their education goals, find meaningful and fulfilling work and to achieve a sense of wellbeing through their chosen social pursuits. To be part of everyday community life is a fundamental human right.

This is a message we will continue to express as the Strategy progresses towards 2020.

The Hon Paul Fletcher MP
Minister for Families and Social Services

Australian Capital Territory

I am pleased to see the important and continued focus on the Strategy as we enter the final years of the current plan. So much has changed since 2010 when the Strategy commenced. The introduction of the NDIS has radically changed the way we think about choice and control for people with disability, while the need to promote and protect the rights of people with disability has more prominence in the media in recent years than at any other point.

As one of the early adopters of the NDIS, the Australian Capital Territory is proud to lead the way in ensuring that people with disability have choice and control over the support and services they receive. As the first jurisdiction to transition all eligible participants into the scheme, we are keenly aware of the opportunities this can offer to thousands of Canberrans.

We are also keenly aware that more than 62,000 Australian Capital Territory residents identify as having a disability and that we have an obligation to each of them to create a city that is accessible, inclusive, welcoming and upholds their rights in every sphere. The Australian Capital Territory Government is proud to have established an Office for Disability to provide the strategic leadership

needed in the Territory's continuing responsibility to people with disability.

The Australian Capital Territory Government remains committed to a strong partnership approach as we continue to deliver on the promises of the Strategy. We look forward to working closely with all jurisdictions to improve the lives of all people with disability.

Minister Rachel Stephen-Smith MLA
Minister for Disability, Children and Youth

New South Wales

I am very proud of the New South Wales Government's commitments to improve inclusion for all people with disability. New South Wales was the first state to sign up to the NDIS and the only state to pass legislation that gives statutory effect to the United Nations *Convention on the Rights of Persons with Disabilities* – the *Disability Inclusion Act 2014*.

The *New South Wales Disability Inclusion Plan* focuses on developing positive community attitudes and behaviours, supporting access to meaningful employment, creating liveable communities and improving access to mainstream services for people with disability. Through the *New South Wales Disability Inclusion Plan*, the New South Wales Government is working with community partners to build great new opportunities and is achieving great results. This is the vehicle for our work under the Strategy.

It is an exciting time for disability reform. The New South Wales Government will continue to work collaboratively with local government, non-government service providers and our community and business partners. We are happy to share our resources and the lessons learnt with other jurisdictions. We will continue to engage people with disability as we tackle key issues to ensure we continue to build inclusive communities.

The Hon Ray Williams MP
Minister for Multiculturalism
Minister for Disability Services

Northern Territory

The Northern Territory Government is committed to the shared vision of an inclusive Australian society that enables people with disability to fulfil their potential as equal members of our community with the same access to opportunities, services and infrastructure as all other Territorians.

The Strategy is the overarching framework that guides the work of the Northern Territory Government for the implementation of the six outcome areas for action in the Northern Territory.

In addition to work already being undertaken to ensure improved outcomes for people with disability through mainstream programs, the implementation of the NDIS has introduced further opportunities for collaboration, community awareness and engagement at the intersection of mainstream and disability services.

The NDIS is being progressively rolled out across the Northern Territory with full scheme to commence from 1 July 2019.

The Northern Territory's commitment to the Strategy will continue along with our support of the NDIS to full scheme.

The Hon Natasha Fyles MLA
Minister for Health
Attorney-General and Minister for Justice

Queensland

Approximately one in five Queenslanders has a disability. The release of the 2016 Progress Report comes at an opportune time to showcase improvements made in Queensland during a time of complex and wide ranging reforms to the disability and carers sector across Australia.

Activities and initiatives that provide better access to programs and services, and also facilitate improved inclusion of people with disability, are detailed in disability services plans developed by Queensland Government agencies. While much has been achieved, there is always

more to be done. Focusing our efforts and resources ensures that we will continue to strive for an all abilities Queensland.

Like other jurisdictions, Queensland formally commenced transitioning to the NDIS from 1 July 2016. Early feedback tells us the community, business and all levels of government are getting on board and working together to make everyday life better for people with disability, their families and carers. This is encouraging as we move forward to full implementation by June 2019.

In late 2016, the Queensland Government commenced extensive public consultations to hear from Queenslanders with disability and their family and friends and support providers about the issues that are most important to them. These consultations informed the development of *All Abilities Queensland: Opportunities for all (state disability plan 2017–2020)*. Their input will also help us continue our efforts to build a more inclusive Queensland in partnership with all levels of government, business, community and individuals.

Development of a revitalised policy framework aligned with the Strategy, will enable and support Queenslanders of all abilities to live the life they choose. It is both a challenging and exciting time.

The Queensland Government maintains its support and dedication to the spirit of the Strategy.

The Hon Coralee O'Rourke MP

Minister for Communities and
Minister for Disability Services and Seniors

South Australia

As we move toward a new generation in disability support and culture, the Strategy has become more important than ever. Encouraging all areas of our communities, our services and infrastructure to consider the needs of all people, including people with disability, is not just right and necessary, it provides opportunities.

South Australia is proud to share some of our achievements in the 2015 to 2016 reporting period that are making a difference for people with disability.

The Department for Planning, Transport and Infrastructure is currently implementing the *Planning, Development and Infrastructure Act 2016*, which specifies principles with respect to the universal design of buildings and promotes best practice in access and inclusion planning.

The establishment of the South Australian Equal Opportunity Commission Disability Employment Community of Practice, to facilitate discussions with private sector employers about employing people with disability.

Through the South Australian Attorney General's Department, the ongoing implementation of the *Disability Justice Plan 2014-2017*, providing support for vulnerable witnesses and suspects who are in contact with the criminal justice system.

The launch of a free mobile phone app called BlueBays, to help people holding disability parking permits locate and share information about accessible car parking spaces.

Through a series of stakeholder roundtables, the Office for Recreation and Sport is promoting disability access and inclusion in sport.

Disability access and inclusion planning requirements for South Australian Government agencies, and now all statutory authorities, progress the intent of the Strategy and encourage action.

The 2016 Progress Report demonstrates steps in the right direction. It is also an opportunity to share ideas across jurisdictions and sectors on how we can keep improving our accessibility and inclusiveness, to achieve an Australia where all citizens have the opportunity to realise their dreams and reach their potential.

The Hon Michelle Lensink MLC

Minister for Human Services

Tasmania

I am very pleased to report on what the Tasmanian Government has been able to deliver for people with disability over the period of the 2016 Progress Report.

The Tasmanian Government has commenced a successful transition to the full NDIS; developed the *State Service Diversity and Inclusion Framework 2017-2020* that will assist agencies to engage in inclusive practices for recruitment, employment and retention; and worked with key stakeholders to develop a plan to deliver improved support for students with disability. We have worked with local councils to create more accessible communities and upgraded access to Tasmanian Government facilities and web-based information. Our Accessible Events Guidelines and Checklists ensure that Tasmanian Government events are inclusive and accessible to people with disability.

We continue to partner with people with disability, through the Premier's Disability Advisory Council and the Minister's Disability Advisory Council, to work together to build a better Tasmania for people with disability.

With the completion of the *Disability Framework for Action 2013-2017*, we released *Accessible Island: Tasmania's Disability Framework for Action 2018-2021* in December 2017. Accessible Island will guide the Tasmanian Government's work for all Tasmanians with disability over the next four years.

The Hon Jacquie Petrusma MP

Minister for Disability Services and Community Development

Victoria

The Victorian Government wants to build a more inclusive society and achieve real equality for people with disability. We believe respect needs to replace outmoded and negative attitudes, and that barriers of all kinds have to go.

Absolutely everyone: state disability plan 2017-2020 is our whole-of-government plan for creating a more inclusive Victoria, in partnership with the community. This plan builds on our two previous state disability plans, our investment in the NDIS and implementation of the Strategy.

Our plan addresses the pressing need for change in the daily experiences of people with disability. It focuses on key areas such as adopting a universal design approach, and increasing access to housing, public transport, schools and jobs.

We'll keep working to see that Victoria has a place for everyone, and to maximise the opportunities that the NDIS will bring. We're committed to working closely with people with disability to achieve our vision and will monitor and report on our progress.

The Hon Martin Foley MP

Minister for Housing, Disability and Ageing

Western Australia

Our commitment under the Strategy is to take deliberate steps to change policies and service systems so people with disability can participate in all aspects of life.

The 2016 Progress Report highlights the progress we are making towards a more inclusive community. I am especially proud of Western Australia's Changing Places project, which provides greater opportunities for people with disability to access the community through the provision of secure and clean bathroom facilities with an adult-sized change table.

Since July 2014, Western Australia has undertaken a comparative trial of the NDIS. This has raised awareness and created a focus within our community on the needs and rights of people with disability. As we continue to transition to the full scheme, the Western Australian Government has an important role in ensuring that mainstream services and the wider community continue to effectively meet the needs of people with disability.

In order to strengthen Western Australia's progress on the Strategy, the new *National Disability Strategy – Western Australia Plan 2017-2018* has been developed. As part of the Plan, a cross sector reference group will oversee delivery and support of the Plan and monitor progress.

There is still much work to do, however, our achievements demonstrate the commitment of the Western Australian Government to advancing the rights, representation and inclusion of people with disability in our state.

The Hon Stephen Dawson MLC

Minister for Disability Services

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Acronyms and Abbreviations

ABS	Australian Bureau of Statistics
AFDO	Australian Federation of Disability Organisations
ALGA	Australian Local Government Association
AND	Australian Network on Disability
APS	Australian Public Service
ASD	Autism Spectrum Disorder
CDP	Community Development Program
COAG	Council of Australian Governments
DAIP	Disability Access and Inclusion Plan
DDA	Disability Discrimination Act 1992
ICT	Information Communication and Technology
ILC	Information, Linkages and Capacity Building
NCCD	Nationally Consistent Collection of Data on School Students with Disability
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NHMRC	National Health and Medical Research Council
PHNs	Primary Health Networks
SDAC	Survey of Disability, Ageing and Carers
WWDA	Women with Disabilities Australia

Introduction

The *National Disability Strategy 2010–2020* (the Strategy) provides a ten-year national framework for improving the life outcomes of people with disability in Australia. The Strategy was endorsed by the Council of Australian Governments (COAG) in 2011. On 2 September 2016, members of the COAG Disability Reform Council reaffirmed their commitment to the Strategy and agreed to reinvigorate all governments' efforts to drive progress towards better outcomes for people with disability.

The Strategy seeks to achieve improved performance in the planning, design and delivery of mainstream policies, programs, services and infrastructure, as well as disability-specific services. A national effort is needed to ensure people with disability are included as equal citizens in all areas of Australian life.

The Strategy is structured under six broad outcome areas:

1. Inclusive and accessible communities
2. Rights protection, justice and legislation
3. Economic security
4. Personal and community support
5. Learning and skills
6. Health and wellbeing.

These outcome areas were developed in consultation with people with disability and reflect the principles of the United Nations *Convention on the Rights of Persons with Disabilities*, to which Australia is a signatory.

Implementation of the Strategy is guided by three separate implementation plans over its ten-year life span. The first implementation plan, *Laying the Groundwork 2011–2014*, established

the foundations for reform in the planning and delivery of both mainstream and disability-specific policies and services. It also established the basis for reporting and evaluation of the Strategy.

The second implementation plan, *Driving Action 2015-2018*, builds on actions that are contributing to improved outcomes for people with disability and includes a commitment to new actions where more effort is needed across the Strategy's outcome areas. A third and final implementation plan, *Measuring Progress 2019-2020*, will identify new and emerging priorities to be addressed in the final years of the Strategy.

The Strategy's 2014 Progress Report, the first of four two-yearly progress reports to COAG, highlighted achievements made across all outcome areas, as well as flagging areas in which there is a need for renewed focus. This valuable input and feedback informed the development of the Strategy's second implementation plan, *Driving Action 2015-2018*. The 2014 Progress Report also provided a baseline for population trend data to monitor and track national progress against the six outcome areas over the life of the Strategy.

The 2016 Progress Report is the second progress report measuring achievements made over the period 2015 to 2016. It provides a view of progress under the Strategy from all tiers of government. The views of people with disability, their families and carers, and their representative organisations provide valuable insight on progress made and where further effort is needed.

Implementation Plans

The Strategy's first implementation plan, *Laying the Groundwork 2011–2014*¹, established the foundations for bringing about change in the delivery of both mainstream and specialist programs and services. The plan focused on six main actions for driving change across each of the Strategy's outcome areas:

1. Influencing the mainstream support system through periodic reviews of COAG national agreements and national partnerships
2. Appointment of Disability Champion Ministers
3. Improving the evidence base
4. Developing, reviewing and implementing state and territory government disability plans and initiatives
5. Involving people with disability in the development and implementation of government policies and programs, not just disability specific policies and programs
6. Embedding change through areas of national cooperation.

The Strategy's second implementation plan, *Driving Action 2015–2018*², builds on the first implementation plan, committing all levels of government to continued effort to improve outcomes for people with disability across the Strategy's outcome areas. The second implementation plan outlines four areas of increased national effort:

1. NDIS transition to full scheme
2. Improving employment outcomes for people with disability
3. Improving outcomes for Aboriginal and Torres Strait Islander people with disability
4. Communication activities to promote the intent of the Strategy throughout the community.

¹ <https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/government-international/national-disability-strategy-2010-2020-report-to-coag-2012>

² <https://www.dss.gov.au/disability-and-carers/programs-services/government-international/national-disability-strategy-second-implementation-plan>

State and Territory Disability Plans

Each jurisdiction has its own disability plan to translate the Strategy's vision based on the circumstances and priorities relevant to each state or territory. These plans align with the objectives of the Strategy and accord with national efforts across the Strategy's six outcome areas.

State and territory governments have direct responsibility for delivering the majority of public services essential for all people to participate in their communities, including people with disability. These range from health, hospitals and education to housing and transport, and they are found across all of the outcome areas identified under the Strategy.

A number of activities covered in state and territory disability plans have been included in this report. A comprehensive account of progress made by each state and territory can be found in their individual reports¹.

Australian Capital Territory

INVOLVE is the current Australian Capital Territory disability plan, which was developed through community consultation and has a range of priorities over two years (2015-17). These priorities included accessible and inclusive communities, justice, employment, education, housing, and implementing the NDIS in the ACT. The INVOLVE program focused on engaging the community in these spaces, and working to raise

¹ Disability plans are a requirement under some state legislation, such as in Queensland where the development of agency disability service plans is regulated by the *Disability Services Act 2006*. At the Australian Government level, the *Disability Discrimination Act 1992* encourages development of action plans, which are provided to the Australian Human Rights Commission.

awareness through a range of communication strategies.

The transition to full scheme of the NDIS in the Australian Capital Territory absorbed a greater amount of energy than was anticipated, and for good reason. The Australian Capital Territory is now focusing on the development of a new Australian Capital Territory disability commitment for the whole community that will build on the lessons and outcomes of INVOLVE and further strengthen support for people with disability, their families and carers.

New South Wales

The *New South Wales Disability Inclusion Plan* has four focus areas: building positive community attitudes; creating liveable communities; increasing meaningful employment opportunities and ensuring systems and information are accessible.

Three social marketing campaigns are targeting employment creation for people with disability, along with raising community awareness: *Don't Dis My Ability*, *See the Possibilities*, and the *Employable Me* documentary in 2018. These campaigns are supported by a commitment from the New South Wales Government to double the proportion of people with disability employed in the public sector.

An unprecedented new access and inclusion planning approach is now in place. All New South Wales local councils have developed disability inclusion action plans, in consultation with people with disability, to support the development of more inclusive local communities. This complements the coverage

across New South Wales Government clusters and agencies.

In May 2017, the *Live, Work and Play: NSW the State of Inclusion* conference brought together over 600 delegates and 70 presenters to explore opportunities for creating a more inclusive New South Wales by expanding inclusive tourism, accessible technology and increased employment.

The New South Wales Government acknowledges the important contribution made by its community and business partners and continues to fund work that directly supports inclusion through Sport New South Wales, Clubs New South Wales, the New South Wales Business Chamber and Settlement Services International.

The *New South Wales Disability Inclusion Plan* is available at the New South Wales Government Family and Community Services website².

Northern Territory

The Northern Territory continues to use the Strategy as the principal framework to guide its implementation of the six outcome areas for action in the Territory.

The Northern Territory engages with local government councils to raise awareness of the Strategy around inclusive and accessible communities. A number of local government councils, in particular those that cover the remote areas of the Northern Territory, are funded as service providers for disability supports. The City of Darwin Council is particularly active with initiatives, such as hosting the annual Disability Awareness Festival that showcases the achievements of Territorians with disability, their families and the organisations that support them.

The Northern Territory Disability Services Awards continue to recognise and reward the achievements of disability and mainstream services and businesses that have demonstrated

an outstanding commitment to creating opportunities for participation in the community.

Queensland

From late 2016, extensive consultation was undertaken to hear directly from Queenslanders on how a new state disability plan for 2017-2020 could create a brighter future for people with disability. The release of the *Towards an All Abilities Queensland* consultation paper formed the centrepiece of the consultation process. *All Abilities Queensland: Opportunities for all* (state disability plan 2017-2020) was launched in July 2017. The plan will enable greater access and inclusion for Queenslanders with disability, while also delivering on the priorities of the Strategy and its second implementation plan.

During 2015-16, Queensland and the Australian Government signed the NDIS Bilateral Agreement; developed NDIS transition implementation plans by Queensland Government departments; provided targeted activities to support people with disability, their families and carers; and activities to support disability service providers to prepare for transition to the NDIS.

January 2016 saw the early launch of the NDIS for children and young people with disability in Townsville and Charters Towers and all eligible people with disability aged under 65 years on Palm Island.

Each Queensland Government department is required to develop a Disability Service Plan under the *Disability Services Act 2006 (Qld)*, to provide a coordinated approach to improving access to government services and responses to the needs of people with disability, their families and carers. Disability Service Plans align with the current state disability plan and meet Queensland's commitments under the Strategy. Queensland Government department Disability Service Plans are available via the Queensland Department of Communities, Child Safety and

² <https://www.facs.nsw.gov.au/reforms/developing-the-nsw-disability-inclusion-plan>

Disability Services³ website. All departments publish annual progress reports on achievements under their Disability Service Plan on their websites.

South Australia

Strong Voices: A Blueprint to Enhance Life and Claim the Rights of People with Disability in South Australia (2012-2020) is the South Australian state disability plan. *Strong Voices* has an emphasis on the role of mainstream agencies in developing policies, practices and cultures that are inclusive of people with disability. The driving themes of *Strong Voices* are:

- Creating accessible and inclusive communities
- Providing choice, taking control
- Strengthening rights, protection, advocacy and safeguards
- Investing early
- Diversifying housing choices
- Shaping accessible and inclusive services.

Significant achievements arising from *Strong Voices* include:

- Implementation of a disability Community Visitors Scheme to monitor standards of accommodation and support for people with disability
- *Disability Justice Plan 2014-2017* to safeguard the rights of people with disability in contact with the criminal justice system
- Implementation of disability access and inclusion plans across South Australian Government and statutory authorities
- Appointment of a Senior Practitioner to lead work to reduce the use of restrictive practices
- Implementation of individualised funding for people with disability in preparation for the NDIS

³ <https://www.communities.qld.gov.au/disability/community-involvement/disability-state-plan-2017-2020>

- A range of housing initiatives to move people out of South Australia's two remaining institutional accommodation settings.

Further information about *Strong Voices* is available at South Australian Department of Human Services⁴ website.

Tasmania

The *Disability Framework for Action 2013-2017* provided the Tasmanian Government's vision for a fully inclusive and participatory society in which people with disability are valued and respected as equal and contributing members of their community. *Accessible Island: Tasmania's Disability Framework for Action 2018-2021* was released in December 2017. *Accessible Island* will guide the Tasmanian Government's work for all Tasmanians with disability over the next four years.

Both frameworks are based on the six outcome areas of the Strategy and include a commitment to work collaboratively with the Australian Government, local governments, industry and community organisations to achieve better outcomes for Tasmanians with disability.

All Tasmanian Government departments have had, and will continue to have disability action plans that identify how the frameworks will be implemented. Their performance is monitored by the Premier's Disability Advisory Council, chaired by the Premier and comprising people with disability, carers and people with expertise in disability issues.

Departments report annually to the Premier's Disability Advisory Council on their progress. In turn, the Premier's Disability Advisory Council provides an annual report to Cabinet, including recommendations for action in the following year. Heads of Department present to the Premier's Disability Advisory Council every two years.

The Framework is available at the Tasmanian Department of Premier and Cabinet⁵ website.

⁴ <http://www.dcsi.sa.gov.au/services/disability-sa/disability-sa-publications/strong-voices>

⁵ http://www.dpac.tas.gov.au/divisions/csr/policy/Policy_Work/disability_framework_for_action

Victoria

Absolutely everyone is the Victorian Government's state disability plan for 2017–2020. The plan outlines the way in which the government is taking a lead on promoting the inclusion of Victorians with disability, in partnership with the community.

The plan tackles the barriers and exclusion that people with disability and their supporters deal with daily. It recognises that Victoria must do more as a state – in public and private sectors, workplaces, schools and the community – to ensure that people with disability can fully participate in everyday life.

The plan outlines a range of actions for achieving greater inclusion under four pillars:

- Inclusive communities
- Health, housing and wellbeing
- Fairness and safety
- Contributing lives.

The plan focuses on clear key priorities that emerged during community consultation, such as increasing employment opportunities, adopting a universal design approach, changing attitudes, better access to public transport and health facilities, and making the most of the NDIS.

Victoria has established structures to monitor the plan's progress and will report on its implementation annually to ensure public accountability.

The Victorian Disability Advisory Council has a key role in providing independent oversight of the plan's implementation. The Council provides advice directly to the Victorian Minister for Housing, Disability and Ageing, ensuring the voice of people with disability is represented at the highest levels of the Victorian Government.

Further information about the plan is available at Victoria State Disability Plan 2017-2020⁶ website.

⁶ <http://www.statedisabilityplan.vic.gov.au>

Western Australia

The Western Australian Government has implemented the Strategy through the *Count Me In: Disability Future Directions Strategy* and the *Disability Services Act 1993 (Western Australia)*. The new *National Disability Strategy - Western Australia Plan 2017-18*, progresses from *Count Me In* and ensures closer alignment to the Strategy outcome and priority areas.

The *Disability Services Act 1993 (Western Australia)* requires most public authorities, including local governments and public universities (currently 242 public authorities), to develop and implement their own disability access and inclusion plan. Disability access and inclusion plans enable public authorities to improve access to their services, events, information, buildings and facilities, consultation processes and employment. Each year, the Minister for Disability Services tables a disability access and inclusion plans progress report in Parliament.

Some examples of strategies adopted in Western Australia include:

- The *Disability Justice Policy Framework*, which promotes the rights of people with disability in the justice system
- The *Electoral Amendment Bill 2016*, which improves and modernises electoral administration processes for people with disability by allowing technology assisted voting
- Integrated plans for children with disability participating in the Western Australian NDIS trials, developed in collaboration with the Western Australian Department of Education
- The Changing Places program, building new bathroom facilities around the state with an adult-size change table, hoist and space for two people.

Role of Local Government

Local government plays an important and unique role in driving the objectives of the Strategy. Local governments operate within state and territory legislation and policy frameworks. The implementation of the Strategy at the jurisdictional level is driven by state and territory disability plans.

Local governments in all states and the Northern Territory are required to prepare a series of plans to outline and forecast their future activities.

All members of the community, including people with disability, have the opportunity to provide input into local government planning and programs, ensuring that strategic plans respond to the unique needs, requirements and expectations of the local community. A corporate plan and a range of other plans addressing social inclusion, ageing, road safety and public health may support the strategic plan. In this way, local governments shape the physical environment, including the infrastructure that supports public transport; parks; buildings and housing; information; and civic life, including social, sporting, recreational and cultural life. Local governments can also assist in creating employment opportunities, providing accessible services, and advocating within the local community.

Local government has a major contribution to make in enabling people with disability to participate equally in their communities. Most local governments have a disability action or equal access plan, or include disability actions under their strategic plan or their social inclusion plans. In Western Australia, Victoria and New South Wales, disability access and inclusion plans for local government are mandatory under state government legislation.

In 1996, Western Australia became the first state to mandate local government disability plans. In jurisdictions where disability access and inclusion plans are not mandatory, many local governments nevertheless plan for the needs of people with disability. Often, local governments are innovators and leaders in how they respond to the needs of their communities, developing localised solutions to meet the needs of people with disability.

The Australian Local Government Association (ALGA) works with its state and territory local government associations to encourage councils to develop disability plans that align with the aims of the Strategy and to ensure the needs of people with disability are taken into account in the planning process. In 1995, with funding from the Australian Government, ALGA developed *Disability Discrimination: A Guide for Local Government* to assist local governments in understanding the requirements of the *Disability Discrimination Act 1992*.

Recognising that it has been over 20 years since the 1995 Guide, ALGA received funding from the Australian Government to update the Guide.

The new guide, *Disability Inclusion Planning: A Guide for Local Government* was released in November 2016. The new Guide incorporates changes to legislation and the way support is provided for people with disability in the community. The new Guide is available on the ALGA¹ website. Further information about the Guide is provided under Outcome 1 of this report.

¹ <https://alga.asn.au/site/misc/alga/downloads/publications/Disability-Inclusion-Planning-v2.pdf>

Community Engagement

Under the United Nations *Convention on the Rights of Persons with Disabilities*, governments are required to consult with and actively involve people with disability. The *National Disability Strategy 2010-2020: Report to the Council of Australian Governments 2012* outlined three main levels of engagement during implementation of the Strategy:

1. Providing advice and feedback to governments about the development and progress of each implementation plan through representative organisations of people with disability and government advisory bodies.
2. Encouraging government agencies to adopt protocols that ensure people with disability and their representative organisations have the opportunity to contribute to policy and program development.
3. Ensuring the experiences of people with disability are reflected in the progress reports to COAG and in the evaluation of the Strategy.

There are a number of high level mechanisms that have been implemented to ensure people with disability have the opportunity to engage with government on issues and policies that affect their lives, including funding of national disability organisations, establishment of the National Disability and Carers Advisory Council and implementation of engagement protocols by Australian Government agencies.

Australian Government funding of national disability organisations

The Australian Government supports national disability representative organisations, which help to ensure government disability policies, programs and services are informed about

disability issues appropriately and effectively. National disability representative organisations advise the Australian Government on how policies and programs will affect the lives and experiences of people with disability. These organisations are well placed to provide the Government with the perspectives of the people with disability they represent and convey information between Government, their membership and the broader community on social policy issues.

The Australian Government provided funding of over \$3.1 million from 1 March 2015 to 31 December 2016 to national disability organisations, to provide systemic advocacy and contribute to policies about issues affecting people with disability, their families and carers.

The Australian Government provided a further \$1.775 million in funding to national disability organisations during 2017. The Australian Government will provide funding of \$5.3 million from 1 January 2018 to 30 June 2020.

Advisory Council

The National Disability and Carers Advisory Council (the Council) provides advice on issues of strategic importance in relation to the disability and carer sectors. It focuses on driving the implementation of the Strategy, the NDIS, and proposed reforms to disability employment and carer support services. Collaboration with states and territories is pivotal to achieving reform. The Council includes representation from every state and territory from a range of backgrounds — leaders from industry and service sectors, non-government organisations, disability sector experts, people with disability and carers. Members are appointed for three years.



National Disability and Carers Advisory Council members at the inaugural meeting held on 14 December 2016, in Canberra.

Front row, left to right: Ms Keran Howe (Co-chair of December 2016 meeting), Ms Gayle Rankine, Ms Christine Kerr
Middle row, left to right: Ms Teresa Pilbeam, The Hon Jane Prentice MP (Co-chair of December 2016 meeting), Ms Elizabeth Wall, Ms Sally Sinclair, Ms Donna Bain

Back row, left to right: Mr Wilhelm Harnisch, Mr Paul Coates, Mr Steve Vitone, Ms Jennifer Cullen, Ms Jessica May, Mr Frank Quinlan, Mr Martin Stokie, Ms Nell Brown, Mr Greg Madden

The inaugural meeting of the Council was held in Canberra on 14 December 2016. The Council agreed to form three working groups in relation to Employment Reform, Carer Reform, and National Disability Strategy Reinvigoration.

The Council will provide regular reports to the Disability Reform Council on progress made by each working group.

Protocols for Australian Government agencies to engage with people with disability

Australian Government agencies were asked to consider developing protocols to inform and guide staff on their obligations to actively engage with people with disability. The aim was to ensure all policies and programs are inclusive and relevant to people with disability, their families and carers. Agencies with direct portfolio responsibility for public policy have developed disability engagement protocols to guide policy-making and program development.

Australian Government agencies that have implemented engagement protocols include:

- Australian Bureau of Statistics
- Australian Public Service Commission
- Department of Communications and the Arts
- Department of Education and Training
- Department of Jobs and Small Business
- Department of Foreign Affairs and Trade
- Department of Health
- Department of Human Services
- Department of Infrastructure, Regional Development and Cities
- Department of Social Services
- Department of Veterans' Affairs
- National Disability Insurance Agency (NDIA).

NDIS community engagement

Stakeholder engagement is critical to successfully implementing the NDIS. The NDIA seeks to keep participants at the centre of operations and invests deeply in building and driving relationships, particularly within the disability sector. Part of this investment includes running a Chief Executive Officer (CEO) Forum every six to eight weeks, bringing together CEOs from 24 key disability peak bodies to

provide updates on the progress and challenges of implementing the NDIS, as well as listening to feedback from the sector regarding their experiences.

The NDIA also delivers more than 75 community engagement sessions across Australia each week. Representatives of the NDIA speak at more than 330 major events each year.

Engagement with people with disability about the Strategy

To inform the 2016 Progress Report, the Department of Social Services conducted a survey during August and September 2017 to receive feedback from people with disability, their families and carers, on progress and achievements against the Strategy.

Over 600 responses were received. A written submission process with national disability representative organisations complemented the survey. Overall, people with disability believed that the single most significant achievement over the reporting period had been the implementation of the NDIS. People with disability believed that while the NDIS is critical, greater focus and investment in other outcome areas of the Strategy is required. This is vital to ensure the success of the NDIS as well as meet the needs of people with disability that are not NDIS participants.

Feedback from people with disability has been incorporated into each of the outcome areas of the 2016 Progress Report.

State and Territory Government Engagement

State and territory governments have committed to ensuring people with disability, their families and carers inform the design and implementation of disability-specific and mainstream policies.

Australian Capital Territory

The Australian Capital Territory Government is highly engaged with the community through a wide range of initiatives and activities. Some of the key areas of community engagement include:

- Appointment of a new Disability Reference Group to provide high level advice on issues affecting Canberrans with disability
- Continued implementation of the **Everyone Everyday**¹ program across the government and non-government schools sectors
- Providing access to great opportunities for community inclusion through the **Connect and Participate Expo**²
- Continued facilitation of the **ACT Chief Minister's Inclusion Awards**³
- Establishment of a new community access grant round to provide additional funds to facilitate better access for people with disability in a range of innovative ways
- Commitment to develop a Disability Justice Strategy for the Territory.

1 https://www.education.act.gov.au/teaching_and_learning/curriculum_programs/everyone-everyday-program

2 <http://www.communityservices.act.gov.au/wac/community/connect-and-participate-expo>

3 http://www.communityservices.act.gov.au/disability_act/inclusion-awards

New South Wales

The *New South Wales Disability Inclusion Plan 2015* and the disability inclusion action plans of the New South Wales Government and local councils have been informed by unprecedented engagement with people with disability and other affected stakeholders.

An advisory committee oversees implementation of the *New South Wales Disability Inclusion Plan 2015*. The advisory committee includes disability and community representatives, along with representatives from across the New South Wales Government.

All major projects, evaluations and campaigns are informed through engagement with people with disability and the Disability Council New South Wales, together with other community representative groups.

The New South Wales Government maintains extensive engagement with 1,400 registered sporting clubs, 20,000 businesses through the New South Wales Business Chamber, with Settlement Services International, and with 128 local councils to improve disability access and inclusion, in accordance with the *Disability Inclusion Act 2014*.

The 2017 *Live, Work and Play: New South Wales the State of Inclusion* conference brought together over 600 delegates and 70 presenters from the disability, government, community, business and technology sectors. The conference facilitated discussion and explored opportunities for creating a more inclusive New South Wales by expanding inclusive tourism, accessible technology and improving disability employment.

Northern Territory

Collaborative opportunities have been identified for reinvigorating all governments' efforts to drive progress under the Strategy against all six outcome areas. The Strategy is a standing agenda item on the Northern Territory's Inter Agency Committee meetings, which are co-chaired by the Northern Territory Department of Health and the Department of the Chief Minister. These have assisted in building relationships and networks across mainstream agencies and assisted the agencies in implementing areas of the Strategy.

The Northern Territory Government actively engages with local government councils to raise awareness of the Strategy, in relation to the outcome area around inclusive and accessible communities and addressing barriers for people with mobility issues.

In addition to continuing work being undertaken to ensure improved outcomes for people with disability through mainstream programs, the implementation of the NDIS has introduced further opportunities for collaboration and engagement at the intersection of mainstream and disability services. This has provided unique opportunities for people with disability living in remote communities to develop services that will allow them to continue living in their community. The provision of sector development support to mainstream and disability providers has provided people with disability with increased choice of service options.

Queensland

The Queensland Disability Advisory Council and regional disability advisory councils are a key channel for independent advice to the Minister for Communities and Minister for Disability Services and Seniors and for the Queensland Department of Communities, Child Safety and Disability Services on a range of regional, state and national disability and related matters that affect the broader community. The councils

represent views and opinions that are important to Queenslanders with disability.

The councils comprise people with disability, family members, carers, and advocacy representatives, as well as members from community organisations, businesses, local government and disability service providers.

The term of existing councils is from October 2016 to 30 June 2019, in alignment with the rollout of the NDIS in Queensland.

The Queensland Carers Advisory Council provides advice to the Minister for Communities and Minister for Disability Services and Seniors on strategies that are aimed at increasing recognition of carers by public authorities and advancing the interests of carers. The current membership is serving a 2015-17 term.

The Queensland disability conference, *Opportunities in our backyard*, was held in Cairns, Toowoomba and Maryborough on 24 August 2016 and was attended by more than 800 delegates. The conference explored opportunities that the NDIS offers 'in our own backyard', including opportunities for Queenslanders, their communities, businesses, the economy and the workforce.

Extensive engagement has been undertaken in preparing for the new state disability plan, including through the *Towards an all Abilities Queensland* consultation paper.

The Queensland NDIS Transition Advisory Group was established in May 2015 to provide advice to the Minister for Communities and Minister for Disability Services and Seniors on Queensland's transition to the NDIS.

The Disability Services Partnership Forum provides a valuable connection between the Queensland Department of Communities, Child Safety and Disability Services and Queensland's disability sector. Forum members work together to provide improved outcomes for people with disability, their families and carers, and service providers.

South Australia

The South Australian Government is committed to bringing the voices of citizens and stakeholders into decision-making on issues that matter to them. The Disability Engagement Register is a key tool in achieving this commitment. The Register is a confidential list of contacts who have indicated their willingness to be consulted on issues that are important to people with disability in South Australia. During the reporting period, the Register was upgraded to a more accessible online system and the areas of interest were more closely aligned with the Strategy's outcome areas. At the end of June 2016, Register membership had increased to 196 members.

South Australian citizens with disability or with an interest in disability were also involved in a number of consultations across government agencies on a range of issues. The Register was used on these occasions as one mechanism for reaching people interested in taking part in the consultations. In addition, four community workshops were held on three topics, including community inclusion; creation of a 'disability hub'; and wellbeing through sport, recreation and the arts.

Tasmania

People with disability, their families and carers are able to inform Tasmanian Government policy at the highest level through the Premier's Disability Advisory Council (PDAC). Established in 2007, the Premier's Disability Advisory Council is chaired by the Premier. The eleven community members include people with disability, carers and people with expertise in disability issues. The Premier's Disability Advisory Council has two main functions — to provide strategic advice to the Tasmanian Government on directions, policies and solutions to issues related to the social inclusion and participation of people with disability; and to help monitor the rollout of the Tasmanian Government's *Disability Framework for Action 2013-2017* and its successor *Accessible*

Island: Tasmania's Disability Framework for Action 2018-2021. The Premier's Disability Advisory Council reports annually to the Tasmanian Cabinet on progress relating to the framework's implementation.

The Minister's Disability Advisory Committee provides advice on the delivery of specialist disability services. It also holds regional community forums to engage with people concerned with disability. The Chair of the Minister's Disability Advisory Committee is an ex-officio member of the Premier's Disability Advisory Council.

Victoria

In 2015, the Victorian Government undertook early engagement to inform the development of key priorities for the Victorian state disability plan 2017-2020 discussion paper. This involved over 200 people with disability, two round table discussions with peak bodies, statutory authorities and advocacy organisations. The Victorian Government also worked with the Victorian Disability Advisory Council to elicit submissions from 45 local government authorities. The public consultation process ran from May to July 2016.

Through the public consultation process, over 3000 people visited the digital engagement platform and in-depth interviews were conducted with key stakeholders.

The Victorian Government also commissioned reports that focused on at-risk and diverse groups, and a further fourteen organisations provided independent reports on consultations conducted with their own key stakeholders.

The overall catalysts for change identified by stakeholders were improving community attitudes, increasing employment, adopting universal design approaches, and maintaining and strengthening existing protections in Victoria.

Consultation and engagement with key stakeholders is continuing. Further information about the consultations for the plan is available at the [Victoria State Disability Plan 2017-2020⁴](http://www.statedisabilityplan.vic.gov.au/consultation) website.

Western Australia

Established in 2015, the Disability Sector Board Forum provides members of disability sector boards with an opportunity to shape and inform the provision of services that meet community expectations.

During 2016, the Ministerial Advisory Council on Disability completed a state-wide community engagement process at the request of the Minister for Disability Services. The purpose of the engagement was to find out what people expect from an effective and sustainable Western Australian NDIS. Feedback was gathered from individuals and organisations through face-to-face community forums, as well as through online surveys, email, telephone and by post.

⁴ <http://www.statedisabilityplan.vic.gov.au/consultation>

Progress and Achievements

This section of the report outlines the progress and key achievements made by each level of government in driving mainstream reform across all areas of policy development, program design and service delivery. Some achievements were identified as national priorities under the Strategy in its first implementation plan, *Laying the Groundwork 2011–2014*, or in state and territory governments' individual disability plans and work is continuing on their implementation across each of the Strategy's outcome areas.

Other achievements are a result of implementation efforts over the first two years of the Strategy's second implementation plan, *Driving Action 2015–2018*. As well as building on priority action areas, these achievements highlight work being done to ensure a smooth transition to NDIS full scheme; initiatives designed to improve employment outcomes for people with disability; strategies for improving outcomes for Aboriginal and Torres Strait Islander people with disability; and communication activities to promote the intent of the Strategy itself. Initiatives that improved overall community awareness and understanding of the rights of people with disability are featured in this section of the report.

Over the life of the Strategy, agreed national trend indicator data tracks progress towards achieving better outcomes for people with disability across the six outcome areas. In the first reporting period, baseline data was available from prior to the introduction of the Strategy and from its first and second years — 2011 and 2012. For the current reporting period, available data extends to 2015 and 2016.

Each of the following outcome summaries includes a brief overview of changing trends in the data, a summary of feedback from people with disability, and key examples of achievements and progress.

Appendix 1 provides further examples of achievements and progress by the Australian Government, state and territory governments, and local governments.

Appendix 2 provides more detailed trend indicator data including, where available, disaggregated data by gender, by Indigenous status and other key factors.

The Outcomes

Outcome 1 – Inclusive and Accessible Communities

Outcome 2 – Rights Protection, Justice and Legislation

Outcome 3 – Economic Security

Outcome 4 – Personal and Community Support

Outcome 5 – Learning and Skills

Outcome 6 – Health and Wellbeing



Outcome

1

Inclusive and Accessible Communities

People with disability live in accessible and well designed communities with opportunity for full inclusion in social, economic, sporting and cultural life

Autism Friendly Museum Project, Victoria

Melbourne Museum's Autism Friendly Museum Project uses online 'social scripts' to help prepare parents and children for visits that could otherwise turn out distressing. Illustrated stories explain how to behave in the space – from how the entry queue works to where to go if you need a run around. An accompanying sensory map shows parents hotspots to avoid if children are particularly sensitive to busy areas, loud noises, multimedia or low light – common issues for people with Autism Spectrum Disorder. Melbourne Museum developed this project in partnership with the Victorian Department of Early Childhood Development and Amaze, Victoria's peak Autism body.



Policy directions

Increased participation of people with disability, their families and carers in the social, cultural, religious, recreational and sporting life of the community.

Improved accessibility of the built and natural environment through planning and regulatory systems, maximising participation and inclusion of every member of the community.

Improved provision of accessible and well-designed housing with choice for people with disability about where they live.

A public, private and community transport system that is accessible for the whole community.

Communication and information systems that are accessible, reliable and responsive to the needs of people with disability, their families and carers.

Indicators of changing trends

The achievement of significant results in this outcome area should lead to increased participation of people with disability in their communities. This means having the freedom to participate in activities that the broader community takes for granted, such as attending social outings, using public transport and libraries, having relationships and enjoying other day to day activities. A goal of the Strategy is making sure everybody has the same opportunity to participate in every aspect of life to the best of their ability.

Achieving progress across the five policy directions of Outcome 1 remains challenging, particularly as responses across states and territories and local governments are not always consistent.

The most recent data on community inclusiveness and accessibility was published in the Australian Bureau of Statistics 2015 *Survey of Disability, Ageing and Carers* (SDAC).

Transport

In the three-year period since the 2012 SDAC, there has been a slight decrease in the total number of people with disability reporting difficulties in using public transport (33.7 per cent in 2012 compared to 32.4 per cent in 2015).

The level of difficulty experienced in accessing public transport increases with the level of disability a person experiences. People with a profound or severe core activity limitation reported an increase in difficulty from 2012 (70 per cent) to 2015 (71.5 per cent).

Social and community events

Participation in social or community activities by people with disability has remained relatively stable between 2012 and 2015. The 2015 SDAC results show a slight increase from 95.8 per cent in 2012 to 96.5 per cent of people with disability participating in social or community activities at home in 2015; and 92.2 per cent in 2012 to 93 per cent for participation away from home in 2015.



What people with disability have to say about Outcome 1 – Inclusive and Accessible Communities



To inform the 2016 Progress Report, the Department of Social Services conducted a survey during August and September 2017 to receive feedback from people with disability, their families and carers, on progress and achievements against the Strategy. The views of people with disability, their families and carers, and their representative organisations provide valuable insight on progress made and where further effort is needed.

Feedback from people with disability on Outcome 1 indicated that there have been some improvements particularly around access to the internet and technology, but there is significant work still to do.

A common concern raised by people with disability was the lack of accessible, whole-of-journey public transport, including disability parking close to entrances of facilities and access to crossroads.

Access to buildings, poorly designed footpaths and lack of accessible toilets were identified as ongoing barriers to people with disability participating in community life.

People with disability indicated that, overall, participation in sport, recreational and/or social activities had not improved over 2015-2016; however, there were some initiatives that had made a positive contribution, including funding for children with disability and better access to stadiums initiatives.

People with disability claim there is a lack of awareness of accessibility issues within the general community and that more education about disability is needed. People with disability believe that some progress has been made

through raising the profile of people with disability in the media; for example, prominent sportspeople have promoted mental health awareness, but more needs to be done to bring about attitudinal change.

The internet has become more accessible for people with disability. Assistive technology—for example, those publicly available in libraries and community centres—and accessible content have contributed to these improvements. People with disability commented that cost remains a major barrier to accessing the internet. More training and improvements in safety, particularly for people with intellectual disability, were identified by people with disability as areas where access to the internet could be improved.

Affordable, accessible housing for people with disability was identified as a key area where improvements have not been achieved. People with disability believe that regulatory intervention through the National Construction Code is required to achieve change.

Initiatives such as the Australian Federation of Disability Organisations (AFDO) Disability Loop Project (2014-2016), funded by the Department of Social Services, was seen as a positive initiative. The initiative supported AFDO to design, develop and deliver the *Understanding the National Disability Insurance Scheme* series of workshops.

The following section outlines key achievements and progress made by the Australian Government, and state and territory governments, across Outcome 1 of the Strategy. Further examples of achievements and progress by all levels of government is available in Appendix 1.

Australian Government initiatives

Day to Day Living

The Department of Health's *Day to Day Living* program recognises that people with severe and persistent mental illness face significant obstacles to learning new skills and participating in social activities. *Day to Day Living* services aim to improve social and health outcomes of participants.

Whole Journey Guide

The *Whole Journey Guide*, developed by the Department of Infrastructure, Regional Development and Cities, aims to encourage public transport policy makers, planners, designers, builders, certifiers and operators to think beyond compliance and the physical and governance boundaries of services and infrastructure, and focus on people's accessibility needs across their whole journey.

Marrakesh Treaty

The Marrakesh Treaty is an important mechanism to help overcome the copyright barriers that affect the availability of accessible format books and other material.

Australia ratified the Marrakesh Treaty in December 2015. The Marrakesh Treaty entered into force on 30 September 2016 and helps to increase the lawful distribution of books and other materials in accessible formats.

Seeing Ourselves: Reflections of Diversity in TV Drama

Released in 2016, Screen Australia's *Seeing Ourselves: Reflections on Diversity in TV Drama* is arguably the most significant study of diversity on Australian screens since television began in 1956.

The objective of the report was to identify a baseline and engage the industry in a conversation about the need for the screen sector to represent Australian society. It analysed 199 Australian TV dramas (fiction excluding animation) which were broadcast between 2011 and 2015, with the aim of establishing benchmarks for current levels of diversity in Australian TV drama. Findings were reported on three aspects of diversity — cultural background, disability status and sexual orientation/gender identity. The percentage of dramas containing at least one character with a disability is only 10 per cent. The percentage of Australians with disability is more than double the percentage of characters with disability on TV.

On the ground in the States and Territories

ACT Inclusion Council, Australian Capital Territory

The Australian Capital Territory Inclusion Council is a consortium of local business and community services engaging with local government to progress inclusive outcomes for people with disability in the Australian Capital Territory.

Activities have included engaging with local businesses and community groups to equip them with information on disability, facts on disability employment, and practical steps they can make to promote better opportunities for people with disability in the Australian Capital Territory.

The *Disability Confidence Canberra Information Handbook* provides business, government agencies, community organisations and local communities with a toolkit for becoming more disability confident and accessible.

BlueBays, South Australia

BlueBays is a free mobile phone app to help people with disability parking permits locate and share information about accessible car parking spaces in South Australia.



Partnership with Local Government, New South Wales

The New South Wales Department of Family and Community Services funded Local Government New South Wales to provide resources, training and mentorship to New South Wales councils to assist them in developing effective disability inclusion action plans.

All 128 councils in New South Wales had disability inclusion action plans in place by 1 July 2017. Completed plans can be viewed on the Disability Council New South Wales website.

In 2016, the Family and Community Services Lift & Change Facilities Trial funded eleven accessible facilities around the state with ceiling hoists for transfers and a height adjustable change table, along with an accessible toilet.

Working in collaboration with Spinal Cord Injuries Australia, information on over 1,000 additional accessible facilities has been uploaded onto the National Public Toilet Map database.

Tourism and Recreation, Northern Territory

The Northern Territory Government supported a local tourism operator to build four purpose-built, wheelchair accessible, twin share camping options specifically for the disability market.

This project was supported through the Tourism Infrastructure Development Fund and will improve access to the natural environment and foster inclusion and wellbeing for people with disability.

Each tent is equipped with a disability ramp, twin share space requirements, railings, heavy-duty door, and a sliding door. Two tents were installed at the Ayers Rock Resort campground and two at Kings Canyon Resort.

Sports and Recreation Activities, Queensland

In 2014-16, the Queensland Department of National Parks, Sport and Racing promoted and provided opportunities for people with disability to participate in sport and recreation activities by:

- Incorporating an inclusive policy approach that encouraged funded organisations to cater for people with disability and ensured all infrastructure projects comply with disability standards, codes or local requirements on construction or major renovation
- Promoting and approving key funding programs to provide activities for people with disability
- Facilitating the delivery of training to sport and recreation volunteers to build organisational capabilities to plan and implement inclusive programs, services, places and spaces
- Constructing a new walking track with accessibility features at the Green Mountains section, Lamington National Park, which provided the first opportunity for independent access for people with disability into Queensland's Gondwana Rainforests of Australia World Heritage Area.

Accessible Parking, South Australia

In 2016, the South Australian Department of Human Services (previously the Department for Communities and Social Inclusion) launched a free mobile phone app, called BlueBays, to help people with disability parking permits locate and share information about accessible car parking spaces in South Australia.

Colleen Furlanetto, Chair of the Victorian Disability Advisory Council

The role of the Victorian Disability Advisory Council is to represent the voice and views of Victorians with a disability, providing advice to the Victorian Minister for Housing, Disability and Ageing, to influence systemic change for people with disability.



BlueBays supports inclusion by assisting with journey planning. It taps people's knowledge to assist in building a consolidated list of accessible car parks. It also allows people with disability, their carers, family members and service providers to locate car parks, find out how many there are, their dimensions, nearby facilities or businesses, and any potential concerns about the spaces.

Working with Local Councils to Create More Accessible Communities, Tasmania

The Tasmanian Department of Premier and Cabinet has been working with the Local Government Association of Tasmania and councils on an initiative to improve the accessibility of the Tasmanian community for people with disability.

The objective of the project is to develop strategies to support the local government sector to create a more accessible environment:

Phase 1: gathering information through surveys, analysis and forums.

Phase 2: using the findings from Phase 1 to inform the development of templates, resources, case studies and/or checklists for use by local government.

Autism Friendly Museum Project, Victoria

Museum Victoria's innovative Autism Friendly Museum project means that families with children with Autism Spectrum Disorder now have access to online resources to help plan and enjoy a visit to the Immigration Museum, Melbourne Museum and Scienceworks.

Developed in consultation with Amaze, the Victorian peak body for Autism Spectrum Disorder, and members of the Autism community, staff at the Museum worked closely with children with Autism Spectrum Disorder and their families to develop a series of online resources to help make a trip to the Museum fun, enjoyable and educational for everyone.

Families can access a sensory map of the Museum that highlights both low and high sensory areas, as well as online resources, ensuring that children feel confident and prepared for their Museum experience.

KidSport Program, Western Australia

The KidSport Program supports eligible Western Australian children aged five to 18 to participate in community sport and recreation activities by offering up to \$200 each to pay club fees.

The Western Australian Department of Sport and Recreation funds 132 local governments to deliver KidSport to 2,482 registered clubs. Since the commencement of the program in September 2011, over 59,000 families have received KidSport support.

With the support of KidSport, these children are involved in more than 790 Western Australian clubs in sports such as Australian Rules Football, horse riding, soccer, basketball, netball, scouts and gymnastics.

Children with disability are represented in 40 per cent of all KidSport clubs.

Disability Inclusion Planning – A Guide for Local Government, 2016

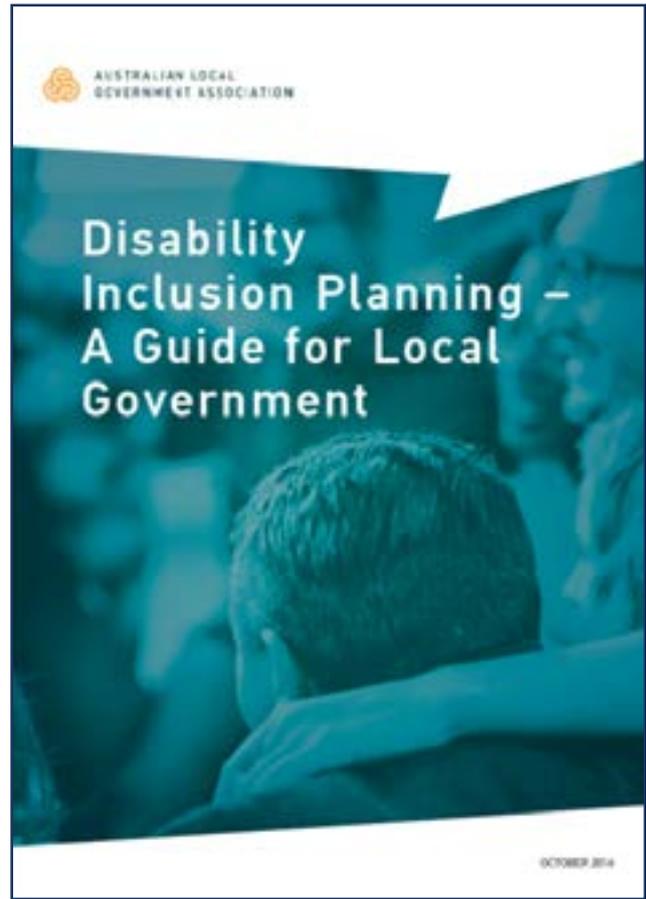
A new guide, *Disability Inclusion Planning – A Guide for Local Government* has been produced by the Australian Local Government Association (ALGA) to assist councils to meet their obligations in supporting people with disability under the Strategy. The Guide was commissioned by ALGA with funding support from the Australian Government through the Department of Social Services. The Guide is an important resource to assist councils to understand and respond to the obligations and requirements of the Strategy. The Guide was launched by the former Assistant Minister for Social Services and Disability Services, the Hon Jane Prentice MP, in November 2016.

The Guide draws together all relevant state, territory and national legislation and policy on disability inclusion into one document, together with a range of practical tools such as checklists, templates, case studies and other useful resources. The Guide is an online resource, which means that councils can download the resources to assist them in planning for the needs of people with disability in their communities.

Councils are providers of a myriad of goods, services, and infrastructure for their communities, and have been proactive in providing facilities that are inclusive of all people in their communities for decades. Due to the different requirements across jurisdictions, councils need to meet the various requirements of their state or territory, as well as national requirements.

The Guide is available at the ALGA¹ website.

¹ <http://alga.asn.au/?ID=14814>



National Awards for Local Government

In 2014, 2015 and 2016 the Department of Social Services sponsored the *Disability Access and Inclusion Award* as part of the Department of Infrastructure, Regional Development and Cities' National Awards for Local Government.

The *Disability Access and Inclusion Award* recognises local governments that apply the principles of the Strategy by engaging with people with disability, their families and carers to develop and implement innovative services, practices or policies that provide greater opportunity for people with disability to participate in local community life.

2015 – Maroondah City Council, Victoria

The winner of the 2015 *National Award for Excellence in Local Government* was *Disability Access and Inclusion Award* category winner Maroondah City Council, Victoria.

Maroondah City Council's initiative *Changing Places – Changing Lives* aims to provide fully accessible toilets in key locations. This initiative is an important step towards improving the accessibility of the built environment for people with disability, a key focus under the Strategy. Changing Places toilets include a number of unique features that are accessible to a broad range of people with significant disability.

2016 – Kiama Municipal Council, New South Wales

The winner of the 2016 *Disability Access and Inclusion Award* was Kiama Municipal Council for its Dementia Friendly Project. The Kiama Dementia Friendly Project aims to make Kiama one of Australia's most dementia-friendly communities. Kiama Municipal Council worked collaboratively with people with dementia in Kiama, as well as their carers and interested members of the community to achieve this goal. The project implemented a range of initiatives, such as improving local signage, creating an online 'dementia friendly places' map, and launching a community awareness campaign.



Maroondah City Council, winner of the 2015 National Award for Excellence in Local Government. Left to right: Former Minister for Infrastructure and Regional Development, the Hon Warren Truss MP, with Grant Meyer and Jack Mulholland from Maroondah City Council.

Outcome

2

Rights Protection, Justice and Legislation

People with disability
have their rights promoted,
upheld and protected



Self Advocacy, Victoria

The Rainbow Rights and Advocacy self-advocacy group based in Melbourne, Victoria is the only advocacy group run by and for people with an intellectual disability who identify as LGBTIQ in Australia.

Policy directions

Increase awareness and acceptance of the rights of people with disability.

Remove societal barriers preventing people with disability from participating as equal citizens.

People with disability have access to justice.

People with disability to be safe from violence, exploitation and neglect.

More effective responses from the criminal justice system to people with disability who have complex needs or heightened vulnerabilities.

Indicators of changing trends

Formal rights protection is crucial for people with disability, who can be vulnerable to exploitation and can struggle to have their voices and experiences heard in society.

The most recent data on rights protection, justice and legislation was published in the 2015 SDAC and the Australian Human Rights Commission *2015-2016 Annual Report*.

Complaints under the *Disability Discrimination Act 1992*

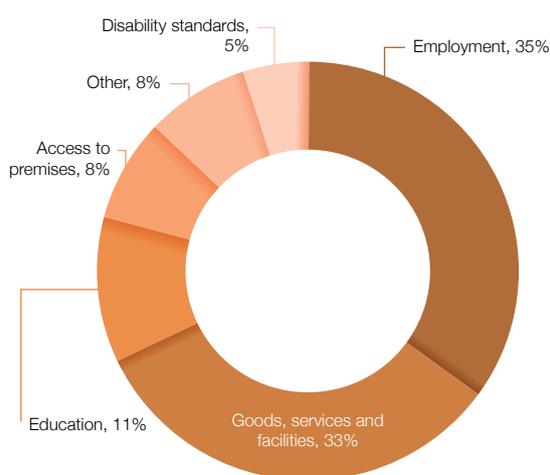
Disability discrimination occurs when people with disability are treated less fairly than people without disability. Discrimination against people with disability causes social barriers, lowers feelings of safety and inclusion, and impedes their rights.

Through the Australian Human Rights Commission, people are able to lodge complaints under the *Disability Discrimination Act 1992* (DDA). In 2015-16, 35 per cent of all complaints lodged under the DDA were related to employment¹.

This could include when someone is trying to get a job, equal pay or promotion. People with disability have a right to the same employment opportunities as people without disability.

Under the DDA, it is illegal for an employer to discriminate against someone on the grounds of disability.

Complaints about the provision of goods, services and facilities made up 33 per cent of complaints under the DDA in 2015-16. This included situations where a person wanted goods or services for example from shops, entertainment venues, banks, lawyers, government agencies, doctors or hospitals. Other complaints received related to access to premises, education and accommodation. Since 2008, prior to the introduction of the Strategy, the number of complaints lodged under the DDA has decreased by 23 per cent.



2015-16 Complaints under the Disability Discrimination Act

¹ Australian Human Rights Commission 2015-2016 Complaint Statistics, <https://www.humanrights.gov.au/sites/default/files/AHRC%202015%20-%202016%20Complaint%20Statistics.pdf>

Feelings of safety walking alone in local area at night

According to the Australian Bureau of Statistics *2015 Survey of Disability, Ageing and Carers*, most people with disability reported high feelings of safety in the community in 2015. This was measured by asking people how safe they felt at home alone during the day and at night and how safe they felt walking alone in their local community at night. The majority of people with disability felt safe being home alone during the day, however only about a third (35 per cent) felt safe walking alone in their local community at night.

In all circumstances, women felt less safe than men. Twenty per cent of women with disability reported feeling safe walking alone in their local community at night compared to about 53 per cent of men with disability.

What people with disability have to say about Outcome 2 – Rights Protection, Justice and Legislation



To inform the 2016 Progress Report, the Department of Social Services conducted a survey during August and September 2017 to receive feedback from people with disability, their families and carers, on progress and achievements against the Strategy. The views of people with disability, their families and carers, and their representative organisations provide valuable insight on progress made and where further effort is needed.

Many people with disability indicated that discrimination and unfair treatment of people with disability is a common occurrence. This occurs across a variety of areas, including:

- A lack of access to the community, including access to premises and the transport system
- A lack of employment opportunities, discrimination and unfair treatment in the workplace
- Availability of support services for people with disability
- General negative attitudes towards people with disability.

People with disability felt that better alignment of the six outcome areas of the Strategy to the articles of the United Nations *Convention on the Rights of Persons with Disabilities* is required to achieve actions and measurable outcomes to address systemic human rights violations. People with disability acknowledged the positive steps taken through various United Nations treaty reviews of Australia and the range of reviews undertaken by government agencies and parliamentary committees. However, people with disability also referred to the need for greater linkages between the outcomes

and recommendations of the reviews and the development of the Strategy's implementation plans.

People with disability identified a number of challenges that they felt need to be addressed, such as access to disability advocacy and support services within the criminal justice system; access to interpreting services during court proceedings; and physical access to the courtroom.

People with disability indicated that they are aware of their rights, but believe there is a need for greater enforcement of existing rights-based legislation to ensure people with disability are included in all aspects of Australian life. People with disability also noted that greater awareness of their rights within the general community is needed to enable attitudinal change.

The following section outlines key achievements and progress made by the Australian Government, and state and territory governments, across Outcome 2 of the Strategy. Further examples of achievements and progress by all levels of government are available in Appendix 1.

Australian Government initiatives

Unfit to Plead

The Attorney-General's Department chairs an inter-jurisdictional working group on the treatment of persons unfit to plead or not guilty by reason of mental impairment.

The working group presented draft national principles on the treatment of people found unfit to plead or found not guilty by reason of mental impairment when it reported to the Law, Crime and Community Safety Council at its meeting on 21 October 2016. Attorneys General noted progress on the national principles, as well as work to collect and collate existing data on fitness to stand trial, the defence of mental impairment and interstate forensic transfers.

National Plan to Reduce Violence against Women and their Children 2010-2022

The *National Plan to Reduce Violence against Women and their Children 2010–2022* was released in February 2011. It brings together the efforts of the Australian Government, state and territory governments and the community to make a significant and sustained reduction in violence against women and their children. The plan is delivered through a series of four three-year Action Plans. The *Third Action Plan 2016-2019* was launched on 28 October 2016 by the former Prime Minister, the Hon Malcolm Turnbull MP. The Third Action Plan embeds support across all national priority areas to improve support to women with disability who experience or are at risk of violence. This includes specific and targeted actions.

Women's Leadership and Development Strategy

In 2016, the Department of the Prime Minister and Cabinet provided funding through the Women's Leadership and Development Strategy (WLDS) to Women with Disabilities Australia (WWDA) for their *Girls with Disability Project: Understanding and Advocating for your rights*. This project aimed to build the capacity of young women and girls with disability to learn about, understand and advocate for their rights. The project also developed a WWDA position statement on girls with disability in a young person friendly version. This six month project built on WWDA's *Strengthening the Voice of WWDA* and the *Women with Disability* project, which were also funded through the WLDS.

NDIS Quality and Safeguarding Framework

Agreed by COAG on 9 December 2016 and publically released by COAG's Disability Reform Council on 3 February 2017, the NDIS Quality and Safeguarding Framework was developed through intensive consultation between all governments, people with disability and stakeholders. The Framework is designed to ensure a safe environment and quality supports for all NDIS participants. It seeks to help participants resolve problems quickly and strengthen the capability of NDIS participants, the workforce and providers to operate in the NDIS market.



2016 National Disability Award winners with the former Assistant Minister for Social Services and Disability Services, Hon Jane Prentice MP.

The 2016 National Disability Awards

The National Disability Awards are the Australian Government's main celebration of International Day of People with Disability.

2016 marked the tenth year of the Awards, which recognise outstanding achievements from many sectors of the community in support of people with disability.

The Award categories align with key outcome areas of the Strategy. The Awards celebrate and acknowledge people, teams and organisations who demonstrate excellence, passion, vision and a commitment to assisting people with disability to achieve their goals.

Awards were presented for the following categories:

- Lesley Hall Leadership Award
- Employer of the Year Award
- Excellence in Community Partnerships Award
- Excellence in Inclusive Community Design Award
- Excellence in Inclusive Service Delivery Award
- Excellence in Technology Award

- Excellence in Education and Training Award
- Excellence in Justice and Rights Protection Award.

The former Assistant Minister for Social Services and Disability Services, the Hon Jane Prentice MP, hosted the event, and presented seven of the eight Awards. The former Prime Minister, the Hon Malcolm Turnbull MP, presented the Excellence in Technology Award.

The 2016 Award winners demonstrated a range of outstanding achievements, including:

- Long-term advocacy in social justice, equality and rights for people with disability
- Development of innovative technology that has the ability to bring function to paralysed or damaged hands
- A program that gives people with disability the chance to experience scuba diving in the comfort of their own local pool
- A community that strives to make its town more accessible.

Further information about the Awards is available at the **International Day of People with Disability²** website.

² <https://www.idpwd.com.au/>

On the ground in the States and Territories

Decision Making, Australian Capital Territory

In 2015, Disability ACT and the Australian Capital Territory NDIS Taskforce began a Supported Decision Making education project aimed at building the capacity of key supporters in the lives of people with decision-making disabilities. The 'Link and Learn' project is run by ACT Disability Aged and Carer Advocacy Service (ADACAS) and is being evaluated by RMIT University.

The program delivered awareness-raising to mainstream agencies and services, skill development, professional development and decision-support relationship building activities. The Supported Decision Making activities have been delivered to over 50 people and groups to make supported decision making active in individual lives. The program ran until December 2017 and included resources to sustain supported decision making. Further information is available at the ADACAS³ website.

Disability Justice Project, New South Wales

The Disability Justice Project is a capacity building initiative across the New South Wales disability sector to support people with intellectual disability who come into contact with the justice system. The project includes leadership forums, sector training, and state-wide inter-agency 'Communities of Practice' networks resourced to support and maintain disability and justice best practice.

By December 2016, the project had delivered seven training sessions across 27 locations, with more than 3,300 participants. The project had also established 73 'Communities of Practice' networks in 15 locations, with attendance of over 245 representatives from 71 organisations committed to improving practice and support for people with disability in contact with the justice system.

³ <http://www.adacas.org.au/>

Guardianship of Adults, Northern Territory

On 28 July 2016, the *Guardianship of Adults Act 2016 (NT)* and *Guardianship of Adults Regulations (NT)* commenced. The first statutory appointment of an independent Public Guardian started and a new Office of the Public Guardian was established.

The Guardianship Act aims to provide a modern decision making framework for guardianship of adults in the Northern Territory. The Guardianship Act recognises the overall wellbeing, human rights and basic freedoms of adults with impaired decision-making capacity. It reflects the principles of the United Nations *Convention on the Rights of Persons with Disabilities and the Disability Services Act 1993 (NT)*.

Office of the Public Guardian, Queensland

The Queensland Office of the Public Guardian's community education program and stakeholder engagement strategy continued to reach a wider audience, including agencies or individuals whose services are utilised by adults with impaired capacity.

From 1 January 2015 to 2 September 2016, the Queensland Office of the Public Guardian delivered 273 community education sessions, including presenting to 57 organisations who advocate for people with disability and particularly those with impaired capacity. More information is available at Queensland's Office of the **Public Guardian**⁴ website.

Disability Justice Plan 2014-2017, South Australia

The Attorney-General's Department continued to lead the implementation of the South Australian *Disability Justice Plan 2014-2017 (DJP)*. The purpose of the DJP is to make the criminal justice system more accessible and responsive to the needs of people with disability.

⁴ <http://www.publicguardian.qld.gov.au/adult-guardian/our-role-with-adults>

Chairlift Witness Chair, Tasmania

The Tasmanian Department of Justice introduced a number of initiatives to improve the experience of witnesses with disability. Initiatives included the purchase of a mobile platform lift by Hobart Supreme Court to allow greater access to the witness box, and alterations to the witness box to allow wheelchair access.



In 2015, under the *Criminal Law Consolidation (Sexual Offences-Cognitive Impairment) Act 2014*, two new sexual offences were introduced to protect people with cognitive impairment from sexual exploitation, especially by those in positions of power and authority, while respecting the person's sexual autonomy.

The *Statutes Amendment (Vulnerable Witnesses) Act 2015* came into effect on 1 July 2016. The new Vulnerable Witnesses Act provides enhanced support to vulnerable persons including victims, witnesses and defendants, both in and out of court.

Disability Justice Plan, Tasmania

In February 2014, the Australian Human Rights Commission released the final report of its inquiry into access to justice for people with disability and recommended that each state and territory take action to address key areas of concern.

The Tasmanian Department of Justice commenced development of a Disability Justice Plan with an objective of bringing together justice system agencies to work on identifying areas where people with disability experience discrimination or barriers to equality, and to identify what changes are needed to remove these.

The *Disability Justice Plan for Tasmania 2017-2020* was released in late 2017.

Disability Advocacy Program, Victoria

Victoria is a national leader in strengthening safeguards for people with disability.

The Victorian Government is committed to

supporting disability advocacy and self advocacy organisations to promote the voice, rights and representation of people with disability.

The Victorian Government provides annual recurrent funding of \$2.9 million through the Victorian Disability Advocacy Program.

An additional fixed term investment of \$1.5 million through the Disability Advocacy Innovation Fund was announced as part of Victoria's response to the Parliamentary Inquiry into Abuse in Disability Services.

The sector's independence enables it to effectively represent people with disability, support them to speak up for their rights, and influence systemic change.

Amendments to the Electoral Act, Western Australia

In 2016, changes were made to the *Electoral Act 1907* to allow technology-assisted voting. This internet voting system was used for the first time in the 2017 Western Australian state election. Previously many people with disability could not vote in secret, as they needed the support of another person to fill out their ballot paper. The legislative changes aim to provide more people with disability with a sense of empowerment, independence and equality in the electoral process.

Internet voting enhances the existing electoral services available to people with disability, which include mobile polling, postal voting, drive-in polling and a range of assistive technologies at polling places. These services are part of the Western Australia Electoral Commission's ongoing commitment to making voting more inclusive and accessible for all West Australians.

Outcome

3

Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives



Paid work is one part of economic participation that builds a sense of self-worth and independence. Increasing access to employment opportunities is key to improving the economic security and personal wellbeing for people with disability, their families and carers.

Policy directions

Increase access to employment opportunities as a key to improving economic security and personal wellbeing for people with disability, their families and carers.

Income support and tax systems to provide an adequate standard of living for people with disability, their families and carers, while fostering personal financial independence and employment.

Improve access to housing options that are affordable and provide security of tenure.

Indicators of changing trends

Economic security is critical to the wellbeing and empowerment of people with disability and underpins the ability to make progress in all other outcomes and areas of life.

The most recent data on economic security was published in the 2015 SDAC.

Labour force participation

People with disability face numerous barriers to employment not faced by the broader community. This is evidenced by the level of complaints lodged under the DDA, through the Australian Human Rights Commission, in relation to employment.

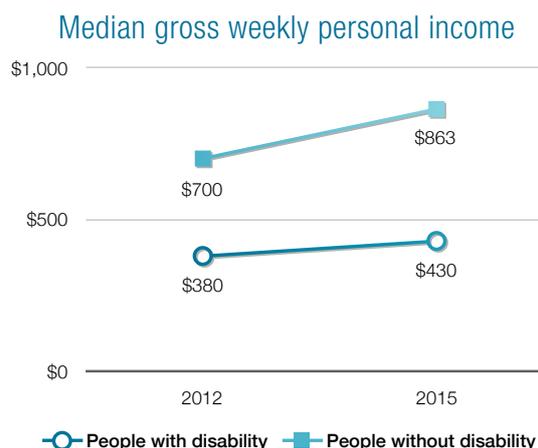
In 2015, there were 2.1 million people with disability of working age in Australia. Of this group, 53 per cent were participating in the labour force, including being employed and looking for work. By comparison, just over 80 per cent of people without disability were participating in the labour force. The rate of labour force participation by people with disability has been steady for more than a decade, with little variation.

People of non-English speaking backgrounds are one of the most vulnerable cohorts of all people with disability. This group faces additional barriers, including linguistic and cultural barriers. This was evident in the sample surveyed in 2015, showing only 33 per cent of people with disability

from non-English backgrounds were participating in the labour force.

Income

The average income of people with disability continues to be lower than for people without disability, widening the income gap between people with disability and people without disability. In 2012, the median gross weekly personal income of people without disability was \$700, but only \$380 for people with disability. In 2015, the median gross weekly personal income of people without disability was \$863 and \$430 for people with disability.



What people with disability have to say about Outcome 3 – Economic Security



To inform the 2016 Progress Report, the Department of Social Services conducted a survey during August and September 2017 to receive feedback from people with disability, their families and carers, on progress and achievements against the Strategy. The views of people with disability, their families and carers, and their representative organisations provide valuable insight on progress made and where further effort is needed.

People with disability believe that, overall, little progress has been made in improving their economic security.

People with disability identified continuing challenges, including limited employment opportunities and options and a lack of understanding or willingness by employers to employ people with disability.

The cost of living for people with disability remains high. Access to affordable housing for people with disability and/or the high costs involved with accessible housing modifications continue to affect their economic wellbeing. People with disability have identified that cost of living pressures, a lack of affordable accessible housing, and limited options other than to work at a reduced capacity, contribute to low earning capacities and difficulties achieving a reasonable standard of living.

People with disability identified a number of strategies they believed could increase employment opportunities. These included:

- Greater training and education of employers about the value of employing people with disability and communicating with people with disability
- Better understanding by employers of the need for flexible employment that takes into consideration an individual's particular circumstances and/or abilities
- Providing a subsidy to employers as an incentive to employ people with disability
- Supported pathways from school to employment for students with disability
- More employment of people with disability by governments and councils.

The following section outlines key achievements and progress made by the Australian Government, and state and territory governments, across Outcome 3 of the Strategy. Further examples of achievements and progress by all levels of government is available in Appendix 1.

Australian Government initiatives

Australian Public Service Disability Employment Strategy

As One: Making it Happen, Australian Public Service (APS) Disability Employment Strategy 2016-19 was launched on 31 May 2016. The strategy aims to build on the initiatives and momentum of the *2012 Disability Employment Strategy* to improve the representation of people with disability in the APS. The strategy was developed in consultation with employees with disability, APS agencies and community and private sector bodies working in the disability field.

All APS agencies are responsible for implementing recruitment and retention strategies within their agencies. Many APS agencies have developed their own disability action plans to improve the representation of people with disability in their agencies.

Further information is available at the [Australian Public Service Commission](http://www.apsc.gov.au)¹ website.

Community Development Program

The Department of the Prime Minister and Cabinet continued to manage the Community Development Program (CDP) to support job seekers in remote regions of Australia to build skills towards a job, while contributing to their communities through a range of flexible activities. CDP providers also assist job seekers with disability and consider any extra support and interventions they may need to reduce or manage barriers to getting a job.

Empowering YOUth

Empowering YOUth initiatives are testing new approaches to improve employment outcomes for

young people at risk of long-term unemployment. Learnings from the initiatives will enhance service delivery.

Nineteen initiatives were funded under Round 1, which commenced between April and June 2016. Each initiative is funded for a maximum of two years. Two Round 1 initiatives focus on young people with disability:

- The Support SA Youth Transition initiative in Adelaide helps young people with acquired brain injuries to gain skills and confidence to connect with employment, education and their community.
- The NextGEN Digital Development initiative supports young people with employment risk factors, including disability, to develop skills in information and communications technology.

Further information about is available at the [Department of Jobs and Small Business](http://www.jobs.gov.au)² website.

On the ground in the States and Territories

Public Sector Employment, Australian Capital Territory

The employment of people with disability within the Australian Capital Territory Public Service (ACTPS) continues to grow. In 2016, the employment of people with disability increased to 2.2 per cent in the ACTPS. Employment initiatives being implemented to increase the participation of people with disability within the ACTPS include the appointment of two whole-of-government inclusion officers.

The ACTPS Graduate Program continues to be a successful avenue for attracting people with disability. Candidates with disability are provided with the necessary reasonable adjustments to support them in the selection process. In 2016, nine candidates who identified as experiencing disability were part of the 45 graduates in the cohort.

¹ <http://www.apsc.gov.au>

² <https://www.jobs.gov.au/empowering-youth-initiatives>

Employment Enablement Strategy, New South Wales

The New South Wales Public Service Commission, in partnership with the New South Wales Department of Family and Community Services, established the Disability Employment Advisory Committee in 2015 to improve outcomes for employees and job seekers with disability in the New South Wales public sector.

Launched in 2015, the *Employment Enablement Strategy* is a three-year disability employment initiative that aims to increase employment for people with disability in New South Wales. Through the *Employment Enablement Strategy*, \$6 million has been invested over three years to create new employment pathways for people with disability. This has been achieved by funding Employment Enablement Packages to assist adults with disability to get job ready and by building the capacity of employers to employ people with disability.

Indigenous Employment, Northern Territory

The NDIS has significant potential to boost Indigenous economic participation through the provision of formal and informal supports that improve the lives of Indigenous people with disability.

The *Maximising Indigenous Economic Participation in the rollout of the NDIS in remote communities* project was initiated by the Northern Territory Government, in partnership with the Australian Government. The project recognises the significant economic participation opportunities that could arise with the rollout of the NDIS in remote communities.

The project identified strategies and resources to support NDIS implementation in remote communities.

State Infrastructure Plan, Queensland

In March 2016, the Queensland Department of Infrastructure, Local Government and Planning

released the State Infrastructure Plan (the SIP). Through the SIP, the Queensland Government is taking a leadership role in enhancing the liveability and wellbeing of communities in a way that supports communities' diverse needs and promotes opportunities for collaborative approaches.

The SIP sets a clear vision to guide infrastructure investment in Queensland. The SIP identifies ten asset classes, which for the first time includes social housing. Under the social housing asset class, the SIP highlights the strategic policy direction and program delivery to respond to the diverse needs of Queenslanders, including people with disability. In 2015-16, the Queensland Government invested more than \$24.6 million in disability housing.

Public Sector Employment, South Australia

In 2014-15, the South Australian Equal Opportunity Commission partnered with the South Australian Office of the Public Sector, the South Australian departments of the Department of Human Services, the Department of State Development, the Department of Primary Industries and Regions South Australia, Barkuma Employment, and Disability Employment Australia to work towards increasing public sector employment of people with intellectual disability.

The project identified resources and information to assist with the recruitment and ongoing employment of people with disability. In 2014-15, six people were appointed to positions in the public sector, with a further seven people appointed in 2015-16.

State Service Diversity and Inclusion Framework, Tasmania

The Tasmanian Department of Premier and Cabinet has been working with government agencies, community groups and other stakeholders to develop a *State Service Diversity and Inclusion Framework*³.

³ http://www.dpac.tas.gov.au/divisions/ssmo/workforce_diversity_and_inclusion/state_service_diversity_and_inclusion_framework_2017-2020



Access to job opportunities enables people with disability to gain financial security and build their future.

The framework will outline the Tasmanian Government's commitment to building diverse and inclusive workplaces by ensuring that recruitment, employment policies and practices are inclusive and provide equal access to employment for all members of the community.

The framework also aims to complement other whole-of-government policies, such as Gender Equality in the Tasmanian State Service, the Carers Action Plan 2013-2018, the LGBTI Whole-of-Government Framework, the *Disability Framework for Action 2013-2017*, and Resetting the Relationship with the Aboriginal Community policy work.

Economic Participation Plan, Victoria

Economic inclusion is a central part of the Victorian Government's overall approach to delivering strong and inclusive growth. Creating economic opportunities is a key approach in Victoria's ongoing state disability planning. Victoria has invested in kick starting economic initiatives including leadership scholarships for people with disability, and developing an economic participation plan to improve participation in the workforce.

Victoria is exploring new and creative ways to drive economic participation and increase pathways to employment. The forthcoming economic participation plan for people with disability will drive systemic improvements and outcomes through engaging with the

wider business community to build on existing employment models.

The plan will also include specific commitments to action to increase employment and retention of people with disability in the public sector, demonstrating leadership and leveraging government's role as a major employer.

Autism Academy for Software Quality Assurance, Western Australia

The Autism Academy for Software Quality Assurance⁴ (AASQA) is a social innovation initiative based at Curtin University – and is the first of its type in Australia. AASQA's vision is to harness the unique talents of people with Autism Spectrum Disorder to meet the business needs of the information communication and technology (ICT) industry and of the wider community.

Underpinning the training academy is the development of programs targeting outreach to high school students, training and education support in ICT discipline areas, and the creation of work experience opportunities through internships. In the first 18 months of operation, 50 students have undertaken training at the academy.

⁴ <http://research.curtin.edu.au/institutes-centres/autism/>

Outcome

4

Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities



Writers' Week, South Australia

"I feel like I've been waiting all my life to be able to get to Writers' Week. Finally, this year for the first time I am able to come along and participate. It's like a new world! The knowledge and imagination is like a feast. I just want to pitch a tent and stay all week!"

Image: Shane Reid

Policy directions

A sustainable disability support system which is person-centred and self directed, maximising opportunities for independence and participation in the economic, social and cultural life of the community.

A disability support system which is responsive to the particular needs and circumstances of people with complex and high needs for support.

Universal personal and community support services are available to meet the needs of people with disability, their families and carers.

The role of families and carers is acknowledged and supported.

Indicators of changing trends

Personal and community support encompasses all forms of support provided to help people with disability participate in society.

The most recent data on personal and community support was published in the *2017 Report on Government Services*.

Disability support system

The amount of people who need more assistance than they are receiving is an important indicator of how society is performing in providing adequate services and support.

Between 2009 and 2015, the proportion of people with disability who reported greater need for formal assistance has remained steady.

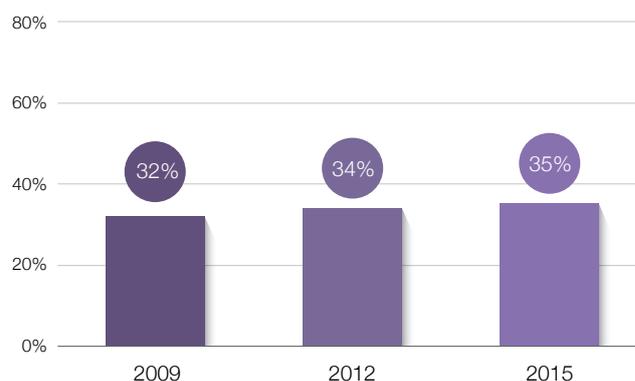
The NDIS, when fully rolled out, will be an important contributor to supporting people with disability. However, a need for support among people with disability who are not NDIS participants remains. It is for this reason that Australia's overall capacity to provide support to people with disability must continue to grow and innovate. Improving the interface between the NDIS and mainstream service provision will continue to be a priority for governments across Australia.

Support for carers

Carers are an essential part of the lives of many people with disability. It is important that government and the broader community properly support carers.

The percentage of carers who reported the need for greater assistance than they were receiving increased between 2009 and 2012, before decreasing in 2015. Female carers continue to report a greater need for assistance than male carers.

People aged 0-64 years in potential population who need more formal assistance than they are currently receiving



What people with disability have to say about Outcome 4 – Personal and Community Support



To inform the 2016 Progress Report, the Department of Social Services conducted a survey during August and September 2017 to receive feedback from people with disability, their families and carers, on progress and achievements against the Strategy. The views of people with disability, their families and carers, and their representative organisations provide valuable insight on progress made and where further effort is needed.

People with disability believe that the NDIS represents the single most significant achievement under the Strategy.

Among many people with disability, there is a perception that significant focus on the NDIS has resulted in less investment and action on other key outcome areas under the Strategy. There is a concern that people with disability who are not NDIS participants could be at high risk of being isolated as funding for pre-existing support services and providers transform their business models to become NDIS service providers.

While the NDIS is a critical investment to enable people with disability to choose the supports that they need, its success is dependent on continued action and progress under the Strategy to strengthen mainstream services and supports. Greater commitment is required across all levels of government to ensure concrete actions, supported by appropriate funding, are put in place to address the five other outcome areas of the Strategy. The other outcomes of

the Strategy are of equal importance to the successful implementation of the Strategy.

The following section outlines key achievements and progress made by the Australian Government, and state and territory governments, across Outcome 4 of the Strategy. Further examples of achievements and progress by all levels of government is available in Appendix 1.

Australian Government initiatives

NDIS Implementation

The introduction of the NDIS represents a fundamental change to the way people with disability are supported. The NDIS ensures that people with disability receive supports based on their needs, as well as choice and control over that support.

The NDIS commenced on 1 July 2013 in several trial locations across the country. During the three-year trial period, 30,000 people with disability entered the Scheme. The national rollout commenced on 1 July 2016 and will continue in stages around the country over three years, reflecting the scale and complexity of the reform and the need to ensure it delivers positive outcomes for participants.

At 31 December 2016, approximately 61,215 people with disability had an approved NDIS plan. At full rollout, the NDIS will provide about 460,000 people under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life, including personal care and support, access to the community, therapy services and essential equipment.

Information, Linkages and Capacity Building

Information, Linkages and Capacity Building (ILC) is an important part of the NDIS and, along with individual NDIS plans, contributes to the overall goal of the NDIS in enabling people with disability to live an ordinary life.

The focus of ILC is community inclusion – making sure people with disability are connected into their communities.

This will be achieved in two ways:

- Personal capacity building – this is about making sure people with disability and their families have the skills, resources and confidence they need to participate in the community or access the same kind of opportunities or services as other people.
- Community capacity building – this is about making sure mainstream services or community organisations become more inclusive of people with disability.

On the ground in the States and Territories

NDIS Community Participation Grants, Australian Capital Territory

During 2014-16, Australian Government NDIS Sector Development Funds were allocated to prepare the Australian Capital Territory community, and service providers, for the opportunities associated with the NDIS.

NDIS Community Participation Grants were introduced in February 2015. These grants targeted people with disability who were likely to become NDIS participants, their families and other unpaid carers, as well as organisations seeking to host NDIS subject matter conferences, seminars or other events. Grants were offered to 316 individuals and 11 organisations.

Consumer Awareness and Protection Initiative, New South Wales

The New South Wales Department of Fair Trading's Consumer Awareness and Protection Initiative commenced in July 2016. The initiative aims to build the capacity of people with disability, and the disability sector, to make informed decisions when entering the New South Wales marketplace.

The initiative will also build capacity and expertise in Fair Trading to ensure that consumer education and protection services are accessible to people with disability.

Through the Consumer Awareness and Protection community education program, NSW Fair Trading has delivered 83 community education sessions with 2,250 people attending—including people with disability, carers, advocates, service providers and the wider disability sector.

NDIS Transition, Northern Territory

The transition of the NDIS to full scheme commenced in the Northern Territory on 1 July 2016. The Northern Territory Government has instituted a series of engagements with the disability and mental health sectors. Along with its partners, the Northern Territory continues to socialise the NDIS phasing arrangements to ensure a smooth, coordinated transition.

The Northern Territory Office of Disability continues to meet with providers and clients to support and provide vital information on transitional arrangements.

Arts Queensland, Queensland

Arts Queensland and the Arts Statutory Bodies actively promoted assistive technologies for people with disability, their carers and companions in a range of ways during 2015-2016. Examples include:

- The Queensland Performing Arts Centre provided audio loops for patrons with hearing impairments; and, in conjunction with Access Arts and Vision Australia, offered an audio description service for selected theatre, ballet and opera performances.
- The Queensland Museum, in conjunction with Autism Queensland, hosted its second annual Sciensensory day for children with sensory processing difficulties.

NDIS Agreement, South Australia

The Australian and South Australian Governments signed a Bilateral Agreement in December 2015 for a full rollout of the NDIS. This will build on the South Australian trial that commenced in 2013, with the transition of children from birth to 14 years of age through a staggered process.

From 1 February 2016, children aged between birth and 14 years old continued to enter the NDIS. From 1 January 2017, young people aged between 15 and 17 years old began to enter the NDIS. From 1 July 2017, adults aged from 18 to 64 years old commenced entering the NDIS based on where they live.

Self-Directed Funding, Tasmania

The Self-Directed Funding (SDF) program is an initiative of the Tasmanian Department of Health and Human Services to enable people with disability to be more involved in decisions about their support. The program allows people who receive financial disability support, through an Individual Support Program or Community Access package, to use their funding in a flexible way that suits their needs.

After a successful pilot program, the SDF pilot participants reported a range of benefits including increased control, flexibility, choice, enhanced dignity, empowerment and wellbeing. Further information is available at the Tasmanian Department of Health and Human Services¹ website.

Balit Narrum, Victoria

Balit Narrum is supporting the rollout of the NDIS in North Metropolitan Melbourne by engaging, planning and implementing a culturally effective NDIS.

¹ <http://www.dhhs.tas.gov.au/disability>



Queensland Art Gallery

Artwork featured: Michael Gadjarwala, Wurlaki people, Australia NT b.1948, Lorrkon (Burial pole) 2006, The Xstrata Coal Indigenous Art Collection. Purchased 2006 with funds from Xstrata Coal through the Queensland Art Gallery Foundation. James Iyuna, Kunwinjku people, Australia NT 1959-2016, Pole 2005. The James C Sourris, AM, Collection. Gift of James C Sourris, AM, through the Queensland Art Gallery Foundation 2012. Donated through the Australian Government's Cultural Gifts Program.

Balit Narrum was formed as a collaborative partnership between the Aborigines Advancement League Inc and the Victorian Department of Health and Human Services North Division to provide a collective response to improve the access and participation of Aboriginal people who engage with disability supports.

Balit Narrum ensures that the Aboriginal disability voice is heard and helps to raise awareness of the prevalence of disability across the Aboriginal community.

Remote Area Strategy, Western Australia

Western Australia's Disability Services Commission Remote Area Strategy (RAS)

continues to provide targeted, culturally appropriate supports to people with disability and carers in remote parts of Western Australia.

In 2015-2016, three new RAS projects were launched in the Goldfields, Murchison and Mullewa. These projects aim to reduce the impact of physical remoteness on people's ability to engage with supports and services and seek to build capacity in local communities to provide services that are self-sustaining in the long-term.

Project outcomes have resulted in people feeling more informed about services and supports and more confident to participate in community life.

As the state-wide rollout of the NDIS approaches, learnings from the RAS projects will inform how best to deliver services and supports in regional and remote areas within an NDIS context.

Outcome

5

Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives



Early Childhood, Queensland

The Queensland Department of Education and Training has produced the innovative and Australian-first television series 'Sally and Possum' for young deaf and hard of hearing children to promote early learning literacy and numeracy. The series is designed for children aged four to eight years who use Auslan as their first language.

Policy directions

Strengthen the capability of all education providers to deliver inclusive high quality educational programs for people with all abilities from early childhood through adulthood.

Focus on reducing the disparity in educational outcomes for people with disability and others.

Ensure that government reforms and initiatives for early childhood, education, training and skill development are responsive to the needs of people with disability.

Improve pathways for students with disability from school to further education, employment and lifelong learning.

Indicators of changing trends

High quality education that is inclusive of people with disability is important to their life long economic and social wellbeing.

The most recent data on learning and skills was published in the 2015 SDAC.

Year 12 completion

The completion of Year 12 in modern society has become essential for achieving stable and self-supporting employment. Generally, people with disability have had lower levels of Year 12 completion than the broader community. This is due to a range of barriers, such as physical accessibility issues, lack of individualisation of support and assessment and continuing negative stereotypes.

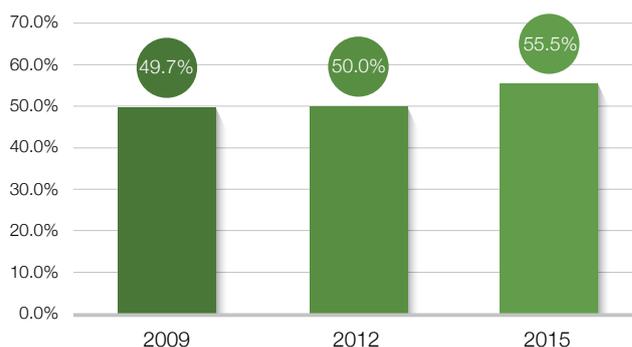
Rates of completion of Year 12 for people without disability is steadily rising. In 2009, about 75 per cent of people without disability aged 19 to 25 had completed Year 12. In 2015, over 80 per cent of people without disability aged 19 to 25 had completed Year 12.

Completion rates of Year 12 by people with disability aged 19 to 25 has also increased progressively, with almost half completing Year 12 in 2009. Completion rates of Year 12 by people with disability aged 19 to 25 have been consistently improving, with completion rates of 60 per cent in 2012 and 63 per cent in 2015.

Non-school qualifications

The rate of people with disability with non-school qualifications continues to rise steadily. Non-school qualifications include certificates, diplomas, under graduate and post graduate degrees. The rate of people with disability with non-school qualifications has gradually increased from 49 per cent in 2009, to 50 per cent in 2012, and to 56 per cent in 2015.

People with disability (aged 15-64) with non-school qualifications



What people with disability have to say about Outcome 5 – Learning and Skills



To inform the 2016 Progress Report, the Department of Social Services conducted a survey during August and September 2017 to receive feedback from people with disability, their families and carers, on progress and achievements against the Strategy. The views of people with disability, their families and carers, and their representative organisations provide valuable insight on progress made and where further effort is needed.

Feedback received from people with disability indicates that education reform has been slow. In recent times, there has been an increased focus in research, and in practice, on inclusive education. Despite this focus, people with disability believe that the research has not translated effectively into practice and that inclusive education is far from being an available education option to many students with disability in Australia.

There are pockets of good practice, with specific teachers and schools providing quality education programs and inclusive experiences. People with disability believe opportunities need expanding. There is a need for greater expertise in inclusive education and in understanding how to meet the needs of students with disability among educational staff, especially in the leadership group of principals and year level coordinators. Students with disability can be excluded from excursions, school camps, and other extra-curricular activities. They may also be segregated for particular aspects of curriculum or school activities.

Implementing inclusion and disability studies as a core component of teacher education and professional development will provide the tools to facilitate an inclusive educational setting enabling students with disability to feel valued, respected and part of the school community.

People with disability have indicated that while areas of good practice exist, more is needed to improve post-school experiences and outcomes for young people with disability and to ensure they are prepared for the future as contributing adults in society. This could be achieved through professional development of teachers, early transition planning (by Year 9), tailored person-centred approaches and work experience opportunities.

The following section outlines key achievements and progress made by the Australian Government, and state and territory governments, across Outcome 5 of the Strategy. Further examples of achievements and progress by all levels of government is available in Appendix 1.

Australian Government initiatives

Introduction of Auslan to the Australian curriculum

In 2016, Auslan was added to the Australian Curriculum. Auslan is offered from Foundation to Year 10 and aims to develop the knowledge, understanding and skills to enable students to communicate in Auslan.

The dual-pathway curriculum for Auslan assists both deaf and hearing student populations. It offers access to the formal study of Auslan to deaf children through a first language learner pathway, as well as to students interested in learning it as an additional language through a second language learner pathway.

To inform the development of the Auslan content and achievement standards, the Australian Curriculum, Assessment and Reporting Authority sought feedback from the Deaf community. Consultation forums were held in June and July 2016 in a number of capital cities across the states and territories. Further information is available at the [Australian Curriculum](http://www.australiancurriculum.edu.au)¹ website.

Nationally Consistent Collection of Data on School Students with Disability

The Nationally Consistent Collection of Data on School Students with Disability (NCCD) is a joint initiative of all Australian government and non-government education authorities. The NCCD was initiated as part of a broader commitment to recognise the adjustments being provided for the full range of school students with disability and to improve consistency and coherence of national education data.

The NCCD provides nationally consistent information on students receiving adjustments to

support their access and participation in learning because of disability, not just those who have a medical diagnosis. Information is collected on where they are located, the broad level of reasonable adjustment provided to assist these students to participate in schooling on the same basis as other students, and each student's broad type of disability.

Nearly all schools participated in the 2015 and 2016 NCCD. While it will take time to consolidate understanding of the data collection model across all Australian schools, the NCCD is already having a positive impact on the support provided to students with disability in Australian schools.

On the ground in the States and Territories

Everyone Everyday, Australian Capital Territory

Everyone Everyday aims to create a cultural shift in community attitudes about disability and inclusion. The program consists of a teaching resource for primary schools and professional development workshops for Australian Capital Territory teachers.

The teaching resource provides teachers with the tools they need to teach explicitly inclusive attitudes and behaviours. The *Everyone, Everyday website*² had over 5,000 separate visitors in 2016.

The professional development program provides teachers with an update on the philosophical shifts around disability and inclusion and provides an overview of the teaching resource. The professional development program has been progressed across the entire primary school education sector, with commitment from the Education Directorate, Catholic Education and the Association of Independent Schools ACT.

¹ www.australiancurriculum.edu.au

² <http://www.act.gov.au/everyoneeveryday>



Everyone Everyday, ACT

Everyone Everyday is a comprehensive social and emotional learning program that targets mainstream primary schools, and focuses on inclusion.

Every Student, Every School, New South Wales

Through the reform initiative *Every Student, Every School*, the New South Wales Department of Education continues to increase the number of principals and teachers undertaking professional learning to improve their understanding of obligations under the *Disability Discrimination Act 1992* and associated *Disability Standards for Education 2005*. The initiative works to enhance the skills and confidence of teachers in meeting the needs of students with disability.

By the end of 2016, more than 20,000 New South Wales teachers and support staff had undertaken accredited professional learning courses in key areas of student learning need, including Autism Spectrum Disorder, behaviour, speech, language and communication, motor coordination, dyslexia and significant reading difficulties and hearing loss.

Transition from School, Northern Territory

The Northern Territory has developed Transition from School guidelines and documents to

support schools, families and students plan appropriate pathways from school. The Northern Territory Department of Education works closely with the National Disability Coordination Officer to ensure students access supports when entering post-school employment and education.

Opened in October 2016, the Henbury School is a leading edge purpose-built special education school. The Henbury School offers accredited vocational education and training programs that provide students with pathway opportunities to further study or employment.

Early Childhood, Queensland

The Queensland Department of Education and Training has produced the innovative and Australian-first television series *'Sally and Possum'*³ for young deaf and hard of hearing children to promote early learning literacy and numeracy. The series is designed for children aged four to eight years who use Auslan as their first language.

Sally and Possum uses play based learning techniques to boost early literacy and numeracy

³ www.sallyandpossum.edu.au

development. The program includes an Australian English voiceover to enable siblings, carers and friends to enjoy the production. *Sally and Possum* has been broadcast on ABC KIDS since June 2016 and has received overwhelming positive feedback from parents via the ABC KIDS for Parents Facebook page.

TAFE SA, South Australia

TAFE SA is committed to creating an inclusive environment for staff and students with disability. With a higher than average proportion of students with disability, learning difficulties and social disadvantage, TAFE SA plays a pivotal role in increasing access to training to assist in gaining employment. TAFE SA undertook a range of initiatives during 2015-2016, including:

- Language, literacy and numeracy programs for people with an intellectual disability under the Skills for Education and Employment program
- The development of individual Student Access Plans
- Case management and referrals for students with complex needs, including students with disability
- Transition information sessions for students, their parents and teachers who are considering vocational education and training.

Autism Class Support Program, Tasmania

In 2015, an Autism Class Support Program (ACS Program) was established at Lindisfarne North Primary School as a two-year pilot program to support students with Autism Spectrum Disorder. The ACS Program has provided young people with the best opportunities to engage in quality teaching and learning programs and to reach their full potential, while still supporting them to be included in a mainstream school environment.

Following the successful trial of the ACS Program at Lindisfarne North Primary School, a new secondary school program was established at Rose Bay High School from Term 1, 2017, and additional primary school programs in the North and North-West were launched in Term 4, 2017.

Special Needs Plan for Victorian Schools, Victoria

As part of the Education State, the Victorian Government has committed to an inclusive education reform agenda through the *Special Needs Plan for Victorian Schools* and its response to the *Program for Students with Disabilities Review, Inclusive Education for all Students with Disabilities and Additional Needs*. The agenda will improve students' achievement, engagement and wellbeing by creating fairer, safer and more inclusive schools for students with disability and additional needs.

Launched in 2015 as part of the Special Needs Plan, the *Inclusive Schools Fund* is a \$20 million fund over four years, established to help Victorian government schools implement innovative projects that promote best practice inclusive school environments and support the educational and social needs of children and young people with disability. In 2015 and 2016, 57 successful schools received funding through the *Inclusive Schools Fund*. Further information about the *Inclusive Schools Fund* is available at the [Victorian School Building Authority⁴](http://www.vic.gov.au/victorian-school-building-authority) website.

NDIS Integrated Education Project, Western Australia

Western Australia's Disability Services Commission and the Western Australian Department of Education have worked in partnership to implement integrated planning and intervention strategies that will benefit children with disability who are eligible for the NDIS in Western Australia.

In July 2015, the NDIS Integrated Education Project was developed to deliver supports and services that are aligned across school, home and community-based settings. The project creates a framework where schools, families, Local Coordinators and service providers can share knowledge, ideas, goals and strategies about individual students.

The project is being implemented in the NDIS trial sites in the Cockburn-Kwinana and the Lower South West areas, with 136 children and their families participating.

⁴ www.schoolbuildings.vic.gov.au/Pages/Inclusive-Schools-Fund.aspx

Outcome

6

Health and Wellbeing

People with disability attain highest possible health and wellbeing outcomes throughout their lives



Victorian Aboriginal Health Service

The health status of people with disability is poorer than the general population in ways that are not always related directly to an individual's disability. Discrimination and a lack of inclusion have a negative effect on a person's health, both directly and indirectly.

Aboriginal and Torres Strait Islander people are 1.8 times more likely to have a disability than other Australians. The Victorian Aboriginal Health Service was established in 1972 to address the specific medical needs of Victorian Aboriginal and Torres Strait Islander communities. As well as providing a variety of medical services, the Victorian Aboriginal Health Service is committed to supporting the wellbeing of the community.

Policy directions

All health service providers (including hospitals, general practices, specialist services, allied health, dental health, mental health, population health programs and ambulance services) have the capabilities to meet the needs of people with disability.

Timely, comprehensive and effective prevention and early intervention health services for people with disability.

Universal health reforms and initiatives address the needs of people with disability, their families and carers.

Factors fundamental to wellbeing and health status such as choice and control, social participation and relationships, to be supported in government policy and program design.

Indicators of changing trends

Good health is an important part of wellbeing for all people. People with disability experience significantly worse health outcomes than the general community. These poorer health outcomes include aspects of health that are unrelated to the specific health conditions associated with their disability.

The most recent data on health and wellbeing was published in the 2015 SDAC and the *National Health Survey 2014-15*.

Health

The data on self-assessed general health for people with disability is mixed. While the rate of people who assessed their health as being poor has remained steady since 2010, the rate of people who assessed their health as fair, good or better than good has decreased slightly. Since 2012 there have been no significant improvements in the self perceived health status of people with disability.

Preventable disease

Specific lifestyle factors affect health, such as smoking, alcohol consumption, exercise and diet.

People with disability continue to have higher health lifestyle risk factors than the broader community. However, these risk factors are

slowly decreasing. In 2011-12, almost 19 per cent of people with profound or severe core activity limitation were daily smokers. This decreased to 15 per cent in 2014-15.

Similarly, the rate of people with profound or severe core activity limitation that are overweight or obese has improved, decreasing from 76 per cent in 2011-12 to 74 per cent in 2014-15.

Compared to the broader community, people with profound or severe core activity limitation are...



More likely
to be a smoker



More likely
to be overweight
or obese



Less likely
to eat the recommended
amount of fruit and
vegetables each day

What people with disability have to say about Outcome 6 – Health and Wellbeing



To inform the 2016 Progress Report, the Department of Social Services conducted a survey during August and September 2017 to receive feedback from people with disability, their families and carers, on progress and achievements against the Strategy. The views of people with disability, their families and carers, and their representative organisations provide valuable insight on progress made and where further effort is needed.

People with disability felt there has been some improvement in the health and wellbeing of people with disability. However, people with disability highlighted the wide range of barriers that they continue to experience in seeking the highest possible health and wellbeing outcomes.

People with disability indicated that local community health services tended to be somewhat accessible; however, further work is needed to improve these services. Issues such as the cost of health care, flexible appointments, management of complex health issues, communication, availability of specialists, and availability of trained health professionals were raised as ongoing issues needing attention.

The lack of mental health services for people with disability was a common concern in feedback from people with disability. Similar to specialist services, the high cost of these services is a barrier to treatment and makes cost of care, which is an important component of mental health care, increasingly difficult.

The following section outlines key achievements and progress made by the Australian Government, and state and territory governments, across Outcome 6 of the Strategy. Further examples of achievements and progress by all levels of government is available in Appendix 1.

Australian Government initiatives

Primary Health Network Program

Thirty-one Primary Health Networks (PHNs) have been established as a national network of independent primary health care organisations. PHNs have two key objectives:

- To improve the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes.
- To improve the coordination of care, to ensure patients receive the right care, in the right place, at the right time.

All PHNs are required to understand their region's health needs and service gaps and to identify priority activities for commissioning. To do this they consult with a wide range of primary health care providers and the community, including people with disability and their sector representatives.

My Health Record

My Health Record is the national digital health record system. A My Health Record contains important health information like allergies, medical conditions and treatments, medicine details, and test or scan reports that can be accessed through one system. Healthcare providers including doctors, specialists and hospital staff can see it online from anywhere and at any time.

My Health Record aims to provide better access to important healthcare information, improve safety through access to information in a medical emergency and be more convenient by removing the need to remember and repeat health history. My Health Record will improve the accuracy of healthcare information transfer. This is particularly helpful for people with disability with cognitive or memory difficulties, or who use non-standard communication methods.

National Health and Medical Research Council

The National Health and Medical Research Council (NHMRC) is Australia's leading expert body promoting the development and maintenance of public and individual health standards and the provision of public funding for health and medical research.

NHMRC awards significant funding for high-quality research in many different areas relevant to disability. Examples include:

- *Centre for Research Excellence in traumatic brain injury rehabilitation*, \$2.67 million over five years
- *Centre of Research Excellence in Disability and Health*, \$2.48 million over five years
- *Improving the mental health outcomes of people with an intellectual disability*, \$1.18 million over five years
- *Increasing participation in exercise among young people with disability*, \$857,941 over three years.

On the ground in the States and Territories

Connect and Participate Expo, Australian Capital Territory

The Connect and Participate (CAP) Expo has been built around the need of people with disability to reduce isolation and join community activities and organisations that meet their interests. Research indicates that social isolation has impacts on health outcomes, similar to smoking.

The CAP Expo is an annual opportunity for Canberrans of all ages and abilities to interact with community groups and clubs. It has been dubbed 'O' Week for adults. The CAP Expo has been an annual event since inception by Disability ACT in 2014.

The CAP Expo was an outstanding success in



Programs such as Queensland's Parent Connect seek to ensure families of children with disability receive early, tailored support to enable the best start to life.

2015 and 2016, with an increase in participating groups and clubs to 160. In 2016, an estimated crowd of 8,000 attended the CAP Expo. Evaluation feedback estimates 2000 productive interactions between stallholders and attendees, with over 320 people joining a new group as a direct result of visiting the CAP Expo.

Responding to Needs During Hospitalisation, New South Wales

In December 2016, the Ministry of Health completed a review of the New South Wales Health policy directive, *People with Disability: Responding to Needs during Hospitalisation*. The policy was revised in consultation with the New South Wales Health system, the New South Wales Department of Family and Community Services, the New South Wales Ombudsman's Office, the Council for Intellectual Disability, the Physical Disability Council of New South Wales and academics.

Hearing Services, Northern Territory

In the Northern Territory, the Department of Health provides a number of initiatives to improve access to hearing health services:

- Identification and diagnosis of permanent hearing loss through the Newborn Hearing Services program
- Language interpreters for clients with hearing disability
- Auslan interpreters for clients with significant hearing disability and who use Auslan to communicate
- Ramps for hearing booths to allow access for clients using wheelchairs.

Parent Connect, Queensland

The Queensland Department of Communities, Child Safety and Disability Services and Seniors

develops and maintains a range of services to support parents of newborn or newly diagnosed children with disability.

Parent Connect guides parents through planning and mapping to help determine the best possible response for their family, and offers a range of supports for up to 12 months to implement changes. In 2015-16, *Parent Connect* provided support to 991 new parents through eight locations across Queensland.

Person Centred Approach to Health, South Australia

In August 2016, the South Australian Department of Human Services completed a project to transition the medical care of all 71 residents in Highgate Park to local community General Practitioners (GPs). The Highgate Park GP Project represented a collaborative effort between Highgate Park Primary Care and the Centre for Disability Health (CDH).

Previously, residents received their medical care from CDH medical officers. Through a collaborative, person-centred approach, the medical support for each individual has now been comprehensively handed over to GPs from a range of local general practices. Residents were supported to make informed decisions about their choice of GP. It is anticipated this transition process will further enhance awareness of disability health needs and practice amongst mainstream primary health care services.

Workplace Support, Tasmania

Agencies across the Tasmanian Government have been implementing initiatives to increase workplace support for understanding mental health and suicide. Some of these have included:

- Holding workshops with senior leaders on building a mentally healthy workplace
- Training on mental illness facilitated by a consultant psychiatrist
- Implementing professional development sessions on suicide prevention and mental health awareness at TasTAFE.

Improving Access to Health Services, Victoria

The Victorian Department of Health and Human Services has engaged Bendigo Health's Collaborative Health Education and Research Centre to undertake a project to improve access to and experiences of health services for people with disability and their carers.

The key objectives of the project are to:

- Develop a system that includes individualised models of care to enhance access and quality of care through the hospital system for people with disability who have complex needs and behaviours
- Increase access to preventative and general health care for people with disability.

Expansion of Motor Injury Insurance, Western Australia

The laws governing compulsory motor vehicle insurance in Western Australia changed on 1 July 2016 with the introduction of the *Motor Vehicle (Catastrophic Injuries) Act 2016*, which expanded motor injury insurance for 1.8 million insured motorists in Western Australia.

This expansion of insurance cover ensures that all people catastrophically injured in motor vehicle crashes in Western Australia are able to access necessary and reasonable treatment, care and support for the rest of their lives, irrespective of fault.

Further information is available at the **Insurance Commission of Western Australia**¹ website.

¹ <https://www.icwa.wa.gov.au/motor-injury-insurance/catastrophic-injuries-support>



Leisa Prowd, Victoria

Melbourne based dancer, performance artist, writer and public speaker Leisa Prowd is currently an ensemble member of both Rawcus and Weave Movement Theatre.

**National Disability Strategy
2010-2020**

**Progress Report to
the Council of Australian
Governments 2016**

**Appendix 1:
Achievements and outcomes
under the National Disability
Strategy**



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Acronyms and Abbreviations

ABLES	Abilities Based Learning and Education Support	CBD	Central Business District
ABC	Australian Broadcasting Corporation	COAG	Council of Australian Governments
ACC	Adelaide City Council	CoS	Continuity of Support
ACCHS	Aboriginal Community Controlled Health Services	COSP	Conference of States Parties
ACS	Autism Class Support	CSO	Community Service Obligations
ACTPS	Australian Capital Territory Public Service	CTS	Community Transition Support
AD	Audio Description	D2DL	Day to Day Living
ADEC	Action on Disability within Ethnic Communities	DAFPs	Disability Access Facilitation Plans
ADEs	Australian Disability Enterprises	DAIN	Disability Access and Inclusion Network
ADF	Australian Defence Force	DAIP	Disability Access and Inclusion Plan
ADM	Adelaide Design Manual	DATSIP	Department of Aboriginal and Torres Strait Islander Partnerships, Queensland
AICAP	Accessible and Inclusive City Action Plan	DECD	Department for Education and Child Development, South Australia
AND	Australian Network on Disability	DEP	Disability Employment Program
APS	Australian Public Service	DES	Disability Employment Services
APSC	Australian Public Service Commission	DET	Department of Education and Training, Queensland
APY	Anangu Pitjantjatjara Yankunytjatjara	DEWS	Department of Energy and Water Supply, Queensland
ARC	Aquatic and Recreation Centre	DFES	Department of Fire and Emergency Services, Western Australia
ASBs	Arts Statutory Bodies	DHHS	Department of Health and Human Services, Tasmania
ASD	Autism Spectrum Disorder	DHN	Disability Health Network, Western Australia
BDSN	Bundaberg Disability Sector Network		
BSWAT	Business Services Wage Assessment Tool		

Acronyms and Abbreviations

DHPW	Department of Housing and Public Works, Queensland	IDPwD	International Day of People with Disability
DHS	Department of Human Services, South Australia	ILC	Information, Linkages and Capacity Building
DJAG	Department of Justice and Attorney-General, Queensland	JFA	Julia Farr Association
DoE	Department of Education, Tasmania	LCCSC	Law, Crime and Community Safety Council
DoH	Department of Health, Western Australia	LGA SA	Local Government Association of South Australia
DPAC	Department of Premier and Cabinet, Tasmania	LGAIN	Local Government Access and Inclusion Network
DPIPWE	Department of Primary Industry, Parks, Water and Environment	LRAC	Law Reform Advisory Council
DSO	Disability Support Organisations	LSS	Learner Support Services
DSP	Disability Support Pension	LSVT	Lee Silverman Voice Treatment
DTA	Digital Transformation Agency	MHC	Mental Health Commission, Western Australia
DVA	Department of Veterans' Affairs	NAPTAC	National Accessible Public Transport Advisory Committee
ECEI	Early Childhood Early Intervention	NDCO	National Disability Coordination Officer
EDQ	Economic Development Queensland	NDIA	National Disability Insurance Agency
EDU	Australian Capital Territory Education Directorate	NDIS	National Disability Insurance Scheme
ENU	Exceptional Needs Unit	NDS WA	National Disability Services Western Australia
FACS	Family and Community Services, New South Wales	NHMRC	National Health and Medical Research Council
FASD	Fetal Alcohol Spectrum Disorder	NLHC	Non-Liability Health Care
FWC	Fair Work Commission	NRAS	National Rent Affordability Scheme
HaDSCO	Health and Disability Services Complaints Office, Western Australia	NSET	Network Student Engagement Teams
HASI	Hayes Ability Screening Index	NTPFES	Northern Territory Police, Fire and Emergency Services
HCWA	Helping Children with Autism	NTPS	Northern Territory Public Sector
HESF	Higher Education Standards Framework	OMAC	Office for Multicultural Affairs and Citizenship, Victoria
IAC	Independent Advisory Council	OPG	Office of the Public Guardian, Queensland
ICT	Information and Communications Technology		

ORS	Office for Recreation and Sport, South Australia	SLES	School Leaver Employment Supports
OVDS	Official Visitors for Disability Services, Australian Capital Territory	SRA	Student Resource Allocation
PBIS	Positive Behaviour Intervention and Support	STEPS	Step Up To Enable People and Communities
PC	Productivity Commission	SWS	Supported Wage System
PDAC	Premier’s Disability Advisory Council, Tasmania	TtW	Transition to Work
PDAs	Priority Development Areas	UN	United Nations
PIR	Partners in Recovery	VAP	Victims Assistance Program
PLASST	Personalised Learning and Support Signposting Tool	VEAI	Veterans’ Employment Assistance Initiative
PLWD	People Living With Dementia	VET	Vocational Education and Training
PSBA	Public Safety Business Agency, Queensland	VITP	Vision Impairment Travel Pass
PTSD	Post-Traumatic Stress Disorder	WACOSS	Western Australia Council of Social Services
PTV	Public Transport Victoria	WWILD	Working Alongside People with Intellectual and Learning Disabilities
QCS	Queensland Corrective Services		
QFES	Queensland Fire and Emergency Services		
QPS	Queensland Police Service		
RHOF	Rural Health Outreach Fund		
RIS	Regulation Impact Statement		
RTOs	Registered Training Organisations		
SACE	South Australian Certificate of Education		
SACS	Social Attention and Communication Surveillance		
SAHT	South Australian Housing Trust		
SASI	South Australian Sports Institute		
SDA	Specialist Disability Accommodation		
SDAI	Specialist Disability Accommodation Initiative		

Australian Government

Outcome 1 - Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life

Review of the Disability (Access to Premises – Buildings) Standards 2010

The *Disability (Access to Premises – Buildings) Standards 2010* aim to provide people with disability dignified and equitable access to buildings. There is a legislative commitment to review the Premises Standards every five years.

In 2015-16, the Department of Industry, Innovation and Science, in consultation with the Attorney-General's Department, conducted a review on the effectiveness of the Premises Standards.

In March 2017, the former Minister for Industry, Innovation and Science, Minister Sinodinos, and the former Assistant Minister for Industry, Innovation and Science, Assistant Minister Laundry, released the Government Response to the Review. The Response sets out reforms to be made to the Premises Standards to improve their effectiveness and clarity, as well as new measures to assist with their application and evaluation by government and industry. The proposed improvements to the Premises Standards will continue to help to ensure people with disability have better access to public buildings.

Audio Description Trial on iview

On 30 June 2016, the Australian Broadcasting Corporation (ABC) completed a fifteen month Audio Description (AD) trial on its online catch-up television service, iview. The trial provided fourteen hours of audio described content per week and was available on Apple and Android devices, as well as on personal computers and through Hybrid Broadcast Broadband TV. Over the course of the iview trial, the ABC provided 922 hours of original programs with AD, which received a total of 158,277 plays.

The Australian Government received the ABC's final report on the outcomes of the AD trial on iview in late 2016. These results, combined with results from the previous trial in 2012, will add to the Government's understanding of the delivery options available for AD in Australia.

National Arts and Disability Strategy

The Australian, state and territory governments have released the *National Arts and Disability Strategy Evaluation Report* for the reporting period 2013 to 2015. *National Arts and Disability Strategy* activities that align with the objectives of the Strategy continue to be implemented.

The Australia Council for the Arts continues to support people with disability through various funding programs and events. The Council held events in December 2015 and December 2016 to celebrate International Day of People with Disability. In December 2015, artists and curators were invited and paid to present their work. The focus for December 2016 was the launch of the Council's new *Disability Action Plan 2017-2019*.

Access to the event was provided through Auslan, audio description and captioning to enable full participation.

National Cultural Institutions have increased opportunities for people with disability to participate in on-site programs. The Australian National Maritime Museum opened *Action Stations*, a centre aimed at broadening access for visitors to the Museum's historic naval vessels. This has included the provision of multi-sensory exhibits, improved access to the vessels for visitors with mobility issues, and a virtual reality tour of submarine HMAS Onslow.

Digital Service Standard

The Digital Transformation Agency (DTA) finalised the *Digital Service Standard* in May 2016. The Standard applies to public facing Australian Government services owned by non-corporate Australian Government entities. It is applicable to new and redesigned government services (information and transactional) and all high volume transactional services that are existing or being designed/redesigned.

The Standard has several criteria that will improve government digital service delivery for people with disability through improved accessibility.

The DTA will progressively publish service and product reports against the Standard as assessments are undertaken at different points.

Further information is available at the DTA¹ website.

Whole Journey Guide

The development of a guide to facilitate accessible public transport journeys was called for in the second review of the *Disability Standards for Accessible Public Transport 2002* (Transport Standards).

The *Whole Journey Guide*, developed by the Department of Infrastructure, Regional

Development and Cities, aims to encourage public transport policy makers, planners, designers, builders, certifiers and operators to think beyond compliance and the physical and governance boundaries of services and infrastructure and focus on people's accessibility needs across their whole journey.

Funded and facilitated by the Department of Infrastructure, Regional Development and Cities, the development of the Guide included a series of workshops in Melbourne, Sydney, Adelaide and Brisbane in April 2016 and an online survey. Further consultation was undertaken with government disability advisory bodies in Sydney and Brisbane in late 2016.

Further information about the Guide is available at the Department of Infrastructure, Regional Development and Cities² website.

The Modernisation of the Disability Standards for Accessible Public Transport 2002

As called for in the second Transport Standards review, the Australian Government recognised that ten years after its inception, some parts of the Transport Standards may not be meeting the current and future needs of people with disability. Neither do they provide sufficient flexibility or guidance to providers and operators in their efforts to fulfil their obligations under the *Disability Discrimination Act 1992*.

In 2015, working groups convened by the National Accessible Public Transport Advisory Committee began identifying parts of the Transport Standards that required review and possible amendment. In mid-2016, the Department of Infrastructure, Regional Development and Cities convened a specific-purpose committee and contracted a project manager to lead work on the first of two tranches of identified issues. Tranche 1 contained those

² <https://infrastructure.gov.au/transport/disabilities/whole-journey/index.aspx>

¹ <https://www.dta.gov.au/standard/>

issues that might be resolved by the conclusion of 2017 while tranche 2 contained the more complex and longer-term issues.

The Department of Infrastructure, Regional Development and Cities will undertake Council of Australian Governments (COAG) Regulation Impact Statement processes surrounding both tranches. Each process will involve national consultations. Further information is available at the Department of Infrastructure, Regional Development and Cities³ website.

Disability Access Facilitation Plans

Through its Aviation Access Forum, the Australian Government has encouraged airline and airport operators to develop and publish Disability Access Facilitation Plans (DAFPs) on their websites. The Aviation Access Forum includes representatives from the disability sector, government agencies and the aviation industry.

The aim of DAFPs is to provide detailed information on an airline or airport operator's approach to meeting the needs of travellers with disability.

The DAFPs are intended to be used as a communication tool between airline and airport operators and the travelling public on the availability and accessibility of services for passengers with disability—ideally covering the total travel experience, from making a reservation through to arriving at the intended destination.

To support airline and airport operators, the Department of Infrastructure, Regional Development and Cities has published guidance material on its website to assist operators in developing their DAFPs.

All Australian major airlines and capital city airports, as well as a significant number of regional airport operators, have published DAFPs on their websites. Further information on the

³ <https://infrastructure.gov.au/transport/disabilities/index.aspx>

DAFPs is available at the Department of Infrastructure, Regional Development and Cities⁴ website.

National Disability Conference Initiative

During the 2014-15, 2015-16 and 2016-17 financial years, the Australian Government supported the inclusion of people with disability at nationally focused, disability related conferences in Australia. Up to \$10,000 per conference was granted to over 90 conference coordinators through the National Disability Conference Initiative.

Support for Day to Day Living in the Community Program

It is estimated that 8,700 people participate in *Day to Day Living* (D2DL) services at any one time.

The Department of Health's D2DL program recognises that people with severe and persistent mental illness face significant obstacles to learning new skills and participating in social activities.

D2DL aims to improve the social and health outcomes of people with severe and persistent mental illness through:

- Development of new skills or relearning old ones
- Strengthening social networks and confidence in interacting with people
- Improving social participation through community, social and recreational activities to address social isolation
- Empowering consumers and building self confidence.

The D2DL program is transitioning to the National Disability Insurance Scheme (NDIS). Transition commenced on 1 July 2016.

⁴ www.infrastructure.gov.au/aviation/aaf/disability.aspx

The NDIS has a variable rollout model during the transition period. Local regions will phase to the NDIS according to various schedules, determined by the bilateral agreements between the Australian Government and state and territory governments. The D2DL program will cease on 30 June 2019.

D2DL organisations are funded to 30 June 2019 to ensure service continuity to clients and to support transition of eligible clients to the NDIS. Organisations are also funded to support clients not eligible for the NDIS until continuity of support arrangements are finalised.

Sustainable Procurement Policy

The Department of Industry, Innovation and Science developed its *Sustainable Procurement Policy* in late 2015 to promote corporate responsibility and increase awareness of social considerations in the procurement lifecycle. The Policy introduces a social impact assessment tool and emphasises social considerations, such as disability, when undertaking procurement in the Australian Public Service (APS). The Policy has been shared with portfolio and other interested agencies.

Outcome 2 – Rights Protection, Justice and Legislation

People with disability have their rights promoted, upheld and protected

NDIS Quality and Safeguarding Framework

The NDIS Quality and Safeguarding Framework has been developed through intensive consultation between all governments, people with disability and other key stakeholders. The Framework is designed to ensure a safe

environment and quality supports for all NDIS participants. It seeks to help participants resolve problems quickly, and strengthen the capability of NDIS participants, the workforce and providers to operate in the NDIS market.

The Framework was agreed by COAG on 9 December 2016. The Framework was publicly released by COAG’s Disability Reform Council on 3 February 2017.

The Framework is expected to be operational for NDIS full scheme. Until this time, existing state and territory government and Australian Government quality and safeguarding arrangements apply. The Framework outlines the establishment of a new national function for provider registration, as well as national functions for handling complaints, including investigating reportable incidents, and overseeing the use of restrictive practices.

Worker screening is a shared responsibility. State and territory governments are responsible for implementing worker screening checks in their own jurisdictions, and all governments work together to develop national policy and standards. Governments also share responsibility for delivering on their commitment to reduce and eliminate the use of restrictive practices in the NDIS. State and territory governments continue to be responsible for authorisation of the use of restrictive practices.

Work on developing detailed policy underpinning the different elements of the Framework is underway, in consultation with state and territory government. People with disability, their families and carers, providers and other key stakeholders will be consulted as work progresses.

Unfit to Plead

On 5 November 2015, the Ministerial Council for law and justice, police and emergency management, the Law, Crime and Community Safety Council (LCCSC), agreed to establish a Working Group on the treatment of people unfit to plead or found not guilty by reason of mental

impairment. The Working Group is chaired by the Australian Government Attorney-General's Department.

Criminal justice and related issues are the primary responsibility of state and territory governments. The establishment of the Working Group was in response to ongoing scrutiny, including through high profile human rights complaints against Australia through a United Nations (UN) mechanism and state and territory law reform reviews. Between 2012 and 2015, law reform reviews on these issues were undertaken in NSW, Victoria, Queensland, SA and WA.

The Working Group presented the draft *National Principles on the Treatment of People Found Unfit to Plead or Found not Guilty by Reason of Mental Impairment* (National Principles) when it reported back to LCCSC at its meeting on 21 October 2016. Attorneys-General noted progress on the National Principles, and noted work to collect and collate existing data on fitness to stand trial, the defence of mental impairment and interstate forensic transfers.

National Plan to Reduce Violence against Women and their Children

The *National Plan to Reduce Violence against Women and their Children 2010–2022* was released in February 2011. The National Plan brings together the efforts of the Australian Government, state and territory governments and the community to make a significant and sustained reduction in violence against women and their children. The National Plan is being delivered through a series of four three-year Action Plans.

The *Third Action Plan 2016-2019*⁵ was launched on 28 October 2016 by the former Prime Minister, the Hon Malcolm Turnbull.

⁵ <https://www.dss.gov.au/node/50891>

The Third Action Plan outlines what all governments, communities, businesses and individuals can do to reduce violence against women and their children. It sets out 36 practical actions, across six national priority areas, to be undertaken through 2016-19.

The Third Action Plan contained several actions to support women with disability, including:

- Supporting the development of integrated, responsive and more accessible services for women with disability.
- 1800RESPECT exploring how technology can be harnessed to provide safe and relevant services for women with disability.
- Enhancing free, accredited nationally available domestic violence training, with the development and rollout of accredited training specifically for the disability sector.
- Building a strong evidence base on the types of violence experienced by women with disability to inform future responses. This includes improving understanding of the settings where violence takes place and who the perpetrators are.
- Working with women with disability and disability sector stakeholders to explore opportunities for collaboration and identify policy priorities.

My Health Records Act 2012

The Attorney-General's Department worked with the Department of Health to ensure that a new provision in the *My Health Records Act 2012* reflected best practice in the area of representative decision-making.

The new provision shifted the duty of authorised representatives from being required to act in the 'best interests' of an individual, to a duty to give effect to the 'will and preferences' of the individual. This change realised the principle that people with disability have an equal right to make decisions and to have those decisions respected. The new provision is consistent with recommendations of the Australian Law Reform Commission in its 2014 report entitled *Equality*,

Capacity and Disability in Commonwealth Law.

If it is not possible to ascertain an individual’s will and preferences, reasonable efforts must be made to ascertain likely will and preferences (including through consultation with relevant people in the person’s life). Where will or preferences cannot be ascertained, or giving effect to the individual’s will or preferences would pose serious risk to the individual’s personal or social wellbeing, the authorised representative is required to act in a manner to promote the personal and social wellbeing of the individual.

Failure of an authorised representative to meet these duties may result in their appointment being suspended or cancelled, or access to the individual’s My Health Record being blocked under the My Health Records rules.

The new provision came into effect on 26 November 2015.

Australian Human Rights Commission

The Australian Human Rights Commission is an independent statutory agency. The Australian Government funds the Commission to assist individuals and organisations to understand their rights, meet their legal responsibilities, and to advocate for the rights of people with disability. The Commission conducts public inquiries, negotiates disability guidelines and standards, supports organisations to develop disability action plans and runs community education programs. It is also empowered to conciliate complaints relating to the *Disability Discrimination Act 1992*.

In 2016, the Australian Government appointed Mr Alastair McEwin to the role of Disability Discrimination Commissioner. Mr McEwin is a longstanding advocate for the rights of people with disability, and has represented the interests of people with disability at all levels. In addition to his extensive qualifications and experience, Mr McEwin brings to the role lived experience of the issues confronting people with disability.

Mr McEwin conducted a national consultation with the disability community on how he can most effectively work to advance the rights of people with disability. The national consultations commenced on 24 October 2016 and finished in March 2017.

Further information is available at the Australian Human Rights Commission⁶ website.

Human Rights International Events

The Department of Social Services supports representatives from Disability Peak Organisations and Disability Advocacy Organisations to attend key human rights international events, including the United Nations *Convention on the Rights of Persons with Disabilities* Conference of States Parties (COSP). The COSP occurs annually in New York and provides an opportunity for Australia to engage in dialogue with other nations and connect individuals and organisations with best practice ideas around mechanisms to secure and advance the rights of people with disability.

The participation of people with disability at these events develops and strengthens individual skills, assists organisations to make linkages and fulfils Australia’s obligations under the United Nations *Convention on the Rights of Persons with Disabilities*.

Blind and Low Vision Telephone Voting Service

At the 2016 federal election, electors with vision impairment could cast a telephone assisted vote from a location of their choice without the need to travel to or attend a polling place.

The telephone assistance service was developed in close consultation with the vision-impaired community, including peak bodies such as Vision Australia and Blind Citizens Australia, and was

⁶ www.humanrights.gov.au

first implemented for the 2013 federal election. For the 2016 federal election, there were 2,175 voters registered to use the telephone assistance service.

Outcome 3 – Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives

Leading Practice Initiative for Australian Disability Enterprises

The Leading Practice Initiative for Australian Disability Enterprises (ADEs) was available in 2015 to organisations who were recognised as leaders in innovative practice in supported employment. The Initiative seeks to further improve or enhance their business and, in turn, support social and economic participation for supported employees.

Through this Initiative, Multicap in Queensland collaborated with St Vincent de Paul Society Queensland and Grassroots Espresso, to open the first Monte Lupo Café Coffee Cart in Brisbane's west, with a further cart opening in Capalaba in early January 2017. Grassroots Espresso is proudly supporting Multicap as their coffee supplier and by providing free barista training in both the Monte Lupo Café and coffee carts.

Monte Lupo Café Coffee Carts offer not just employment and training, but open up a world of opportunities by offering work outside of the traditional supported employment environment. The carts provide new challenges and opportunities to develop skills and communication abilities. Importantly, individuals build their self esteem and confidence through social interaction with the broader community.

The coffee cart business draws on what Multicap does best at its onsite café at the Monte Lupo Gallery and adapts these principles to expand employment opportunities for people with disability, but not in the conventional way.

An assisted employee, Barbara, has taken on one of the barista roles in Capalaba, and is thoroughly enjoying her new role.

“I am very excited to be in a workplace that has a positive impact and offers me some social interaction, said Barbara. “I was finding it hard to get motivated to get dressed in the morning but now I come to work, I socialise with people and I am learning new skills that I am capable of.”

“I found having a disability very frustrating but now I see it has created new opportunities. I have met so many people at Multicap who genuinely want to make a difference to the lives of people with disability.”

This collaborative working arrangement between a community service provider and a commercial business is an example of how a provider can draw on existing capabilities, and go that one-step further to expand on services and options for clients.

Supported Wage System

The Australian Government is committed to supporting high quality and stable employment outcomes for people with disability in a vibrant and sustainable supported employment sector.

The Government, along with a range of industrial parties, is developing a new productivity based wage assessment tool for use in supported employment since the suspension of the Business Services Wage Assessment Tool (BSWAT).

\$32 million has been provided by the Government to develop and test options with relevant stakeholders, including funding a trial of a modified Supported Wage System (SWS), and subsequent small-scale demonstration, to

showcase how the tool can be used in specific ADE business contexts and working environments.

Disability Employment Services

Disability Employment Services (DES) are one element of the Australian Government's approach to improving the employment participation of people with disability. DES supports people whose main impediment to gaining employment is their disability, injury or health condition to find and keep work in the open labour market. DES includes individualised, tailored assistance with an emphasis on employment, skills development, education and training, and support for prospective employers.

Since the introduction of DES in March 2010, over 384,000 paid job placements have been achieved for people with disability. As of 31 December 2016, there were 187,843 participants in DES.

Currently, only 32 per cent of DES participants are in employment three months after a period of assistance in DES, down from a high of 38 per cent in 2013, and substantially lower than the 42.8 per cent rate achieved by Job Services Australia, the predecessor of the mainstream employment service, *jobactive*.

The Australian Government announced reforms to DES in the 2017-18 Budget, to commence from 1 July 2018. The reforms follow extensive sector consultations in 2015 and 2016, and seek to improve the overall performance of the program.

Changes to the program include:

- Improving participant choice and control in the services they receive and how they receive them
- Engendering greater competition between providers to drive performance
- Strengthening the link between provider revenue and performance in placing and supporting participants in employment
- Undertaking a trial of possible expansion of DES eligibility for school leavers
- Indexing provider payments at a cost of \$300 million over the next ten years.

The Government will ensure that there is a smooth transition from the existing arrangements to the new DES model. Implementation of the new program will seek to minimise disruption to the sector and ensure participants will continue to have access to services during the transition phase.

JobAccess

JobAccess, introduced in 2006, was granted additional funding in the 2015-16 Budget to streamline and improve accessibility of the service and website. On 1 July 2016, a new JobAccess was introduced, incorporating four previously separate services: the advice service and website and administration of the Employment Assistance Fund; the National Disability Recruitment Coordinator; the Complaints Resolution and Referral Service; and the National Disability Abuse and Neglect Hotline.

The new JobAccess provides a central entry point to employment services for people with disability, employers, service providers, the disability sector and the broader community to increase the number of people with disability in paid employment in the open labour market.

Combining these previously stand-alone services has improved usability and accessibility of services through streamlined access channels, simplified application processes for disability employment supports, and targeted funding for promotional activities to improve awareness of disability employment services. It has also provided cost efficiencies by removing replicated activities between the previously separate services.

The new JobAccess was recognised domestically and internationally for its success in providing a streamlined approach to service

delivery through:

- The 2016 Government Contact Centre Summit Excellence Awards in the category of Best People Strategy in a Government Contact Centre
- The annual Zero Project Conference at the United Nations in 2017 in the category of Innovative Policies Advancing Employment.

Affirmative Measure for Disability Employment

The Australian Public Service Commissioner's Directions 2016⁷ commenced on 1 December 2016. Section 27 of the Directions provides a new affirmative measure, which gives agencies the flexibility to identify a vacancy as open only to persons with disability, or a particular type of disability.

The measure is designed to address the under-representation of people with disability in the APS. The aims of the affirmative measure are to:

- Promote the right to equality and non-discrimination in employment for people with disability
- Increase the number of people with disability employed in the APS
- Assist agencies to meet the objectives of the *APS Disability Employment Strategy 2016-19*.

The disability employment affirmative measure can be applied to any ongoing, non-ongoing or casual APS vacancy, regardless of the duties, including those at Senior Executive Service level. It is not restricted to jobs with a disability-related function. It may be applied to individual vacancies or bulk rounds, such as graduate recruitment rounds.

Further information is available at the Australian Public Service Commission (APSC)⁸ website.

⁷ <http://www.apsc.gov.au/publications-and-media/current-publications/disability-employment-guide-for-agencies>

⁸ www.apsc.gov.au

Australian Public Service – Employing People with Disability

The APS is committed to ensuring its workforce is representative of the community it serves. All APS agencies are responsible for implementing recruitment and retention strategies within their agencies. Many APS agencies have developed their own disability action plans which outline concrete action to improve the representation of people with disability in their agencies.

Examples of APS disability employment initiatives include:

- Over 60 senior Disability Champions from across the APS have been appointed to improve the recruitment and retention of people with disability in their agencies. Champions meet quarterly to share best practice and progress initiatives at network meetings.
- Agencies across the APS have held 'Ten plus Ten' sessions which break down stigma by inviting ten employees with disability to meet with ten senior executives to tell their stories and share their experiences of working with disability in the APS.
- Agencies are using the 'Heads Up' tools and resources from beyondblue to support managers and employees to create mentally healthy workplaces.
- Agencies undertake a number of initiatives to make the workplace more inclusive for employees with disability. This includes reasonable adjustment passports to improve communication between managers and employees on workplace adjustments; disability awareness training; mental health training; and internship programs for people with disability.

Further information is available at the APSC⁹ website.

⁹ www.apsc.gov.au

Disability Awareness and Confidence e-learning

The APSC and the Department of Human Services have jointly created an e-learning package on disability awareness and confidence that is available to all APS agencies. Disability awareness and confidence training will help improve the employment experience and retention of employees with disability in the APS.

Further information is available at the APSC¹⁰ website.

Transition to Work

Announced as part of the 2015-16 Budget, Growing Jobs and Small Business package, a new youth focused employment service, Transition to Work (TtW), commenced in February 2016. The service provides intensive assistance to young people (15 to 21 years old) who have disengaged from work and study and are at risk of long-term welfare dependence. TtW is designed to improve the work readiness of young people and help them get into work (including apprenticeships and traineeships) or education.

As at 31 December 2016, 1,229 individuals on the TtW caseload identified as having a disability. Since the start of TtW (15 February 2016 to 31 December 2016), 6.1 per cent (1,428) of commencements have been youth identified as having a disability. To date, the service has achieved the following for people with disability:

- 48 educational attainment outcomes
- 73 twelve week employment outcomes
- 14 sustainable (26 week) employment outcomes
- 1 twelve week hybrid (combination of education and employment) outcome.

Further information on the TtW service is available at the Department of Jobs and Small Business¹¹ website.

¹⁰ www.apsc.gov.au

¹¹ <https://www.jobs.gov.au/transition-work>

jobactive

jobactive is the Australian Government's \$6.9 billion mainstream employment service, and features a range of interventions, activities and complementary programs to help participants move from welfare to sustainable work, including job seekers with disability. Providers tailor their services to job seekers based on assessed individual needs. *jobactive* providers have access to a flexible pool of funds, the Employment Fund, to pay for training or to purchase a range of work-related items and services that meet the needs of job seekers and employers, such as professional services, clothing for job interviews, transport, and interpreter services.

As at 31 December 2016, 197,757 individuals on the *jobactive* caseload identified as having a disability. Those with disability tend to be in the higher streams of service, which is associated with greater funding and more support. Since the start of *jobactive* (1 July 2015 to 31 December 2016), 10.2 per cent (77,955) of initial commencements have been job seekers identified as having a disability. To date, *jobactive* has achieved the following for people with disability:

- 92,755 job placements
- 45,134 four week job outcomes
- 33,224 twelve week job outcomes
- 15,242 twenty-six-week job outcomes.

The current contracts for *jobactive* will expire on 30 June 2020.

There is a dedicated website for *jobactive*, jobactive.gov.au¹², which provides information to job seekers and employers. This website meets current web accessibility standards and has been built with features to enable all users to benefit from the site. Users of the website are provided with the opportunity to submit feedback on the accessibility of the site.

¹² www.jobactive.gov.au

Veterans' Employment Assistance

Since 2014, the Department of Veterans' Affairs (DVA) has conducted two phases of the Veterans' Employment Assistance Initiative (VEAI) that enhanced the existing vocational rehabilitation program delivered by DVA.

The VEAU aimed to assist veterans with service-related conditions on a DVA rehabilitation program to get job ready and find meaningful and sustainable employment. It also enabled DVA to evaluate the support provided to clients and their families, employers and rehabilitation providers and, where appropriate, recommend changes to improve vocational rehabilitation.

Under the Prime Minister's Veterans' Employment Program, which was launched in November 2016, DVA continues to explore opportunities to link rehabilitation providers into existing defence, private sector or ex-service organisation partnerships with employers to improve employment outcomes for veterans.

Rent Assistance

The Australian Government will continue to address housing affordability for people with disability who do not need a specialist response through Rent Assistance. Rent Assistance is a non-taxable income supplement payable with income support payments, or Family Tax Benefit Part A, or a veteran's service pension or income support supplement, to eligible Australian individuals and families liable to pay private rent for their principal home.

In 2015-16, Rent Assistance improved rental housing affordability for around 1.3 million individuals, couples and families with children, at an estimated cost of approximately \$4.38 billion. As at June 2016, people on the Disability Support Pension (DSP) made up 19.5 per cent of total Rent Assistance recipients. Fortnightly, the average rent paid by DSP recipients receiving Rent Assistance was \$404.02, while their average entitlement was \$118.41. Recipients of

DSP and Carer Payment are also exempt from the sharer's rate of Rent Assistance which is a lower amount paid to eligible people in shared accommodation. Further information is available at the Department of Social Services¹³ website.

National Rental Affordability Scheme

The National Rental Affordability Scheme (NRAS) is a partnership between the Australian Government and the states and territories to invest in affordable rental housing which commenced in 2008. NRAS properties are available for rent to anyone who meets the relevant household income and eligibility requirements, which includes people with disability. Applications under NRAS incorporating universal design features were given preference through the assessment process. The incorporation of universal design principles into NRAS has facilitated the construction of dwellings suitable for people with disability. This has increased the range of choice for people with disability in the private rental market. Further information is available at the Department of Social Services¹⁴ website.

Outcome 4 – Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities

NDIS Sustainability

As at 31 December 2016, \$5.1 billion of support had been committed through the NDIS since

¹³ <https://www.dss.gov.au/housing-support/programmes-services/commonwealth-rent-assistance>

¹⁴ <https://www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme>

1 July 2013, to 61,215 participants who have had at least one approved plan. This cumulative figure represents all funding committed to these participants since they entered the NDIS, distributed over multiple financial years.

The insurance approach allows pressures on the NDIS to be identified early, so that the National Disability Insurance Agency (NDIA) can respond in the most appropriate way. Some of the pressures that require monitoring are higher than expected numbers of participants approaching the NDIS and a degree of committed support in participant plans increasing above indexation.

NDIA responses have been implemented to address such pressures. They include the progressive introduction of the Early Childhood Early Intervention (ECEI) approach for participants who are 0-6 years old. The ECEI approach is consistent with the NDIS insurance principles and provides a more targeted response for 0-6 year olds to help ensure their longer-term social and economic participation. Also, the reference package and first plan process has been applied since 1 July 2016.

NDIA continues to monitor any adverse pressures closely, and has mechanisms in place to oversee the development of initiatives to address those pressures.

Currently, the Productivity Commission estimate of \$22 billion a year at full Scheme remains the best estimate of the longer-term cost of the NDIS.

Information, Linkages and Capacity Building

Information, Linkages and Capacity Building (ILC) is an important part of the NDIS and, along with individual NDIS plans, contributes to the overall goal of the NDIS in enabling people with disability to live an ordinary life.

The focus of ILC is community inclusion – making sure people with disability are connected into their communities.

The NDIA aims to achieve this in two ways:

- Personal capacity building – this is about making sure people with disability and their families have the skills, resources and confidence they need to participate in the community or access the same kind of opportunities or services as other people.
- Community capacity building – this is about making sure mainstream services or community organisations become more inclusive of people with disability.

In July 2015, all governments in Australia agreed to the ILC Policy Framework, which was given to the NDIA to implement.

Consultations on key elements of the ILC Commissioning Framework were held from February to April 2016. More than 1,000 people attended the consultation sessions and the NDIA received 135 submissions on the Framework. NDIA also held separate sessions for people with disability, families and carers, and with organisations that provide ILC-type activities. The feedback was used to inform the latest version of the ILC Commissioning Framework.

Each state and territory will transition to ILC at a point that is consistent with its broader transition to the NDIS. The first territory to start ILC was the ACT on 1 July 2017. The budget for ILC will build up slowly over the next few years to approximately \$132 million.

National Injury Insurance Scheme

In August 2011, the Productivity Commission (PC) recommended the establishment of two schemes: the NDIS and the National Injury Insurance Scheme (NIIS). The PC recommended that the NIIS be separate for a number of reasons, including to:

- Reduce the cost of the NDIS through a fully funded insurance accident scheme

- Make use of existing expertise and institutions of accident compensation schemes
- Use incentives to deter risky behaviour and reduce local risks that can contribute to accidents
- Cover a broader range of health costs associated with catastrophic injuries, such as acute care and rehabilitation services.

The Australian Government is continuing to work with the states and territories to develop the NIIS as a federated model of separate, state-based no-fault schemes. The schemes will provide lifetime care and support for people who have sustained a catastrophic injury and will build on existing state and territory accident compensation schemes.

All states and territories now have a compliant NIIS for motor vehicle accidents. This means that individuals catastrophically injured in a motor vehicle accident, regardless of fault, will have access to lifetime care and support services.

In 2015, Treasury published a consultation Regulation Impact Statement (RIS) for the workplace accidents stream on its website. The consultation RIS contained a draft set of minimum benchmarks. The Australian Government, and state and territory government officials are working to progress the minimum benchmarks so that they can be agreed by governments.

Throughout 2016, Treasury has worked with state and territory officials to assess the feasibility of a NIIS for medical treatment injuries.

Further information on the NIIS is available at the Treasury¹⁵ website.

NDIS Outcomes Framework

The NDIS Outcomes Framework collects information from participants and families/carers on how they are progressing in different areas of

¹⁵ <https://treasury.gov.au/programs-initiatives-consumers-community/niis/>

their lives. Building on research commissioned by the Independent Advisory Council (IAC), the outcomes framework adopts a lifespan approach to measuring outcomes, recognising that different outcomes will be important at different stages of life.

Questionnaires have been developed for four different participant age groups. There are also three different family/carer questionnaires, depending on the age of the participant. Two versions of the questionnaires have been developed: a short form and a long form. The short form contains questions relevant to planning and a small number of key indicators, and is being collected for all participants. The long form contains a broader range of questions relevant to NDIS monitoring and will be collected for a sample of participants. Both forms will be collected longitudinally over time.

In 2016, a baseline for analysis was established. As further information is collected, it will be possible to measure and report on participant and outcome changes over time.

Specialist Disability Accommodation

The NDIS exists to support people with disability to live an ordinary life, and includes developing affordable, stable and appropriate housing. On 1 July 2016, the NDIS commenced funding for Specialist Disability Accommodation (SDA), which is housing that enables people with very high needs to receive the support they need.

Eligible participants will have funding for SDA to specifically cover the cost of the housing, as well as ongoing costs such as maintenance. SDA funding is not intended to cover support costs, which are assessed and funded separately by the NDIS. The amount of SDA funding is included in a participant's plan and will depend on a range of factors including the type of building they require, the number of co-inhabitants, its location and any additional features. This contribution will ensure that participants do not have to pay more for their homes because of their disability.

Further information is available at the NDIS¹⁶ website.

Following extensive community consultations in early 2016, the NDIA released the SDA Decision Paper on Pricing and Payments on 1 June 2016. This paper outlines the benchmark prices and approach for SDA, with further detail provided in the SDA Price Guide. The implementation of SDA as an NDIA funded support began 1 July 2016. SDA Rules to support the implementation were made on 14 March 2017.

Specialist Disability Accommodation Initiative

The Australian Government announced the Specialist Disability Accommodation Initiative (SDAI) on 8 December 2015. Under the SDAI, over \$8 million in funding is being provided through grants of up to \$1 million to organisations to help complete, modify or fit-out disability housing projects. SDAI helps address immediate community need for specialist disability housing in areas outside NDIS sites, as determined by geographic location or age cohort by providing ‘top up’ funding to increase the availability of accommodation for people with disability who are anticipated to be eligible for the NDIS. The Department of Social Services executed eleven funding agreements that concluded by 30 June 2018. Further information is available at the Department of Social Services¹⁷ website.

Disability Support Organisations Project

The Disability Support Organisations (DSO) Project was initiated in December 2014. Funding was provided from the Sector Development Fund, which at the time was administered by the NDIA, to eighteen community-based organisations to establish up to twenty peer support groups for people with disability and/or

their families. The goals of the groups were to assist people with disability and/or their families to:

- Engage effectively with the NDIS
- Effectively exercise choice and control
- Effectively engage with mainstream programs, services, activities
- Increase opportunities for independence, self-management and community inclusion.

A lead agency, Julia Farr Association Purple Orange (JFA), was appointed to provide support, training and mentoring to the DSOs. JFA was also responsible for developing and maintaining a website of resources to support the project, as well as facilitating a community of practice between the DSOs.

Funding for the original project ended on 31 December 2016. The NDIA has provided additional Community Inclusion and Capacity Development grant funding to the DSOs to continue the existing peer support groups and to establish up to five additional groups. The funding extension was for the period 1 January 2017 – 30 June 2017.

Two reports have been received on the operation of the DSOs, from JFA and Social Ventures Australia. The reports demonstrate that the concept of peer-based support is effective in that:

- People report tangible benefits from participating in the groups in areas such as relationships, social connection, information, confidence, capacity and leadership
- Results are consistent across people with disability and family members, and are consistent despite the different approaches the DSOs have taken to establish and/or support the groups
- Both reports also highlight that effective, meaningful and lasting capacity building takes time to establish groups, and building rapport and trust within the groups is essential to effective peer support and capacity building.

¹⁶ <https://www.ndis.gov.au/specialist-disability-accommodation>

¹⁷ <https://www.dss.gov.au/grants/grants/specialist-disability-accommodation-initiative>

The project has had most success in increasing general understanding of the NDIS, and confidence in navigating the new system.

There is also evidence that some of the groups have been successful in moving the conversation from funded supports to community participation and inclusion. This is a result that is of particular importance to the success and sustainability of the NDIS.

Supporting NDIS Participants with Complex and High Support Needs

The NDIA is continuing to develop a nationally consistent approach to supporting participants with complex and high support needs through a range of initiatives such as:

- Development of a Practice Guide for Intensive/ Super-Intensive participants (those with Complex Needs) for staff and partners – first published June 2016.
- Development activities (national) with key stakeholder groups including participants, providers, community members, advocates, mainstream system representative groups – presentation of Practice Guide, Participant Pathway, Market Development Strategies at various forums, workshops, and conferences (ongoing).
- Development activities (internal) – Learning and development activities for key staff and partners. Membership of various state and territory working groups on participants with complex needs, such as Complex Cohort Working group (Victoria), Market Design Working Group – Complex Clients (NSW), Critical Incident Review Panel (NSW), Hard to Reach Practice Initiative (SA), Intensive Support Service Working Group (NSW), Intellectual Disability Mental Health Joint Committee (NSW), and Australian Juvenile Justice Administrators (National).

The NDIA continues to review the participant pathway experience for participants with

complex needs to ensure it captures nuances for specific cohorts (e.g. remote, children, culturally and linguistically diverse, Aboriginal and Torres Strait Islanders people) and necessary adjustments are made, such as (but not limited to) access and planning sub processes providing extra support for engagement in Access and Planning.

Early Intervention Programs – Transition to the NDIS

Funding for Australian Government Early Intervention programs – Helping Children with Autism (HCWA) and Better Start for Children with Disability (Better Start) – is transitioning to the NDIS. While HCWA and Better Start have provided valuable early intervention support to children, they are due to close when the NDIS is fully rolled out.

HCWA and Better Start funding is capped at \$12,000 and ceases when the child has turned seven years of age. In contrast, the NDIS delivers a life-long approach and choice and control for families. For these reasons, children can be significantly better off under the NDIS. Since the commencement of the NDIS, 4,923 children have transitioned from HCWA and Better Start to the NDIS (as at 24 November 2016).

Registration services for these programs (i.e. Autism Advisor Services and Registration and Information Services) are funded by the Department of Social Services and provide valuable support during this transition period by providing information and referral services to help families navigate their access to the NDIS.

Children continue to be supported with HCWA or Better Start funding until they have an approved NDIS support plan in place. If a child is assessed by the NDIS as ineligible for a plan, the child continues to access HCWA or Better Start until he or she has exhausted all funds or turns seven years of age, whichever happens first.

Upon reaching age seven or exhausting available HCWA or Better Start funding, families/carers are

provided with information to contact the relevant state/territory disability services. State services remain the primary providers of disability support while awaiting access to the NDIS.

Further information is available at the Department of Social Services¹⁸ website.

NDIS in Remote Indigenous Communities

In East Arnhem Land, NT, the Department of the Prime Minister and Cabinet is collaborating with the NDIA, the NT Government and local stakeholders on a pilot NDIS service delivery co-design model for remote Indigenous communities. The community by community approach is based on co-design principles with community elders, families and people with disability to develop tailored strategies to support the market, participants and communities in East Arnhem. This pilot aims to ensure equitable participation in the NDIS and the effective delivery of services to improve outcomes for Aboriginal and Torres Strait Islander people with disability.

NDIS Evaluation

The NDIS Evaluation is an independent evaluation being conducted by a consortium led by the National Institute of Labour Studies (NILS) at Flinders University, SA.

The Evaluation has produced three reports that examine the impact of the NDIS on participants, their families and carers, and the disability support sector as a whole.

The NDIS Evaluation Initial Report¹⁹ was released in December 2015 and provided findings from first stage of qualitative fieldwork with NDIS participants. This included their families and carers, disability service providers, and representatives

¹⁸ <https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/early-intervention-transition-to-the-national-disability-insurance-scheme-disability-care-australia-frequently-asked-questions>

¹⁹ <https://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/national-disability-insurance-scheme>

from peak disability organisations. The purpose of the report is to present initial findings to be used as the benchmark for the evaluation in measuring change in outcomes for NDIS participants, their families and carers over time.

The NDIS Evaluation Intermediate Report released in October 2016 found that, on the whole, the NDIS has improved the wellbeing of NDIS participants and their family members and carers.

The NDIS Intermediate Report found that there was increased supports for the majority of respondents (increased hours, frequency and more appropriate equipment), an overall improvement in choice and control including more say over the supports received, the timing of supports, the location and the provider, noting that initially participants did not change providers. The report also found that disability service providers are responding to consumer demand and expanding their range of services.

The second report highlighted some areas of further interest including that choice may be constrained for NDIS participants living in non-metropolitan locations with fewer providers, and unmet demand experienced more by those living in rural and remote areas and for older NDIS participants. It also noted that people with mental health and psychosocial disability are more likely to report less choice and control over supports since becoming NDIS participants and that increased economic participation among NDIS participants is considered a long-term process with time needed to develop job-readiness and opportunities for employment.

The second report stated that demand for disability supports has been exceeding supply, and there is the need to watch the influence of price in the ongoing provision or cessation of some services, with some service providers expressed concern over the NDIA pricing structures.

Findings from the NDIS Evaluation Intermediate Report was explored and expanded upon in the NDIS Evaluation Consolidated Report 2018²⁰.

²⁰ <https://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/national-disability-insurance-scheme/ndis-evaluation-consolidated-report>

Further information is available at the Department of Social Services²¹ website.

Indigenous Advancement Strategy

The Department of the Prime Minister and Cabinet revised the guidelines for the Indigenous Advancement Strategy in March 2016 to ensure applicants consider the needs of Aboriginal and Torres Strait Islander people with disability. As a result of this change, applicants are asked to highlight how their proposal supports one or more of the six policy outcome areas outlined in the National Disability Strategy.

Outcome 5 – Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives

National Partnership Agreement on Skills Reform

The National Partnership Agreement on Skills Reform commits all governments to increasing the level of workforce participation and improving training participation and qualification completions.

As part of the National Partnership, states and territories committed to contribute to the national target of 375,000 additional qualification completions over the life of the National Partnership.

²¹ <https://www.dss.gov.au/disability-and-carers/programmes-services/for-people-with-disability/national-disability-insurance-scheme>

Each jurisdiction was also required to identify additional targets for improvements in commencements or completions in areas of priority. Five jurisdictions (Victoria, Queensland, WA, SA and ACT) chose to nominate targets for students with disability.

Standards for Registered Training Organisations 2015

The *Standards for Registered Training Organisations 2015* make Registered Training Organisations (RTOs) responsible for ensuring prospective students are well informed about their training.

The RTO Standards require RTOs ensure their training strategies enable each learner to meet the requirements for each unit of competency, including giving regard to the existing skills, knowledge and experience of the learner. Where appropriate, the RTO should make reasonable adjustments to take into consideration the individual learner's needs. These reasonable adjustments can include modifications for people with disability and RTOs are required to comply with the *Disability Discrimination Act 1992*.

The RTO Standards came into effect from 1 January 2015.

Removing Barriers to Higher Education

The *Higher Education Standards Framework (Threshold Standards) 2015* (HESF) is a legislative instrument that represents the minimum acceptable requirements for the provision of higher education in or from Australia by higher education providers registered under the *Tertiary Education Quality and Standards Act 2011*. The rights of people with disability are supported under the HESF by ensuring that higher education providers ensure their policies and operations take account of the specific needs of people with disability from a range of perspectives, including the academic and physical environments and student support needs.

Enrolments at university by students with disability have increased by 54.6 per cent since 2010 (36,966 enrolments in 2010 to 57,154 enrolments in 2015). This is a higher rate of increase than that for the general student population, which has increased by 21.2 per cent since 2010 (807,626 enrolments in 2010 to 978,595 enrolments in 2015). Around 5.8 per cent of all students identified as having disability in 2015, up from 4.6 per cent in 2010. It is unclear how much of this increase can be attributed to an increase in actual students with disability attending university, rather than an increase in the willingness of students to self-identify as having disability.

Dandelion Program

The Australian Government Department of Human Services Dandelion Program was a finalist in the 2016 National Disability Awards - Excellence in Education and Training category. The Dandelion Program, developed and implemented in collaboration with Hewlett Packard Enterprise and Danish organisation Specialisterne, aims to focus on using the strengths of people with Autism Spectrum Disorder (ASD) and find work that suits them. The Dandelion Program shifts the focus from disability to ability.

In January 2015, the program provided traineeships for 11 people with ASD working in the Department's ICT software testing hub in Adelaide. The program has expanded to Brisbane and Canberra, and most recently to other government departments.

Outcome 6 – Health and Wellbeing

People with disability attain highest possible health and wellbeing outcomes throughout their lives

Partners in Recovery Initiative

The aims of the Partners in Recovery (PIR) initiative are to better support people with severe and persistent mental illness with complex needs, and their carers and families, by getting services and supports from multiple sectors they come into contact with (and could benefit from) to work in a more collaborative, coordinated, and integrated way.

Between 1 January 2015 and 30 December 2016 PIR was targeted at approximately 20,000 people within the 18-64 year age group having severe and persistent mental illness with complex, multi-agency support needs.

PIR organisations are funded to 30 June 2019 to ensure service continuity to clients and to support transition of eligible clients to the NDIS. Organisations are also funded to support clients not eligible for the NDIS until Continuity of Support arrangements are finalised.

Further information about PIR is available at the Department of Health²² website.

National Health and Medical Research Council

The National Health and Medical Research Council (NHMRC) is Australia's leading expert body promoting the development and maintenance of public and individual health standards and the provision of public funding for health and medical research.

The scope and reach of NHMRC's activities are broad, with the agency spanning a wide range of health topics in the various aspects of its work – from guideline development and advice to funding the highest quality research as determined by peer review. Some relevant achievements are highlighted below.

²² <http://www.health.gov.au/internet/main/publishing.nsf/Content/mental-pir>

Funding for health and medical research relating to disability

NHMRC awards significant funding for high-quality research in many different areas relevant to disability. Some examples include:

- *Program Grant: Musculoskeletal pain and disability: improving outcomes through conservative interventions*, \$8.38 million over five years
- *Program Grant: Mental health of young people with developmental disabilities*, \$5.61 million over five years
- *Centre for Research Excellence in Traumatic brain injury rehabilitation*, \$2.67 million over five years
- *Centre for Research Excellence in Cerebral Palsy*, \$2.59 million over five years
- *Centre of Research Excellence in Disability and Health*, \$2.48 million over five years
- *Understanding health service system needs for people with intellectual disability*, \$1.2 million over five years
- *Improving the mental health outcomes of people with an intellectual disability*, \$1.18 million over five years
- *Increasing participation in exercise among youth with disability*, \$857,941 over three years
- *Understanding determinants of child disability*, \$697,605 over five years
- *Early identification of disability to inform better care and health outcomes in high risk patients*, \$97,000 over 12 months.

Hearing Loss Prevention Program

NHMRC continued to administer active grants awarded via a special initiative under the NHMRC Project Grants scheme, with funding provided by the Department of Health.

The Hearing Loss Prevention Program targets young people, Aboriginal and Torres Strait Islander people and those in the workplace. Research focuses on preventing hearing loss or reducing the impact of hearing loss.

National Health and Medical Research Council/Consumers Health Forum of Australian Joint Statement on Consumer and Community Involvement in Health and Medical Research 2016

The NHMRC/Consumers Health Forum of Australia joint *Statement on Consumer and Community Involvement in Health and Medical Research 2016* was developed with the aim of supporting consumer and community involvement across all types and levels of health and medical research. The Statement builds on its predecessor, published in 2002, and retains the vision of:

Consumers, community members, researchers and research organisations working in partnerships, to improve the health and well-being of all Australians through health and medical research.

The Statement encourages research institutions, researchers and consumer and community members to work collaboratively to support, facilitate and value the contribution that consumers and community members make to research, and its development, conduct and communication.

The Statement includes advice specific to research institutions, researchers, consumers and community members to facilitate involvement; and includes a comprehensive list of useful resources. The Statement is available on the NHMRC²³ website.

²³ www.nhmrc.gov.au/guidelines-publications/s01

Aboriginal and Torres Strait Islander People with Disability Comprehensive Primary Health Care

Australian Government funded Aboriginal Community Controlled Health Services (ACCHS) deliver comprehensive, culturally appropriate primary health care services to Aboriginal and Torres Strait Islander people, including people with disability, in urban, regional and remote areas. Comprehensive primary health care includes referral to specialists and allied health professionals and assisted transport to appointments.

In 2015-16, the Department of Health provided three-year funding agreements to ACCHSs and other organisations to deliver comprehensive primary health care services to Aboriginal and Torres Strait Islander people across Australia. Some services provide primary health care, referrals and assisted transport for Aboriginal and Torres Strait Islander people with disability.

The Rural Health Outreach Fund (RHOF) aims to improve health outcomes for non-Indigenous and Indigenous people living in regional, rural and remote locations by supporting the delivery of outreach health activities, based on needs assessment. Within the broad spectrum of needs, there is a specific emphasis on maternity and paediatric health, eye health, mental health and support for chronic disease management. Organisations funded under the RHOF consider the needs of Aboriginal and Torres Strait Islander Australians, including those with disability, during the needs and assessment planning process.

Aboriginal and Torres Strait Islander People with Disability Hearing Loss and Eye Health

Hearing Loss

Under Community Service Obligations (CSO) with Australian Hearing, free hearing services are available for all Aboriginal and Torres Strait Islander children and youth under 26 years old and many adults. Services offered include hearing tests and fitting of hearing aids; support for schools where many children have hearing problems; hearing health meetings with community members; and hearing health training for healthcare workers.

The Department of Health's 2015-2018 Memorandum of Agreement with Australian Hearing has implemented Key Performance Indicators aimed at improving coordination, access, effectiveness, and efficiency of services to clients with specialised needs, including a number of key performance indicators specific to Aboriginal and Torres Strait Islander people.

Eye Health

The most recent National Indigenous Eye Health Survey (2016) found that blindness and vision impairment in Aboriginal and Torres Strait Islander adults is three times higher than in non-Indigenous Australians. The Visiting Optometrists Scheme includes specific funding to increase optometry services for Aboriginal and Torres Strait Islander Australians.

Aboriginal and Torres Strait Islander People with Disability and Fetal Alcohol Spectrum Disorder

The Australian Government Fetal Alcohol Spectrum Disorder (FASD) Action Plan outlines a number of projects, including finalisation of a FASD diagnostic tool. Guidelines will also be developed to support diagnosis and early

management of FASD, including appropriate referral pathways. Funding of best practice resources and more support for Drug and Alcohol services to directly engage with women at risk has also been provided. The Department of Health will continue to liaise with services, key stakeholders and the FASD Technical Network to reduce FASD in the Australian population, in line with the activities under the FASD Action Plan.

Non-Liability Health Care

Non-Liability Health Care (NLHC) provides access to treatment under DVA arrangements for certain conditions without the need to link the condition to service and without the need for a compensation claim. Under a measure announced in the 2016-17 Budget, access to NLHC has been extended so that anyone who has ever served in the permanent forces of the Australian Defence Force (ADF) can access NLHC treatment for post-traumatic stress disorder, depressive disorder, anxiety disorder, alcohol use disorder and substance use disorder.

As a result of this measure, around 67,000 additional past and present members of the ADF have become eligible for NLHC treatment for these mental health conditions.

From 1 July to 31 December 2016, 4,946 applications for NLHC for mental health conditions were approved. This is an increase of 64 per cent over the same period in 2015.

Whilst NLHC has existed and evolved over many decades, these extended eligibility arrangements took effect on 1 July 2016. There is no end date for this measure. For further information on NLHC, please contact DVA on 133 254 (metropolitan callers) or 1800 555 254 (regional callers) or visit the Department of Veterans' Affairs²⁴ website.

Veteran Mental and Social Health Action Plan 2015 and 2016

The *Veteran Mental and Social Health Action Plan 2015 and 2016* was developed as a companion document to both the *Veteran Mental Health Strategy 2013-2023*, released in 2013, and the *Social Health Strategy 2015-2023* for the Veteran and Ex-Service Community, released in 2015. The Plan pioneered the amalgamation of both strategies, recognising that social determinants play an integral role in the overall health and wellbeing of an individual, including their mental health, and vice versa. The Plan detailed the activities to be undertaken during the 2015 and 2016 calendar years to implement the visions contained within the strategies.

²⁴ www.dva.gov.au/NLHC

Outcome 1 - Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life

Public Housing Design

All new public housing designed and constructed by Housing ACT and the Public Housing Renewal Taskforce will meet the Liveable Housing Design or Adaptable Housing Standards (Class C). Under the planning requirements in the ACT, all new multi-unit developments of ten dwellings or larger require ten per cent of the dwellings to meet the Adaptable Housing standards to Class C.

In addition to the mandatory requirements for Adaptable Class C dwellings under the planning requirements, the ACT Department of Housing and Community Services also seeks to deliver a number of Adaptable dwellings as part of the annual Capital Delivery Program. This includes designing and constructing single dwellings, townhouses or units in smaller complexes to the Adaptable Class C level.

There have been 124 properties built to Class C design standards in the past two years, largely two bedroom properties.

In the 2016-17 Capital Program, the ACT Department of Housing and Community Services had 23 construction projects, delivering 168 new dwellings. Of the 168 dwellings to be

constructed, 104 (62 per cent) will meet the Class C Adaptable Housing standard.

Liveable Housing Design

The Master Builders Association of the ACT, in partnership with Renaissance Homes and the ACT Land Development Agency, have built two adjoining properties that were auctioned in November 2016, with profits donated to charities that support inclusion of people with disability. The houses were built to Gold and Silver Liveable Housing Design standards with the intention of showcasing accessible design features that can be included for very little extra cost for a new build, enabling people to stay in their homes, whatever their life circumstances.

Both the Master Builders Association of the ACT and Renaissance Homes have created a public commitment though a community ambition to showcase the benefits and ease of building to a Gold standard of Liveable Housing Design.

National Arboretum Inclusive Access

The National Arboretum provides guided talks that are physically accessible, facilitated workshops, performances and general visitor experiences.

Staff and volunteers are trained to communicate inclusively and be aware of the needs of people with disability and vulnerable people.

Individually-tailored, booked, group or individual tours are provided to the disability sector, as well as to the aged sector.

The National Arboretum has several pathways suitable for ambulatory and wheelchair access. The Canberra Discovery Garden, main amphitheater and event terraces are also wheelchair-accessible. The Village Centre has wheelchairs available for visitors to borrow at no cost.

Bathroom facilities within buildings, as well as in the forest, are all designed for disability access. An all-terrain wheelchair has been trialed at the Arboretum on several trails.

Improving the Accessibility of Public and Private Transport

The ACT Government has progressed a number of initiatives aimed at improving the accessibility of public and private transport for people with disability:

- 74.41 per cent of ACTION's bus fleet is now wheelchair accessible.
- 70 per cent of bus stops in the Territory have been upgraded to be accessible.
- A Wheelchair Accessible Taxi Centralised Booking Service has been introduced. This new Centralised Booking Service is a 24 hours a day, seven days a week direct telephone booking service for wheelchair accessible taxis in the ACT. There are 26 wheelchair accessible taxis in the ACT. Since centralising the booking service, the bookings have doubled to 31,000 bookings in 2015-16.
- Expanded the Flexible Bus Service, a localised and free pre-booked service, to improve access for people with mobility difficulties to everyday services like medical appointments and shopping centres. Over 18,402 people were transported by the service in 2015-16.
- Upgrades to Arts Centres. The ACT Government has progressed arts facility upgrades to improve accessibility, including improvements to physical access (installation of ramps and automatic doors) to Gorman

House Arts Centre administration space and main hall, installation of a hearing loop in the main hall and provision of an ambulant toilet at Ainslie Arts Centre.

Outcome 2 – Rights protection, justice and legislation

People with disability have their rights promoted, upheld and protected

Official Visitor Scheme

The Official Visitor Scheme for people with disability provides a mechanism to monitor the quality of services received by people engaged with disability services in the ACT. The aim of the Scheme is to see improved service quality and better outcomes for people with disability and their families. The Scheme is part of the ACT Official Visitor Scheme and complements other safeguards in place for people with disability by providing an avenue for resolution of complaints in a proactive manner and by facilitating a forum to discuss and address personal concerns. There are two part-time Official Visitors for Disability Services (OVDS) in the ACT.

During the 2015-16 year, all supported accommodation and respite services have had at least two visits from an OVDS. At least one visit has been made to all those people under 65 years of age who are residing in residential aged care services. Some residents in Group Accommodation and in Residential Aged Care have had more frequent visits.

From 1 July 2014 to 30 June 2015, 165 visits were made to VISIBLE Places¹, where contact was made with 480 residents. Twenty-one visits were made to aged care facilities where 64 residents were visited. From 1 July 2015 to 30 June 2016, 189 visits were made to VISIBLE Places, where contact was made with residents

¹ <https://www.ptg.act.gov.au/images/inf/vs-def-vis-place.pdf>

on 560 occasions. Twenty four visits were made to residential aged care facilities, where residents were contacted on 55 occasions. In addition, six meetings of groups of residents were attended with 41 individuals contacted.

Family Violence Act 2016

The *Family Violence Act 2016 (ACT)* introduced a number of reforms to improve the accessibility of legal remedies for people with disability. Under the Act, the definition of ‘family member’ includes situations where a victim is in a ‘family-like relationship’ with the perpetrator, such as carers of persons with disability. This recognises that the dynamics of the carer relationship may be family-like and any violence in the relationship approximates the features of family violence.

People with disability often experience discriminatory assessments of their ability to understand or respond to legal proceedings. The ACT now presumes that everyone has the legal capacity to participate in a proceeding and focuses on the ability of parties to make decisions and understand the nature and effect of these decisions. At the same time, the Act includes important mechanisms to ensure people who do need support in making decisions can receive adequate and appropriate assistance.

Inquiry into the Guardianship and Management of Property Act 1991

In July 2016, the Law Reform Advisory Council (LRAC) report, following its inquiry into the *Guardianship and Management of Property Act 1991 (ACT)*, recommended that the ACT move away from many disparate expressions of the ‘best interests’ model of substitute decision making found in individual pieces of legislation, towards a uniform ‘will, preferences and rights’ based supported decision making model. The sixteen recommendations of LRAC have significant implications for the fundamental operation of laws that set up mechanisms for

protecting the interests of people who are vulnerable because of their impaired decision making capacity, including people with disability. The Report has yet to be considered by the ACT Government.

Property Crime Prevention Strategy

The *Property Crime Prevention Strategy 2016-2020*, released in September 2016, has the objective: ‘Those who are vulnerable to property crime are supported to safeguard their property’. The Home Safety Program is being enhanced to include practical support in the form of home safety assessments, education and exploring brokerage options for minor home safety and security improvements; and monitoring and exploring opportunities to reduce property crime risks through the Australian Government Home Care Packages Program and the NDIS for vulnerable people eligible for these services.

Victims of Crime (Financial Assistance) Act 2016

The *Victims of Crime (Financial Assistance) Act 2016 (ACT)* came into effect on 1 July 2016, acknowledging the effect of crime on people with disability by increasing the recognition payment amount available under the financial assistance scheme for people with disability.

Safeguards and Quality Standards

The safeguarding and quality approach adopted by the ACT is underpinned by the *Disability Services Regulation 2014 (ACT)*, the *Specialist Disability Service Types Declaration 2014 (ACT)* and the *Disability Services Approved Standard 2014 (No. 1) (ACT)* – all of which commenced on 1 July 2014.

The *Disability Services Regulation 2014* provides the mechanism for application (or authority to enforce) and creates the penalty provision for non-compliance with the *Disability Services Act 1991 (ACT)*. The *Specialist Disability Service Types Declaration 2014 (ACT)* is used to identify those specialist services that are provided specifically to people with disability, and the *Disability Services Approved Standard 2014 (No. 1) (ACT)* captures those relevant services that fall outside of other existing processes, such as contracts or registration with the NDIA. Together, the legislative amendments provide an important mechanism to apply key safeguards and quality standards and safeguard the rights of people with disability.

Consultation for Office of Senior Practitioner

In 2016-17, the ACT Government undertook consultations with the community to provide a potential model of oversight for an Office of Senior Practitioner in the Territory. A consultation strategy for the development of restrictive practice regulation was developed in partnership with the ACT Restrictive Practice Oversight Steering Group, which aims to align all areas of the ACT Government to work towards minimising and eliminating restrictive practices.

Outcome 3 – Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives

ACT Public Service Inclusion Traineeships

An ACT Public Service (ACTPS) ICT Inclusion Traineeship commenced in July 2016 with two trainees. The ICT Inclusion Traineeship is a three-year program specifically for individuals who identify with ASD. Trainees will undertake a Certificate IV and Diploma in ICT, and will be offered ongoing ICT positions within the ACTPS on successful completion of the program.

Applications for the ACTPS Inclusion Employment Traineeship closed on 23 September 2016, with ten positions available. The Inclusion Traineeship was specifically for applicants who identify as having disability, and ran for a period of 12 months from November/December 2016. On successful completion of the Inclusion Traineeship, participants were offered ongoing positions with the ACTPS.

To build stakeholder buy-in to these inclusion activities, disability confidence training is being developed for managers and general staff to address the perceived challenges of employing people with disability in the ACTPS.

As part of the involvement with the ACT Disability Reference Group, the Chief Minister, Treasurer and Economic Development Directorate worked with the Canberra Business Chamber and the Inclusion Team to provide on call advice and support to members of the Chamber.

Project Independence

In early 2016, Project Independence opened two innovative models of home ownership for people with disability. The goals of Project Independence are to create pathways for independent living for people with an intellectual disability; use individualised support that promotes continuous growth; and through a person-centred model, encourage freedom of choice and a sense of commitment and community. Project Independence represents a new model of home ownership. The project provides people with an intellectual disability with the opportunity to

acquire equity in a property, as well as the ability to live as independently as possible.

The ACT Government committed land and more than \$3 million funding to support the development of Project Independence across two sites, in Harrison and Latham.

The two sites each provide separate accommodation units for up to ten mature residents, separate accommodation facilities for a live-in site coordinator and a separate unit for guest accommodation. The aim is to support independent living with the assistance of an on-site resident coordinator. The construction of the new properties was completed in May 2016.

The ACT Government has also committed to providing Project Independence with a third site in Phillip.

Further information about Project Independence is available at the Project Independence² website.

Common Ground

The aim of Common Ground is to end chronic homelessness by housing the most vulnerable people in our community, including people with disability. It is not a homelessness service offering crisis services or shelter for homeless people—it is a permanent housing solution. It does so in specifically built or modified accommodation, provided in a form which mixes people who have experienced homelessness (social housing tenants) with low income working tenants who pay affordable rent (affordable renters).

Northside Community Service provides the tenancy support, and works with tenants to address issues that may affect the stability of their tenancy. The tenancy and property manager is Argyle Community Housing.

Common Ground Canberra in Gungahlin was completed in 2014–15. The cost to construct Common Ground, a purpose built development

of 40 one-bedroom units, was \$17 million. The Australian Government contributed \$4 million towards construction through the National Partnership Agreement on Homelessness Development fund. The ACT Government provided the land.

Outcome 4 – Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities

Your Voice Your Choice, Good Life Planning

In February 2015, an NDIS Participant Capacity Building Reference Group was established to provide strategic oversight and coordination of the range of Sector Development Fund participant readiness activities and opportunities in the ACT.

To ensure people who were isolated and/or with complex needs could get the best out of the NDIS, an individual capacity-building program called *Your Voice Your Choice, Good Life Planning* was launched in September 2015. The program developed, delivered and supported individual capacity building events, tools and resources. The program focused on people who have not traditionally engaged with disability services and those living in institutional settings, Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds. This program also supported the ACT's Peer Led Working Group to develop its capacity and role in the ACT. The program ran until December 2016.

² <http://www.projectindependence.com.au/>

Preparing for the NDIS

An ACT local Aboriginal organisation was funded to support members of the ACT Aboriginal and Torres Strait Islander community to know about and then prepare for and access the NDIS. The effectiveness of this program is reflected in the percentage of ACT NDIS plan recipients who identify as being Aboriginal and/or Torres Strait Islander (4.1 per cent), which is twice the population percentage (1.8 per cent).

Supporting service providers

To ensure service providers were supported to adapt to the NDIS environment and were best equipped to provide flexible responses to individual need, the following programs were funded:

- Ready4 provides a central point of information and assistance. It delivers direct one-on-one and small group support to organisations related to their NDIS service offer and business, system and governance model development. The program also has a role to support providers to consider and engage in partnerships and collaborations.
- Opening Doors is an intensive targeted response to:
 - Aboriginal organisations looking to build their capacity to enter disability provision in the ACT
 - Disability providers looking to deliver more culturally sensitive services.
- Values in Action is an intensive program working with a small number of local providers with demonstrated commitment to develop sustainable high-performing person-centred workforces.

Equipment Loan Scheme

The Equipment Loan Scheme is providing equipment longer than the loan period (three months) until NDIS plans are approved and in

place and equipment has been provided to the client. The aim is to minimise risk to the client/carer.

Equipment Repair Workshop

ACT Health has expanded the service provided by the Equipment Repair Workshop. The repair van is able to assist with the assessment processes undertaken by primary therapists. ACT Health is now able to offer a more effective and efficient service that meets client needs.

Outcome 5 – Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives

Network Student Engagement Teams

In 2016, the ACT Education Directorate expanded its Network Student Engagement Teams (NSET) to include allied health professionals, including speech pathologists, physiotherapists, occupational therapists and allied health assistants. These professionals have joined the NSET multidisciplinary teams of specialist teachers, social workers and psychologists to provide in-school services. The number of social workers and senior psychologists have also increased as part of this initiative.

NSET teams assist schools to make adjustments for students who require support to successfully engage with education, including students with

disability. This includes joint work with the school, provision of professional learning and support to develop school processes and resources. Allied health professionals have also been able to assist schools by complementing support that individual students are receiving through their NDIS package. The new allied health staff commenced in July 2016 and have begun responding to referrals from schools.

NDIS School Leaver Employment Support

The ACT Government continues to participate in the NDIS School Leaver Employment Supports (SLES) initiative being trialed in the ACT and Tasmania. SLES provides school leaders with up to two years of support to access further training and develop the skills necessary to participate in the workforce. The SLES consists of a package of highly individualised supports that aim to assist school leavers to develop their employment skills and foster their employment sustainability. The initiative focuses on increasing economic participation outcomes for young people with disability finishing Year 12, who may require assistance to transition to employment or to participate in further educational training. The SLES package is ancillary to other NDIS funded supports and works in conjunction with other existing ACT and Australian Government employment programs. In 2015, 41 students were eligible for SLES supports and are now able to access individualised supports from an NDIS registered provider. In 2016, all Year 12 students currently accessing a Disability Education Program were invited to participate in a SLES assessment. Participation in the SLES is at the discretion of the student's parents, carers, or guardians.

Student Resource Allocation Program

Since 2013, the ACT Education Directorate has been planning and developing a new student needs-based funding model for Canberra public schools. This program, the Student Resource Allocation (SRA) Program – informed by the findings of the 2011 Expert Panel led by David Gonski AC – will update policy and resourcing arrangements for Canberra public schools, including arrangements for students with disability.

The SRA Program is being implemented in public schools progressively over a number of years commencing in 2016 and includes:

- Core Funding, which consists of Base Funding (an allocation of minimum base for school administration), Per Student Funding, and Stages of Schooling – weightings that recognise the cost differences between the schooling sectors (K-3, 4-6, 7-10 and 11-12).
- Socio-Economic Status (SES) needs-based loading.
- Other needs-based loadings to be implemented include:
 - English as an Additional Language or Dialect
 - Students with disability
 - Aboriginal and Torres Strait Islander students.

Core Funding represents around 70 per cent of the total school's budget and supports all students in mainstream schools. Additional funds allocated through the loadings target resources to schools with enrolments of students with greater levels of need.

For the students with disability loading, the work program over the coming months will involve community consultation and evidence-based policy development before any changes are made to existing service delivery models.

Strategic approach to workforce capability

The need for a strategic and aligned approach to workforce capability development has arisen from two powerful system drivers: the Student Resource Allocation Model and the *Schools for All Children and Young People: Report of the Expert Panel on Students with Complex Needs and Challenging Behaviours*, 2015. The Expert Panel Report identified a need to build the capability of teachers, school leaders and learning support assistants to support the needs of an increasingly diverse range of students, including those with complex needs and challenging behaviours and/or disability.

The ACT Education Directorate secured endorsement from the Victorian Department of Education and Training to use their Inclusive Education Learning Needs Analysis Survey questions. The Victorian Department commissioned Melbourne University to develop this survey based on a literature review of best practice inclusive education for initial teacher education training and ongoing professional development; a professional learning scan across Victoria; and comprehensive consultation with key stakeholders. In return for the use of the survey, the ACT will share a de-identified data set to inform the research data set. All teachers, school leaders and learning support assistants from ACT Government schools, Catholic and Independent schools will be encouraged to complete the survey.

The survey results will enable the ACT Education Directorate to determine the qualifications, experience and professional learning needs of all staff (teaching and non-teaching) working across both mainstream and specialist settings. The results will inform the development of an Inclusive Education Workforce Capability Strategy to build staff capability and ensure we build inclusive and accessible workplaces.

Outcome 6 – Health and Wellbeing

People with disability attain highest possible health and wellbeing outcomes throughout their lives

ACT Mental Health Act 2015

The *Mental Health Act 2015 (ACT)* commenced on 1 March 2016. The Act embeds principles that have been informed by the United Nations *Convention on the Rights of Persons with Disabilities*. The principles of the Act must be embedded in the decisions undertaken in the implementation of the Act. This includes the explicit principle that a person must be assumed to have decision making capacity. Where a person's decision making capacity is assessed as impaired, that person must be supported to make their own decisions about treatment, care or support as much as possible. The Act supports these principles by providing that a person may nominate another person to assist them make their will and preferences known. The person is able to make Advanced Consent Directions with their treating team and these Directions must be followed by treatment services unless successfully appealed to the ACT Civil and Administrative Tribunal (ACAT). Where ACAT makes a mental health order, the statutory officers implementing those orders must consult with the person and any representatives, carers, guardians or attorneys in determining the nature of treatment, care or support the mental health orders enable. The Act has been structured so that where a person agrees to mental health treatment, care or support, but does not have the capacity to formally consent even with support, other mainstream supported decision making processes, such as guardians and legally appointed attorneys, may support those decisions. The previous *Mental Health Act 1994* did not make provisions for forensic mental health issues. ACAT may now make forensic mental health orders for people with mental illnesses or mental disorders if the criteria of serious endangerment of public safety is met.

Outcome 1 - Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life

Liveable Communities Grants

The first round of Liveable Communities grants in 2015 provided over \$1.8 million to 24 organisations across a range of projects promoting inclusion for older people and people with disability. A further \$1 million was allocated to successful 2016 projects.

Examples of the funded projects include:

- An inclusion project led by the National Parks Association of NSW to improve access to natural areas by identifying and providing accessibility information about NSW bushwalking tracks.
- LEEP develops digital citizenship and access to information and operates a lab which has provided more than 300 hours of one-on-one support to more than 30 people with disability to connect them to the digital world.
- The Sargood Foundation has created accessible paths of travel from the Sargood Centre to the beach to community resources at Collaroy.
- Surf Lifesaving NSW is developing the capacity of volunteers to engage and assist people with disability to access beaches at Newcastle.

- Young Change Agents are providing an opportunity for young people with disability to develop and present innovative solutions to overcome barriers in society.
- Anglers with disability are being supported with \$200,000 for projects to make it easier to access prime fishing spots in NSW.
- Golfers with disability are enjoying funded support to participate in inclusive skills development sessions throughout 2017-2018. The program will culminate with Golf NSW staging the State Medal event in conjunction with the NSW Open Golf Championship, emphasising sporting opportunities for people with disability.

Partnership with Local Government

The NSW Department of Family and Community Services (FACS) funded Local Government NSW to provide resources, training and mentorship to NSW councils to assist them in developing effective Disability Inclusion Action Plans.

All 128 councils in NSW created Disability Inclusion Action Plans by the due date of 1 July 2017. These plans can be viewed on the Disability Council NSW¹ website.

In 2016, the FACS Lift & Change Facilities Trial funded 11 accessible facilities around the state with a ceiling hoist for transfers, a height adjustable change table, and an accessible toilet.

Working in collaboration with Spinal Cord Injuries

¹ http://www.disabilitycouncil.nsw.gov.au/disability_inclusion_planning/disability-inclusion-planning/disability-council-register-of-local-gov.-diaps

Australia, information on over 1,000 additional accessible facilities has been uploaded onto the National Public Toilet Map database.

Accessible Transport Initiatives

In June 2015, the NSW Government committed a further \$890 million over four years to the Transport Access Program, an initiative to deliver safe, modern and accessible public transport infrastructure in NSW.

Transport for NSW has been engaging people with disability in the detailed design of the Sydney Metro project. The operator for the Sydney Metro Northwest project, Northwest Rapid Transit, delivered a life-sized train model that was used to undertake user group and stakeholder acceptance of the design of Sydney's new metro train in late 2015. User groups included representatives from the Accessible Transport Advisory Council, the NSW Physical Disability Council and the Commuter Council. More than 285 people visited the model during this period and 241 survey results and comments were received. Users rated the model of the metro train very highly across customer-facing categories of lighting, security, safety and communications, seating and internal layout, accessibility, comfort and external styling.

As a result of the feedback from disability groups, the train design was improved. One example is that the help point feature of the train was redesigned and the revised product has since received positive feedback. Northwest Rapid Transit also hosted representatives from disability groups at its station prototype at Rouse Hill in February 2016. Sydney Metro is obligated to comply with the requirements of the *Disability Standards for Accessible Public Transport 2002*.

Transport for NSW has facilitated the development of a number of accessible mobile phone apps assisting customers with mobility and vision impairment.

In August 2016, Transport for NSW began trialing a wayfinding app for vision impaired customers at Town Hall Station.

Outcome 2 – Rights Protection, Justice and Legislation

People with disability have their rights promoted, upheld and protected

New Disability Justice Strategy

The NSW Department of Justice is developing a new Disability Justice Strategy, in consultation with its Justice Disability Advisory Council. This strategy will look at issues for people with disability that have come in contact with the criminal and civil justice systems, as victims, witnesses, defendants and other parties.

Outcome 3 – Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives

Public Awareness Campaign

Research undertaken in 2015 identified that one of the significant barriers to gaining employment for people with disability are the negative attitudes of potential employers. A campaign on disability inclusion, focusing on the employment of people with disability, began in 2016 continued throughout 2017. The campaign includes:

- Don't DIS My ABILITY — now in its 13th year, this campaign has raised general awareness of disability issues. The 2016 campaign highlighted the opportunities that employment provides for people with disability and the benefits for employers and the community. The campaign was viewed

by over 1.3 million people and can be seen at the Don't DIS My ABILITY² website.

- Disability employment marketing campaign — an employer awareness campaign was developed in 2016 and targets potential employers in small and medium sized businesses. Using examples of success in other businesses, the campaign will encourage employers to commit to employing more people with disability.

Inclusive Government Recruitment

The whole-of-government 2016-17 Recruitment Pool was a bulk recruitment round aimed at being a leading practice, action based research process with a targeted approach for people with disability. Key messaging promoting the Recruitment Pool on social media and in advertising through disability targeted job boards (including Toozy and Enabled Employment) included reference to the accessibility of the process, encouraging people with disability to apply; and a candidate information session to improve visibility of the application, assessment and selection process. The final result was an improved application rate (over the previous year) for people who identified as having a disability.

The data and lessons arising from an evaluation of this process will form a baseline for improving NSW Government sector recruitment processes for people with disability.

² www.dontdismyability.com.au

Outcome 4 – Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities

Core Standards for Practitioners

The FACS Core Standards Program has been designed to help all practitioners in their everyday person centred work with individuals with disability. The term practitioner includes behaviour support staff, dieticians, occupational therapists, physiotherapists, psychologists and speech pathologists. There are also discipline-specific core standards which are available in the areas of physiotherapy, psychology, occupational therapy, speech pathology and behaviour support. These are freely available on the FACS³ website.

The introduction of core standards aims to maintain a consistency across practitioners' work. The core standards are intended to form part of a practitioner's learning plan in discussion with their professional supervisor.

There are four Common Core Standards for practitioners working with people with disability and their family and supports. These are:

1. Professional supervision
2. Working alliance
3. Philosophies, values and beliefs
4. Service delivery approaches.

From February 2016 to April 2016, free workshops were held to promote and educate practitioners about the core standards, which attracted over 600 attendees across seventeen

³ https://www.adhc.nsw.gov.au/sp/delivering_disability_services/core_standards

different sites in NSW. The attendees were across allied non-government organisations and government agencies within the disability sector and included allied health practitioners, from non-government organisations, private practice and those working within other government agencies and departments.

Learning and Development Resource

FACS, in partnership with the Australian Human Rights Commission, launched the *Upholding the Rights of People with Disability – A Training Package* in May 2016 for staff across the NSW Public Service.

The training raises awareness of human rights and shows staff how to promote inclusion, increase accessibility, and reduce discrimination. The training is aimed at policy, project and human resource staff to ensure that the rights of people with disability are upheld. The training has a rights-based approach, covers the United Nations *Convention on the Rights of Persons with Disabilities* and is led by a person with lived experience of disability. The training has been delivered to 106 participants and has had positive reviews.

The training sessions will continue to be delivered to growing numbers of participants into the future and is provided free of charge.

Outcome 5 – Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives

Supporting Students

The NSW Department of Education has a continuing focus on strengthening support for students with disability in more than 2,200 NSW government schools. In 2015 and 2016, all NSW public schools participated in the Nationally Consistent Collection of Data on Students with Disability, validating the provision of personalised learning and support for more than 100,000 students with disability in mainstream and special schools across the state. The data collection process draws on the professional practice of teachers and evidence of their work through the year in providing adjustments and support for students with disability, in consultation with students, their parents and carers.

The NSW Department of Education will continue to provide professional learning and support for school leaders and teachers about ways in which school practices and processes can be strengthened to support the identification of students with disability and provision of adjustments, informed by each year's data collection.

Personalised Learning and Support Signposting Tool

In 2015, the new Personalised Learning and Support Signposting Tool (known as PLASST) was released to all NSW government schools. The PLASST is a unique, web-based tool

developed by the NSW Department of Education to assist teachers in identifying areas where students with additional learning needs may benefit from personalised adjustments and support. The development of the tool was informed by extensive trials and validation with more than 24,000 students. Since its release, teachers have used the PLASST to profile the strengths and learning needs of more than 8,700 students, to inform their planning to meet students' needs in consultation with parents and carers.

NDIS opportunities

The NDIS provides new opportunities for schools to collaborate with parents and other professionals in planning how personalised disability supports provided through the NDIS can align with personalising learning and support students' success at school. The NSW Department of Education is supporting the progressive rollout of the NDIS in NSW with professional development and support for school staff to understand the NDIS, its potential benefits for children and young people with disability and their families and its relationship to the work and responsibilities of schools. A range of new information and materials continue to be developed to support school communities.

In 2015 and 2016, the NSW Government and the NDIA supported assessment of Year 12 school leavers with disability, as well as planning for the provision of specialist employment and community participation support through their transition to the NDIS. Work continued with the NDIA in 2017 to further inform the development of NDIS planning and processes for specialist disability support that will benefit young NDIS participants as they transition from school to employment.

In 2015, 22 networked specialist centres were established, bringing together health and wellbeing services to assist schools in supporting students with complex needs, including disability. Of these, fifteen are located in regional, rural and remote locations. Centre facilitators establish and

maintain relationships between agencies, and build a sustainable network of specialist support services for schools. They provide an access point for other agencies to connect with the NSW Department of Education regarding complex matters impacting students.

Outcome 6 – Health and Wellbeing

People with disability attain highest possible health and wellbeing outcomes throughout their lives

NSW Health Disability Inclusion Action Plan 2016-2019

The NSW Ministry of Health released the *NSW Health Disability Inclusion Action Plan 2016-2019* in January 2016. The Plan was developed in partnership with the NSW Local Health Districts, Specialty Health Networks, Pillars, State-wide Health Services, Shared Services, non-government disability organisations and people with disability and their carers.

The DIAP sets the direction for the NSW Health system to embed disability inclusion principles and actions into their existing strategic planning and has four areas of focus:

- Promoting positive attitudes and behaviours
- Creating liveable communities
- Providing equitable systems and processes
- Supporting access to meaningful employment opportunities.

A state-wide steering committee with representation of senior leaders from Local Health Districts, Specialty Health Networks, Pillars, State-wide Health Services, Shared Services, and the disability and carer sectors drives and monitors implementation of the DIAP strategies and reports on its progress in the NSW Health Annual Report. In October 2016, a survey conducted with NSW Health services determined

the implementation of the DIAP strategies and will be used to inform feedback and future reporting.

Measures to improve social and emotional wellbeing

The NSW Government produced a suite of resources and initiatives under the Accommodation Support Policy Framework. These included the Accommodation Support Register Guidelines, Accommodation Service Provider Guidelines and Resource Kit, 'My Life' and 'Somewhere to Live' booklets, Active Support videos and Active Support 'Train the Trainer' training. These resources have improved the wellbeing and life engagement for people with disability.

The aim of these resources is to assist people with disability, their families and carers, and support staff to prepare for how and where they want to live and to increase the effectiveness and efficiency with which services are provided in the lead up to and following transition to the NDIS.

Through the promulgation of the resources there has been an increase in awareness and capacity of the non-government sector to implement person centred practices, such as Active Support. Active Support is an evidence based approach supporting involvement of people with disability in everyday activities, which leads to a more engaged life and a more fulfilled working life for staff.

The Active Support train-the-trainer initiative will deliver training to increase the capacity of the non-government sector to continue implementing this support practice into the future.

The Active Support videos have been widely viewed and used by the disability sector as good examples of disability support workers implementing Active Support. To date, the videos have been viewed through the internet and social media over 11,000 times.

NSW Health online training courses

Between March 2015 and August 2016, the NSW Health Education and Training Institute developed four online courses that are promoted to NSW Health service staff to build their knowledge, communication skills and confidence when providing care and services to people with disability. The courses include:

- Let's Talk Disability – a module that enables health staff to implement a person centred approach and communicate effectively with people with disability (published in March 2015).
- Cognitive Disability and the Criminal Justice System – a training module developed in collaboration with Justice Health and Forensic Mental Health Network that equips health staff to communicate effectively and support people with cognitive disability in or at risk of contact with the criminal justice system (published in October 2015).
- Be My Brother – a short video that endeavours to communicate the needs, opinions and desires of people with disability (published in August 2016).
- The Interviewer – a short film that demonstrates the barriers faced by people with disability during a job interview (published in August 2016).

Progress by NSW Local Governments

Accessing Auburn City, Auburn City Council

The 'Accessing Auburn City' project was an initiative by former Auburn City Council (now Cumberland Council) that aimed to improve the accessibility of small businesses, as well as the identification and promotion of accessible local services, programs and infrastructure. In May 2015, over 300 small businesses and each town centre of Auburn City were audited by the Council and partners.

The audits were undertaken using a checklist devised by a qualified access consultant, which assessed physical accessibility of the premises, as well as customer service/experience.

The objectives of the project were to:

- Improve understanding of accessibility by local businesses
- Identify and promote accessible businesses
- Provide practical advice and tips for businesses 'verging' on accessibility (improved customer service, de-cluttering, rearranging furniture, shop fit-outs).

Ninety-one businesses were identified as being accessible. These businesses were recognised in local media and promoted through the Council's social media in the following ways:

- Accessible businesses were promoted in Accessing Auburn City, a directory of accessible local services, programs and infrastructure.
- A notice was displayed in shopfront windows of the accessible businesses, stating that the business had been audited by the Council and partners and was found to have 'Outstanding Customer Service and Accessibility'.

- Over 200 businesses were found to be inaccessible, and the Council distributed the 'Want More Business?' booklet (in English, Chinese and Korean) to each of these businesses. The booklet provides practical advice and demonstrates the social and economic benefits of access.

Dementia Friendly Kiama Project, Kiama Municipal Council

The Dementia Friendly Kiama Project commenced in July 2014 and was a collaboration between Kiama Municipal Council, Alzheimer's Australia and the University of Wollongong, driven by People Living With Dementia (PLWD). It uses a Participatory Action Research Model, and works within a Community Development Framework to build individual and group resilience and capacity.

Achievements include:

- Huge increase in the awareness of dementia in the community, with over 300 people trained in Dementia Awareness and over 150 people trained to be Dementia Friends
- Mobilisation of individuals and groups to work collaboratively to make Kiama dementia-friendly
- Received national and international recognition for the manner in which the project empowers PLWD to guide and be involved with all aspects of the project
- Provided training to all local GP practices, including to nurse practitioners and doctors
- Worked collaboratively with local businesses to become dementia-friendly businesses
- Delivered training around dementia and driving
- Created websites and apps to increase access to dementia-friendly specific information.

The impact of the project so far has been tremendous. The Council raised general knowledge about the prevalence of dementia in the Kiama community; united a broad coalition of individuals, businesses and organisations to work together to improve the liveability of Kiama for PLWD and their care partners and families; and the Council regularly receive requests from councils all around Australia and internationally for information about the project. Kiama has the first organisation in Australia to be officially recognised by Alzheimer's Australia as working towards being dementia-friendly – Kiama Community College. In addition, the Local Chamber of Commerce is leading dementia-friendly businesses.

Further information about the Health and Wellbeing Profile and Plan is available at the Greater Hume Shire⁴ website.

Implementation of Community Health and Wellbeing Plan and Alliance, Greater Hume Shire

Greater Hume has developed an extensive health profile of the shire with an action plan addressing the health and wellbeing of all residents. Sitting alongside the action plan is an alliance of volunteers, hospital staff, police and a range of community service providers working in partnership with Council to implement and ensure accountability.

The Health and Wellbeing Profile and Plan, which informs the Community Strategic Plan, has provided a perfect base for building the Disability Inclusion Action Plan. The Health and Wellbeing Alliance has become a great connector to local communities and informs a range of Council activities and grant applications.

An extensive engagement strategy was undertaken to inform the Health and Wellbeing Profile and Plan, using mainly one-on-one interviews with residents, carers, unfunded service providers, church groups and other service providers. The Health and Wellbeing Alliance is an ongoing source of community engagement.

⁴ www.greaterhume.nsw.gov.au

Outcome 1 - Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life

Accessible camping options installed at Ayers Rock and Kings Canyon Resorts

The NT Government supported a local tourism operator to build four purpose-built wheelchair-accessible, twin-share camping options specifically for the disability market. This project was supported through the NT Tourism Infrastructure Development Fund and will improve access to the natural environment and foster inclusion and wellbeing for people with disability. Each tent is equipped with a disability ramp, twin share space requirements, railing, heavy-duty door and sliding door. Two tents were installed at the Ayers Rock Resort campground and two at Kings Canyon Resort.

Department of Tourism and Culture information accessibility initiatives and Department of Education inclusion initiatives

The NT Department of Tourism and Culture has developed an Accessibility Statement website

advising clients wishing to access Arts and Museums services about the availability of interpretive services (i.e. audio, National Relay Service or large/accessible print versions) to access information, guidelines and the Grants-Tracker. Additionally, the NT Department of Tourism and Culture runs two annual programs, the Artist-in-Schools and Artist-in-Residence programs, at an approved NT Special School.

In the NT, the Department of Education embraces inclusion and promotes a philosophy of inclusion within all schools and school communities.

Inclusion involves adjusting curriculum, assessment practices, teaching styles and the physical environment to provide for the needs of all students.

Accessibility audit of National Highway Roadside Rest Areas

In the NT, an audit of National Highway Roadside Rest Areas was completed in January 2014 to provide a complete inventory of the existing amenities at each of the nominated rest areas and to determine their compliance with the requirements of the *Disability Discrimination Act 1992*, with particular focus on ablution access, movement and parking requirements.

The audit encompassed a total of 33 rest areas along the Stuart, Victoria and Barkly Highways. Funding was allocated in 2016-17 under the National Network Minor New Works program to rectify priority areas of non-conformance that were identified in the audit.

Outcome 2 – Rights Protection, Justice and Legislation

People with disability have their rights promoted, upheld and protected

Working Women’s Centre

The Working Women’s Centre is funded by the NT Department of Trade, Business and Innovation, to provide free and confidential information, advice and representation to women about work-related matters. Services provided by the Centre generally target those women in disadvantaged bargaining positions and in insecure or low paid work, including women with disability.

NT Police, Fire and Emergency Services General Order ‘Vulnerable Persons’

The NT Police, Fire and Emergency Services (NTPFES) has recently drafted a General Order, ‘Vulnerable Persons’, which aims to improve support for vulnerable persons who come into contact with NT Police to ensure that they are treated in a fair and consistent manner. It is expected that this General Order will provide a pathway for members to be able to define and identify ‘vulnerable persons’ and establish consistent guidelines for the management of these persons as offenders, victims or witnesses.

Inclusive judicial system practices

In the NT, legislative platforms that relate to supporting Outcome 2 of the Strategy are the remit of agencies including the NT’s Department of the Attorney-General and Justice, the Department of Health, and Territory Families. Legislative frameworks relate to matters such as

the court proceedings and procedures undertaken where a person with disability is on trial, or is providing witness or victim statements or evidence, and accessibility to legal representation.

From a practical application, the NTPFES provides protection and justice accessibility through means such as the interviewing of persons with disability. Noting the vulnerability of persons with disability, as it may apply in particular in a domestic and family violence setting, the NTPFES actively supports the increased consideration.

Outcome 3 – Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives

Public sector inclusive employment practices

The NT Office of the Commissioner for Public Employment manages a sector-wide strategy, ‘*EmployAbility - A strategy for the employment of people with disability in the NT Public Sector 2013 – 2017*’. This strategy was developed as a way of recognising the ability of, and increasing employment opportunities for, people with disability, and to enable NT Public Sector (NTPS) agencies to become disability confident workplaces.

The Disability Employment Program (DEP) is delivered under *EmployAbility*. The DEP is a two-year program whereby people with disability, who are unable to compete for a job on merit due to their disability, are employed at entry level and undertake duties or tasks considered suitable. During the employment period, participants are provided with training and

development opportunities to enhance their ability to compete for jobs on merit by the end of their temporary employment. The intended outcome of the program is to provide a pathway to ongoing employment opportunities in the NTPS for people with disability.

NT Police, Fire and Emergency Services Diversity and Inclusion Strategy

The NTPFES has released a new *Diversity and Inclusion Strategy 2016-2020*. This strategy is a critical step in the agency's diversity and inclusion journey, starting with the affirmation that a diverse and inclusive culture makes the NTPFES agile, responsive and strong.

The NTPFES aims to provide a workplace that enables equal employment opportunities for all applicants and employees and highlights the fundamental importance of each NTPFES employee acting in a way that respects the 'inherent dignity of the person'. All College Command members have completed the organisation's Respect, Equity and Diversity online training, which includes components on embracing a diverse workforce (including people with disability). At the NTPFES College, recruits receive face-to-face training in regard to the same policy and their obligations.

Accessibility modifications for public housing stock

The NT Department of Housing and Community Development undertakes modifications to public housing dwellings for people with disability, following assessment by occupational therapists, where alternative suitable housing options are not available. Generally, the preference is to offer an existing modified dwelling or one that is accessible and can be more easily modified. The Department also engages non-government organisations to deliver Tenancy Sustainability programs to tenants. In addition to the

modification of general stock public housing dwellings, the Department is continuing to develop its design guidelines to reflect the standards developed in Liveable Housing Australia's Liveable Housing Design Guidelines.

Outcome 4 – Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities

Public Sector disability traineeship program

In 2016, the NT Office of the Commissioner for Public Employment and the Department of Education collaboratively established an initiative to enhance employment opportunities for students with disability transitioning from school to post-school pathways. The initiative provides temporary employment for full-time school leavers with disability to undertake a traineeship in the NT Public Sector.

Similar to the DEP, this initiative provides a pathway to ongoing employment opportunities in the NTPS for people with disability.

The NT Department of Education has developed guidelines to support school principals through the process of hiring and working with external providers who provide support to students with disability in schools. The guidelines align with the whole policy suite on Students with Disability and make provision for using the national reform resource, Planning for Personalised Learning, and the 2017 rollout of the Planning for Personalised Learning online course to build teacher capacity to support diverse learners.

To support teachers in their endeavour to provide inclusive practice, a number of professional

learning opportunities are available to all education staff, support workers and external providers in the NT. These include, but are not limited to:

- Disability Standards for Education
- Introduction to Special Education Needs
- Understanding ASD
- Understanding and Supporting Behaviour
- Disability Inclusion.

Additionally, the NT is trialing a Whole-of-School Inclusion Matrix - Response to Intervention Whole School Inclusion Matrix. The Matrix is a tool to help Principals and staff to create a fully inclusive, supportive whole school environment.

Rollout of NDIS Supported Disability Accommodation

The NT Department of Housing and Community Development worked collaboratively with the NT Department of Health and the community housing sector in preparation for the transitional rollout of the NDIS' Supported Disability Accommodation component from 1 January 2017. This work ensured that eligible participants continued to receive the correct support, and that disruption and uncertainty to both participant and service providers was minimised.

Since 2009, the NT has operated the Tenancy Sustainability Program, which aims to improve the capacity of vulnerable people who are eligible for urban public housing to achieve social inclusion and maintain a tenancy arrangement and avoid entering or re-entering homelessness.

Outcome 5 – Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives

Computers for the Community Program

Computers for the Community Program is a program for community organisations in the NT, involving the gifting of surplus computer equipment. The program:

- Supports initiatives for education, training and skills development for people with disability
- Supports organisations to deliver support services for people with disability.

Equipment is provided on the condition that it must be consistent with the recipient's core community activities. The scheme will take into consideration equity issues and acknowledge the claims of socially and economically disadvantaged groups and individuals.

2016 National Skills Week

The National Skills Week (NT) grant program, through the NT Department of Business, funded '*Building workforce capacity for the disability sector*', a one-off half-day workshop with disability service providers. The workshop delivered the opportunity to upskill providers' understanding of the language and processes of workforce planning and development, particularly for the NDIS rollout.

Outcome 6 – Health and Wellbeing

People with disability attain highest possible health and wellbeing outcomes throughout their lives

Policy and procedures for case managers to provide access to specialist disability and medical services

Territory Families' policy and procedures provide guidance to case managers to assist them in ensuring that children and young people in the care of the Chief Executive Officer have access to specialist disability and medical services. Territory Families, through case management, continues to ensure that children and young people with disability who are in the care of the Chief Executive Officer have access to all necessary personal and community supports to optimise their wellbeing.

Early Childhood Intervention Team

The NT Department of Education's Early Childhood Intervention Team links with other childhood service providers to support early identification of disability in order to ensure children are ready for school and have supports in place to promote learning.

Online training for school staff to support students with disability

The NT Department of Education offers free online training for school staff that supports early intervention and identification of students with disability. The Department is partnering with Online Training UK to develop a Mental Health

and Wellbeing course to support teachers in the classroom to meet student needs.

The NT Department of Education is trialing a NT Social and Emotional Learning Curriculum targeting wellbeing, adapted from the curriculum developed by the University of Melbourne for the Victorian Department of Education and Training, and this will be modified to reflect the needs of NT students.

Outcome 1 - Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life

Department of Education and Training

The QLD Department of Education and Training ensured key student and school-focused events encouraged participation from individuals with diverse needs and their schools. For example:

- Students of all abilities auditioned and participated in *Creative Generation - State Schools Onstage*. In 2015, students who were deaf, students with Asperger's syndrome and students with physical disability performed in the event. The QLD Department of Education and Training worked with Deaf Services Queensland to provide interpreters for all Creative Generation auditions, rehearsals and performances.
- The Showcase Awards for Excellence in Schools continues to recognise schools that provide programs for students with diverse needs through the *Village Roadshow Theme Parks Showcase Award for Excellence in Inclusive Education*.

Accessible Housing

The QLD Department of Infrastructure, Local Government and Planning supports the planning and delivery of accessible housing throughout Queensland.

Economic Development Queensland's (EDQ) accessible housing guidelines outline the standards for planning and design of accessible housing in declared Priority Development Areas (PDAs).

The guideline also mandates the delivery of at least 10 per cent of all dwellings as accessible where multiple residential dwellings are being developed, including houses and apartments.

Over the last two years, EDQ has delivered accessible housing within its own residential developments. This includes:

- Partnering with the QLD Department of Housing and Public Works (DHPW) to deliver eight homes (four duplexes) designed and constructed to Gold Liveable Housing Design standards within EDQ's HillClose residential development in Gladstone. Features included:
 - Safe, continuous, wider than standard pathway from pedestrian entrance to floor level
 - Wider dwelling entrance and level landing area than standard
 - Ability to open a car door fully and easily move around vehicle
 - Wider than standard internal doors and corridors to facilitate unimpeded movement between spaces

- Minimum clear width for toilets of 1200mm between walls of bathrooms to support easy access for home occupants and visitors
- Hobless (step-free) shower recess
- Slip resistant tiling in wet areas
- Reinforcement in bathroom and toilet walls to enable grab-rails
- Kitchen and laundry space designed to support ease of movement
- Light switches set at heights for ease of reach
- Window sills installed at heights that enable occupants to view outdoor space from seated or standing position.
- Partnering with DHPW in EDQ's The Village residential development in Townsville to support its proposal to deliver 12 one-bedroom units; ground floor comprising two Gold standard and four Platinum standard units. To assist, EDQ retrofitted a purpose size lot into The Village masterplan, progressed approvals and constructed the civil works for the site, including road and service extensions ready for the homes to be built.

Accessibility of Passenger Transport Network

The QLD Department of Transport and Main Roads continues to improve the accessibility of Queensland's passenger transport network, which supports community and economic participation for people with disability through:

- Facilitating the provision of transport assistance for students with disability during the NDIS transition.
- Introduction of the *go access* Vision Impairment Travel Pass (VITP) on 16 November 2015. This is an electronic ticket that provides easier access to the network for people with vision impairment by allowing them to travel independently through fare gates at Queensland Rail train stations. The product was initially trialed in partnership with Queensland Rail, Vision Australia and Guide Dogs Queensland during the first half of 2015. An evaluation of the trial indicated the *go access* VITP achieved its primary purpose of enabling independent access at fare gates and it was recommended that the new ticketing product be introduced onto the network as soon as practicable.
- Regular meetings of the Accessibility Reference Group were held to provide a consultative forum for government, industry and disability stakeholders to discuss issues relating to improving the accessibility of the Queensland passenger transport network for customers with disability. Over the course of 2015 and 2016, the group was consulted with and updated on major passenger transport projects such as:
 - Implementation of the Moreton Bay Rail Link, including service changes and track closures
 - Impacts on city services due to the Queen's Wharf development
 - Development and implementation of the *go access* VITP
 - Implementation and review of the QLD Department of Transport and Main Roads Disability Action Plan
 - Implementation of the NDIS in Queensland.

Customised vehicles

QFleet worked with QLD customer agencies, Queensland Health, Department of Education and Training and the Department of Communities, Child Safety and Disability Services during 2015-16 to assist them to deliver ten vital transport solutions for people with disability, such as wheelchair access and lifting capability. QFleet manages and oversees each project from vehicle procurement to fit-out, modification, compliance certification and delivery.

Outcome 2 – Rights Protection, Justice and Legislation

People with disability have their rights promoted, upheld and protected

Queensland Corrective Services

Queensland Corrective Services (QCS) is currently exploring options to reasonably adjust programs and services delivered in Queensland correctional centres to support the participation of prisoners with disability.

The current suite of programs offered can all be adjusted to support offenders with borderline intellectual or other cognitive impairments. QCS offers the Inclusion Sexual Offending Program, which is an adapted program for offenders with low cognitive and/or low social/emotional abilities. Although based on a Cognitive Behavioural Therapy model of change, the program uses techniques known to increase learning, social functioning and inhibition in this cohort.

Responsivity tools and consent forms have been adjusted to better identify the type and level of cognitive impairment, as well as the ability to comprehend program content. These changes are also supported through the implementation of the Hayes Ability Screening Index (HASI), which is a tool used to identify prisoners who may have a cognitive impairment. QCS has also developed resources to assist with the management of prisoners identified by the HASI, including both a prisoner and staff handbook.

Murri Courts

The Murri Courts were re-established in 2016 in 13 locations across Queensland, as a responsive avenue for Aboriginal and Torres Strait Islander people who come into contact with the criminal

justice system. This includes identifying and engaging with appropriate support services for the referral of Indigenous people with intellectual, cognitive or mental health impairments. Work is also underway to investigate Fetal Alcohol Spectrum Disorder (FASD). In 2015, representatives from the Brisbane Murri Court Magistrate and the Brisbane Courts Justice Group attended the FASD workshop in Brisbane. The workshop covered achieving successful interactions with children and adults with complex needs and challenging behaviours, particularly those with prenatal alcohol exposure.

Victims of Crime

The QLD Department of Justice and Attorney-General (DJAG), through Victim Assist Queensland, undertakes a range of initiatives to support people with disability, including:

- Funding specialist grants to WWILD, a not-for-profit organisation to support victims of sexual violence, other crime or exploitation. WWILD provides counselling to victims of crime with an intellectual disability as well as training to other service providers. In 2015-16, DJAG provided one-off funding to WWILD to develop online training modules on supporting victims with an intellectual disability.
- Providing intensive court support to victims of crime with high and complex needs.

Office of the Public Guardian

The QLD Office of the Public Guardian (OPG) made submissions to the:

- Australian Law Reform Commission Elder Abuse Issues Paper in September 2016, with a focus on issues for law reform regarding elder abuse committed against adults with impaired capacity. This issues paper is the first consultation document in the Inquiry into whether existing Australian Government laws and frameworks safeguard and protect older

persons from misuse or abuse by formal and informal carers, supporters, representatives and others.

- Queensland Parliamentary Committee *Inquiry into the adequacy of existing financial protections for Queensland's seniors* (Report No 2, August 2015).
- The OPG advocated for the *Public Guardian Act 2014 (QLD)* to be amended to allow the Public Guardian to continue to investigate a matter, notwithstanding the death of the individual whose affairs are being investigated. The committee included this as a recommendation in its final report. This recommendation is supported in principle by the Queensland Government.

Consumer Law and the NDIS

The QLD Office of Fair Trading, through its involvement with consumer protection regulators nationally, is participating in a project to provide information and advice about Australian Consumer Law to both consumers and traders impacted by the NDIS. Tools developed in 2016 include:

- Information for consumers with disability (factsheet)
- Your rights when you buy something – Easy English guide
- Your consumer rights – a guide for consumers with disability
- A guide for businesses selling to and supplying consumers with disability.

Outcome 3 – Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives

Electricity Consumer Education Campaign

The QLD Department of Energy and Water Supply (DEWS) is undertaking an Electricity Consumer Education Campaign to help south east Queenslanders – including vulnerable consumers and people with disability – get a better deal with electricity retailers. DEWS has a Switched On Communities Grants program, funding nine community groups to help vulnerable consumers.

Queenslanders with Disability Network Ltd has been funded to engage with people with disability, deliver education activities to increase consumer literacy around energy matters and support their engagement with the energy retail market. Additionally, DEWS is investing \$1.162 million over the next four years in an agreement with the Queensland Council of Social Service to advocate for vulnerable energy and water users, including people with disability, in Queensland.

Public Service Commission

The Queensland Government Leadership Board has agreed to foundational employment diversity targets for 2022, with a view to overall system-wide improvement. The target for people with disability is 8 per cent.

In recognising unique challenges and strengths across the Queensland Public Service, individual agencies have developed minimum and stretch targets.

Moving forward, performance will be tracked through demonstrated evidence of improvements towards the achievement of agency-specific diversity targets.

Outcome 4 – Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities

NDIS rollout

The DHPW contributed to the Working Arrangement between the NDIS and Queensland Government for participants/cohorts with specific transition requirements, to include people with disability who are homeless, at risk of homelessness, living in residential services or have difficulty maintaining a tenancy. The purpose of the Working Arrangement is to advise the NDIA of any cohorts of people who may require more specific transition considerations.

From September 2016, the DHPW will be documenting case studies to identify implications and demonstrate policy/program changes and flexibility required to take a person-centred approach to addressing the housing needs of NDIS participants.

The DHPW Housing with Shared Support program provides housing assistance for people with disability. The program will be reviewed to determine how tenants living in these arrangements can exercise choice and control over where they live and with whom they live.

Buildings designed fit-for-purpose

The DHPW Building and Asset Services delivered a fitout for the QLD Department of Education and

Training of a new \$2 million Autism Hub and Reading Centre in Brisbane, to improve educational outcomes for students with ASD.

Arts Queensland

Arts Queensland and the Arts Statutory Bodies actively promoted assistive technologies for people with disability and their carers and companions during 2015. This included:

- The Queensland Museum, in conjunction with Autism Queensland, hosting its second annual Sciensensory day for children with sensory processing difficulties.
- Queensland Art Gallery | Gallery of Modern Art providing:
 - Guided tours for visitors living with dementia and their carers
 - Auslan interpreted guided tours
 - Public programs and captioned videos for selected art works
 - Guided tours using assistive listening devised for visitors with hearing impairments
 - Large print booklets and magnifiers for visitors with low vision.
- Queensland Performing Arts Centre providing audio loops for patrons with hearing impairments and, in conjunction with Access Arts and Vision Australia, offering an audio description service for selected theatre, ballet and opera performances.

Transition Officers

Fifteen Transition Officers (three of whom work in the non-government organisations, Community Living Association and Open Minds) worked across eleven locations with 322 young people with disability exiting the care of the state. The locations are Brisbane North, Brisbane South, Maroochydore, Maryborough, Rockhampton, Townsville, Cairns, Toowoomba, Gold Coast, Logan and Ipswich.

The role of the Transition Officers includes supporting young people leaving care throughout their whole transition, from 15-21 years, ensuring that the young people are appropriately involved in all aspects of their transition planning.

The Transition Officers also provide hands-on skills development, support and assistance to complete the administrative tasks needed to find and maintain a safe, stable place to live in their community, e.g. housing applications, negotiating Centrelink, applying to Queensland Civil and Administrative Tribunal for guardianship matters, and accessing specialist disability services and support.

In May 2016, all Transition Officers participated in a professional development workshop over 1.5 days. Content included homeless services in south-east Queensland (although it is noted the Transition Officers network is state-wide); and a session led by a family therapist who worked through case studies with participants.

Example 1:

An 18 year old male with a history of offending and a number of diagnoses (including ASD, Conduct Disorder and Post-Traumatic Stress Disorder) was in residential care and returned to his maternal home six months before turning 18. Stakeholders were concerned that the placement would not be successful and the young man would re-offend.

The Transition Officer worked intensively with the client to engage him in his future planning; and also sourced a wider and more useful stakeholder group around the client (including psychological support and community access).

This approach resulted in the young man accessing his community safely, as well as contributing at home and with family members. The young man has, with support, found some employment and has offered to financially support his mother.

Example 2:

A 17 year old female has been living with her long-term foster mother after being placed into care eight years prior due to severe abuse in the family home. The client has ongoing issues with PTSD related to abuse, as well as both physical and learning difficulties.

The foster carer was diagnosed with a terminal illness so the young woman had to deal with grief (and eventual loss), as well as a change in living circumstances as she will transition into independent living earlier than expected.

The Transition Officer has supported her throughout the process, as well as acting as a sounding board for the foster carer and care provider in the client's new home. The young woman has successfully coped with and adapted to the changes.

Community Capacity Building Toolkit

The QLD Department of Communities, Child Safety and Disability Services commissioned a consortium comprising disability and Aboriginal and Torres Strait Islander agencies to consult with six communities to gain a clearer understanding of community readiness for the NDIS and to develop the Community Capacity Building Toolkit. The communities were three rural and remote communities – Roma, Barcaldine, Normanton – and three discrete Aboriginal and Torres Strait communities – Cherbourg, Aurukun and Thursday Island.

The Toolkit has been developed to assist rural and remote communities to build their capacity to deliver NDIS supports to people in their community. The Toolkit includes practical details, case studies and other resources to support a clearer understanding of community readiness for the NDIS and the possibilities for local development as part of the rollout of the NDIS.

The Community Capacity Building Toolkit is available on the Department of Communities, Child Safety and Disability Services¹ website.

Rollout of the NDIS

The QLD Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) has actively engaged in preparing for the rollout of the NDIS and in participating in the early launch in Townsville, Charters Towers and Palm Island. DATSIP provided assistance to potential Aboriginal and Torres Strait Islander clients and service providers to ensure they are aware of and prepared for the implementation of the NDIS through:

- Partnering with key agencies to facilitate Indigenous-specific support and information sessions on Palm Island and in Townsville about the NDIS.
- Participating in the Townsville based whole-of-government Transition Working Group to develop local strategies for effective and appropriate service delivery and engagement. The work of the Group is ongoing.
- Playing a key role in the local North Queensland WorkAbility Network. The network developed the North Queensland NDIS Workforce Action Plan, detailing actions to develop the required labour force for up to 950 estimated additional full-time equivalent places in North Queensland.
- Utilising community networks to disseminate information to the community about the launch of the NDIS and implications and opportunities available. This work continued until mid-2017.

¹ <https://www.communities.qld.gov.au/gateway/reform-and-renewal/disability-services/national-disability-insurance-scheme-in-queensland/getting-ready-for-the-ndis-in-queensland/information-for-rural-and-remote-communities>

Information Technology Resources

The QLD Department of Education and Training provides a range of assistive and information technology resources; to support the professional development of teachers; to support students with disability; to help students improve their educational experience and outcomes; including through:

- The Curriculum into the Classroom team, which has developed a number of resources to support a diverse range of learners.
- The Learning Place, which has a range of teaching and learning resources to support students.
- OneChannel partnering with a range of external organisations to provide online resources for staff and students.
- A review of the eLearning for special needs program. A survey to inform the final report has been conducted with the responses being analysed.
- Research and trials of new technologies, including trialling eye gaze technology with students who have very limited means of movement. The eye gaze device connects to an existing computer and enables students to control the computer using the eye movement.

Public Safety Portfolio – Disability Services Plan 2014-2016

The QLD Public Safety Portfolio consists of the Office of the Inspector-General Emergency Management, Public Safety Business Agency (PSBA), Queensland Fire and Emergency Services (QFES) and the Queensland Police Service (QPS).

The QLD Public Safety Portfolio agencies have a number of resources in place to build the capacity of employees to assist people with disability, their families and carers, and to assist

people with disability, their families and carers in engaging with the agencies. For example:

- The PSBA and QPS intranet websites link employees to information to enable access to Deaf Services Queensland, Auslan and interpreter services.
- Blue Card Services developed an Online Learning Portal about the blue card system and child protection system, which is accessible to a wide audience, with videos hosted on a YouTube channel. The YouTube platform supports the use of closed captioning, to ensure accessibility for hearing impaired viewers.
- QFES is developing a strategic stakeholder engagement framework, with related plans and guidelines that will incorporate inclusive stakeholder engagement, including with vulnerable communities.

In addition, QFES and QPS communications centre officers and emergency dispatchers are trained in the procedures related to the emergency telephone services and procedures provided under the National Relay Service.

QFES and QPS also have arrangements in place to ensure that at times of severe fire and weather events, interpreters are available at emergency announcements and broadcasts to inform hearing-impaired people about the events enabling them to make decisions about their own situation and circumstances.

Outcome 5 – Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives

Early Childhood and Community Engagement

The QLD Department of Education and Training supports early childhood education and care services to support inclusion and meet the learning and development needs of children with disability through:

- Providing additional funding of \$14.2 million over four years to support children with complex multiple disabilities.
- The Disability Inclusion Support for Queensland Kindergartens funding program, which supported over 585 children with disability in 2016 and assisted 240 kindergarten services to develop inclusive programs.
- Initiating and funding a \$1.59 million innovative professional development package 'Early Years Connect', to support early childhood educators working with children with disability and/or significant developmental delay and complex social, emotional and behavioural needs.
- Providing kindergarten services with access to specialised equipment and professional resources to help children with disability or additional needs to participate in kindergarten programs.
- Funding Noah's Ark (\$0.5 million per annum) to provide kindergarten services with access to a range of specialised equipment, resources and services to assist them to provide inclusive programs for children with

disability. Under the Specialised Equipment and Resources for Kindergarten Program, eligible kindergarten services across the state have free, on-loan access to specialised equipment and professional resources.

My Future My Life

My Future My Life aims to assist young people engage in early preparation for an inclusive lifestyle well before they leave school, in partnership with the QLD Department of Education and Training.

In 2015-16, *My Future My Life*:

- Assisted more than 855 young people with disability to receive support
- Assisted almost 231 young people with disability through individual support to assist them with their planning
- Delivered more than 119 information and awareness sessions, presentations and workshops for students, parents and educators across Queensland.

Inclusion Coach

In 2016, the QLD Department of Education and Training established eight inclusion coach positions across the state, with one coach position located in each of the seven regions and one coach position located in Central Office. The role of the coach is to provide leadership and direction to strengthen the capacity of Queensland state schools by providing a key point of contact for support and advice to principals, school leaders and regional staff about evidence based inclusive practices focused on improving the educational outcomes of all students.

The QLD Department of Education and Training Disability Policy² website has been reviewed and updated to ensure the information is relevant, accurate and readily accessible.

² <https://det.qld.gov.au/>

School Transitions

The QLD Department of Education and Training is developing a range of initiatives to support transition junctures:

- The transition to Prep: on-line materials and information for parents/carers, schools and the Early Childhood Education and Care sector that target the needs of students with disability.
- The transition from Primary to Junior secondary: online transition materials package to support the transition of students with disability, parents/carers, primary and secondary schools.
- The transition to post-school for students with disability: an online transition course and planning senior pathways resource for teachers and school transition officers.

Training and Skills

Other initiatives to support the transition of students with disability from school to post-school options include:

- Developing an online transition course for teachers and school transition officers.
- Implementing the Certificate 3 Guarantee to assist Queenslanders with disability to obtain the qualification.
- Delivering the Skilling Queenslanders for Work initiative, which provides support for disadvantaged Queenslanders, including those with disability, to gain skills and qualifications to enter and stay in the workforce.
- Skills Disability Support services, which are available to all QLD Department of Education and Training pre-qualified suppliers to assist learners with disability to participate in Queensland subsidised Vocational Education and Training (VET) programs.
- Under the Annual VET Investment Plan, the QLD Department of Education and Training supports disadvantaged learners to access VET through a range of measures, including:

- The provision of a higher-level subsidy for concessional students, including students with disability
- Providing access to a subsidy for lower level skills training where a student is assessed as a disadvantaged learner requiring a supported learning pathway
- Requiring all pre-qualified suppliers to embed in their processes, systems and day-to-day activities, and effective inclusive practice strategies that are consistent with the Queensland VET Inclusive Learning Framework.

Specialist Educational Support Services

The QLD Department of Education and Training provides funding to not-for-profit organisations to provide educational support services in state and non-state schools. In 2015, more than 50 per cent of all schools in Queensland accessed these specialist services, resources and specialised equipment to improve the educational outcomes of more than 8,000 students with disability.

Outcome 6 – Health and Wellbeing

People with disability attain highest possible health and wellbeing outcomes throughout their lives

Parent Connect

The Parent Connect initiative in Brisbane North has been providing support to a number of Indigenous families whose children were recently diagnosed with ASD. Since receiving their diagnosis, none of these families had attended an Autism Queensland Early Days workshop for various reasons. Parent Connect hosted an Indigenous Autism Workshop for these clients. This forum, held in conjunction with Autism Queensland, was conducted by the National Coordinator of the Early Days program, along

with a well-respected Indigenous worker and elder within the community.

Subsequent to the overwhelming success of the initial workshop, two more sessions have been held with these families. At the conclusion of the workshops, families reported they appreciated the knowledge that the facilitators had shared regarding ASD and Indigenous community supports, such as linking in with Indigenous allied health and counselling services. They stated they now had a much better understanding about ASD and how best to manage their children's needs, and enjoyed connecting with other parents and learning from their experiences. In addition, these families have agreed that they will meet up as a group every six months so they can remain in touch and continue to support each other.

National Injury Insurance Scheme

On 26 May 2016, the *National Injury Insurance Scheme (Queensland) Bill 2016* was passed in Queensland's Parliament. The Bill established a National Injury Insurance Scheme in Queensland from 1 July 2016, and the National Injury Insurance Agency Queensland to administer it. The Scheme ensures that people who sustain serious personal injuries in a Queensland motor vehicle accident are eligible to receive lifetime treatment, care and support, regardless of fault. The implementation of the Scheme brings Queensland in line with other jurisdictions in Australia.

Motor Accident Insurance Commission

The QLD Motor Accident Insurance Commission continues to invest in activities that prevent road traffic injuries, and improve health and vocational outcomes of people injured on the road. Current funding initiatives include:

- An ongoing partnership with the Spinal Education Awareness Team, who provide education to school children about the importance of not taking risks on the road.
- Establishing a new partnership with the

Queensland Brain Institute to fund a Senior Research Fellowship, which will focus on developing new methods for assessing damage and change over time in traumatic brain injuries.

Improving Access to Health Services

A range of initiatives are in place to improve access to health services. For example:

- Metro South Hospital and Health Service has established a committee to identify and eliminate systemic barriers that impact access to healthcare for people with disability. Improvements include accessibility to facilities, adjustable examination tables, bariatric lifts, weighing scales, scanning equipment, and installation of assistive equipment in oral health facilities.
- The Princess Alexandra Hospital Emergency Department project was undertaken to identify issues experienced by people with intellectual disability during their visit to the emergency department, including how access to appropriate and integrated care can be improved. This has led to solutions being implemented through a staged approach.
- Staff across Queensland Hospital and Health Services continue to be trained in the use of language cards, the access and use of Auslan interpreter services, Makaton and Key Word signing, and the increased use of iPads, which assist as an additional portable and accessible communication aid.

STEPS Program

Queensland Health develops resources to support people with disability, families and carers to participate in planning and exercise control over their disability. The Metro South Hospital and Health Service hosted the Step up To Enable People and Communities (STEPS) Program, a Queensland-wide information and skills training program. There are 34 STEPS skills program sites across Queensland.

Progress by Queensland Local Governments

Access and Inclusion Disability Action Plan, Ipswich City Council

The Ipswich City Council *2015-2018 Access and Inclusion Disability Action Plan* promotes social inclusion and facilitates access for people with disability to mainstream services, employment and community participation. The Action Plan addresses key areas, including equitable access, communication, consultation and employment. Examples include:

- Strengthening social inclusion
- Building the capacity of all community members to participate in all areas of community life
- Equitable access for target groups with existing barriers and disadvantage
- Strategies for equitable participation in sports, lifelong learning, community capacity and leadership
- Inclusion of all community members in decision making that affects their lives
- Consultative frameworks that include Indigeneity, multicultural background, as well as people with disability and their carers
- *Fresh Futures Market* supports young people with disability, their families, carers and teachers as they transition from school to vocational training and employment
- *Ipswich Disability Interagency Network* brings together government and non-government stakeholders to share information and form networks between disability service providers and their carers
- Ipswich City Council manages the *City Heart Cabs Program*, which is a subsidised transport program for eligible aged residents

and residents with disability and their carers

- The *Home Assist Program* continues to provide services to clients with disability, delivering home maintenance and modification services, and works with other local agencies to identify and better meet the needs of people with disability
- Ipswich City Council supported numerous other projects locally, such as *Carers Building Resilience Workshops*, *Blair Disability Links*, *Mental Health Week activities* and *Streetlinks*
- As part of the annual International Day of People with Disability, Ipswich City Council has provided a free Sensory Cinema Day for the last three years for local residents who have family members with disability.

According to Ipswich Council's *Advance Ipswich 2015* and *Corporate Plan 2012–2017*, the Council is working on:

- Developing and delivering services, programs, activities and consultative frameworks that include people with disability and their carers
- Implementing and supporting programs to enable the ongoing development of service provision relevant to cultural and disability needs
- Identifying services and facilities to support people with disability to live independently in their own homes
- Providing equitable access and avenues for all residents of Ipswich to participate and contribute to decisions made in their community.

Disability Access and Inclusion Policy, Tablelands Regional Council

Tablelands Regional Council Disability Access and Inclusion Policy is a framework for all residents and visitors to the region to ensure equitable access to facilities, services, programs and activities.

The policy promotes the social, economic and cultural inclusion of people with disability. It also supports the reduction of physical, social, organisational and structural barriers that prevent inclusion of people with disability.

The Tablelands Regional Council has a Disability Access and Inclusion Advisory Committee, which was established to provide advice to the Council on the needs of people with disability in the local community.

In October 2016, the Council called for community representatives to submit Expressions of Interest to join the Committee. An initial task of the Committee will be to work collaboratively with the Council on a draft Action Plan on Disability Access and Inclusion.

The Tablelands Regional Council also provides subsidised assistance for minor home repair and maintenance through the Home Assist Secure service.

The Disability Access and Inclusion Policy is available at the Tablelands Regional Council³ website.

Accessible and Inclusive City Action Plan, City of Gold Coast

The City of Gold Coast *Accessible and Inclusive City Action Plan 2014-2019* (AICAP) contains more than 170 actions to improve access and inclusion. The purpose of the City of Gold Coast's AICAP is to remove barriers and improve access to City operations. The plan seeks to enhance the lifestyle and wellbeing of all residents and visitors, regardless of age or ability.

The plan represents an integrated and coordinated approach to access and inclusion and is well informed by feedback from community engagement.

Specifically, the plan includes seven action areas, which will deliver more than 170 actions over the next five years, resulting in improvements in

³ <https://www.trc.qld.gov.au/community-services/disability-access-inclusion>

access and inclusion to Council's information, services and operations.

Examples of City of Gold Coast actions include:

- Online community directory with contacts for everything from legal advice and advocacy, to the hire of assistive products and equipment. Further information is available at the Gold Coast Community Directory⁴ website.
- The City provides and supports a range of initiatives to increase access to its beaches. This includes accessible viewing platforms, beach matting and beach wheelchairs. Further information is available at the City of Gold Coast Accessible Beaches⁵ website.
- The City provides accessible infrastructure, including an All Abilities Playground, accessible barbeques and amenities (including Changing Places facilities). Further information is available at the City of Gold Coast⁶ website.
- Further information on a range of accessible programs and activities are available at the City of Gold Coast⁷ website.

Brisbane Access and Inclusion Plan, Brisbane City Council

The *Brisbane Access and Inclusion Plan 2012-2017: Achieving universal inclusion in the life of Brisbane, Australia's new world city* articulates an innovative local government role for Brisbane City Council, in the context of Australian and Queensland government responsibilities.

In terms of access and inclusion, the plan identifies clear responsibilities across five areas:

1. Pedestrian mobility and transport
2. Planning, development and infrastructure

4 <http://www.goldcoast.qld.gov.au/community/community-resources-directory-2918.html>

5 <http://www.goldcoast.qld.gov.au/community/community-resources-directory-2918.html>

6 <http://www.goldcoast.qld.gov.au>

7 <http://www.goldcoast.qld.gov.au/community/programs-activities-29112.html>

3. Public buildings, venues and outdoor spaces
4. Vibrant, informed and caring communities
5. Customer service and governance.

For each of these topics, the plan documents Brisbane City Council's role and responsibilities, where it is in enabling access and inclusion; where it wants to be; existing actions that will continue, and new initiatives or extensions to which Council is committed.

Some examples of initiatives implemented by Brisbane City Council include:

- Council ran the *Braille Trail Awareness Campaign* to raise public awareness about the Queen Street braille trail, which runs 1.6 kilometres through Brisbane's Central Business District (CBD), from Reddacliff Place to Anzac Square. The campaign encouraged the public to keep the trail clear for people with vision impairment, who use it to navigate through the city centre. The campaign involved adhesive signs placed along the trail, advertising posters at CBD bus stops and in Queen Street Mall, and a social media campaign, which elicited a massive response on Facebook, Twitter and the Council's website. In 2015, Brisbane City Council was announced as a State Finalist Award Winner at the 2015 Inclusive Community Champion Awards for the *Braille Trail Awareness Campaign*.
- Brisbane City Council continues to run the *disABILITY at Work* employment program. The *disABILITY at Work* program was designed to remove barriers to employment for people with disability, and help make Council itself a more 'disability confident' organisation. Seventeen participants, with a range of disabilities –developmental, physical, mobility, mental health, vision, hearing and learning related – took up temporary employment with Council for sixteen weeks in 2014-15. The project provided them with support to adjust to the workplace and to develop skills that would help them find further employment. Fifteen of the seventeen participants completed the project and,

of these, eight went on directly to further employment, three continued with tertiary study and four are actively seeking work. The *disABILITY at Work* program received a High Commendation for Excellence in Accessibility at the 2015 Inclusive Community Champion Awards.

- The Bellbowrie Pool Accessible Aquatic Playground is a zero depth pool that allows children using mobility devices and their carers to enter easily, while overhead waterfalls and interactive elements allow safe interaction with water for children of all ages and abilities. The Bellbowrie Pool Accessible Aquatic Playground received a High Commendation for Excellence in Tourism, Entertainment or Recreation at the 2015 Inclusive Community Champions Awards.

Access and Equity Plan, Toowoomba Regional Council

The Toowoomba Regional Council *Access and Equity Plan 2016-2021* is a framework to guide decision making and to determine Council's role in providing services and facilities to make the Toowoomba region an inclusive and accessible community for all.

Access and equity for all includes people with disability and their family and carers, parents with prams, the elderly, people with temporary and permanent injuries and those from culturally and linguistically diverse communities.

The plan focuses on seven main areas:

1. Pedestrians, parking and transport
2. Community facilities, amenities and open spaces
3. Planning and services
4. Training and employment
5. Communication and community engagement
6. Programs and events
7. Process of implementation and review of the *Access and Equity Plan 2016-2021*.

Community Access and Equity Reference Group, Rockhampton Regional Council

The Rockhampton Community Access and Equity Reference Group has a particular focus on access and equity issues pertaining to the following groups:

- People with disability
- People from diverse cultural and linguistic backgrounds
- Indigenous Australians
- Frail aged
- Carers
- People experiencing marginalisation, social isolation and/or socio-economic disadvantage.

The role of the Rockhampton Community Access and Equity Reference Group is to identify and communicate to the Rockhampton Regional Council priority issues that are impacting residents' access to:

- Council services, information, facilities and public space areas
- Opportunities to participate in planning and community engagement activities of Council
- An inclusive customer service experience
- Possible ways that access and equity issues could be addressed.

Recharge Scheme

The Rockhampton Regional Council is one of the National Pilot Partners of the Recharge Scheme for people using their electric mobility scooter or wheelchair. Recharge points have been installed in four locations.

The Rockhampton Regional Council also assists with the Beach Day Out event that provides a great fun day for families and children with a strong focus being placed on delivering a wide range of activities that are tailored to individual ability. The event promotes social inclusion and

provides the opportunity for children and families to connect with service providers in a fun, non-threatening manner.

Access and Equity, Douglas Shire Council

Access and equity in Douglas is about ensuring equal opportunity and the allocation of resources and services in a fair, consistent and inclusive manner irrespective of an individual or group's cultural or linguistic background, their religion or spiritual beliefs, socio-economic status, gender, age or ability.

In simple terms, access and equity is about removing barriers to open up opportunities for people in their everyday lives. Further information about access and equity in Douglas is available at the Douglas Shire Council⁸ website.

In May 2015, Douglas Shire Council launched two initiatives that aim to support locals and visitors with disability, as well as a resource to help businesses become more accessible to customers with disability:

- Access Douglas Directory — an online tool to assist people with disability, those with mobility issues, people who are elderly or frail, and/or who may live locally or be a visitor to the Douglas region, in finding services and businesses to best meet their accessibility requirements. The Directory is available at the Douglas Shire Council⁹ website.
- Missed Business resource — practical ideas and information to make a business more physically accessible for people with disability. The Missed Business resource is available at the Douglas Shire Council¹⁰ website.

In its 2016-17 Budget, the Douglas Shire Council allocated \$30,000 in funds to improve wheelchair

access to Four Mile beach by installing appropriate infrastructure to navigate soft sand. Further information is available at the Douglas Shire Council¹¹ website.

Accessible Communities, Bundaberg Regional Council

Bundaberg Regional Council is a member of the Bundaberg Disability Sector Network (BDSN), which meets to identify issues, develop strategies and share information and resources.

The Bundaberg Regional Council *Social Development Action Plan 2014-2017* sets out priority areas and goals for the region. Priority II 'Connecting our community' is linked to a goal to 'Enhance equitable access to information, services and events'.

The *Social Development Action Plan 2014-2017* accessible community goal aims to create a community that is accessible to people with disability by supporting the delivery of workshops and community sessions to better inform service providers, carers and people with disability on the details and impact of the NDIS.

During the 2015 Disability Action Week, the Bundaberg Regional Council (as a member of the BDSN) designed and delivered a self-audit checklist of disability access to local businesses.

In 2016, the Bundaberg Regional Council held a photography exhibition – *A Day in the Life of a Person with a Disability* – at the Bundaberg School of Arts. The exhibition aimed to raise awareness that people with disability are not defined by their disability.

The Aussie Bush Dance for Social Inclusion week was primarily for people using a wheelchair or people with mental or physical disability. The event attracted more than 185 people. A second Bush Dance was held on 26 November 2016.

8 <http://douglas.qld.gov.au/community/access-equity/>

9 <http://douglas.qld.gov.au/access-douglas-directory-2/>

10 http://douglas.qld.gov.au/download/access_&_equity/Missed-Business-Guide.pdf

11 https://douglas.qld.gov.au/download/publications__reports/Annual-Budget-2016-17.pdf

Little Lifesaving Legends, Sunshine Coast Council

The Sunshine Coast Council supported the Little Lifesaving Legends pilot program. The program is specifically designed for children with social or emotional challenges, such as intellectual disability, cognitive delay or ASD. The program teaches lifesaving activities, including wading, diving, beach games and building confidence to participate.

South Australia

Outcome 1 - Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life

BlueBays Mobile App

In 2016, the SA Department of Human Services (DHS, previously the Department for Communities and Social Inclusion) launched a free mobile phone app to help people with disability parking permits locate and share information about accessible car parking spaces in SA. The app is called BlueBays and supports inclusion by assisting with journey planning so that people can more readily participate in their communities.

BlueBays taps people's knowledge to assist in the identification and collection of information to build a consolidated list of accessible car parks. It also allows people with disability, their carers, family members and service providers to locate car parks, to find out how many there are, their dimensions, nearby facilities or businesses and any potential concerns about the spaces.

People with disability identified the need for such an app during consultation about barriers they experience when participating in their communities. BlueBays has received very positive feedback from users who appreciate the ability to locate car parks closer to their destination, particularly in unfamiliar areas.

Currently, over 2,500 accessible car parks have been identified, with people adding to the list every day. Though established locally, the app can be used worldwide.

BlueBays is downloadable from two of the largest application market spaces, Apple App Store and Google Play. There have been over 300 downloads from these stores.

Improved Public Transport Services and Infrastructure

The SA Department for Planning, Transport and Infrastructure has continued to improve public transport services and infrastructure during 2015-2016 so that they are more accessible and easier for people with disability to use. The bus fleet is now 88.5 per cent accessible (not including the fleet of older buses kept in reserve as substitute transport for major rail works), compared to approximately 31 per cent in 2002.

Toward the end of 2015, a comprehensive review of way-finding and information provision at the Adelaide Railway Station commenced. This resulted in the installation of new signage near the gates advising people how to obtain assistance when boarding trains. This message is also displayed randomly on the station monitors. In addition, Departmental officers monitor the accessibility gates and provide 'sighted guide' assistance to passengers if needed.

Information regarding accessible transport has been updated and published on the Adelaide Metro¹ website. This information explains the

¹ <https://www.adelaidemetro.com.au/>

location of stop buttons, allocated spaces and priority seating for all modes of transport to aid journey planning.

GPS technology has been installed in Adelaide Metro bus, train and tram vehicles as part of the successful introduction of the Metrocard ticketing system and the Real-Time service. This technology is free for users and allows passengers at 7,650 stops and stations to use any internet-capable device to obtain real-time arrival information, including whether a bus is accessible for people using wheelchairs.

Empowering Sport to Reflect Community Round Tables

The SA Office for Recreation and Sport (ORS), promotes disability access and inclusion in sport and active recreation. In August 2015, this was demonstrated by a series of Empowering Sport to Reflect Community Round Tables.

Representatives from twenty organisations attended the round tables to:

- Identify if access and inclusion is currently reflected in organisational strategic plans
- Assess if sport has moved beyond inclusion being a special project or 'nice' thing to do
- Prioritise actions to generate change at an organisational level and in the programs and services provided so that structural barriers do not prevent people from participating in sport and active recreational activities.

A number of resources have been developed and shared with sport and active recreation organisations, including posters to promote equity in sport and a YouTube video titled '*Inclusion – Where do I Stand?*'. These resources are designed to break down the perception that including people with disability is too hard. Both resources have been promoted through a range of mediums, including at face-to-face workshops, through the ORS website and on social media.

In addition, during 2015-16, ORS initiatives included:

- Awarding 20 sporting scholarships to elite athletes with disability, through the SA Sports Institute (SASI). These scholarships support athletes to participate in the social, cultural, recreational and sporting life of the community and excel on the world stage.
- Selecting five SASI athletes to represent Australia at the 2016 Rio Paralympics.
- Allocating \$185,000 to six state sporting organisations for people with disability.
- Funding 30 disability-specific projects totaling \$775,800 through the Sport and Recreation Development and Inclusion Program.
- Funding a disability-specific project totaling \$4,938 through the Active Club Program.

Outcome 2 – Rights Protection, Justice and Legislation

People with disability have their rights promoted, upheld and protected

Communication Partner Service in SA Justice System

Under amendments to the *Evidence Act 1929 (SA)*, people with complex communication needs are now entitled to communication assistance in and out of court. A new Communication Partner Service was established in 2016 and is being delivered by Uniting Communities. This service provides trained independent volunteer personnel to facilitate effective communication between vulnerable victims, witnesses, suspects and defendants with complex communication needs and others in the criminal justice process.

Stage one of the service commenced on 1 July 2016 and is operating in metropolitan Adelaide, Mount Gambier and Port Augusta. It will be introduced state-wide as part of a staged implementation process.

The commencement of the Communication Partner Service complements the specialist investigative interviewer training program provided by the Centre of Investigative Interviewing at Deakin University. This specialist training seeks to enhance best practice skills in questioning vulnerable witnesses by investigative interviewers.

The participating agencies include SA Police, the Department for Child Protection and DHS.

Port Augusta Accommodation Service

SA DHS through the Disability SA Exceptional Needs Unit (ENU), developed an accommodation service at Port Augusta for traditional Aboriginal men with cognitive impairment leaving the criminal justice system. The 24 hour, seven-day service has been developed in response to a lack of culturally appropriate supported accommodation services for people with cognitive impairment from the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands exiting the criminal justice system and the limited pathways to enable them to transition back into their community.

The residents have been found unfit to plead due to their cognitive impairment and are subject to a range of legal orders restricting their unsupported movement in the local community and impeding their ability to return to their own community. An essential part of the service is the need to provide a culturally appropriate and responsive service, including connection to the local Port Augusta Aboriginal services and community.

Each resident has an individualised service plan that incorporates at least one annual Return to Country trip, designed to maintain cultural connections and responsibilities to their community and country. Comprehensive risk assessments and extensive negotiations with local communities form part of this planning. ENU funds and oversees the service, which is delivered through a non-government agency. Culturally responsive case management is also

provided by an ENU Aboriginal practitioner located in Port Augusta.

Development of Safeguarding Policies for Restrictive Practices

The SA Office of the Senior Practitioner has drafted documents that support the SA DHS suite of safeguarding policies launched in 2013-14. These include a Code of Practice for eliminating the use of restrictive practices in SA; a guideline for recording and reporting restrictive practices; a guideline for assessing, planning, authorisation and consent of restrictive practices for adults; and a complete set of definitions, reference documents and links to relevant resources. These documents were finalised at the end of 2016.

The Office is also progressing its agenda to reduce, and where possible eliminate, the use of restrictive practices, through:

- Involvement in a continuing series of professional development sessions aimed at increasing the capacity of disability support providers to implement positive support programs for individuals and reduce their use of restrictive practices.
- A program of visits to organisations to assist them to develop their policies, procedures and practices for the reduction of the use of restrictive practices.
- Consultative support to organisations dealing with difficult and/or complex issues to ensure that the rights and freedoms of individuals are not compromised.
- Discussions with the Flinders University Disability and Social Inclusion Unit to embed teaching on restrictive practices and positive behaviour support in their undergraduate program.
- Developing resource documents for people with disability and families on restrictive practices.

Outcome 3 – Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives

Disability Employment Community of Practice

In August 2015, the SA Equal Opportunity Commission partnered with a network of private sector employers to form a Disability Employment Community of Practice. Members represent a broad range of industries, including banking, legal, sporting, computing and mining sectors. The Community of Practice offers employers the opportunity to engage in a dynamic learning conversation about employing people with disability through face-to-face meetings and an online team communication site group to share information, resources and connections to reference the learning conversation.

The member organisations have a shared commitment to acting collectively and individually to increase and sustain employment of people with disability in the SA community. Their vision is to create a vibrant and disability confident employment sector in SA that hires people with disability because it recognises people's right to employment and the strong commercial case for employing people with disability. To date, the group has finalised an action plan and will be exploring innovative ways to increase employment opportunities for people with disability, such as establishing a disability employment industry cluster and setting an industry-led employment target.

Renewal SA Affordable and Accessible Housing initiatives

The SA Government, through Renewal SA, is committed to ensuring that people with disability are provided with secure, affordable housing that meets the requirements of the SA Housing Trust (SAHT) Universal Housing Design Criteria and aligns with Liveable Housing Design principles. In 2012, \$21.6 million was allocated to provide high quality community-based supported accommodation to transfer the remaining 27 residents from the Strathmont Centre into community-based housing.

At the beginning of 2016, 14 people with disability remained in the Strathmont Centre, which once accommodated over 700 people. Renewal SA has been working collaboratively with Disability Services and Disability SA to design new-build properties and support services to meet the specific needs of individuals, all of whom have lived in institutional settings for most of their lives.

The successful relocation of residents into community settings has been facilitated by:

- Intensive work with each person to understand their needs and preferences
- Developing service models to support individuals in a community setting
- Working closely with architects and builders to design and purpose-build high quality housing which addresses individual needs
- Finding locations which provide opportunities to enhance residents' lives
- Training staff in developing the skills of people in preparation for independent living
- Engaging families and support networks in preparing for change.

The collaborative approach has resulted in:

- Optimal location of housing
- Creative, accessible housing design
- Residents and staff being well prepared for their new environments

- Engagement of families to involve them in service models as well as house design.

The MacDonald Park project, part of the Strathmont Centre devolution, has resulted in housing for five people and is being constructed on a large parcel of land in a semi-rural setting. Two houses have been purpose-built and include a sensory garden as a calming area, open space for walking, as well as more private recreational spaces. A transportable building has been renovated for developmental and recreational activities. The new residents have been extensively involved with the planning and transition to their new homes.

1,000 Homes in 1,000 Days Initiative

In December 2015, Renewal SA, on behalf of SAHT, launched the 1,000 Homes in 1,000 Days initiative. This included \$30 million, plus land, for 100 homes to be built specifically for people with disability. In May 2016, the SAHT was selected by the Australian Government as a preferred provider under the Specialist Disability Accommodation Initiative, through which an additional \$1 million was made available to upgrade some of the new homes with assistive technology. The development will deliver Renewal SA's Universal Design approach, which will achieve the Silver Level Liveable Housing Standard in accordance with NDIS requirements for new builds.

Stage one of the program has achieved the selection of 20 sites for 35 homes. Design work is substantially complete and planning approvals are in progress. A further 65 homes are planned for stage two of the program.

Outcome 4 – Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities

Individualised Funding

Individualised Funding is part of SA Government's commitment to improve the lives of people with disability, and aligns the SA disability support framework with that of the NDIS. The SA Government adopted a three staged implementation process to Individualised Funding, with stage three completed by 30 June 2016.

This stage included group home and shared accommodation services and provided notional personal budgets in readiness for the transition to NDIS. This approach recognises the potential impact on a service provider's ability to maintain effective services to others who are part of the shared arrangement. As of 30 June 2016, there were 8,344 individuals with a personal budget or notional allocation, including 313 people who have chosen to self-manage personal budgets.

Disability Sector Skills and Employment Development Project

To support the rollout of the NDIS, the SA Government implemented the Disability Sector Skills and Employment Development Project, which delivered a range of workforce development activities across metropolitan Adelaide and several non-metropolitan regions of SA over 2016-17 and 2017-18. During this time the Australian Government contributed additional funding support for the Project through the NDIS Sector Development Fund.

A range of programs, projects and services were delivered across three streams of activity under the Project:

- Supporting new workers
- Supporting existing workers
- Supporting enterprise development.

In the first area to transition to full NDIS (Northern Adelaide), these activities were focused through a Disability Workforce Hub. Complementary career services already provided by the SA Government were enhanced to support workforce development projects focused on NDIS transition.

In addition, during 2015-16, \$8.7 million was paid to providers from the Training Fund for Vocational Education and Training to support approximately 4,000 students to achieve qualifications primarily related to the disability sector.

New Adelaide Disability Respite Centre

The SA Government has committed \$7.44 million in a partnership with the private sector to develop a disability respite centre in Adelaide. Uniting Communities was selected to deliver 18 disability-specific rooms, within a large 20 story multi-use apartment and office complex being developed in the CBD by Uniting Communities. This complex will bring together Uniting Communities' services and incorporate specialist disability long-term rentals, as well as the 18-apartment disability respite accommodation facility. The development will also include city retirement living and additional office, hospitality and community spaces.

The SA Development Assessment Commission has approved plans for the redevelopment, and key design features for the disability respite apartments have been finalised. This development will assist in reducing the waiting list for centre-based respite and relieve pressure on existing respite facilities. It will also provide a

flexible accommodation option for people with disability and their families, tailored to individual requirements. In addition, the development will provide a viable short-term transition to community living option for people otherwise unable to be discharged from hospital. Construction commenced in October 2016 and completion is expected by late 2018.

Outcome 5 – Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives

Programs to Support Students with Disability

A number of learning programs and support services are being offered in SA to support students with disability and to facilitate further learning opportunities. This includes a range of programs sponsored by the SA Department of State Development to improve educational outcomes and support students with disability. Learner Support Services (LSS) provide case management support to students with complex barriers so they can complete their VET. Funding is provided to TAFE SA and private registered training organisations to support approximately 1,800 students per annum. Between 30-40 per cent are students with disability.

The Bedford Group has run the Abilities for All program for people with disability for over ten years. It provides a mix of accredited training and specialist learner support to overcome barriers to participation in learning and employment. During 2015-2016, more than 120 people participated

in the Abilities for All program, with 30 people gaining an employment outcome to date.

From 2014-16, WorkReady Jobs First Employment Projects and WorkReady Subsidised Training List engaged with over 700 people with disability, with over 300 gaining employment. WorkReady Jobs First projects are designed by employers and service providers to provide either accredited training, high-quality industry work placements and transitions to higher-level training or employment, or tailored skills development and employment support activities to improve the work readiness of job seekers and transition people into employment (delivered under Employment Projects).

SA Certificate of Education accessibility measures

The SA Certificate of Education (SACE) Board is responsible for the accreditation, assessment, recognition, and certification of learning in the SACE. Special provisions have been developed to assist individual students to access the specified learning and assessment requirements, including:

- Braille printing of SACE examination papers for students with vision impairment.
 - Modified subjects for students with identified intellectual disability with significant limitations in both intellectual functioning and adaptive behaviour (conceptual, social and practical). These subjects allow students to develop their capabilities and achieve their personal learning goals. The Governor of SA Commendation - Excellence in Modified SACE Award is awarded to the student with identified intellectual disability who demonstrates outstanding achievement in SACE Modified subjects.
 - The SACE Board Special Provisions in Curriculum and Assessment Policy allows alternative arrangements for students whose capacity to meet the requirements of an assessment is affected significantly by illness, impairment, or personal circumstances.
- Improving the accessibility of the SACE Board website and key documents (curriculum and assessment policies, and chief assessors' reports) for all staff and students, including those with disability, who may use assistive technology devices such as screen readers.

Accessibility supports for children and young people with disability at preschool and primary school

The SA Department for Education and Child Development (DECD) is taking a range of actions to increase access by children and young people with disability to mainstream preschools, schools and special option settings. In 2015, 2,500 preschool children with special needs and/or learning difficulties received additional support, while 15,147 students in primary and secondary schools received additional resourcing or consultancy support via the DECD Disability Support Program. Six new special classes were established within mainstream junior primary, primary and secondary schools within SA.

In relation to Disability Access Provision requests, a total of 67 facility modifications were actioned in 2015 to enable DECD employees, children and students with disability to access DECD sites and services on an equitable basis. This represented an increase of 42 requests from the previous year.

Outcome 6 – Health and Wellbeing

People with disability attain highest possible health and wellbeing outcomes throughout their lives

Disability Services Evidence and Outcome Based Therapy Services

SA DHS offered a range of evidence and outcome-based therapy services to adults with disability in SA. Through ASSIST Therapy Services, the following programs supported the health and wellbeing of Disability Services clients:

- The Lee Silverman Voice Treatment (LSVT) LOUD, an international gold standard, level one evidence-based therapy program that has proven positive outcomes for people with a diagnosis of Parkinson's disease. Studies have demonstrated significant improvements in volume, voice quality, swallowing skills, respiration, posture, and facial expressions. This improvement has also been noted for people with a number of other conditions, including multiple sclerosis and acquired brain injury.
- LSVT BIG is a therapy program with a strong evidence base for effectively improving movement disorders. This program is provided by accredited allied health professionals in a highly structured clinical setting, consisting of four sessions per week for four weeks. ASSIST Therapy Services employed two LSVT accredited speech pathologists and three LSVT accredited occupational therapists. The full LSVT LOUD therapy block and LSVT BIG was provided to 10 clients throughout 2016 with significant success.
- ASSIST Therapy Services psychologists offered an anger management group program for people with intellectual disability and offending behaviours. Over 2014-2016,

30 individuals undertook this six session, weekly program that includes elements of Cognitive Behaviour Therapy, relaxation, self-esteem, compassion, role-playing and assertiveness training. Unique to the program was the involvement of SA Police to facilitate positive and productive relationships between the police and participants. Findings from the program indicated a decrease in self-reported anger, increased coping skills and the development of friendships and support networks.

- Since 2014, centre-based service assessment and therapy has been offered by ASSIST Therapy Services for dysphagia, mobility and exercise, upper limb splinting, weight management and seating in manual wheelchairs. In a twelve-month period, over 120 individuals accessed this service. Client evaluation has been positive and acknowledged the ease of access, timely and responsive service and availability of more comprehensive and multi disciplinary services than are possible with community based services.
- ASSIST Therapy Services offers a visiting therapy service to Anangu adults on the APY Lands. The service delivers equipment and arranges for home modifications and therapies to enable people to remain living independently in their homes and communities. This team also provides advice and support to aged care, disability and health workers who are working on the APY Lands on a more permanent basis. Up to 90 Anangu people receive services from ASSIST each year.

TAFE SA training delivery improvements in regional areas

In 2015, TAFE SA implemented changes to training delivery across the SA APY Lands following a training needs analysis to gain an overall picture of the needs and priorities across the APY Lands. Findings included ensuring training is job relevant and supported by literacy

programs, and the need for trainers to contextualise their delivery and be more flexible in their availability to meet the needs of the community.

An example of the success of this initiative has been the delivery of Certificate III in Disability to service providers, including participants from Nganampa Health and SA DHS. Training was delivered face-to-face and was designed to professionally develop and up-skill staff who deliver services in this region so that they are able to provide improved disability support and services to the Anangu community.

This training initiative was aligned with the TAFE SA *Strategic Plan 2013-2016: Learner Access, Participation and Success* objective to ‘Leverage all opportunities and partnerships to maximise outcomes for individual students, in particular those who are disadvantaged and/or economically disadvantaged.’ The analysis enabled TAFE SA to better plan and coordinate its training efforts during 2015-2016 in accordance with feedback from key stakeholders, including the Anangu community, Anangu employees, secondary school students, organisations providing a service for Anangu job seekers and/or youth enterprise opportunities. It provided an overall picture of the training, delivery methodology and support needs required, as well as involving organisations and employers to support capacity building.

Progress by SA Local Governments

Access and Inclusion Strategy initiatives, Adelaide City Council

The Adelaide City Council (ACC) *Access and Inclusion Strategy* sets out the Council’s commitment to making the city a welcoming and inclusive place for everyone to enjoy. The strategy aims to help the ACC move toward a best practice model for access and inclusion planning, with a particular focus on better outcomes for people with disability. It provides a strategic framework to guide staff and partners in the development and implementation of key actions within each ACC program area through annual planning. The Access and Inclusion Advisory Panel is a key component in the shaping and effective delivery of actions associated with the *Access and Inclusion Strategy*.

Examples of ACC initiatives to improve access and participation of people with disability include:

- The Adelaide Design Manual (ADM) draws from local, national and international experience in urban design and sustainability principles to provide direction for the design of public spaces. The ADM builds on ACC strengths and has been designed for use by government, design professionals and people with an interest in public life to assist in creating welcoming, authentic, user-friendly, high quality city spaces. The development of the ADM commenced in 2013 and became an Advisory Panel case study in 2015. This led to the Design Strategy team working closely with the Advisory Panel to identify a range of ideas to incorporate into best practice guidelines to ensure that all people can access and enjoy ACC public spaces.

- The Advisory Panel provided general advice about improving inclusion, as well as specific advice on sections of the ADM describing furniture, footpaths, paving, surface finishes and lighting. As recommended by the Advisory Panel, ACC staff convened a range of focus groups comprised of distinct city user groups in order to obtain further feedback about particular public realm elements.
- Site tours, for example through the Hindley Street precinct redevelopment, enabled reflection and feedback by the Advisory Panel that further shaped the ADM. These opportunities have helped all parties to establish agreement on the nature of risks related to access and inclusion and the ways in which they should be managed. Pilot or trial projects using the principles of the ADM will be undertaken to develop suitable approaches and will be evaluated in the public realm prior to being adopted as a council standard. The Advisory Panel will continue to provide advice on these pilot projects.
- Adelaide Aquatic Centre upgrade — The Adelaide Aquatic Centre is a popular public swimming centre offering a range of structured programs as well as leisure pools for all age groups to enjoy. As part of a 2014 capital works program, a ramp was planned for installation in the main pool, as well as two accessible lifts into the leisure pool. The Advisory Panel was invited to contribute their expertise and ideas to the project and, following a site visit, a range of accessibility upgrades were identified. Over an 18-month period, the Panel provided advice as the improvements were undertaken and they continue to maintain an interest. The following outcomes have been achieved to date:
 - Smooth transition ‘pathways’ to the Centre
 - Automatic doors to the pool area
 - Ramp into 50m pool
 - Two leisure pool chair lifts
 - Accessible drink fountain
 - Upgraded accessible change room based on Changing Places model, but including an additional choice of lifter
 - Standard accessible change room
 - Access and inclusion information on website
 - Improved lighting throughout the facility
 - A café menu for customers who are visually impaired, produced in line with Royal Society for the Blind recommendations for font size and style
 - Installation of electric wheelchair and mobility scooter recharge points as part of the Recharge Scheme Australia partnership
 - Disability awareness training for all Centre staff to ensure the smooth delivery of the new facilities for all visitors
 - Affiliate of the Companion Card program.

The Adelaide Aquatic Centre continues to be proactive in improving accessibility and is now exploring an accessible swim school program, considering wayfinding improvements and planning the installation of two new family change rooms and ambulant accessible toilets in male and female change rooms.

- Accessible Adelaide — The Accessible Adelaide project commenced in 2015 to develop a unique new online information service in the form of an app that can be downloaded to a mobile phone or tablet. The app will provide timely and useful information that is responsive to the user and driven by the particular information that they require. For example, users can use the app to locate the nearest accessible public bathroom or car park and information about accessible local businesses. Initially focused on the Adelaide Central Market District, the app will enable city users to move about that precinct more confidently and with greater convenience. The Advisory Panel has

contributed in the following areas:

- Input to project direction and scope
- Review of external and internal research findings and recommendations
- Involvement in workshops to identify accessibility needs
- Input and feedback on approach and information sources that they find useful
- Providing advice on the content of a flyer, designed for local Gouger Street businesses to enable those with accessibility provisions to feature on the Accessible Adelaide App.

Two members of the Advisory Panel will participate in a user group to test the functionality and usability of the digital application and consultation with the complete Advisory Panel will continue whilst the digital application is developed.

- The Adelaide Town Hall is a significant and much loved icon in the city that celebrated its 150th anniversary in 2016. Each year it hosts over 200,000 people and accommodates 500 events, including performances and private functions. In 2015, the Adelaide Town Hall became an Access and Inclusion Advisory Panel case study, with staff working closely with the Panel to develop a range of infrastructure improvements to enhance the experience of people with disability using the facility as members of the audience, performers or employees. Improvements completed in 2016 included:
 - New carpets with more wheelchair user-friendly 5 mm underlay
 - Purchase of a mobile wheelchair lift for the stage
 - Inclusion of braille on the plaque in the Reconciliation Room.

The Panel is also contributing to additional planned improvements, including redesign of the security desk in the entry hall, repositioning of the ticket desk and improved signage and lighting.

Aquatic and Recreation Centre, Campbelltown City Council

The Campbelltown City Council recently completed the redevelopment of the Leisure Centre to become the new Aquatic and Recreation Centre (ARC). Campbelltown's Access and Inclusion Advisory Committee is a formal committee of Council, which means that any recommendations of the Committee must be considered by the Council. When the ARC was being designed, the Committee had a special presentation by the architects, facilitated by a qualified access planner, to highlight areas Committee members wanted considered as part of the design. Committee membership is diverse, with members having lived experience of physical disability, ageing with disability, vision impairment, intellectual disability and ASD.

The Committee toured the facility with a qualified access planner at 95 per cent completion and identified a number of improvements, although on the whole the facility was accessible and welcoming, underpinned by universal design principles. The highlight of the ARC is the aquatic area, which has two accessible pools, both equipped with marine wheelchairs. The children's pool has water play features on different levels and each level has been made accessible through the ramp into the pool.

There is a designated accessible adult change room providing an adjustable adult-sized change table, ceiling hoist, centralised toilet with handrails on both sides, room for two carers, seated toilet area and a floor area large enough for easy movability. Access improvements are being identified and addressed as people use the new change room. For example, the accessible toilet doors were quite heavy and have since been automated.

The ARC opened in July 2016 and will continue to develop to ensure it meets the diverse needs of the community, including people with disability. The inclusive planning and continuing improvements in accessibility demonstrate Council's ongoing commitment to deliver a

recreational facility that can be used and enjoyed by all members of the community.

Beach Access Mats, City of Port Adelaide Enfield

Beach access is important for the whole community and was identified as a hot spot issue in the City of Port Adelaide Enfield *Disability Discrimination Action Plan 2013-2017*. The Beach Access Mat initiative was launched on 30 June 2016 and has been rolled out at two locations initially – Semaphore and Largs Bay. These sites were chosen due to suitable inclines, available accessible toilet facilities and parking, as well as being popular beaches for visitors. The launch of the beach mats video on social media has had 13,000 views and has been shared 254 times on Facebook. The Facebook page had over 60 comments provided by the community around the difference the mats will make to people’s quality of life and also indicated a strong interest in the provision of beach wheelchairs in the future.

Two different types of mats are being trialed (Access Mat and Ezi-Trak) and community feedback on their suitability will be collated to inform future decision-making. Community organisations are participating in the beach mat trials. A recruitment drive is planned to seek volunteers to support the project.

Strategic Inclusion Planning Framework, City of Salisbury

The City of Salisbury Strategic Inclusion Planning Framework, summarised in the *Beyond the Ramp* document, focuses on the sustainable provision of universally designed and accessible environments, and growing the capacity of citizens with disability to influence local and state government urban planning and other policy areas.

The Planning Framework is powered by:

- A whole-of-Council implementation plan
- Staff inclusion champions
- Universal design and access training for staff in strategic teams
- The ‘Disability Access and Inclusion Network – making a difference in the North’ (DAIN) group, formed in 2015, which includes citizens with disability, families, carers, elected members and staff from Council, and representatives from disability and mainstream organisations.

Staff and DAIN members have participated in universal design awareness sessions led by the Melbourne-based Access Institute. A staff participant in the Access and Universal Design Awareness workshop (20 October 2015) wrote:

“This was great training: don’t get this info elsewhere plus the walking tour was effective; I now notice things ... and understand more about what makes something accessible”.

Community members are now better equipped to advocate for universal design resources in the development of the SA Planning and Design Code and to promote universal design in the Council’s consultations about its City Plan and Urban Design framework. A specific outcome is the design of the Para Hills Centre (incorporating a new library and community centre), which the Council began constructing in late 2016.

Universal design principles are being applied to this project.

Currently, senior managers are considering how to deploy a mix of universal design training across each council department. In addition, the review of the Council’s Acquisition Policy and Procurement Training for staff includes building universal design into purchasing processes.

Local Government Access and Inclusion Network

The Local Government Access and Inclusion Network (LGAIN) is comprised of council representatives from across SA who meet quarterly to discuss common issues relevant to access and inclusion in local councils. The group also advocates for people with disability at council level and within the Local Government Association of SA (LGA SA). Reporting through the Local Government Community Managers Network, LGAIN has requested a specific focus on Local Government and the NDIS rollout within the LGA SA. The group is unique in its representation, with a strong membership from councils across the state. It provides a voice for people with disability in local communities on matters such as the importance of implementing universal design, equitable access to the built and natural environment, and accessible communication and information systems.

Positive Futures Expo, City of Playford

The City of Playford facilitates and hosts an annual Expo that focuses on outcomes for students with disability who are transitioning from school to employment, training, education, volunteering or day options programs. The 2016 event was supported by local high schools, employment services and disability service providers. A number of prospective employers also provided information sessions relative to their specific industries.

With up to 500 attendees and 50 stallholders, a range of opportunities and experiences are provided for students who attend. Two high schools involved in the planning of this event support students to gain skills in the areas of food preparation and the role of front desk concierge, with their participation contributing to the student's overall SACE assessment. The event has been held for over a decade and

continues to be recognised as a best practice approach to linking students with a range of potential employers and/or support services. The Positive Futures Expo planning group demonstrates collaboration across service types and strengthens community ties in the local community.

A six-week pre-employment skills program following the Expo continues this engagement with individuals seeking employment to develop their understanding of employer requirements.

Disability Services

The City of Playford plays a pivotal role in initiating services for people with psychosocial or intellectual disability through the following networks:

- Suicide Prevention Network — hosting and convening the Northern Suicide Prevention Network.
- Carnival in the North — in collaboration with Mental Health Services across the Northern metropolitan area, this annual event links the community with services relating to improving mental health.
- Men's Space, City of Playford — delivers a stand-alone service for men with mental health issues, providing opportunities for community engagement and socialisation in a safe environment and fostering mateship and camaraderie.
- Reach Out Mums — a program working with mothers with intellectual disability whose family may be a risk. In 2015, this group authored and published a book called *Reach Out and Connect*, which provides easy to read advice on positive parenting interventions. This book has been well received in the community and is often used by other services, such as homelessness programs.

These programs are delivered above and beyond standard service delivery models and have been developed to meet identified gaps in the local community.

Outcome 1 - Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life

Whole-of-government Accessible Events Guidelines and Checklists

During 2015 and 2016, the Tasmanian Department of Premier and Cabinet (DPAC) worked with Tasmanian Government agencies and the Premier's Disability Advisory Council (PDAC) to develop the *Tasmanian Government Accessible Events Guidelines and Checklists*. This was Action 1.9 of DPAC's Disability Action Plan 2014-17 with the objective of assisting agencies to conduct events that are both welcoming and accessible to people with disability.

The checklist topics are:

- Accessible events
- Booking and using Auslan Interpreters
- Using hearing augmentation systems
- Outdoor events
- Getting the language right
- Catering tips.

The checklists were developed during the reporting period through consultation with

Tasmanian Government agencies, the PDAC and the Anti-Discrimination Commissioner.

The checklists have been distributed across Tasmanian Government agencies and to organisations that invite the head of the State Service to speak at events. The Checklists are available on the DPAC¹ website.

The Checklists are fully accessible and have been designed to be used electronically on a desktop or in the field on a laptop, tablet or smartphone.

Access Audits and Upgrades

Tasmanian Government agencies have undertaken major access audits and infrastructure improvements in the reporting period. These have been undertaken to improve access to services and opportunities for people with disability.

Activities include:

- Conducting 44 infrastructure upgrades through the Tasmanian Department of Education's Minor Works Program 2015-2016, including projects in schools and education centres across Tasmania, totaling \$246, 554
- Undertaking \$50,000 worth of infrastructure works on an access ramp at Launceston Police Headquarters, which has received positive feedback

¹ http://www.dpac.tas.gov.au/divisions/csr/for_and_about/people_with_disability/_accessible_events_guidelines_and_checklists

- Assessing Tasmanian Department of Primary Industry, Parks, Water and Environment (DPIPWE) natural and cultural sites to ensure compliance with disability access to public toilets
- Making accessibility upgrades to DPIPWE Whitemark Offices, Flinders Island
- Engaging an accessibility consultant to assist with the upgrade of six healthcare service sites to improve accessibility of entry and facilities
- Improving the Glenorchy Service Centre with a 'sit down' style counter and automated queuing system to remove the need for clients to wait in a physical queue
- Design of the new Parliament Square development project, to ensure office accommodation is accessible for staff and visitors with disability
- Conducting eight access audits of Tasmanian Department of Justice owned and leased buildings to identify key access barriers
- Improving accessibility at the Hobart Supreme Court through the construction of an entry ramp and progressing plans to install a mobility platform
- Installing wheelchair access in the Tasmanian Department of Public Prosecution offices in Hobart, Launceston and Burnie
- Negotiations with lessors in relation to addressing identified access issues for leased premises, which have recently included installation of new compliant accessible toilets and a compliant accessible lift.

Greater detail of these actions can be found in each agency's 2015 and 2016 report against their Disability Action Plan, which can be found through departmental websites².

² <http://www.service.tas.gov.au/>

Upgrades to Information, Communication and Technology

Each Tasmanian Government department has made improvements to the accessibility of ICT systems and equipment.

Activities during 2015 included:

- Purchasing captioning software for the Tasmanian Department of Justice to caption all videos on their websites
- Launching a new Legal Aid Commission of Tasmania website with a range of accessibility features, such as ReadSpeaker (text to talk) and videos to convey information
- Using alternative formats (audio and video) to provide information to prison inmates and visitors
- Training staff who edit websites in Professional Certificate in Web Accessibility Compliance and whole-of-government Vision Australia web content accessibility
- Providing Auslan videos of key emergency preparedness information on the TASALERT website
- Developing/redeveloping more than 45 websites across government to be compliant with Web Content Accessibility Guidelines (WCAG) 2.0 level AA standard.

Activities during 2016 included:

- Developing/upgrading more than 20 websites across government to achieve WCAG 2.0 Level AA compliance
- Upgrading processes to ensure that the most up-to-date versions of software are available to support TasTAFE staff and students
- Developing a video tutorial on the creation of accessible documents by the Tasmanian Department of Justice
- Inviting a former member of the Premier's Disability Advisory Council to address the Information and Communications Technology Reference Group in relation to accessibility in the State Service

- Improving the accessibility of the Magistrates Court's court-list, which has been adapted to be mobile-friendly and suitable for different screen sizes
- Launching videos for the Tasmanian Prison Service to convey visitor information in an accessible format
- Offering training to 60 Tasmanian Department of Education content editor staff to build capacity in accessibility compliance
- Rollout of the Vision Australia Document Accessibility Toolbar for MS Word to staff.

Greater detail of these actions can be found in each agency's 2015 and 2016 report against their Disability Action Plan, which can be found through departmental websites³.

Outcome 2 – Rights Protection, Justice and Legislation

People with disability have their rights promoted, upheld and protected

Initiatives to improve the experience of witnesses with disability

During the reporting period, the Tasmanian Department of Justice introduced a number of initiatives to improve the experience of witnesses with disability. This included the purchase of a new mobile platform lift by Hobart Supreme Court to allow greater access to the witness box and alterations to the witness box itself to allow wheelchair access.

The mobile platform lift is able to be used in each courtroom, subject to completion of redesign work to the witness boxes in each court. Court Seven was completed in 2016, resulting in the Hobart Supreme Court having a courtroom that is wheelchair accessible.

³ <http://www.service.tas.gov.au/>

Changes have also been made to the process through which witnesses give evidence. Since March 2015, witnesses that have been declared a 'special witness' under the *Evidence (Children and Special Witnesses) Act 2001* (Tasmania) may give pre-recorded evidence instead of giving oral evidence. This includes those with an intellectual, mental or physical disability.

There is also scope for witnesses and other parties to participate in court proceedings in a way that accommodates disability. For example, one witness gave evidence by typing their responses to questions into a computer which used a text-to-speech application to convert the response to speech. The witness's evidence was also given from the protected witness room as the witness was a 'special witness' under the *Evidence (Children and Special Witnesses) Act 2001* (Tasmania).

Further information is available in the Department of Justice Disability Action Plan 2014-17⁴.

Preventing discrimination of people travelling with assistance animals

Tasmania has experienced issues with some taxi drivers refusing service to people with assistance animals. This was concerning as it indicated potential discrimination against people with disability and their right to access the same public transport as other community members.

In 2015, the Tasmanian Department of State Growth implemented a number of initiatives including:

- The Registrar of Motor Vehicles wrote to all taxi drivers to remind them of their legal requirement to transport assistance animals
- The Commissioner for Transport wrote to accredited transport operators reminding them of the need to have systems in place to ensure that drivers comply with their legal requirement to transport assistance animals

⁴ http://www.justice.tas.gov.au/about/policies/disability_action_plan

- Establishing an internal assistance animals taskforce to look at how the Department can work with the taxi industry, the Tasmanian Anti-Discrimination Commissioner and community organisations to prevent further cases of discrimination occurring.

In 2016, the number of complaints against taxi services from people travelling with assistance animals reduced significantly from previous years. This has resulted in the Taskforce pausing its activities; however, should the issue arise again, the Taskforce will recommence its regular meetings and activities.

Safe Homes, Safe Families: Tasmania's Family Violence Action Plan 2015-2020

In 2016, the new *Safe Choices* service was established as part of *Safe Homes, Safe Families: Tasmania's Family Violence Action Plan 2015-2020*.

Safe Choices is a state-wide service for people in violent relationships and those who want to leave violent relationships. It provides face-to-face practical support, referrals and information in an accessible, safe and welcoming setting, as well as providing information and advice over the phone or by email.

The *Safe Choices* face-to-face service commenced in the Southern region of Tasmania in July 2016. *Safe Choices* also has a state-wide phone service.

A key feature of the service has been the creation of the Local Support Coordinator (LSC) position, which has a specific focus on women with disability experiencing family violence.

Safe Choices is being delivered by CatholicCare through a Grant Deed with DPAC. DPAC worked with the Australian Government to establish the LSC position, using funding from the Australian Government's \$100 million Women's Safety Package.

CatholicCare provides regular reports to DPAC, including data around the number of clients and referrals. Initial data indicates that approximately 25 per cent of case managed clients have disability or have children with disability.

Further information on *Safe Choices* is available at the *Safe Choices*⁵ website.

Outcome 3 – Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives

Workplace Adjustment Policy Template

DPAC has been working with other agencies and the Australian Network on Disability (AND) to develop a Workplace Adjustment Policy Template.

This project emerged during the consultations for the *Diversity and Inclusion Framework 2017-2020* and was raised by stakeholders as an initiative that they wished to be progressed under the Framework.

The objectives of the Template are to:

- Support the individual adjustment needs of existing and future employees
- Provide all Tasmanian Government agencies and authorities with a guide that they can adapt for their organisations to provide better support in their employment and recruitment.

Progress:

- The business case for the project was approved in April 2016
- A cross-agency Reference Group was established in September 2016

⁵ <http://www.safechoicestas.org.au/what-is-safechoices>

- DPAC hosted a workshop to inform the development of the template in October 2016, attended by over 20 representatives from Tasmanian Government agencies and authorities
- Suzanne Colbert, CEO of AND presented to the group on workplace adjustment
- Between November 2016 and February 2017, agencies and AND were involved in drafting the Template and developing case studies and other resources to support its implementation.

AND has been significantly involved in the project. The Tasmanian Government drew on AND's insight and advice throughout the development of the Template.

The Template was an action (2.2) in DPAC's Disability Action Plan 2014-2017⁶.

Advertising job vacancies as 'flexible'

The Tasmanian Department of Treasury and Finance (Treasury) and DPAC have taken the proactive step to advertise all roles as 'flexible' and allowing successful applicants the option to negotiate reduced working hours.

These initiatives have the objectives of:

- Encouraging a broader range of people to consider applying for positions
- Improving accessibility to roles for both external and internal candidates
- Making job vacancies more attractive to diverse candidates, including people with disability who find full-time work or set hours unsustainable.

In 2015, Treasury began advertising all positions as available part-time unless a convincing argument could be sustained as to why they were required to be full-time.

In 2016, Treasury began advertising all roles as 'flexible', including using text promoting Treasury's commitment to considering proposals to reduce hours or to undertake the hours flexibly or with an altered work pattern.

As of January 2016, positions at DPAC have been advertised as 'flexible' and include the statement "We recognise the value in flexible working arrangements. Talk to us about how this could work for you."

Tasmania's Affordable Housing Strategy

The Tasmanian Department of Health and Human Services (DHHS) launched Tasmania's *Affordable Housing Strategy 2015-2025* in 2015. The strategy has a target of providing around 900 new homes as well as funding a range of supports that will provide housing for an additional 1600 Tasmanian households. This will ensure Tasmanians in need of affordable housing, including people with disability, have access to more homes that are safe, affordable and appropriate.

The strategy addresses the full spectrum of housing, from homelessness services, social and community housing, to private rental, and encourages more Tasmanians into home ownership.

The strategy recognises the housing needs of people with disability and supports the Minimum Standards for Social Housing.

The Minimum Standards bring together the design principles of the Livability Design Guidelines and Universal Design to guide the construction and purchase of new homes by Housing Tasmania and independent social housing providers. The Minimum Standards provide a statement of 'desired attainment' and are to be considered when older homes are upgraded or modified to contemporary standards.

⁶ http://www.dpac.tas.gov.au/__data/assets/pdf_file/0005/231863/DPAC_Disability_Action_Plan_2014-17.pdf

New homes are to be constructed to meet the changing needs of residents across their lifetime by ensuring they are easy to enter and move around in and are capable of easy and cost-effective adaptation for the specific needs of people with disability as per guidance from the Livable Housing Design Guidelines – generally at the Silver level and at Gold level for kitchen, laundry and bedroom space.

Specialist housing for people with significant disability should reach the Gold level and, if possible, the Platinum Level.

Further information about the Affordable Housing Strategy is available at the Department of Health and Human Services DHHS website⁷.

Outcome 4 – Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities

NDIS trial and transition – education initiatives

The Tasmanian Department of Education (DoE) is working with the NDIA to enable transition to the NDIS. As the NDIS target population in Tasmania from 1 July 2016 has been 12-24 year olds, DoE has been involved in a number of initiatives to prepare for the transition.

Progress made by DoE includes:

- Working with stakeholders in the transition to the NDIS, such as the Inclusion Advisory Panel, NDIA, school principals/staff, professional support staff, DHHS, DPAC and Local Area Coordination partners – Mission Australia and Baptcare.

⁷ http://www.dhhs.tas.gov.au/housing/tasmanian_affordable_housing_strategy

- Taking a school-by-school approach to the transition – ten schools/colleges have been targeted each month.
- Working with Baptcare and Mission Australia to facilitate 36 information sessions between July and December 2016 for families in the targeted schools and colleges, to ensure there is awareness of the NDIS transition and that necessary supports are in place.
- Disseminating communication materials to school staff at principal network meetings, support teacher meetings, professional support staff meetings and on an individual basis, as required.
- Developing procedures and guidelines regarding anticipated parent requests for NDIS service provision in schools.

A procedural document will also be developed outlining to principals and professional support staff the types of student information that can be forwarded to the NDIA.

DoE will be partnering with NDIA on School Leaver Employment Supports, which is an early intervention approach to employment for Year 12 school leavers with disability. The aim is to provide eligible NDIS participants with a supported pathway from school into employment. DoE College and Special School staff support students and families in their online application for the School Leaver Employment Support program. Eligible students receive funding for two years in their NDIS package to support their pathway to employment. This funding can be used for job readiness programs, job site training, travel training, disability employment support and supported open employment.

Implementing the Self-Directed Funding program

The Self-Directed Funding program is an initiative of DHHS to enable people with disability to be more involved in decisions about their support. The program allows people who receive financial

disability support through an Individual Support Program or Community Access package, to use their funding in a flexible way that suits their needs.

There are four funding models that participants can choose from:

1. Direct Payment Model – participants receive the funding directly to pay for services themselves
2. Financial Intermediary Model – participants choose a service provider who makes payments on their behalf
3. Service Provider Managed Model – participants choose a service provider who can access the supports and manage them in partnership with the provider
4. Mixed Support Model – a combination of the Financial Intermediary and Service Provider Managed models.

The program was piloted and evaluated in 2014, and was a key activity of the DHHS Disability Action Plan 2013-2017⁸.

The evaluation led to a series of recommendations, which were all accepted and fully implemented in 2015. In January 2015, the user handbook was finalised and published on the DHHS website. In August 2015, there were nine participants in the program, which has risen to 11 as at August 2016.

Participants have reported benefits of:

- Increased control and flexibility
- Increased choice
- Enhanced dignity
- Empowerment and wellbeing.

Further information about Self-Direct Funding is available at the DHHS⁹ website.

⁸ http://www.dhhs.tas.gov.au/about_the_department/our_plans_and_strategies/dhhs_disability_action_plan_2013-2017

⁹ http://www.dhhs.tas.gov.au/disability/projects/self-directed_funding

Outcome 5 – Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives

Establishing a pilot Autism Class Support Program

In 2015, an Autism Class Support (ACS) Program was established at Lindisfarne North Primary School as a two year pilot program to support students with ASD.

Since 2015, the ACS Program has provided young people with the best opportunities to engage in quality teaching and learning programs and to reach their full potential, while still supporting them to be included in a mainstream school environment.

The objectives of the ACS Program are to:

- Inform longer-term decisions about the best way to support students with ASD
- Provide young people diagnosed with ASD (in grades 3 – 6) with the opportunity to learn and reach their full potential
- Enable students with disability to be included in a mainstream school environment
- Increase the understanding and capacity of teaching staff to support students with ASD.

Activities of the ACS Program include:

- \$170,000 funding
- Construction of purpose built classrooms through consultation with senior disability officers
- Employment of a full-time equivalent teacher

- Employment of a full-time equivalent teacher assistant
- Implementation of a professional learning plan with all school staff in relation to ASD, led by an ASD consultant attached to the program.

Five students were enrolled at the beginning of the program in term one 2015. By August 2016, there were 10 full-time equivalent students enrolled. An evaluation of the first year outcomes of the pilot was conducted by KPMG in 2016, and was highlighted as part of the Tasmanian Government's Agenda 2016.

The KPMG review of the ACS Program found it had made a positive impact on the students participating in the program, including significant improvements in school attendance.

Following the successful trial of the ACS Program at Lindisfarne North Primary School, a new secondary school program was established at Rose Bay High School from term one 2017, and additional primary school programs in the North and North-West were launched in term four 2017.

Career Connect – a pilot program linking graduate students with disability with a mentor

Career Connect is a collaborative initiative of the Launceston Chamber of Commerce, the National Disability Coordination Officer (NDCO) Program, Self Help Workplace and TasTAFE. It is being piloted in Northern Tasmania and aims to:

- Provide students with skills and experiences to assist them in their job search
- Help students to learn more about the industry or profession they have an interest in
- Support students to gain confidence
- Link students to networks where they can receive supportive advice
- Provide potential employers with insight into the talents and value of people with disability.

2016 was the first year of the program that involved 15 TasTAFE students being linked with mentors, with assistance from the Launceston Chamber of Commerce and the NDCO Program. Each mentor underwent a training program that involved three nationally accredited units. As part of the program, participating students receive:

- A resource pack with templates to structure meetings and conversations
- Mentor advice
- Industry site visits
- Assistance in reflecting on their career goals
- Personal development opportunities.

As a result of the program, many participants have gained employment or further career development opportunities. One highlight was the opportunity provided to a TasTAFE Diploma of Business Management graduate student to be mentored in radio program production, with potential further opportunities at WAY FM. Hobart Pathology and the University of Tasmania have also expressed interest in recruiting from the mentor pool.

Career Connect receives funding via a two year grant through The Tasmanian Department of State Growth and Skills Tasmania's Training and Work Pathways program.

Increased support for TasTAFE students

TasTAFE employs Disability Liaison Officers (DLO) in three regions to support TasTAFE students with disability by:

- Providing guidance and advice to enrolled and prospective students
- Working with staff to ensure that students' needs are understood and adequately catered for
- Providing access to reasonable adjustments and assistive technology
- Maintaining connections with disability peak organisations to ensure currency of knowledge.

The activities performed by DLOs continue to grow and, in 2016, included:

- Developing Learning Access Plans for individual students through working with the student, teacher(s) and the Education Manager
- Regularly liaising with library staff around alternative formats for resources for students – for example, TasTAFE Libraries have now registered with ClickView educational video library, which captions video resources for people with hearing difficulties
- Conducting an annual review of the state wide catalogue of Assistive Equipment maintained by the Library
- Promoting external relevant webinars and workshops to staff through the internet
- Promoting specific disability “Teaching Strategy” information through DLO newsletters, to coincide with National Disability Awareness events
- Conducting specific disability “Teaching Strategy” professional development sessions for course delivery teams
- Promoting and assisting in coordination of ASD and Mental Health workshops for staff through partnerships with Autism Tasmania and Relationships Australia
- Providing teachers with strategy documents on creating course information that is more accessible.

In 2015, TasTAFE committed a further \$150,000 a year to supplement the services the DLOs and other Student Support staff provide, including:

- Establishing a support network for students with ASD
- Providing expert advice for assistive technology
- Offering additional support to students in rural and remote areas
- Providing organisation-wide education programs for staff in relation to mental health and suicide prevention.

Outcome 6 – Health and Wellbeing

People with disability attain highest possible health and wellbeing outcomes throughout their lives

Developing the Autism Advisory Panel

The Minister for Human Services established the Autism Advisory Panel at the end of 2014 to provide advice and inform the development of an Autism Continuum of Care. The Autism Advisory Panel is a voluntary panel, including representatives from the professional, community and carer sectors.

The role of the panel is to oversight research and initiatives that improve support for people with ASD, and assess current practices in order to make recommendations for future activities.

The key activities undertaken by the Panel in the 2015-16 reporting period include:

- *Rethink Autism*:
 - Purchasing a two-year licence for the web based *Rethink Autism* program that provides access for up to sixty individual participants and an option for a third year
 - Establishing a locally based *Rethink Autism* Coach to work with individual participants, schools and early intervention providers, and link to the American based program developers
 - Coordinating between DHHS and DoE to deliver the *Rethink Autism* program in schools and the Early Childhood Intervention Service
 - Assisting with a formal evaluation of the *Rethink Autism* program being undertaken by the University of Tasmania.
- *Social Attention and Communication Surveillance* (SACS):

- Implementation of the SACS screening tool during well-baby checks at 12, 18 and 24 months in a community-based setting for early indicators of ASD
- Forming an agreement with the Community Health and Parenting Service and a community based children's therapy provider to implement SACS.
- Establishing a formal partnership with the Cooperative Research Centre for Living with ASD
- Developing a report on all key projects and recommendations, following community and stakeholder consultation
- Undertaking work to propose a new state-wide diagnostic assessment service for children, young people and adults.

Progress by Tasmanian Local Governments

Local Government Making a Difference, Clarence City Council

Clarence City Council worked with DPAC to develop a three-minute film to raise awareness of how local government is making a difference to the lives of people with disability.

The film was made with the assistance of community members from Clarence City Council's Disability Access Advisory Committee and was sent to all Tasmanian councils as a reminder of the many things that councils are doing that really do make a difference in the lives of people with disability.

It is a flexible resource, which has been used in educational and community events, and is available free of charge to be downloaded from the Council's website.

The film is available at the Clarence City Council¹⁰ YouTube channel.

Experiential Disability Awareness Training, Glenorchy City Council

Glenorchy City Council recognises that it is important to have people in public positions who have disability confidence and who understand the experience of disability. The Council has drawn on the skills and expertise of its Access Advisory Committee to provide disability awareness training as a compulsory part of every staff member's training and development. The Access Advisory Committee is comprised

¹⁰ <https://www.youtube.com/watch?v=0b00sK-8e0o>

of Glenorchy residents with disability and provides advice to Council on access issues. The training has also been provided to Tasmanian Government staff.

The course covers topics such as understanding the definitions of disability, effective communication and anti-discrimination requirements.

There are three important components of the training that participants find to be the most valuable part of the course. These are:

1. The opportunity to meet and get to know the Access Advisory Committee members. Members share their stories about the nature of their disability, the impact this has on their daily lives and navigating the city. They describe their activities and achievements as active citizens.
2. An experiential exercise where participants are 'assigned a disability' and given tasks to do in the community. While it is acknowledged that this does not give people the full appreciation of the disability experience, it is an extremely useful learning exercise to emphasise the context of disability. It gives insight into the disabling attitudes and infrastructure in our community. Participants are accompanied by a member of the Access Advisory Committee during the exercise.
3. Lunch at a disability enterprise staffed by people with an intellectual disability.

International Day of People with Disability, Glenorchy City Council, Hobart City Council and Clarence City Council

For the past six years three local governments, Glenorchy City Council, Hobart City Council and Clarence City Council, have worked with TasCare Society for Children to provide a large community event to celebrate the International Day of People with Disabilities.

The four organising bodies combine their resources to hold a significant event that raises the profile of disability. The location of the event rotates around the three council areas.

The day is promoted as a fun day event, open to everyone, and is held in an accessible and popular public space. It includes a free BBQ, wheelchair accessible train ride, face painting and a range of other free activities. Service providers also provide free fun activities on the day.

In 2016, the event's branding was changed from Family Fun Day to the new name - Festival of Smiles. It demonstrates welcome, respect and willingness to support people of all ability as valued members of the community.

The most recent event in 2016 had an attendance of nearly 2000 people. It attracted good media coverage from newspapers, radio and TV, and was an excellent means of promoting the recognition and inclusion of people with disability in the community.

Outcome 1 - Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life

Changing Places – Accessible Toilets

Changing Places are larger than standard accessible toilets with extra features and additional space to meet the needs of people with disability and their carers.

During 2015-16, four Victorian Government funded Changing Places facilities were completed or under construction by Victorian local councils – Victoria Park in Ballarat (City of Ballarat), St Kilda Lifesaving Club (City of Port Phillip), Shepparton CBD (City of Greater Shepparton) and a mobile Changing Place known as the Marveloo (Maroondah City Council).

The Victorian Government has also announced a further \$1.5 million to fund an additional fifteen Changing Places.

Improvements to public transport services

Travelling on trains, trams, buses and coaches in Victoria is becoming progressively more

accessible to people with disability or mobility restrictions through the identification of barriers to access and improvements to public transport services. For example:

- Accessibility, safety and tram reliability is improving in Melbourne with the rollout of low-floor trams and level access stops across the network. The 2015-16 State Budget included \$274 million for 20 new E Class trams, taking the total order of new E Class trams to 70.
- Public Transport Victoria (PTV), in partnership with Yarra Trams, has continued to install Audio Visual passenger information systems on the older A, B and C Class tram fleet. B-Class was recently completed and A and C-Class rollout has commenced.
- PTV, in partnership with Metro Trains Melbourne, has completed a number of initiatives to improve the boarding experience for passengers travelling with mobility aids. This includes marking and reconfiguring allocated space on Metro Trains, installing Raised Boarding Pads on train platforms to enable independent boarding on Metro Trains, and no longer allowing bikes in the first door of the front carriage, in order to preserve allocated spaces.
- The Victorian Government has committed to invest in 65 High Capacity Metro Trains for the Cranbourne-Pakenham Line and Metro Tunnel with 20 per cent more space to reduce overcrowding and improved technology and design, making them safer, more reliable, accessible and comfortable for passengers.

Upgrade to Treasury Theatre

The Shared Service Provider within the Victorian Department of Treasury and Finance completed a major upgrade of the Treasury Theatre on 1 Macarthur Street, East Melbourne.

This venue, which is subject to a heritage overlay, is regularly used by government employees and is also available for hire to host public events.

A critical component of the \$1.35 million project's design was to consider ways to improve access to the building, while still considering the heritage overlay.

The major modifications made to the building were:

- Installing a wheelchair lift
- New automatic doors
- A ramp to the stage
- Building Code of Australia/*Disability Discrimination Act 1992* compliant bathrooms
- Wider seat pitch for theatre chairs
- Loose furniture of varying heights to accommodate different seating height requirements.

These modifications have increased accessibility to all parts of the venue, including the stage for giving presentations or participating in panel discussions.

Oakleigh Redevelopment

The Oakleigh Redevelopment is a \$14.1 million partnership with the Oakleigh Centre to close an outdated institutional facility for people with an intellectual disability.

The project is constructing new purpose-built homes for residents and creating 30 new supported accommodation places across six locations in the south-eastern suburbs of Melbourne. Residents have been integrally involved in the planning, design and preparation

for the eventual moves. They have chosen colour schemes and interior finishes as well as furniture, appliances and assistive technology. They visit the construction sites of the new homes at weekends and check on progress. An innovative Residents Advisory Group has overseen the project decisions, and met with architects and builders while getting a taste for their new more independent future lifestyles.

Outcome 2 – Rights Protection, Justice and Legislation

People with disability have their rights promoted, upheld and protected

Victims Assistance Program

The Victims Assistance Program (VAP) is funded by the Victorian Department of Justice and Regulation to deliver flexible case management support to victims of crime against the person across Victoria. The service is also funded to provide other supports for people with disability requiring interpreters/TTY.

As an example, the VAP purchased Auslan support for a relative of a victim of homicide to enable:

- Support to attend the court processes (from interstate) and pre planning meetings with Auslan support interstate
- Translation and understanding of proceedings during court processes/outcomes
- Accessing suitable counselling services and other therapeutic services to promote recovery
- Participating in the sentencing processes
- Registration on the Victims Register to enable them to receive key information about the prisoner under sentence for the crime committed against them, and release on parole

- Support and advocacy with all criminal justice tasks — statements, Victim Impact Statements, Submissions to the Adult Parole Board and courts and Victims of Crime Assistance Tribunal applications.

VAP and Victims of Crime Helpline staff complete disability awareness training annually, provided by SCOPE Disability Support Services. The service is funded to provide supports for people with disability requiring interpreters/TTY and links are advertised on the Victims of Crime interactive website. All VAP agencies have funding to access Auslan services. Additionally, the website includes links to Easy English Guides to victims support services in Victoria, including legal services.

The DVD *'Hear Us: our stories matter'* has been produced by a VAP provider for use in supporting victims of crime with disability.

Department of Justice and Regulation

The Victorian Department of Justice and Regulation interacts with a broad range of people right across the state in a variety of circumstances. Customers and clients, prisoners and their visitors make up the diverse range of people it encounters each day. It is for this reason that the Department places emphasis on the provision of disability and mental health awareness training for its staff.

Training is delivered through a range of providers, primarily SCOPE Victoria and Ability Assist. The range of justice services extends from prison and community-based correctional services through to the provision of consumer advice and protection, as well as working to provide support to victims of crime.

In addition to gaining general awareness, staff have attained a knowledge of strategies to work effectively alongside Victorians with disability and their carers to ensure that the delivery of services upholds rights and reduces barriers to participation. Benefits have also extended to

Departmental staff with disability and the people they work with.

Disability and Family Crisis Response Initiative

The Disability and Family Violence Crisis Response Initiative aims to assist Victorian women with disability who are experiencing family violence. Women and their children may require immediate disability support to access a family violence crisis accommodation response while exploring longer-term housing and support options, or they may require immediate disability support to remain safe in their own home.

Short-term funds can be provided for up to twelve weeks while the woman and her family violence worker develop a longer term plan.

Victorian Police Academy Community Encounters Program

Victoria Police has engaged key disability partners including VicDeaf, Disability Justice Advocacy, Guide Dogs Victoria and several volunteers with a disability to participate in Victoria Police Academy's fortnightly Community Encounters Program.

Through the program VicDeaf, Disability Justice Advocacy and Guide Dogs Victoria provide training materials to Police and Protective Service Officer recruits with information about how to communicate. Also, volunteers who are deaf or have a hearing impairment, cerebral palsy, ASD, Tourette Syndrome or are vision impaired work with the recruits to raise awareness about the barriers people with disability face in their interactions with Victoria Police and the criminal justice system.

Disability Worker Exclusion Scheme

Managed by the Victorian Department of Health and Human Services, the Disability Worker Exclusion Scheme is an initiative of the Victorian Government designed to protect further the safety and wellbeing of Victorians living in disability group homes.

Consistent with feedback from the disability sector and key stakeholders, the Scheme requires disability service providers to conduct an additional pre-employment check, prior to making an offer of employment.

The Scheme strengthens existing pre-employment screening processes to protect people living in disability group homes better, with both government and non-government disability service providers covered. People who pose a proven risk to the health, safety or welfare of people with disability living in group homes will be listed through the Scheme.

Outcome 3 – Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives

Jobs Victoria Employment Network

The Jobs Victoria Employment Network was established in May 2016 to assist unemployed Victorians who face labour market disadvantage to gain work. The program will deliver employment assistance to people and places that need it most. Jobseekers with disability are a priority group for assistance, and three specialist disability services were funded in late 2016, complementing Australian Government disability employment services.

Disability Scholarships Program

The Victorian Department of Justice and Regulation administers a Disability Scholarships Program annually. The program seeks to support Victorian tertiary students with disability who are studying justice-related subjects.

Emma* was one of 19 applicants who applied for a justice scholarship. Emma's disability impacts on her capacity to study effectively. With the right supports, Emma is now undertaking a Bachelor of Laws. The completion of her qualification, with the assistance of the scholarship, will enable Emma to gain employment and positively impact the lives of others, including people with disability.

*Name has been changed.

Outcome 4 – Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities

NDIS4KIDS

The Victorian Department of Education and Training has funded the development of a website – NDIS4KIDS – to support families' understanding, readiness and access to the NDIS. This resource was developed by the Association for Children with a Disability and is informed by its experience, understanding and knowledge of the information needs of young families when their child is first identified as having a disability.

Action on Disability within Ethnic Communities

Victoria's Office for Multicultural Affairs and Citizenship is providing \$60,000 over 2016-18 to *Action on Disability within Ethnic Communities* (ADEC) as part of its Capacity Building and Participation Program grants 2016-17. ADEC's project builds the capacity of carers — 'Carer Voices' seeks to build the capacity of female carers from refugee backgrounds to:

- Become a resource for their communities in accessing the NDIS
- Be a voice in advocating for the needs of their communities to be recognised and addressed within the NDIS
- Participate in ongoing education with their communities.

Participants are from ADEC's Afghani and Somali carer groups.

Rollout of the NDIS

Victoria has committed to implementing the NDIS. Victorian Premier Daniel Andrews and former Prime Minister, the Hon Malcolm Turnbull signed a bilateral agreement on 16 September 2015 for the rollout of the NDIS in Victoria. The Victorian Bilateral Agreement and Schedules for transition to full NDIS detail high level phasing arrangements for Victoria, which commenced in the North East Metropolitan Area of Melbourne on 1 July 2016.

Outcome 5 – Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives

Early Abilities Based Learning and Education Support

Launched in March 2016 by the Victorian Department of Education and Training, Early Abilities Based Learning and Education Support (Early ABLES) adds to the resources available to early childhood professionals to support the education and care of children with disability or developmental delay.

Early ABLES resources ensure a strong foundation in life and provision of quality learning opportunities for children with disability or developmental delay.

Early ABLES supports early childhood professionals to:

- Assess a child's progress in learning
- Develop appropriate learning goals in collaboration with families and other professionals involved in the education and care of a child
- Develop an appropriate individual learning plan with teaching and learning strategies that have been found to work
- Monitor broad learning progress along a likely progression of learning
- Better support a child through the Early Years Planning Cycle
- Improve information sharing across transitions.

These resources support the development of an individual learning plan for a child with additional learning needs. Early childhood professionals are guided by the Practice Principles and Learning and Development Outcomes from the Victorian Early Years Learning Development Framework.

Strengthened Pathways Planning

The Strengthened Pathways Planning resource, developed by the Victorian Government Department of Education and Training, provides advice for school staff on careers and transition planning for young people with disability. It brings together information about Strengthened Pathways Planning in schools, and the broad range of options available to them when they leave school. Strengthened Pathways Planning includes a suite of customised tools and materials that build upon universal career development resources in schools.

These resources foster independence and increased participation in further education, training and post-school employment through strengthened careers and transition planning.

Community Transition Support

In the North West Melbourne region, the Community Transition Support (CTS) initiative is working with 22 specialist schools, community services, further education and training providers and industry to improve career development practices and enhance opportunities for young people with disability to participate in further education and training, open employment and community activities.

CTS also developed a North West Strategy for young people with disability. The strategy disseminates information about post-school options for young people with disability. The information is focused on career development, further education, employment and community participation.

Outcome 6 – Health and Wellbeing

People with disability attain highest possible health and wellbeing outcomes throughout their lives

Victorian Health and Wellbeing Plan

The Victorian Health and Wellbeing Plan 2015-2019 has identified priority areas for improving the health and wellbeing of all Victorians, including people with disability. Victoria is continuing to work with service agencies to improve access to and participation in cancer screening programs for people with disability.

In collaboration with Dental Health Services, Victoria has also strengthened the focus on promotion of good oral health for people with intellectual, cognitive and psychiatric disabilities in specialist disability services and Supported Accommodation Services.

Cradle to Kinder

The Victorian Department of Health and Human Services' Cradle to Kinder program provides intensive family and early parenting support for vulnerable young mothers and their families, including a focus on people with disability. The program commences in pregnancy and continues until the child reaches four years of age. Service providers work in ways that are sensitive to disability needs, including:

- Seeking to understand the impact of the disability on the person and family
- Providing a flexible service that recognises the strengths, wishes and desires of the person with disability within their family context
- Enabling parents with disability to develop skills through modelling, practice and feedback
- Seeking secondary consultation from disability service providers as needed.

Progress by Victorian Local Governments

Building Inclusive Communities program

The Building Inclusive Communities program aims to build the capacity of local communities across Victoria to be more accessible, welcoming and inclusive of people with disability.

Sensory Friendly Films

Banyule City Council worked with Banyule's local HOYTS cinema to design and deliver a series of Sensory Friendly Films in 2015. These films provided a safe and welcoming environment for people with sensory disabilities to enjoy cinema and participate in the community.

Promoting the use of all terrain wheelchairs

The City of Ballarat's Rural Access officers worked with other community organisations in the Central Highlands area to promote the use of all terrain wheelchairs (TrailRiders) to assist people with disability to access the great outdoors. This work has included developing a Sherpa Program to build a network of volunteers to assist people with disability to access the great outdoors.

Home and Community Care services inclusivity of sexual diversity

The Victorian Government in partnership with the Municipal Association of Victoria is ensuring Home and Community Care services are responsive to and inclusive of sexual diversity among people with a disability and that LGBTI-inclusive practices, protocols and procedures are in place within local government organisations.

Outcome 1 - Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life

KidSport Program

The KidSport Program supports WA children aged five to 18 to participate in community sport and recreation activities by offering them up to \$200 each to pay club fees. The WA Department of Sport and Recreation funds 132 local governments to deliver the KidSport program to 2,482 registered clubs. Since the commencement of the program in September 2011, over 59,000 families have received KidSport support.

These children are now involved in more than 790 WA clubs in sports, including Australian Rules football, horse riding, soccer, basketball, netball, scouts and gymnastics.

From 1 January 2015 to 31 August 2016, 2,098 children with disability received KidSport funding totaling \$494,000. Thirty-six per cent of these children were not previously involved in a sport or active recreation club.

The KidSport program is supporting more children with disability to join mainstream sport and active recreation clubs. Children with disability are represented in 40 per cent of all KidSport clubs.

Further information about KidSport is available at the WA Department of Sport and Recreation¹ website.

Bushfire Warnings Explained in Auslan Video

As part of WA's commitment to support people with disability in the event of an emergency, the WA Department of Fire and Emergency Services (DFES) has developed a video in Auslan explaining the different bushfire warning levels.

The video aims to improve education and awareness of the warning alert levels in WA's deaf community and was developed in close consultation with the WA Deaf Society.

It explains the four warning levels – Advice, Watch and Act, Emergency Warning and All Clear – used by the DFES in its community alerts about bushfires that threaten lives and property. The alert levels change when there is a change to the risk to life and the amount of time until a fire may arrive in a location. By understanding the difference in the alert levels, people can assess their level of risk and danger and decide what actions they need to take to make themselves safe.

The WA Deaf Society worked with the DFES to help produce the video. The original video included a District Officer explaining the levels of bushfire warnings. An interpreter was then filmed while communicating the explanations in Auslan. The DFES merged the two to ensure they were in sync.

¹ <http://www.dsr.wa.gov.au/funding/individuals/kidsport>

The production of the video was a lengthy process, but one that will be very beneficial for members of the Deaf community by increasing their understanding of the risks related to different bushfire warnings.

Because of this project, the DFES has committed to improving access to important information during an emergency. This includes having Auslan interpreters at all major incidents and using interpreters at community evacuation centres, where possible.

The video is available on the DFES website and on YouTube.

Outcome 2 – Rights Protection, Justice and Legislation

People with disability have their rights promoted, upheld and protected

Disability Services Commission – In-reach, Prevention and Diversion Services

The WA Disability Services Commission (the Commission) operates in-reach, prevention and diversion services as part of its disability justice service.

The prevention and diversion service supports people with disability who are involved in the justice system. This includes people who have been sentenced, are on remand, mentally impaired accused, young people and other people in the community.

The service provides information, advocacy, planning and support directly to people with disability or via consultancy with disability sector organisations, legal professionals, advocates and other government agencies.

The service also provides support for people returning to the community after a custodial

sentence, including connecting them with appropriate local support networks.

On average, 80 to 90 people are connected with the In Reach/Out Reach service at any one time. There are varying degrees of engagement, ranging from the provision of information and advocacy on a particular topic or issue, to intensive case management.

The service aims to reduce recidivism and divert people with disability from the justice system. The service engages with Commission staff and other government agencies (including the WA Department of the Attorney General, WA Police and the Department of Corrective Services) to develop strategies at an individual level.

From 1 January 2015 to 30 September 2016, 33 disability awareness training sessions were delivered by the service.

Enhancements to Safeguarding and Sector Reporting to Health and Disability Services Complaints Office

WA takes a highly proactive approach to ensure the delivery of quality services and the safeguarding of people with disability. The Commission has made several enhancements to its quality and safeguarding mechanisms since the last progress report including:

- Continued implementation of the Commission's enhanced Quality System – this evaluates service quality to ensure supports make a positive difference to the lives of service users, and complies with the National Standards for Disability Services. To support the sector's transition to the new Quality System, the Commission funded the delivery of information sessions and quality and safeguarding workshops across the state in 2015.
- A new electronic Serious Incident Reporting System was launched in June 2016. The electronic management and recording of

serious incidents allows for more flexible data analysis and tracking of trends and emerging issues. Together these highlight potential areas in need of improvement and help safeguard people with disability. Before the launch of the new electronic system, the Commission coordinated a series of training workshops and online training sessions for disability service organisations and internal staff to help familiarise them with the new system.

- In 2016, the Commission implemented an enhanced procurement process for disability service providers, which includes an improved upfront quality review. For particular categories of providers, an independent assessment of compliance with National Disability Standard 6 is required before an application for registration is accepted.

In addition, the Health and Disability Services Complaints Office (HaDSCO) began collecting internal complaints data from prescribed government and non-government disability service organisations in 2015. The data collection supports the identification of broad trends and systemic issues that relate to all, or a proportion of, disability service providers.

Further information about safeguarding of people with disability is available at the Disability Services Commission² website.

Further information about HaDSCO is available at the HaDSCO³ website.

Thinker-in-Residence Week, Professor Tim Stainton

The Commission hosted Professor Tim Stainton from the University of British Columbia for a Thinker-in-Residence week in August 2016. Professor Stainton is internationally recognised for his progressive views on a range of matters related to disability services, support systems, self-determination, citizenship and individualised funding.

² <http://www.disability.wa.gov.au/disability-service-providers-/for-disability-service-providers/quality-system/safeguarding/>

³ <https://www.hadsco.wa.gov.au/home/>

Two forums with Professor Stainton were held, focusing on supported decision-making. People with disability, families and carers, disability sector and advocacy organisations, the WA Office of the Public Advocate, the WA Public Trustee, the WA Department of the Attorney General and the Mental Health Commission participated in the forums.

Further information is available at the Centre for Inclusion and Citizenship at the University of British Columbia⁴ website.

Outcome 3 – Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives

Collaborative Housing Project – WA NDIS Housing Initiative

In 2014, the Commission, the Housing Authority and Access Housing Australia announced plans to design and construct five homes in Busselton to support six people with disability to live independently in their hometown.

Busselton is located in WA's Lower South West region, and is part of the WA NDIS. This housing project gives people affordable and appropriate accommodation options in line with the NDIS principles of providing supports and services that meet a person's individual needs and goals.

The Commission provided the Housing Authority with \$1.6 million to design and construct two 2-bedroom, 2-bathroom units, as well as one 3-bedroom, 2-bathroom house. Access Housing funded the development of an additional two 2-bedroom, 2-bathroom units. The homes were designed to meet universal design principles.

⁴ <http://cic.arts.ubc.ca/>

All six people had moved into their new homes by 30 June 2016.

The WA NDIS planning process supported the six people to move into their own homes. Each person had identified in their personal plan that they wanted to live independently in Busselton and get more involved in community life. One person moved into his own home after spending many years preparing to move from his family home into independent living. His NDIS plan included funding to provide support during the transition period, as well as ongoing support for the development of his independent living skills.

Access Housing Chief Executive Officer Gary Ellender said the collaboration between organisations was vital in tangibly increasing the supply of suitable, sustainable housing for people with disability.

Lighthouse Project

The Lighthouse Project is a partnership between the Commission and Local Government Managers Australia to increase the employment of people with disability in local government.

The project was established to support local governments to meet their Disability Access and Inclusion Plan (DAIP) obligations in relation to Outcome 7, a legislative requirement that came into effect in WA on 1 July 2015. This outcome focuses on the employment of people with disability by public authorities. The tools and resources developed by the project will also assist WA State Government agencies to deliver Outcome 7 strategies.

The project comprises a range of initiatives designed to improve the understanding by local government of the benefits of employing people with disability. It is also designed to assist local governments to develop targeted strategies to overcome any barriers in the employment of people with disability.

The initiatives included two grant programs aimed at supporting local governments to implement projects arising from the Outcome 7 section of their DAIPs.

Some of the projects developed with the grants include customised disability awareness training for council members and employees, improved accessibility to government buildings and facilities, recruitment training videos, and the development of accessible staff bathrooms.

The Lighthouse Project also developed a framework to assist local governments to assess their disability readiness.

Further information about the project is available at the Disability Services Commission⁵ website.

LeadAbility Course

LeadAbility is a five-day leadership course for people with disability, carers, employees and disability champions from across WA's disability sector. Participants are selected based on their potential to lead and generate change and to work in a group environment to enable individual and group growth.

Specialist facilitators and subject matter experts from the corporate, government and not-for-profit sector deliver the course, which is run by Leadership WA. It aims to build leadership skills, and to enable people to be more influential, confident and effective leaders.

LeadAbility began in 2014 as a pilot project, and its success led to two LeadAbility courses being delivered in 2015. The Commission funded Leadership WA to deliver the course to two groups of LeadAbility candidates a year over two years, including fifteen candidates who graduated in 2016.

The Commission is a major supporter of LeadAbility, along with other State Government departments and the private sector. A number of senior staff from the Commission support LeadAbility through mentoring, course design and interviews.

Further information is available at the Leadership WA⁶ website.

5 <http://www.disability.wa.gov.au/business-and-government1/business-and-government/employing-people-with-disability---disability-services-commission-disability-wa/local-government/>

6 <https://www.leadershipwa.org.au/leadability/#toggle-id-1>

Outcome 4 – Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities

Health and Wellbeing Project

Starting in May 2015 the Health and Wellbeing project, funded by the Commission, was developed to identify and trial health strategies to support people with disability in supported accommodation to have a healthier lifestyle.

Preventive strategies were developed through the project, including education about the importance of comprehensive health checks and lifestyle changes to improve health and wellbeing outcomes, such as healthy eating, physical activity and social participation.

Two disability support organisations, Nulsen and Brightwater, invited people with disability, their families, carers and support staff to participate in the development of the strategies.

This resulted in the development of resources such as the HealthyMe© toolkit for individuals, their families and carers to manage their own health and wellbeing. The toolkit includes health promotion information to support individuals to plan and document their health goals. This resource can be used to manage health professional appointments, when meeting new people or going to a new setting such as a gym or social activity. The toolkit is being trialed through disability service organisations.

The project was completed November 2016 and twenty-two clients across seven community houses completed a trial of the HealthyMe© toolkit. Overall, these participants rated the toolkit as a useful tool to manage their health and wellbeing. The project outcomes and recommendations will be shared with the

WA disability sector to support the delivery of targeted health strategies for people with disability.

Development and Implementation of Expanded Assistive Technology and Home Modifications in the WA NDIS

In July 2015, the Commission developed and implemented an improved process for people with disability in the WA NDIS to access assistive technology and home modifications.

This process improvement was modelled on the NDIS Assistive Technology Strategy. It provides people with a more streamlined process to access a wider range of assistive technology and home modification choices.

It enables people to access the supports needed to enhance their function, participation and independence in the community from one service, rather than applying to different grant programs.

Equipment and technology includes prosthetic limbs and assistive technology for vision and hearing impairment, recreation, vehicle modifications and thermoregulatory issues.

The process improvement ensures that:

- Individuals with disability are receiving a more efficient process and have an improved experience
- Service providers understand the pathway and parameters to prescribing assistive technology and home modifications.

As part of the project's development, forums were held with clinicians and WA NDIS Local Coordinators to inform, seek feedback, problem solve and provide program updates. Extensive engagement with government agencies and providers was also undertaken during the implementation phase.

Eligible people who live outside WA NDIS areas can also access a range of assistive technology and home modification supports through different programs, such as the Community Aids and Equipment Program and the Continence Management and Support Scheme.

Feedback about the new service has been positive, in particular the improvement in time it takes to receive the equipment.

WA NDIS Consumer Carer Project

In 2015, the WA NDIS Consumer Carer Project was developed to build system, consumer, carer and family member capacity to support people with psychosocial disability to participate in the WA NDIS in the Lower South West and Cockburn-Kwinana areas.

By October 2016, a series of workshops were delivered in a partnership between Consumers of Mental Health WA, Helping Minds and the Carers Association of WA.

The key objective was to establish a peer-led network of consumers and carers participating in the WA NDIS. The network was designed to provide and facilitate:

- Peer support for eligible consumers and carers
- Capacity building activities
- Feedback from consumers and carers about their experiences of the WA NDIS.

The project aims to provide people with psychosocial disability, their families and carers with:

- A greater understanding of how to access the WA NDIS
- An increased knowledge of recovery principles and how these interface with WA NDIS planning process
- Increased confidence in self-directed planning and funding, including an ability to

make informed choices about, and with, the WA NDIS

- Greater confidence for consumers found eligible for WA NDIS in feeling better equipped to advocate for their own needs and views throughout the planning process.

Outcome 5 – Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives

Department of the Attorney General Traineeship Program for Young People with Disability

Since October 2013, the WA Department of the Attorney-General has been running a traineeship program to create pathways to long-term employment within the public sector for young people with disability.

Five young people with disability were recruited to participate in the twelve-month traineeship program. They also undertook a structured workplace-based traineeship to complete a Certificate III in Government from the Central Institute of Technology (now North Metropolitan TAFE).

After graduating in 2014, three trainees secured permanent employment with the department.

In 2015, one of the program's first graduates won Trainee of the Year 2015 at the Central Institute of Technology's annual awards. The student was also a Trainee of the Year finalist at

the WA Department of Workforce, Training and Development's annual WA Training Awards.

Factors contributing to the program's success included:

- Strong leadership by senior executives promoting the diversity employment agenda
- Strong relationships with disability service organisations, who provided regular in person and over-the-phone support to trainees and their supervisors
- Specific disability awareness training for workplace supervisors of trainees
- A dedicated traineeship coordination team providing additional support to trainees and their supervisors
- Quarterly career discussions with trainees to identify and discuss further learning and development needs, support requirements and future opportunities
- Identifying specific needs and working with trainees to deliver individualised and responsive support to ensure their success in the program, such as literacy and numeracy tutoring, modifications to doors, workstations and other workplace safety systems.

Transition Planning and Employment for School Leavers

From June 2014 to July 2016, National Disability Services WA (NDS WA) delivered the School Leaver Transition to Employment Project, which was funded by the Commission.

The project was designed to build knowledge and skills within the sector to support employment-focused planning and service delivery for school leavers in the WA NDIS in the Lower South West and Cockburn-Kwinana areas.

It incorporated a number of elements, including a two-part training package – Introduction to Disability, Employment and Customising and

Creating Employment for People with Disability. The training was delivered to more than 400 people including:

- People with disability
- Families and carers
- Disability service organisations' staff
- Private sector representatives
- Schools staff
- WA NDIS Local Coordinators.

The project also included the NDS Mentoring Organisations Recognising Employment program to assist support workers and families to undertake customised employment pathways, planning and delivery. The initiative was delivered to four organisations and more than 70 support workers.

Outcomes from the project included:

- Development of the Pathways to Employment Framework
- Establishment of Ticket to Work Networks to support collaboration across sectors
- Development and distribution of a range of tools and resources, including:
 - The Local Work for Local Youth Guide booklet
 - Map Your Own Way – Transitioning to Employment – Animated video
 - Essentials Guide for Graduates with Disability booklet
 - Employability before Disability case study brochures
 - A Guide for Families resource booklet and accompanying resources.
- Establishment of an Employment Advisory Support Service for WA NDIS Local Coordinators.

To further build capacity in the sector and consolidate learnings from this initiative, the Commission funded NDS WA to deliver a twelve-month project, Strengthening Transition to Employment, from June 2016.

Positive Behaviour Intervention and Support

Positive Behaviour Intervention and Support (PBIS) Australia was set up to enhance the quality of life, connectedness to school and the wellbeing of all students, including those with disability, and to promote life-long learning outcomes.

The network supports, promotes and shares information on PBIS implementation and research in Australia with a focus on:

- Promoting PBIS implementation fidelity and efficiency in Australian schools
- Facilitating collaboration and communication on PBIS between education sectors
- Identifying opportunities to support PBIS research and training
- Promoting and encouraging PBIS research to practice between the education and university sectors.

PBIS Australia membership includes:

- Academics in education and special education from university departments in the United States of America and Australia
- Principals and teachers from public, independent and catholic schools (mainstream and special education)
- Disability support coordinators in schools
- Crisis intervention coordinators in schools
- Representatives from disability services agencies.

There were a number of achievements across the national network during the reporting period:

- Nearly 500 state schools (40 per cent) in Queensland and 150 state schools in WA are implementing the PBIS. Another 12 schools in the ACT are ready to trial the approach with the assistance of Macquarie Fields in NSW. To support implementation in WA, a coaching model for teachers is being trialed.
- The PBIS implementation logic is being

mapped across all national and state relevant initiatives, such as the National Curriculum, and the Health and Wellbeing for Students guidelines.

- Members of the network worked to develop the program for the National PBIS Conference, held in Queensland in 2017.

Further information can be found at the Understood⁷ website.

Outcome 6 – Health and Wellbeing

People with disability attain highest possible health and wellbeing outcomes throughout their lives

Disability Health Network

WA continues to build on inclusive approaches to health services through the WA Disability Health Network (DHN). The network informs and influences the development of the WA health system so that people with disability can experience the best health possible throughout their lives.

Supported by the DHN Executive Advisory Group, there are currently 2,904 registered members of the Network, including health and disability service professionals, as well as people with disability, their families and carers. Information, including membership and a regular newsletter, is managed through the WA Department of Health (DoH) website.

The DHN is driving the implementation of health policies and guidelines across WA's DoH and the disability sector. Priority areas for action include:

- Understanding and recognition
- Inclusive health care

⁷ <https://www.understood.org/en/learning-attention-issues/treatments-approaches/educational-strategies/pbis-how-schools-support-positive-behavior>

- Health and wellbeing
- Workforce capability.

The *WA Disability Health Framework 2015-2025: Improving the Health Care of People with Disability* provides direction for WA Health and its partners on policy development and service delivery to achieve improved health outcomes for people with disability.

The Hospital Stay Guideline for Hospitals and Disability Service Organisations outlines a best practice approach for disability service organisations and hospitals when managing the experience of people with disability transitioning in and out of hospital.

The WA Health Disability Health Care Coordination Framework describes the health workforce capabilities that are expected when providing services to people with disability, their families and carers.

Further information is available at the WA Department of Health⁸ website.

Development of Training for Mental Health and Intellectual Disability

The Mental Health Commission (MHC) and the Commission continue to work together to provide better support for people with intellectual disability and mental health issues.

In 2014, the MHC funded the WA Council of Social Services (WACOSS) to develop a two-day training package to assist support workers and mental health clinicians to recognise when intellectual disability is masking the presence of mental health symptoms. The need for this package came from the recognition that underlying mental health issues can be overlooked when people with intellectual disability display challenging behaviours.

In June 2015, WACOSS, in partnership with Development Disability WA, delivered a pilot of

the training package to 25 people, including support workers and clinicians from the disability and mental health sectors.

The MHC and the Commission used the feedback to revise the package content to meet the needs of participants.

The revised training includes:

- Information about how psychiatric disorders can affect people with intellectual disability
- Strategies for effective communication with people with intellectual disability and mental health issues
- Information about available models and frameworks, such as the Positive Behaviour Support framework and person centred planning and recovery orientated practice models
- Information about how to address assessment and intervention issues
- Opportunities to establish collaborative links between mental health and disability service providers, and other community organisations.

Autism Early Intervention Trial

The Commission is trialing a new approach to funding ASD early intervention for children aged 0 to 8 years who are diagnosed with ASD and living in WA's Upper South West region.

The trial began on 1 November 2015 and gives the Commission the opportunity to test the market's capacity to support individualised therapy in a regional setting.

The project was developed in partnership with families and carers, parent support groups, WA Country Health Service's Regional Therapy Team, paediatricians, local therapy providers, schools and the Commission's Local Coordination and Early Year Consultancy Team.

⁸ https://ww2.health.wa.gov.au/Articles/A_E/Disability-Health-Network

Families taking part in the trial engage in an individualised planning process to access individualised funding packages for early intervention.

By October 2016, 86 children in the Upper South West were participating in the trial. Families are reporting very good outcomes for their children, with high levels of satisfaction with the overall planning process and the choice and control over supports and services it offers.

Local therapists, including physiotherapists, occupational therapists, speech pathologists and psychologists are also working collaboratively to better respond to the needs identified by each family.

Progress by WA Local Governments

Disability Access and Inclusion Plans

The *Disability Services Act 1993* (WA) requires State Government and local governments to develop and implement a DAIP. DAIPs ensure public authorities make ongoing improvements to accessibility. DAIPs play a critical role in supporting WA's commitment to the Strategy and aim to ensure that people with disability have the same rights as others to participate in, and contribute to all aspects of community life. Since DAIPs have been in place, they have improved opportunities for people with disability and contributed to a more inclusive community.

Public authorities must provide the Commission with annual progress reports on the implementation of their DAIP.

Disability Access and Inclusion Plan, City of Vincent

The City of Vincent recently consulted with stakeholders to review the City's DAIP. The feedback indicated that some of the City's communication and information processes should be improved to make them more accessible and inclusive for people with disability. In response, the City Council decided to commence live-streaming Council briefings and meetings, so that people with disability who were unable to attend council meetings in person could be involved in the civic process. Since then the live stream of each meeting has had 60-70 views. Meeting transcripts are made available for people who are deaf or hearing impaired.

Accessible infrastructure, Shire of Halls Creek

Halls Creek is a busy service town for surrounding pastoralists, Aboriginal communities and travellers exploring northern WA. Despite its very remote location, Halls Creek is the gateway to a range of world-renowned natural attractions, including the World Heritage listed Bungle Bungle ranges. Its buildings and facilities in the Shire need to be accessible not only for the local community, but also for the many tourists travelling through the area.

The Halls Creek Shire's DAIP consultation process highlighted the need for more accessible local infrastructure, including more seating in parks and around town, and better access to buildings. Community feedback identified physical access issues at specific locations and lack of street lighting in some areas. In response, the Shire:

- Provided accessible paths of travel
- Improved street lighting
- Incorporated remedial works into a Shire Asset Management Strategy and works schedule
- Ensured access and inclusion considerations are part of all projects from the planning stage to completion.

The Shire has since carried out a number of works to improve access for people with disability in the community, and has recently renovated the Travel and Tourism Café and the Arts Centre. The Shire has also built accessible pathways between the Arts Centre and the Café and widened the door to the Shire Library. Footpaths around the town have been upgraded and street lighting has been improved. The Town Centre is now safer and more accessible for people with disability, the community and tourists.

Inclusive park play area, City of Wanneroo

The City of Wanneroo's population is expected to double in the next twenty years. The City is working to create a universally accessible community by improving areas that benefit people with disability and the community.

The City actively encourages residents to suggest ways to improve access and inclusion for all ages, abilities and backgrounds. When approached by the parent of a child with vision impairment who was unable to access the City's Dinosaur Park play area, the City worked with Senses Australia and the child's family to address this. Tactile surface indicators and directional pavers on the pathways were installed. Tree logs and decking were painted in bold, primary colours to identify change of height and surface, and Alphabet Braille signage is planned for installation. The initiative is a first for the City and for local governments in the metropolitan area, and the park has become a popular play and learning space for children with vision impairment.

Employment of people with disability, City of Stirling

The City of Stirling's recycling operation was managed by a private contractor for many years. When the contract expired, the City sought expressions of interest from not for profit organisations, with the aim of providing employment for people with disability. Since October 2016, the recycling operation has provided employment for fourteen people with disability who receive a full award wage.

**National Disability Strategy
2010-2020**

**Progress Report to
the Council of Australian
Governments 2016**

**Appendix 2:
Trend Indicator Data**



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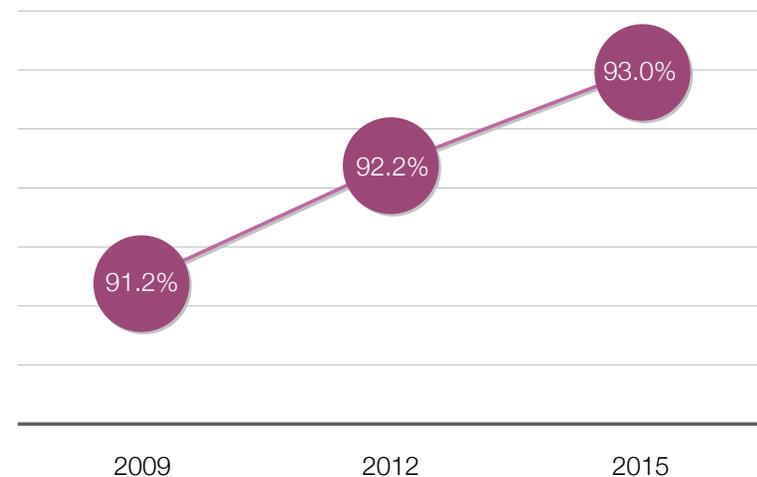
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Outcome 1 – Inclusive and Accessible Communities

People with disability live in accessible and well-designed communities with opportunity for full inclusion in social, economic, sporting and cultural life



Social or community participation
away from home by people with
disability is steadily increasing



1.1 Proportion of people with disability¹ aged 5 years and over reporting difficulty using public transport, 2009, 2012 and 2015

2015 - Proportion of people with disability aged 5 years and over reporting difficulty using public transport²

Gender	Profound/Severe core activity limitation	Moderate/Mild core activity limitation	Schooling or employment restriction	All with reported disability
Male	68.5%	21.4%	37.4%	28.9%
Female	73.4%	27.1%	42.5%	35.7%
Total	71.5%	24.2%	40.0%	32.4%

2012 - Proportion of people with disability aged 5 years and over reporting difficulty using public transport³

Gender	Profound/Severe core activity limitation	Moderate/Mild core activity limitation	Schooling or employment restriction	All with reported disability
Male	67.8%	24.6%	36.3%	31.0%
Female	72.7%	27.3%	38.7%	36.4%
Total	70.0%	26.0%	37.4%	33.7%

2009 - Proportion of people with disability aged 5 years and over reporting difficulty using public transport⁴

Gender	Profound/Severe core activity limitation	Moderate/Mild core activity limitation	Schooling or employment restriction	All with reported disability
Male	64.7%	21.4%	33.0%	27.1%
Female	72.8%	28.3%	37.3%	36.3%
Total	69.1%	25.0%	35.1%	31.7%

1 Note: Information on difficulty using public transport for people without disability was not collected in the ABS Survey of Disability, Ageing and Carers.

2 DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Survey TableBuilder.

3 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Survey TableBuilder.

4 DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Survey TableBuilder.

1.2 Proportion of people with disability participating in common cultural and recreational activities, 2009⁵, 2012⁶ and 2015⁷

Social or community participation at home in the last three months⁸

People aged 5 and over living in households	2009			2012			2015		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
All with reported disability	95.2%	96.9%	96.1%	94.6%	96.9%	95.8%	95.6%	97.4%	96.5%
All with specific limitations or restrictions	94.7%	96.6%	95.8%	94.3%	96.6%	95.5%	95.3%	97.2%	96.2%
Profound core activity limitation	89.4%	94.3%	91.8%	89.5%	93.7%	91.7%	90.8%	93.9%	92.5%
Severe core activity limitation	94.8%	96.6%	96.1%	94.7%	96.5%	95.7%	94.8%	95.9%	96.0%
Moderate core activity limitation	93.5%	97.3%	95.7%	94.4%	96.9%	95.8%	94.5%	98.2%	97.0%
Mild core activity limitation	96.6%	97.0%	96.9%	95.8%	97.4%	96.6%	96.3%	98.1%	97.2%
Schooling or employment restriction	94.4%	96.4%	95.5%	92.9%	95.7%	94.3%	94.4%	96.4%	95.4%

Social or community participation away from home in the last three months⁹

People aged 5 and over living in households	2009			2012			2015		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
All with reported disability	90.6%	91.5%	91.2%	91.4%	93.0%	92.2%	92.8%	93.3%	93.0%
All with specific limitations or restrictions	89.4%	90.8%	90.2%	90.6%	92.4%	91.5%	91.9%	92.6%	92.2%
Profound core activity limitation	75.4%	78.1%	76.7%	78.9%	82.2%	80.6%	82.5%	79.5%	81.2%
Severe core activity limitation	89.5%	92.1%	91.0%	90.8%	92.2%	91.6%	91.7%	92.4%	92.5%
Moderate core activity limitation	90.7%	92.7%	91.5%	91.0%	94.3%	92.8%	91.2%	95.0%	93.8%
Mild core activity limitation	91.9%	93.5%	93.0%	93.8%	95.3%	94.6%	94.1%	95.8%	94.8%
Schooling or employment restriction	90.9%	91.8%	91.7%	91.5%	92.2%	91.8%	91.8%	92.1%	91.9%

5 DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Confidentialised Unit Record File.

6 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Survey TableBuilder.

7 DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Survey TableBuilder and Confidentialised Unit Record File.

8 Note: Social or community participation at home in the last three months included participation in one of the following activities: visits from family or friends, telephone calls with family or friends, art or craftwork (for or with other people), church or special community activities, voluntary work (including advocacy), other special interest group activities.

9 Note: Social or community participation away from home in the last three months included participation in one of the following activities: visited relatives or friends, went to restaurant or club, church activities, voluntary activities, performing arts group activity, art or craft group activity, other special interest group activities, other activities not specified elsewhere.

1.2 Proportion of people with disability participating in common cultural and recreational activities, 2009¹⁰, 2012¹¹ and 2015¹²

Social or community participation away from home in the last three months¹³

People aged 5 and over living in households	2009			2012			2015		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
All with reported disability	70.8%	69.8%	70.3%	75.2%	73.9%	74.6%	77.8%	77.7%	77.8%
All with specific limitations or restrictions	68.1%	67.4%	67.7%	73.1%	71.7%	72.4%	75.8%	75.8%	75.8%
Profound core activity limitation	55.1%	42.7%	47.3%	54.9%	48.3%	51.5%	58.8%	50.3%	54.1%
Severe core activity limitation	64.9%	67.3%	65.9%	74.2%	70.0%	71.9%	69.3%	72.3%	70.9%
Moderate core activity limitation	63.4%	69.3%	66.8%	71.3%	76.0%	73.9%	77.0%	78.9%	78.0%
Mild core activity limitation	71.5%	72.5%	72.3%	76.7%	76.6%	76.6%	80.4%	83.0%	81.7%
Schooling or employment restriction	72.2%	72.9%	72.6%	76.4%	78.4%	77.4%	77.3%	77.1%	77.2%

10 DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Confidentialised Unit Record File.

11 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Survey TableBuilder.

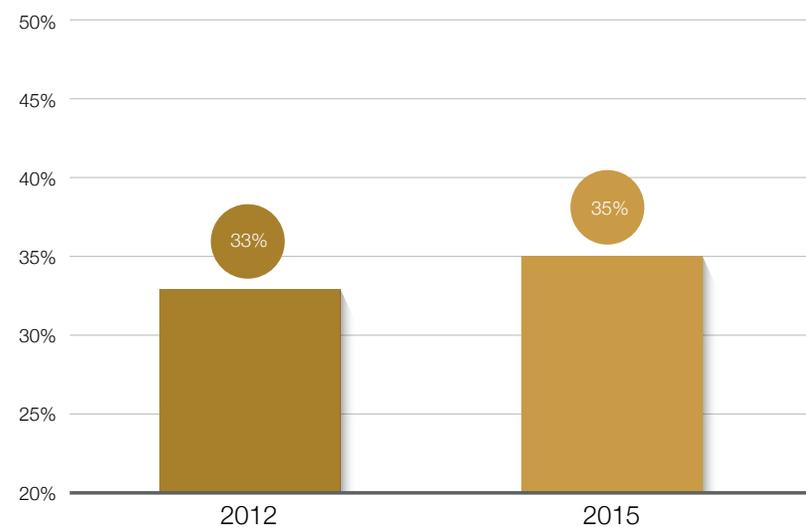
12 DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Survey TableBuilder and Confidentialised Unit Record File.

13 Note: Culture or leisure participation away from home in the last twelve months included participation in the one of the following activities: visited museum or art gallery, visited library, attended theatre or concert, attended cinema, visited animal or marine park or botanic gardens, took part in sport or physical recreation, attended sporting event as a spectator.

Outcome 2 – Rights Protection, Justice and Legislation

People with disability have their rights promoted, upheld and protected

Feelings of safety (safe or very safe) walking alone in local area after dark by people with disability is increasing



2.1 Persons with disability¹ aged 18 years and over living in households, feelings of safety in different situations, by sex and disability category, 2010², 2012³ and 2015⁴

2015 - Persons with disability aged 18 years and over living in households, feelings of safety in different situations, by sex and disability category

	All with core activity limitations			Restricted in schooling or employment			All with reported disability		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Feelings of safety home alone during the day									
Very safe/Safe	94.9%	91.3%	92.9%	93.8%	88.9%	91.2%	95.8%	91.8%	93.7%
Neither safe nor unsafe	2.7%	4.6%	3.7%	3.0%	5.6%	4.4%	2.3%	4.3%	3.4%
Unsafe/Very unsafe	1.8%	3.4%	2.7%	2.6%	4.9%	3.8%	1.4%	3.2%	2.4%
Never home alone during the day	0.7%	0.7%	0.7%	0.7%	0.7%	0.7%	0.6%	0.7%	0.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Feelings of safety home alone after dark									
Very safe/Safe	89.9%	75.8%	82.1%	89.1%	71.7%	79.9%	91.4%	76.7%	83.6%
Neither safe nor unsafe	4.5%	9.0%	7.0%	4.9%	10.4%	7.8%	4.0%	9.1%	6.7%
Unsafe/Very unsafe	4.0%	12.0%	8.4%	5.1%	15.2%	10.4%	3.3%	11.4%	7.6%
Never home alone after dark	1.6%	3.2%	2.5%	0.9%	2.7%	1.9%	1.3%	2.9%	2.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Feelings of safety walking alone in local area after dark									
Very safe/Safe	47.0%	16.4%	30.1%	54.3%	19.6%	35.9%	52.8%	19.5%	35.0%
Neither safe nor unsafe	7.4%	6.1%	6.7%	8.6%	7.9%	8.2%	7.6%	7.3%	7.5%
Unsafe/Very unsafe	6.8%	13.6%	10.6%	8.9%	20.2%	14.9%	6.6%	14.7%	10.9%
Never walk alone after dark	38.7%	63.9%	52.7%	28.2%	52.3%	41.0%	32.7%	58.5%	46.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

¹ Note: Information on feelings of safety in different situations for people without disability was not collected in the ABS Survey of Disability, Ageing and Carers.

² DSS analysis of ABS General Social Survey 2010 Confidentialised Unit Record File.

³ DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Survey TableBuilder.

⁴ DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Confidentialised Unit Record File through the ABS DataLab.

2012 - Persons with disability aged 18 years and over living in households, feelings of safety in different situations, by sex and disability category

	All with core activity limitations			Restricted in schooling or employment			All with reported disability		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Feelings of safety home alone during the day									
Very safe/Safe	91.9%	89.7%	90.7%	90.4%	87.1%	88.8%	93.2%	90.4%	91.8%
Neither safe nor unsafe	3.9%	4.3%	4.1%	4.4%	5.8%	5.2%	3.4%	4.2%	3.8%
Unsafe/Very unsafe	2.3%	3.9%	3.2%	3.2%	5.0%	4.1%	1.9%	3.4%	2.7%
Never home alone during the day	1.9%	2.1%	2.0%	1.8%	2.5%	2.1%	1.6%	1.9%	1.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Feelings of safety home alone after dark									
Very safe/Safe	85.8%	73.5%	79.2%	84.7%	69.3%	76.9%	87.9%	74.8%	81.0%
Neither safe nor unsafe	5.8%	8.6%	7.3%	6.8%	10.3%	8.5%	5.2%	8.6%	7.0%
Unsafe/Very unsafe	4.5%	12.8%	8.9%	5.7%	15.3%	10.6%	3.8%	12.1%	8.1%
Never home alone after dark	3.9%	5.1%	4.6%	2.9%	5.2%	4.1%	3.2%	4.6%	3.9%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Feelings of safety walking alone in local area after dark									
Very safe/Safe	41.6%	16.9%	28.3%	49.5%	21.3%	35.1%	47.9%	19.4%	33.0%
Neither safe nor unsafe	7.5%	5.0%	6.2%	10.6%	8.4%	9.5%	7.7%	6.6%	7.1%
Unsafe/Very unsafe	9.7%	14.8%	12.4%	11.1%	20.4%	15.8%	8.9%	15.1%	12.1%
Never walk alone after dark	41.3%	63.1%	53.1%	28.9%	50.1%	39.5%	35.6%	59.0%	47.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

2010 - Persons with disability aged 18 years and over living in households, feelings of safety in different situations, by sex and disability category

	Has core activity restriction			Has a schooling or employment restriction only			Has no specific restriction			Has no disability or long term health condition			All persons		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Feelings of safety home alone during the day															
Very safe/Safe	90.5%	83.9%	87.2%	92.9%	84.7%	88.1%	97.6%	93.1%	95.4%	97.3%	93.9%	95.6%	96.4%	92.0%	94.2%
Neither safe nor unsafe	3.7%	6.8%	5.3%	5.0%	7.0%	6.1%	1.7%	4.7%	3.1%	1.3%	4.1%	2.8%	1.9%	4.7%	3.3%
Very unsafe/Unsafe	4.4%	8.1%	6.3%	2.1%	8.4%	5.7%	0.7%	1.9%	1.3%	0.6%	1.6%	1.1%	1.1%	2.8%	2.0%
Never home alone during the day	1.4%	1.2%	1.3%	0.0%	0.0%	0.0%	0.1%	0.3%	0.2%	0.7%	0.3%	0.5%	0.6%	0.4%	0.5%
Feelings of safety at home alone after dark															
Very safe/Safe	83.8%	66.0%	74.8%	88.9%	67.8%	76.6%	92.8%	78.1%	85.7%	94.2%	81.7%	87.8%	92.4%	78.2%	85.2%
Neither safe nor unsafe	4.9%	8.7%	6.8%	6.5%	11.9%	9.7%	4.5%	8.4%	6.4%	4.1%	9.5%	6.9%	4.4%	9.3%	6.9%
Very unsafe/Unsafe	7.8%	20.8%	14.3%	4.2%	19.6%	13.2%	1.8%	11.8%	6.6%	1.3%	7.6%	4.5%	2.3%	10.8%	6.6%
Never home alone after dark	3.5%	4.5%	4.0%	0.4%	0.6%	0.5%	0.8%	1.7%	1.3%	0.3%	1.2%	0.8%	0.8%	1.7%	1.3%
Feelings of safety walking alone in local area after dark															
Very safe/Safe	45.1%	13.2%	29.1%	60.1%	25.2%	39.8%	64.1%	28.9%	47.1%	74.5%	32.4%	53.0%	67.8%	29.0%	48.1%
Neither safe nor unsafe	9.0%	6.5%	7.7%	21.9%	14.0%	17.3%	14.0%	11.6%	12.9%	12.5%	16.2%	14.4%	12.8%	13.9%	13.4%
Very unsafe/Unsafe	15.5%	30.6%	23.1%	11.3%	35.1%	25.2%	10.4%	22.6%	16.3%	8.0%	27.3%	17.9%	9.6%	27.1%	18.5%
Never walked alone in local area after dark	30.4%	49.7%	40.1%	6.6%	25.7%	17.7%	11.6%	36.9%	23.8%	5.0%	24.0%	14.7%	9.7%	30.0%	20.0%

2.2 Proportion of people with disability aged 18 years and over living in households actively involved in governance/civic groups, by disability category, 2010⁵ and 2012⁶

2012 - Proportion of people with disability⁷ aged 18 years and over living in households actively involved in governance/civic groups, by disability category

	All with core activity limitations			Restricted in schooling or employment			All with reported disability		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Trade union, professional/technical association	2.7%	1.8%	2.3%	3.8%	3.3%	3.5%	4.2%	2.4%	3.2%
Political party	1.0%	0.5%	0.7%	1.1%	0.3%	0.7%	1.1%	0.6%	0.9%
Civic group or organisation	1.8%	1.5%	1.6%	1.0%	1.8%	1.5%	1.9%	1.7%	1.8%
Environmental or animal welfare group	1.6%	2.6%	2.1%	2.0%	4.0%	3.0%	2.0%	3.2%	2.6%
Human and civil rights groups	0.6%	1.1%	0.9%	1.2%	2.2%	1.8%	0.9%	1.4%	1.1%
Body corporate or tenants' association	3.5%	3.1%	3.4%	2.2%	2.1%	2.2%	3.7%	3.3%	3.5%
Consumer organisation	0.4%	0.3%	0.3%	0.4%	0.2%	0.5%	0.5%	0.3%	0.4%
Other civic or political organisation	0.9%	0.6%	0.7%	1.0%	0.8%	0.8%	1.0%	0.6%	0.8%
No active involvement in civil or government groups in last 12 months	90.0%	90.7%	90.4%	90.3%	89.3%	89.8%	88.0%	89.5%	88.9%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

5 DSS analysis of ABS General Social Survey 2010 Confidentialised Unit Record File.

6 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Survey TableBuilder.

7 Note: Data on people without disability is not available for 2012 because the information was not collected in the Survey of Disability Ageing and Carers 2012.

2010 - Proportion of people with disability aged 18 years and over living in households actively involved in governance/ civic groups, by disability category

	Has core activity restriction			Schooling/ employment restriction only			Has no specific restriction		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Trade union, professional/technical association	4.7%	2.4%	3.5%	6.9%	6.2%	6.5%	6.5%	4.5%	5.5%
Political party	2.8%	1.0%	1.9%	0.6%	0.6%	0.6%	1.7%	1.8%	1.8%
Civic group or organisation	4.1%	1.7%	2.9%	3.0%	2.2%	2.5%	3.2%	3.0%	3.1%
Environmental or animal welfare group	4.8%	4.9%	4.8%	7.4%	12.1%	10.2%	4.1%	7.0%	5.5%
Human and civil rights groups	2.4%	1.3%	1.8%	3.7%	2.1%	2.8%	0.9%	2.3%	1.6%
Body corporate or tenants' association	3.7%	4.2%	3.9%	0.8%	4.6%	3.0%	6.2%	4.8%	5.6%
Consumer organisation	1.9%	1.4%	1.7%	0.3%	0.3%	0.3%	1.0%	0.1%	0.6%
Other civic or political organisation	1.4%	0.1%	0.8%	1.1%	0.0%	0.5%	1.1%	0.2%	0.7%

2010 - Proportion of people with disability aged 18 years and over living in households actively involved in governance/ civic groups, by disability category

	Has a disability			No disability			All people		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Trade union, professional/technical association	6.0%	4.1%	5.0%	9.2%	5.9%	7.5%	7.9%	5.2%	6.5%
Political party	1.9%	1.4%	1.7%	1.4%	1.3%	1.3%	1.6%	1.4%	1.5%
Civic group or organisation	3.5%	2.5%	3.0%	4.1%	3.0%	3.5%	3.8%	2.8%	3.3%
Environmental or animal welfare group	4.7%	7.1%	5.9%	4.5%	7.1%	5.8%	4.6%	7.1%	5.9%
Human and civil rights groups	1.6%	2.0%	1.8%	1.4%	2.1%	1.8%	1.5%	2.0%	1.8%
Body corporate or tenants' association	4.9%	4.6%	4.8%	5.4%	4.6%	5.0%	5.2%	4.6%	4.9%
Consumer organisation	1.2%	0.5%	0.9%	1.1%	0.5%	0.8%	1.2%	0.5%	0.8%
Other civic or political organisation	1.2%	0.1%	0.7%	0.9%	0.4%	0.6%	1.0%	0.3%	0.6%

2.3 Proportion of complaints under the *Disability Discrimination Act 1992* (or subsequent legislation that may replace it), by sub category, 2008-09 to 2015-16^{8, 9}

Total Complaints	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
Received	823	955	793	830	740	750
Received by area ¹⁰	2176	1249	1084	1039	879	940
Employment	31%	31%	33%	33%	34%	35%
Goods, Services and Facilities	35%	36%	34%	39%	37%	33%
Access to Premises	6%	4%	6%	8%	7%	8%
Land	-	-	-	-	-	-
Accommodation	3%	3%	3%	3%	3%	2%
Incitement to Unlawful Acts	-	n/a	n/a	n/a	n/a	n/a
Advertisements	-	-	-	n/a	n/a	n/a
Superannuation/Insurance	-	1%	1%	1%	2%	2%
Education	9%	8%	6%	8%	11%	11%
Clubs/Incorporated Associations	2%	2%	2%	2%	2%	1%
Administration of Commonwealth Laws and Programs	3%	3%	3%	5%	2%	2%
Sport	-	-	-	-	1%	1%
Application Forms/Requests for Information	-	-	-	-	-	-
Trade unions, registered organisations	-	n/a	n/a	n/a	n/a	n/a
Qualifying bodies	n/a	-	-	1%	1%	-
Registered organisations	n/a	-	-	-	-	-
Unlawful to Contravene Disability Standard	11%	12%	11%	n/a	n/a	n/a
Victimisation	n/a	-	1%	n/a	n/a	n/a
Disability Standards	n/a	n/a	n/a	n/a	-	5%

8 n/a = data not available from source.

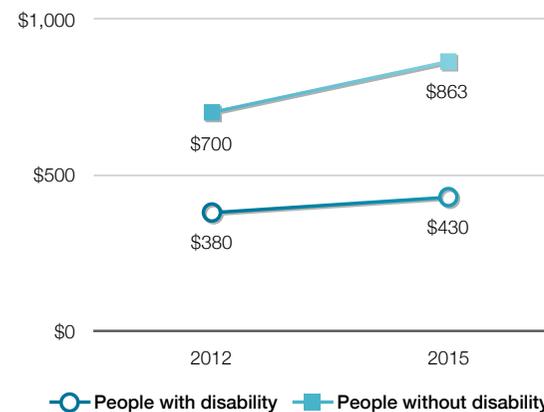
9 AHRC Annual Reports: 2008-2009, 2009-2010, 2010-2011, 2011-2012, 2012-2013, 2013-2014, 2014-2015 and 2015-2016.

10 Note: One complaint may have multiple and different areas.

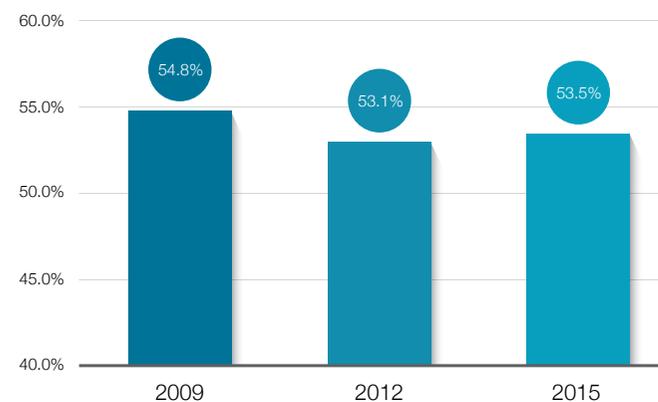
Outcome 3 – Economic Security

People with disability, their families and carers have economic security, enabling them to plan for the future and exercise choice and control over their lives

Median gross weekly personal income



Proportion of people with disability participating in the labour force remains largely unchanged



3.1 Proportion of people aged 15-64 living in households participating in the labour force, by sex and disability status, 2009¹, 2012² and 2015³

Male							
	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
2015	27.5%	59.9%	48.5%	48.4%	42.1%	88.5%	84.3%
2012	28.5%	56.2%	47.4%	45.7%	56.8%	88.6%	84.1%
2009	32.1%	57.6%	49.6%	50.7%	60.4%	89.1%	85.0%

Female							
	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
2015	23.2%	50.8%	41.4%	42.2%	49.4%	77.9%	73.9%
2012	30.5%	49.4%	42.8%	42.6%	49.4%	77.0%	73.0%
2009	31.2%	50.1%	43.7%	43.2%	49.5%	77.1%	72.9%

Total							
	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
2015	25.2%	55.1%	44.8%	45.2%	53.5%	83.2%	79.1%
2012	29.6%	52.7%	44.9%	44.1%	53.1%	82.8%	78.5%
2009	31.6%	53.7%	46.5%	46.8%	54.8%	83.2%	79.0%

1 DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Confidentialised Unit Record File.

2 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Confidentialised Unit Record File.

3 DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Survey TableBuilder.

3.1.1 Proportion of Indigenous males and females 'in need of assistance' - labour force participation aged 15 years and over, 2011^{4, 5}

Indigenous people with core activity need for assistance

Employment status	Male	Female
Employed	10.6%	8.3%
Unemployed	3.4%	1.8%
Not in the labour force	85.9%	89.9%
Total	100%	100%

Non-Indigenous people with core activity need for assistance

Employment status	Male	Female
Employed	9.5%	6.2%
Unemployed	1.6%	0.8%
Not in the labour force	88.9%	93.0%
Total	100%	100%

⁴ Centre for Aboriginal Economic Policy Research (CAEPR) Indigenous Population Project, 2011 Census Paper 6, 2013.

⁵ Note: This analysis is based on data from the ABS 2011 Census of Population and Housing (the Census). The ABS provides data on the number of Aboriginal and Torres Strait Islander people with disability from several sources, each with differences in scope and methodology. As outlined in ABS Catalogue No. 4429.0, information about need for assistance in the core activities of self-care, communication or mobility has been collected in the 2006 and 2011 censuses, and is designed to be comparable to the Survey of Disability, Ageing and Carers (SDAC) measure of people who have a profound or severe core activity limitation. The disability estimates in SDAC differ from those in the Census because of differences in scope and methodology. The information on need for assistance is derived from a short question set on the Census form, and short question sets typically identify fewer people in the population of interest. Data on Indigenous people may also be affected by individuals' propensity to identify as Indigenous. This is discussed in ABS Catalogue No. 4726.0.

3.1.2 Proportion of people aged 15-64 living in households participating in the labour force, by main language spoken at home and disability status, 2009⁶, 2012⁷ and 2015⁸

English							
	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
2015	26.6%	56.6%	46.6%	47.0%	55.2%	84.6%	80.3%
2012	30.9%	53.9%	46.3%	45.4%	54.4%	84.1%	79.6%
2009	33.0%	55.2%	48.0%	48.4%	56.3%	84.4%	80.2%

Other language							
	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
2015	14.4%	34.8%	24.6%	25.1%	32.6%	74.3%	70.6%
2012	17.2%	36.1%	28.4%	27.6%	33.4%	73.1%	69.6%
2009	15.5%	35.8%	28.9%	26.9%	34.2%	72.2%	68.3%

Total							
	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
2015	25.2%	55.1%	44.8%	45.2%	53.5%	83.2%	79.1%
2012	29.6%	52.7%	44.9%	44.1%	53.1%	82.8%	78.5%
2009	31.6%	53.7%	46.5%	46.8%	54.8%	83.2%	79.0%

6 DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Confidentialised Unit Record File.

7 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Confidentialised Unit Record File.

8 DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Survey TableBuilder.

3.2 People aged 15-64 years living in households who are employed, by industry sector, sex and disability status, 2009⁹, 2012¹⁰ and 2015¹¹

2015 - Male

Industry sector	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
Public	14.1%	14.2%	14.0%	13.7%	13.3%	11.0%	11.1%
Private	89.1%	85.4%	86.3%	86.0%	86.6%	89.1%	88.8%
Could not be determined	0.0%	0.3%	0.3%	0.3%	0.2%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

2012 - Male

Industry sector	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
Public	10.2%	11.7%	11.4%	11.5%	12.5%	11.2%	11.3%
Private	89.8%	88.2%	88.5%	88.3%	87.3%	88.8%	88.6%
Could not be determined	0.0%	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

9 DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Confidentialised Unit Record File.

10 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Confidentialised Unit Record File.

11 DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Survey TableBuilder.

2009 - Male

Industry sector	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
Public	11.9%	15.5%	14.8%	13.5%	14.5%	11.6%	11.9%
Private	86.2%	82.4%	83.2%	85.3%	83.7%	86.6%	86.4%
Could not be determined	1.8%	2.1%	2.0%	1.2%	1.8%	1.8%	1.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

2015 - Female

Industry sector	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
Public	22.3%	19.0%	19.2%	19.7%	21.1%	17.9%	18.2%
Private	79.2%	79.8%	79.5%	80.3%	78.8%	82.1%	81.7%
Could not be determined	0.0%	0.6%	0.5%	0.6%	0.4%	0.1%	0.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

2012 - Female

Industry sector	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
Public	18.4%	17.4%	17.6%	18.2%	17.5%	18.4%	18.3%
Private	81.6%	82.4%	82.2%	81.6%	82.5%	81.4%	81.5%
Could not be determined	0.0%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

3.2 People aged 15-64 years living in households who are employed, by industry sector, sex and disability status, 2009¹², 2012¹³ and 2015¹⁴

2009 - Female

Industry sector	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
Public	18.5%	20.9%	20.3%	20.1%	21.1%	18.9%	19.1%
Private	77.2%	74.5%	75.1%	75.3%	74.7%	77.8%	77.5%
Could not be determined	4.3%	4.7%	4.6%	4.5%	4.2%	3.3%	3.4%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

2015 - TOTAL

Industry sector	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
Public	16.9%	16.9%	16.9%	16.5%	17.0%	14.2%	14.5%
Private	82.7%	82.9%	83.1%	83.4%	82.8%	85.7%	85.5%
Could not be determined	0.0%	0.3%	0.3%	0.5%	0.2%	0.1%	0.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

¹² DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Confidentialised Unit Record File.

¹³ DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Confidentialised Unit Record File.

¹⁴ DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Survey TableBuilder.

2012 - TOTAL

Industry sector	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
Public	14.8%	14.5%	14.5%	14.8%	14.8%	14.5%	14.5%
Private	85.2%	85.4%	85.4%	85.1%	85.0%	85.4%	85.4%
Could not be determined	0.0%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

2009 - TOTAL

Industry sector	Profound/Severe	Moderate/Mild	All with core activity limitations	Restricted in schooling or employment	All with reported disability	No reported disability	TOTAL
Public	15.7%	18.2%	17.6%	16.7%	17.6%	14.9%	15.2%
Private	81.1%	78.5%	79.0%	80.5%	79.5%	82.6%	82.3%
Could not be determined	3.2%	3.4%	3.3%	2.8%	2.9%	2.5%	2.5%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

3.3 Difference between the average income of people with disability and the average income for all Australians¹⁵

Median gross weekly personal income – aged 15 years and over	2009 ¹⁶	2011 ¹⁷	2012 ¹⁸	2015 ¹⁹
All people with a reported disability	\$306	n/a	\$380	\$430
All without a disability	\$614	n/a	\$700	\$863
All people	\$510	n/a	\$580	\$738
Median individual income (all Australians)	n/a	\$577	n/a	n/a

¹⁵ Note: n/a = data not available from source.

¹⁶ ABS Survey of Disability, Ageing and Carers 2009 Summary of Findings (cat. no. 4430.0) Table 11.

¹⁷ ABS Census of Population and Housing, 2011.

¹⁸ ABS Survey of Disability, Ageing and Carers 2012 Summary of Findings (cat. no. 4430.0) Table 8.1.

¹⁹ ABS Survey of Disability, Ageing and Carers 2015 Summary of Findings (cat. no. 4430.0) Table 8.1.

3.3.1 Average weekly individual income of Indigenous and non-Indigenous males and females with need for assistance, 2011²⁰

2011	Males	Females
Indigenous	\$356	\$354
Non-Indigenous	\$420	\$384

3.4 Proportion of people with disability experiencing housing stress²¹, 2009-10²², 2013-14²³

Proportions of households in housing stress	2009-10	2013-14
Households containing someone aged 15 and over with a disability or long-term health condition	13.0%	8.9%
Households not containing someone aged 15 and over with a disability or long-term health condition	9.7%	14.4%

²⁰ Centre for Aboriginal Economic Policy Research (CAEPR) Indigenous Population Project, Paper 6, p12, 2013.

²¹ Note: Housing stress is household spending of more than 30% of household income on housing costs and the household is in the bottom 40% of Australian Incomes.

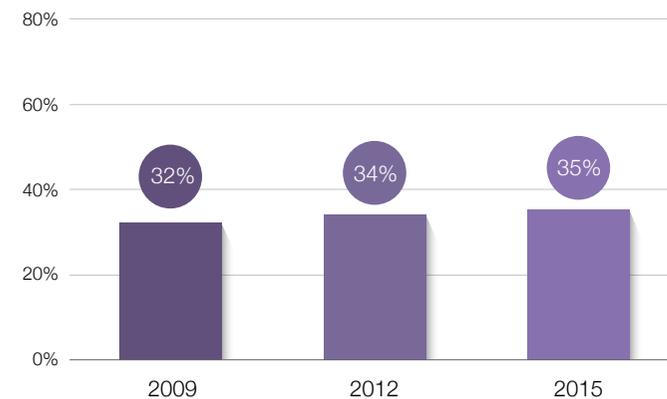
²² DSS analysis of ABS Household Expenditure Survey 2009-2010 Confidentialised Unit Record File.

²³ DSS analysis of ABS Survey of Income and Housing 2013-2014 Confidentialised Unit Record File.

Outcome 4 — Personal and Community Support

People with disability, their families and carers have access to a range of supports to assist them to live independently and actively engage in their communities

The number of people with disability who reported they need more formal assistance than they were receiving has remained steady



4.1 Proportion of the potential population accessing disability services, 2009-10 to 2015-16¹

2015-16 - Proportion of the potential population accessing disability services

		Male	Female	Total
Proportion of potential population aged 0-64 years accessing State/Territory delivered disability support services	All S/T delivered services	-	-	-
	Accommodation support	-	-	5.7%
	Community support	-	-	22.6%
	Community access	-	-	-
	Respite	-	-	-
Proportion of potential population aged 15-64 years accessing Australian Government administered disability employment services	Disability Employment Services/Open Employment Services (Employment Support Services) - with an employment restriction	-	-	-
	Disability Employment Services/Open Employment Services (Disability Management Services) - with an employment restriction	9.1%	7.7%	8.4%
	Australian Disability Enterprises/Supported Employment Services - adjusted for labour force participation	-	-	-

¹ Source: Data on Australian Government administered disability employment services for 2009-2010 to 2012-2013 and State/Territory delivered disability support services for 2012-2013 to 2015-2016 is sourced from the Steering Committee for the Review of Government Service Provision (SCRGSP) 2017, *Report on Government Services*, Productivity Commission, Canberra Appendix Tables 15A.14, 15A.46-15A.52 - data on State/Territory delivered disability support services for 2010-2011 is sourced from SCRGSP *National Agreement performance information 2012-2013: National Disability Agreement*, Productivity Commission, Canberra.

Some fields use the symbol (-) indicating that the specific data was not available for this population during that financial year. Disability Management Services were introduced in 2010-2011 so data is not available for preceding years. State and territory disability service types were not published by gender in 2012-2013.

4.1 Proportion of the potential population accessing disability services, 2009-10 to 2015-16²

2014-15 - Proportion of the potential population accessing disability services

		Male	Female	Total
Proportion of potential population aged 0-64 years accessing State/Territory delivered disability support services	All S/T delivered services	34.6%	30.1%	-
	Accommodation support	-	-	5.9%
	Community support	-	-	23.4%
	Community access	-	-	7.9%
	Respite	-	-	14.6%
Proportion of potential population aged 15-64 years accessing Australian Government administered disability employment services	Disability Employment Services/Open Employment Services (Employment Support Services) - with an employment restriction	10.2%	7.1%	8.6%
	Disability Employment Services/Open Employment Services (Disability Management Services) - with an employment restriction	9.0%	7.6%	8.3%
	Australian Disability Enterprises/Supported Employment Services - adjusted for labour force participation	8.0%	5.3%	6.8%

² Source: Data on Australian Government administered disability employment services for 2009-2010 to 2012-2013 and State/Territory delivered disability support services for 2012-2013 to 2015-2016 is sourced from the Steering Committee for the Review of Government Service Provision (SCRGSP) 2017, *Report on Government Services*, Productivity Commission, Canberra Appendix Tables 15A.14, 15A.46-15A.52 - data on State/Territory delivered disability support services for 2010-2011 is sourced from SCRGSP *National Agreement performance information 2012-2013: National Disability Agreement*, Productivity Commission, Canberra.

Some fields use the symbol (-) indicating that the specific data was not available for this population during that financial year. Disability Management Services were introduced in 2010-2011 so data is not available for preceding years. State and territory disability service types were not published by gender in 2012-2013.

2013-14 - Proportion of the potential population accessing disability services

		Male	Female	Total
Proportion of potential population aged 0-64 years accessing State/ Territory delivered disability support services	All S/T delivered services	35.9%	31.2%	-
	Accommodation support	-	-	5.9%
	Community support	-	-	23.5%
	Community access	-	-	7.8%
	Respite	-	-	15.7%
Proportion of potential population aged 15-64 years accessing Australian Government administered disability employment services	Disability Employment Services/Open Employment Services (Employment Support Services) - with an employment restriction	8.9%	6.2%	7.6%
	Disability Employment Services/Open Employment Services (Disability Management Services) - with an employment restriction	8.8%	7.7%	8.2%
	Australian Disability Enterprises/Supported Employment Services - adjusted for labour force participation	8.3%	5.7%	7.2%

2012-13 - Proportion of the potential population accessing disability services

		Male	Female	Total
Proportion of potential population aged 0-64 years accessing State/ Territory delivered disability support services	All S/T delivered services	-	-	-
	Accommodation support	-	-	6.0%
	Community support	-	-	23.5%
	Community access	-	-	7.6%
	Respite	-	-	15.8%
Proportion of potential population aged 15-64 years accessing Australian Government administered disability employment services	Disability Employment Services/Open Employment Services (Employment Support Services) - with an employment restriction	8.6%	6.0%	7.3%
	Disability Employment Services/Open Employment Services (Disability Management Services) - with an employment restriction	9.1%	7.8%	8.4%
	Australian Disability Enterprises/Supported Employment Services - adjusted for labour force participation	8.5%	6.0%	7.5%

4.1 Proportion of the potential population accessing disability services, 2009-10 to 2015-16³

2011-12 - Proportion of the potential population accessing disability services

		Male	Female	Total
Proportion of potential population aged 0-64 years accessing State/Territory delivered disability support services	All S/T delivered services	37.6%	31.6%	35.0%
	Accommodation support	6.6%	6.0%	6.0%
	Community support	27.7%	22.2%	23.9%
	Community access	9.6%	9.7%	9.1%
	Respite	15.2%	15.1%	15.5%
Proportion of potential population aged 15-64 years accessing Australian Government administered disability employment services	Disability Employment Services/Open Employment Services (Employment Support Services) - with an employment restriction	9.0%	6.0%	7.5%
	Disability Employment Services/Open Employment Services (Disability Management Services) - with an employment restriction	9.0%	7.2%	8.1%
	Australian Disability Enterprises/Supported Employment Services - adjusted for labour force participation	8.9%	6.2%	7.7%

³ Source: Data on Australian Government administered disability employment services for 2009-2010 to 2012-2013 and State/Territory delivered disability support services for 2012-2013 to 2015-2016 is sourced from the Steering Committee for the Review of Government Service Provision (SCRGSP) 2017, *Report on Government Services*, Productivity Commission, Canberra Appendix Tables 15A.14, 15A.46-15A.52 - data on State/Territory delivered disability support services for 2010-2011 is sourced from SCRGSP *National Agreement performance information 2012-2013: National Disability Agreement*, Productivity Commission, Canberra.

Some fields use the symbol (-) indicating that the specific data was not available for this population during that financial year. Disability Management Services were introduced in 2010-11 so data is not available for preceding years. State and territory disability service types were not published by gender in 2012-2013.

2010-11 - Proportion of the potential population accessing disability services

		Male	Female	Total
Proportion of potential population aged 0-64 years accessing State/ Territory delivered disability support services	All S/T delivered services	37.8%	31.2%	34.9%
	Accommodation support	6.4%	5.9%	6.0%
	Community support	28.5%	22.7%	25.2%
	Community access	9.1%	8.8%	8.7%
	Respite	14.9%	14.8%	15.0%
Proportion of potential population aged 15-64 years accessing Australian Government administered disability employment services	Disability Employment Services/Open Employment Services (Employment Support Services) - with an employment restriction	8.8%	5.7%	7.2%
	Disability Employment Services/Open Employment Services (Disability Management Services) - with an employment restriction	8.1%	6.2%	7.1%
	Australian Disability Enterprises/Supported Employment Services - adjusted for labour force participation	9.6%	6.5%	8.2%

2009-10 - Proportion of the potential population accessing disability services

		Male	Female	Total
Proportion of potential population aged 0-64 years accessing State/ Territory delivered disability support services	All S/T delivered services	36.0%	30.0%	33.4%
	Accommodation support	6.2%	5.7%	6.0%
	Community support	26.2%	21.0%	24.0%
	Community access	9.1%	8.9%	9.0%
	Respite	14.9%	14.7%	14.9%
Proportion of potential population aged 15-64 years accessing Australian Government administered disability employment services	Disability Employment Services/Open Employment Services (Employment Support Services) - with an employment restriction	8.1%	5.1%	6.6%
	Disability Employment Services/Open Employment Services (Disability Management Services) - with an employment restriction	-	-	-
	Australian Disability Enterprises/Supported Employment Services - adjusted for labour force participation	10.5%	7.0%	8.9%

4.2 People aged 0-64 years in potential population who need more formal assistance than they are currently receiving^{4, 5}, 2009, 2012 and 2015

	Male	Female	Total
2015	35.8%	34.8%	35.3%
2012	33.5%	34.5%	34.1%
2009	33.4%	29.9%	31.9%

4.3 Proportion of primary carers aged 15 years and over (carers of people with disability aged 0-64 years) who report a need for further assistance in their caring roles^{6, 7}, 2009, 2012 and 2015

	Male	Female	Total
2015	19.9%	27.0%	24.6%
2012	22.8%	28.7%	26.7%
2009	20.6%	23.8%	22.8%

4 Note: Excludes need for assistance with health care and people who are residents of cared accommodation. This indicator has changed to align with the NDA amendments.

5 Steering Committee for the Review of Government Service Provision (SCRGSP) 2017, *Report on Government Services*, Productivity Commission, Canberra Appendix Tables 15A.42.

6 Steering Committee for the Review of Government Service Provision (SCRGSP) 2017, *Report on Government Services*, Productivity Commission, Canberra Appendix Tables 15A.44.

7 Note: This indicator has changed to align with the NDA amendments.

4.4 Proportion of Indigenous potential population accessing disability services, 2009-10 to 2014-15

		2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
Proportion of Indigenous potential population aged 0-64 years accessing state/territory delivered disability support services	All S/T delivered services	30.0%	33.2%	29.0%	28.8%	29.1%	28.4%
	Accommodation Support	4.9%	5.5%	4.9%	5.1%		
	Community Support	24.9%	29.2%	25.4%	24.8%		
	Community Access	6.2%	6.7%	5.6%	5.5%		
	Respite	17.2%	19.4%	15.6%	-		
Proportion of Indigenous potential population (aged 15-64 years) accessing Australian Government administered disability employment services.	Disability Employment Services/Open Employment Services	5.4%	5.9%	6.5%	6.2%	6.1%	7.2%
	(Employment Support Services) - with an employment restriction						
	Disability Employment Services/Open Employment Services	-	6.0%	6.7%	6.9%	6.2%	6.1%
	(Disability Management Services) - with an employment restriction						
	Australian Disability Enterprises/Supported Employment Services - adjusted for labour force participation	5.1%	5.0%	3.7%	3.7%	3.6%	3.3%

1) Source: All data except that for respite service is sourced from the Steering Committee for the Review of Government Service Provision (SCRGSP) 2015, *Report on Government Services*, Productivity Commission, Canberra, Appendix Tables 14A.42-14A.50; *Report on Government Services*, Productivity Commission, Canberra, Appendix Tables 15A.28-15A.35

(2) Source: Data on respite service is sourced from the Steering Committee for the Review of Government Service Provision (SCRGSP) 2013, National Agreement performance information 2012-2013: National Disability Agreement, Productivity Commission, Canberra.

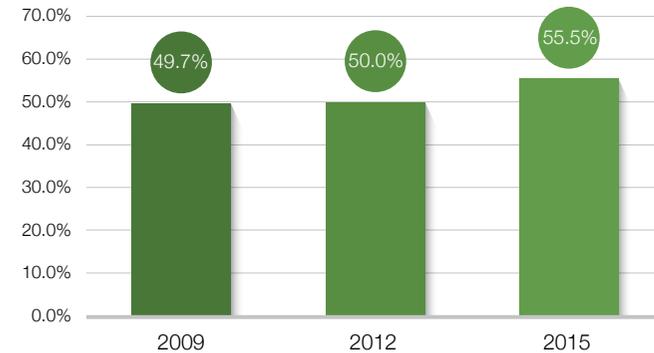
Notes:

- Open Employment Services are delivered by the Australian Government. The program name changed to Disability Employment Services in March 2010 with two streams - Employment Support Services and Disability Management Services.
- The quality of data about Indigenous status varies substantially between jurisdictions and data sources. Caution should be exercised when interpreting this data.
- This indicator has changed to align with the National Disability Agreement amendments.

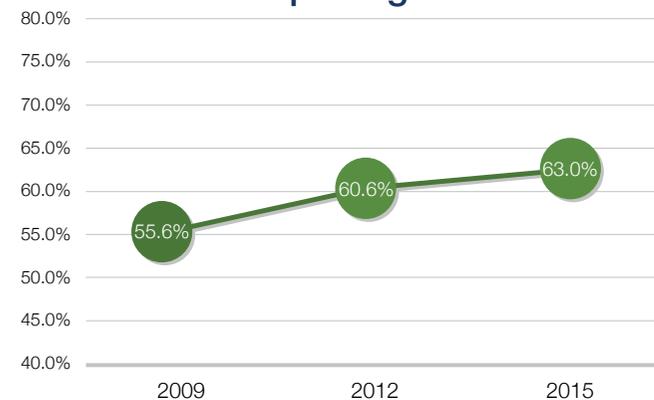
Outcome 5 – Learning and Skills

People with disability achieve their full potential through their participation in an inclusive high-quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives

More people with disability have non-school qualifications



More people with disability are completing Year 12



5.1 Proportion of people with disability in mainstream schools, 2009¹, 2012² and 2015³

Persons with disability aged 5-20 living in households, attending school	2009			2012			2015		
	Male	Female	All	Male	Female	All	Male	Female	All
Special school	10%	9%	10%	15%	10%	13%	15%	13%	14%
Special class in mainstream school	26%	21%	24%	18%	22%	20%	20%	17%	19%
Mainstream	64%	70%	66%	67%	89%	67%	65%	70%	67%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

5.1.1 Proportion of persons aged 5-20 years living in households attending school, by disability status and sex, 2009⁴, 2012⁵ and 2015⁶

	Male				Female				All			
	2009 DSS analysis	2009 ABS published	2012	2015	2009 DSS analysis	2009 ABS published	2012	2015	2009 DSS analysis	2009 ABS published	2012	2015
Has a disability	83.0%	83.5%	78.6%	80.4%	80.1%	79.7%	74.6%	81.3%	81.9%	82.1%	76.7%	80.8%
Does not have a disability	76.6%	76.6%	76.5%	78.2%	77.4%	77.4%	76.4%	80.0%	77.0%	77.0%	76.5%	79.1%
Total %	77.2%	77.2%	76.7%	78.4%	77.6%	77.5%	76.2%	80.1%	77.4%	77.4%	76.5%	79.2%

1 DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Survey TableBuilder.

2 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Survey TableBuilder.

3 DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Confidentialised Unit Record File.

4 DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Survey TableBuilder. Data also published in ABS Profiles of Disability 2009 (cat. No. 4429.0) Table 1 and Table 6.

5 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Survey TableBuilder.

6 DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Confidentialised Unit Record File.

5.2 Proportion of people aged 19-25 completed Year 12, by sex and disability status, 2009⁷, 2012⁸ and 2015⁹

	Male			Female			All		
	2009	2012	2015	2009	2012	2015	2009	2012	2015
Profound/Severe	36.1%	49.8%	63.1%	66.3%	59.8%	58.4%	51.1%	56.6%	61.0%
Moderate/Mild	51.7%	50.6%	49.0%	60.9%	70.0%	65.7%	56.1%	62.4%	56.9%
Restricted in employment/education	36.8%	60.6%	49.0%	61.5%	62.1%	68.2%	49.1%	59.9%	57.8%
All with disability	44.1%	54.8%	55.8%	66.2%	66.0%	71.3%	55.6%	60.6%	63.0%
With no reported disability	71.9%	74.7%	77.8%	79.7%	81.7%	84.1%	75.7%	78.1%	80.9%
All	70.1%	73.4%	75.9%	78.7%	80.2%	83.1%	74.3%	76.8%	79.4%

7 DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Survey TableBuilder.

8 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Survey TableBuilder.

9 DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Confidentialised Unit Record File through the ABS DataLab.

5.3 People aged 15-64 living in households, proportion with non-school qualification¹⁰, by disability status and gender, 2009¹¹, 2012¹² and 2015^{13, 14}

Disability status	2009			2012			2015		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Has disability and profoundly limited in core activities	21.0%	27.2%	24.4%	26.7%	26.0%	26.3%	25.2%	31.3%	29.1%
Has disability and severely limited in core activities	47.2%	46.3%	46.7%	40.4%	50.6%	46.5%	47.7%	52.3%	49.4%
Has disability and moderately limited in core activities	48.6%	48.2%	48.3%	50.2%	52.6%	51.6%	61.0%	56.3%	58.3%
Has disability and mildly limited in core activities	50.2%	49.3%	49.7%	50.2%	52.6%	51.6%	56.1%	55.9%	55.9%
Restricted in schooling or employment	46.7%	46.2%	46.4%	43.4%	49.4%	46.4%	51.1%	52.6%	51.7%
All with specific limitations or restrictions	47.9%	47.4%	47.7%	46.3%	50.0%	48.2%	51.8%	52.7%	52.2%
All with disability	50.5%	48.9%	49.7%	48.7%	51.2%	50.0%	54.5%	56.4%	55.5%
No disability	57.3%	55.7%	56.5%	58.2%	58.3%	58.2%	63.8%	63.6%	63.7%
Total	56.3%	54.6%	55.5%	56.9%	57.2%	57.0%	62.6%	62.6%	62.6%

¹⁰ Includes those with degrees, diplomas and certificates, but not those whose level of non-school qualification is not determined.

¹¹ DSS analysis of ABS Survey of Disability, Ageing and Carers 2009 Survey TableBuilder.

¹² DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Survey Confidentialised Unit Record File.

¹³ DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Survey TableBuilder.

¹⁴ Data may not exactly match published ABS tables due to ABS confidentialisation processes in the Confidentialised Unit Record File and Survey TableBuilder.

Outcome 6 – Health and Wellbeing

People with disability attain
highest possible health and wellbeing
outcomes throughout their lives

Compared to the broader community,
people with profound or severe core
activity limitation are...



More likely
to be a smoker



More likely
to be overweight
or obese



Less likely
to eat the recommended
amount of fruit and
vegetables each day

6.1 Proportion of people with disability aged 18 years and over living in households who report their general health as good or better, by disability category, 2010¹, 2012² and 2015³

2015 General health assessment	Core activity limitations			Restricted in schooling or employment			All with disability		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Excellent/Very Good	25.5%	26.0%	25.8%	20.0%	19.0%	19.5%	30.9%	30.7%	30.8%
Good	33.6%	33.7%	33.7%	34.2%	33.3%	33.7%	34.7%	33.9%	34.3%
Fair	26.7%	26.9%	26.8%	29.5%	30.4%	30.0%	23.5%	24.3%	23.9%
Poor	14.2%	13.4%	13.8%	16.2%	17.4%	16.8%	10.8%	11.2%	11.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

2012 General health assessment	Core activity limitations			Restricted in schooling or employment			All with disability		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Better than good	22.0%	23.0%	22.6%	20.2%	19.5%	19.9%	26.7%	27.6%	27.1%
Good	34.7%	35.9%	35.3%	34.2%	34.1%	34.2%	36.3%	35.9%	36.0%
Fair	29.0%	29.0%	29.0%	31.3%	31.9%	31.5%	26.2%	26.3%	26.2%
Poor	14.0%	12.3%	13.1%	14.3%	14.8%	14.5%	11.1%	10.3%	10.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

2010 General health assessment	Core activity limitations			Restricted in schooling or employment			All with disability			No disability or long-term health condition			All people		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Better than good	14.2%	19.2%	16.7%	16.1%	27.8%	22.9%	27.5%	32.9%	30.2%	68.7%	67.0%	67.8%	51.9%	53.4%	52.6%
Good	25.2%	26.4%	25.8%	35.5%	34.0%	34.6%	36.2%	33.1%	34.6%	27.3%	28.1%	27.7%	30.9%	30.1%	30.5%
Fair	37.4%	34.4%	35.9%	30.4%	27.4%	28.7%	25.3%	24.4%	24.9%	3.8%	4.6%	4.2%	12.6%	12.5%	12.5%
Poor	23.2%	20.0%	21.6%	18.0%	10.8%	13.8%	11.0%	9.7%	10.3%	0.3%	0.3%	0.3%	4.6%	4.0%	4.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

¹ DSS analysis of ABS General Social Survey 2010 Confidentialised Unit Record File.

² DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Survey TableBuilder;

Note: information on self-assessed health status for people without disability was not collected in the Survey of Disability, Ageing and Carers 2012.

³ DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Confidentialised Unit Record File through the ABS DataLab;

Note: information on self-assessed health status for people without disability was not collected in SDAC 2015.

6.2 Proportion of people with disability aged under 65 years living in households who accessed health services in last twelve months, 2012⁴ and 2015⁵

2015	Profound/Severe			Moderate/Mild			All with core activity limitations		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Whether seen a GP	91.7%	95.0%	93.3%	91.2%	95.8%	93.4%	91.3%	95.4%	93.5%
Whether seen a medical specialist	66.1%	73.9%	69.5%	60.0%	65.3%	62.6%	62.4%	68.2%	65.4%
Whether seen a dental professional	52.1%	50.2%	51.2%	44.4%	50.7%	47.8%	47.7%	50.4%	49.2%
Whether admitted to hospital	22.8%	31.0%	26.6%	23.3%	23.7%	23.6%	23.2%	26.4%	24.7%
Whether visited hospital emergency department	27.0%	31.5%	28.9%	26.2%	28.3%	27.4%	26.6%	29.6%	28.0%
Whether saw 3 or more health professional for same condition	40.2%	49.9%	44.3%	34.9%	38.1%	36.6%	36.9%	42.2%	39.7%
Whether health professional helped ⁶	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total number of persons with disability aged under 65 years living in households	361,400	330,000	693,800	504,800	550,900	1,057,700	868,300	882,600	1,749,100

2015	All with specific limitations/restrictions			Restricted in schooling or employment			All with disability		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Whether seen a GP	91.1%	95.1%	93.1%	92.3%	95.9%	94.0%	90.5%	94.6%	92.6%
Whether seen a medical specialist	61.3%	67.5%	64.4%	63.8%	68.9%	66.2%	59.2%	65.1%	62.0%
Whether seen a dental professional	48.1%	51.4%	49.6%	49.1%	51.6%	50.3%	48.5%	51.9%	50.1%
Whether admitted to hospital	21.9%	25.0%	23.4%	22.4%	26.2%	24.2%	20.7%	23.7%	22.3%
Whether visited hospital emergency department	25.7%	28.2%	27.0%	27.1%	29.1%	28.0%	24.8%	26.8%	25.8%
Whether saw 3 or more health professional for same condition	35.8%	41.9%	38.8%	38.2%	44.1%	41.3%	33.9%	39.4%	36.5%
Whether health professional helped	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

4 DSS analysis of ABS Survey of Disability, Ageing and Carers 2012 Confidentialised Unit Record File. Data not available for people without disability.

5 DSS analysis of ABS Survey of Disability, Ageing and Carers 2015 Survey TableBuilder.

6 This data item was removed from the Survey of Disability, Ageing and Carers 2015.

2015	All with specific limitations/restrictions			Restricted in schooling or employment			All with disability		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Total number of persons with disability aged under 65 years living in households	1,046,300	1,026,200	2,072,500	829,600	803,000	1,632,600	1,258,000	1,219,500	2,476,100

2012	Profound/Severe			Moderate/Mild			All with core activity limitations		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Whether seen a GP	91.5%	97.2%	94.4%	92.0%	93.8%	92.9%	91.8%	95.2%	93.5%
Whether seen a medical specialist	57.3%	65.1%	61.2%	51.5%	56.4%	54.0%	53.9%	59.9%	56.9%
Whether seen a dental professional	48.3%	51.7%	50.0%	43.5%	52.1%	47.9%	45.5%	52.0%	48.7%
Whether admitted to hospital	23.5%	28.8%	26.1%	18.5%	23.8%	21.2%	20.5%	25.8%	23.2%
Whether visited hospital emergency department	30.1%	35.7%	32.9%	24.0%	27.6%	25.9%	26.5%	30.9%	28.7%
Whether saw 3 or more health professional for same condition	37.6%	45.2%	41.4%	31.2%	34.1%	32.7%	33.8%	38.5%	36.2%
Whether health professional helped	26.9%	34.4%	30.6%	20.3%	20.8%	20.6%	23.0%	26.2%	24.6%
Total number of persons with disability aged under 65 years living in households	293,096	290,700	583,796	424,135	440,512	864,647	717,232	731,212	1,448,443

2012	All with specific limitations/restrictions			Restricted in schooling or employment			All with disability		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Whether seen a GP	91.2%	94.9%	93.0%	91.9%	95.1%	93.5%	90.1%	94.4%	92.2%
Whether seen a medical specialist	52.8%	59.3%	56.0%	54.3%	61.3%	57.7%	51.1%	57.8%	54.4%
Whether seen a dental professional	45.4%	52.3%	48.8%	46.3%	52.3%	49.2%	45.4%	52.5%	48.9%
Whether admitted to hospital	19.8%	24.8%	22.2%	20.3%	25.2%	22.7%	19.1%	23.8%	21.4%
Whether visited hospital emergency department	26.4%	30.1%	28.2%	26.8%	31.1%	28.9%	25.1%	28.6%	26.8%
Whether saw 3 or more health professional for same condition	33.1%	38.0%	35.5%	35.0%	40.3%	37.5%	30.8%	35.6%	33.2%
Whether health professional helped	22.3%	25.6%	24.0%	23.7%	27.6%	25.6%	20.6%	23.9%	22.2%
Total number of persons with disability aged under 65 years living in households	874,900	851,990	1,726,889	712,725	666,588	1,379,313	1,040,589	998,794	2,039,383

6.3 Risk factors for preventable disease in people with disability aged 18 years and over, 2011-12⁷ and 2014-15⁸

2014-15	Current daily smoker			Sedentary/low exercise level		
	Male	Female	Total	Male	Female	Total
Profound or Severe core activity limitation	10.5%	18.6%	15.3%	88.5%	91.0%	90.0%
Other disability or restrictive long - term health condition	23.6%	14.9%	18.9%	72.9%	78.9%	76.1%
All people	17.0%	12.1%	14.5%	62.5%	69.7%	66.2%

2014-15	Alcohol consumption - lifetime risk			Alcohol consumption - single occasion risk		
	Male	Female	Total	Male	Female	Total
Profound or Severe core activity limitation	15.0%	4.9%	9.1%	22.5%	14.1%	18.6%
Other disability or restrictive long - term health condition	27.6%	8.7%	17.5%	45.7%	22.9%	33.5%
All people	25.8%	9.3%	17.4%	56.9%	31.7%	44.1%

2014-15	Overweight/Obese			Inadequate fruit and vegetable consumption		
	Male	Female	Total	Male	Female	Total
Profound or Severe core activity limitation	78.9%	70.5%	74.0%	96.7%	94.0%	95.1%
Other disability or restrictive long - term health condition	74.6%	69.3%	71.8%	96.5%	92.8%	94.5%
All people	70.8%	56.2%	63.4%	97.3%	92.5%	94.9%

⁷ ABS customised report on ABS Australian Health Survey 2011-12.

⁸ DSS analysis of ABS National Health Survey 2014-15 Confidentialised Unit Record File through the ABS DataLab.

2011-2012	Current daily smoker			Sedentary/low exercise level		
	Male	Female	Total	Male	Female	Total
Profound or Severe core activity limitation	23.2%	15.2%	18.8%	84.9%	87.8%	86.5%
Other disability or restrictive long - term health condition	20.2%	18.3%	19.2%	74.8%	81.1%	78.2%
All people	18.2%	14.4%	16.3%	62.4%	72.6%	67.6%

2011-2012	Alcohol consumption - lifetime risk			Alcohol consumption - single occasion risk		
	Male	Female	Total	Male	Female	Total
Profound or Severe core activity limitation	17.7%	6.8%	11.7%	34.4%	13.9%	23.1%
Other disability or restrictive long - term health condition	26.1%	8.9%	16.7%	46.9%	23.7%	34.3%
All people	29.1%	10.1%	19.5%	57.8%	31.9%	44.7%

2011-2012	Overweight/Obese			Inadequate fruit and vegetable consumption		
	Male	Female	Total	Male	Female	Total
Profound or Severe core activity limitation	61.5%	49.1%	76.1%	96.4%	92.4%	94.2%
Other disability or restrictive long - term health condition	65.5%	54.5%	72.0%	94.4%	93.0%	93.7%
All people	60.4%	45.9%	63.4%	95.5%	93.4%	94.4%