# Appendix 1: Achievements and outcomes under the National Disability Strategy 2011-2014 by jurisdiction

Table 1: Inclusive and accessible communities

Table 2: Rights protection, justice and legislation

Table 3: Economic security

Table 4: Personal and community support

Table 5: Learning and skills

Table 6: Health and wellbeing

## Table 1: Inclusive and accessible communities

| **Jurisdiction** | **Outcome 1 Achievements and Outcomes** |
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| **Commonwealth**  | In consultation with states and territories, and the arts and disability sector, the first triennial evaluation of the *National Arts and Disability Strategy* was finalised in October 2013. Some key findings from the evaluation were:* There has been an increase in physical access for people with disability as well as an increase in programing, training, exhibitions and information available on websites about access.
* There has been a noticeable increase in access to funding programmes and processes for people with disability.
* There has been an increase in the opportunities for people with disability to present their work.
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| The Accessible Communities Initiative has achieved its aim of improving access to public buildings and spaces for people with disability in their local communities. The initiative was well received by local governments and demonstrated that the completed projects provided an immediate benefit to the local community. Qualitative feedback from local governments is that this initiative caused heightened awareness of disability access issues through the consultation processes.  |
| In 2012 the Australian Government completed the development of national inclusive playground design guidelines. This initiative will increase community awareness of the importance of accessible play areas.  |
| Implementation of the Increasing Accessibility Library Initiative was completed in 2012. This initiative resulted in 1,300 playback devices now being available in over 170 libraries (and their outlets) across Australia and has provided access for people who are blind to material available through public libraries.  |
| By the end of 2014 closed captions and audio description will be available in at least one screen in every one of the 132 cinema complexes run by the four major cinema chains. This initiative provides access for people who are blind, deaf and hard of hearing to the cinema experience. |
| The Australian Sports Commission (ASC) provides support to National Sporting Organisations (NSOs). Under this arrangement, it is the responsibility of NSOs to develop and implement broader inclusive sport approaches. Additionally, the ASC runs the Play by the Rules resource, in collaboration with Australian Human Rights Commission, all state and territory departments of sport and recreation, all state and territory anti-discrimination and human rights agencies, the NSW Commission for Children and Young People and the Australian and New Zealand Sports Law Association (ANZSLA). It provides information, resources, tools and free online training to increase the capacity and capability of administrators, coaches, officials, players and spectators to assist them in preventing and dealing with discrimination, harassment and child safety issues in sport, and includes a *Sport for People with Disability* module aimed at helping clubs increase the participation of children with disability. |
| In 2014-15, the Australian Sports Commission is providing $16.88 million to NSOs for participation activities. In addition, $1.365 million is being provided to eight National Sporting Organisations for people with disability (NSODs) to support participation for adults and children with disability to expand their choice of sport and recreation options. The funding provided to NSOs has also helped to raise the profile of the sporting abilities of people with disability in the broader community. |
| In 2014-15 the Australian Sports Commission is providing $3 million directly to the Australian Paralympic Committee (APC) for high performance sport outcomes for people with disability. An additional $8.72 million is being provided to 12 NSOs to support their Paralympic programmes, with an additional $1.74 million retained by the APC to manage the programmes for Boccia, Goalball, Wheelchair Rugby and Winter Sports. Funding to the APC has raised the profile and helped to promote the outstanding achievements of elite sports people with disability in the broader community. |
| The Australian Sports Commission continues to support elite athletes with disability. The Australian Institute of Sport (AIS) is formally recognised as a Centre for Paralympic Excellence through a Memorandum of Understanding with the Australian Paralympic Committee. This arrangement ensures that elite athletes with disability have access to the world-class facilities at the AIS.Further, the Australian Sports Commission has recently announced a more comprehensive system of direct financial support to athletes. Under the new Direct Athlete Support (dAIS) scheme eligible world champions in Olympic, Paralympic and Commonwealth Games disciplines are eligible for equitable amounts of funding support. Further, for the first time, the new scheme will also be supporting emerging Paralympic athletes with the potential to win medals at the Rio 2016 Olympic Games.  |
| In June 2013 the Australian Government Department of Communications introduced a Television Captioning Quality Standard for all television broadcasters. This followed a 13 week trial in 2013 that raised industry and community awareness of audio captioning and identified technical issues to be remedied. The standard requires all captions to be readable, accurate and comprehensible for deaf and hard of hearing viewers.  |
| Under the strategy, the Commonwealth Government provided seed funding of $1 million from May 2013 to June 2014 to enable the Australian Broadcasting Corporation (ABC) to build and host the website Ramp Up which provided a range of source material and worked to increase community awareness of people with disability. Following the launch of Ramp Up in December 2010, the editor worked on building relationships within the ABC and across other mainstream media networks to raise the profile of people with disability. Significant media appearances for the editor during this seed funding period included: * The Project – Channel 10
* The Drum – ABC
* ABC News 24
* The Guardian Australia.
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| The Australian Government is currently considering the Review of the *Disability Standards for Accessible Public Transport 2002* (Transport Standards) final report and Government response. The draft report publicly released on 9 May 2014 indicated that the Transport Standards continue to be effective in making public transport systems more accessible to people with disability. However, the report also suggested that governments and public transport providers will need to continue to make a concerted effort to address the gap between what is currently provided and what is needed to ensure that public transport is accessible to people with disability. The final review report and Government response are anticipated to be released in mid-2015. |
| The Australian Government Department of Infrastructure and Regional Development (Infrastructure), in consultation with the Aviation Access Forum (AAF), has encouraged the development and publication of 43 Disability Access Facilitation Plans (DAFP), which cover all major Australian airlines and capital city airports. The DAFP provide detailed information about individual airline and airport facilities and services for passengers with disability, ideally covering the total travel experience from making a reservation through to arriving at the intended destination. Disability access issues are discussed regularly among disability advocacy organisations, airline and airport operators and governments to inform the DAFP through the AAF. Infrastructure, in consultation with the AAF, is conducting a review of the DAFP initiative with the aim of improving and refining the effectiveness and accessibility of plans; to be completed by 30 June 2015. |
| States and territories continue to undertake work to support the inclusion of liveable design features (such as scoping the cost). Livable Housing Australia continues to work with the ageing, disability community and residential building and construction sectors with the aim of ensuring that all new homes are of an agreed Livable Housing Design standard by 2020. (See individual state and territory disability action plan reports for current data).The Council of Australian Governments (COAG) has agreed that public housing and community housing providers will ensure that new publicly funded housing stock, where the site allows, will incorporate liveable design features.Delivery of housing to these standards is leading to improved awareness of universal design requirements and an increased number of dwellings that comply with universal design principles. Over time, this measure will increase familiarity within the building industry of liveable design. This will lead to a better understanding of the benefits of incorporating these design principles into all types of housing, increasing community acceptance of the need for accommodation to be suitable for use by all members of the community, including those with disability. |
| Livable Housing Australia has developed a comprehensive voluntary accreditation system to raise community and industry awareness of universal design. This is contributing to improved awareness of universal design requirements and construction of an increased number of dwellings that comply with universal design principles for the benefit and independence of people living with disability and the elderly. The related accreditation process has also raised awareness and provided an incentive for the construction of more private accommodation suitable for people with disability.  |
| The Australian Government continues to support the incorporation of universal design in procurement processes where appropriate. For example, the Australian Government, state and territory governments support universal design as a relevant condition in the procurement of dwellings as part of the Social Housing Initiative. Applications under the National Rental Affordability Scheme (NRAS) incorporating universal design features were given preference through the assessment process.The incorporation of universal design principles into NRAS has resulted in the construction of a significant number of new dwellings, suitable for people with disability that would not otherwise have been built. This has increased the range of choice for people with disability in the private rental market. |
| The introduction of a national high speed broadband is progressing. As at November 2013 the National Broadband Network (NBN) covered around 354,793 premises, providing 109,862 services. The Australian Government is reviewing the most favourable options for future high‑speed connectivity. High speed broadband provides people with disability with access to a range of experiences and opportunities to access mainstream services online services in the areas of health, education, training, digital economy and telework and improved access to information in various accessible formats. |
| Implementation of remote vision and hearing services for children has resulted in an increase in the number of children able to access allied health and education services through internet technologies. VidKids were awarded $4.1million in funding over three years (2011‑14) to enable up to 159 children with hearing and/or vision impairment in regional and remote Australia with access to specialist education and allied health services via remote technology. This funding is provided in addition to funding of approximately $600,000 per year provided by the Australian Government to the Royal Institute for Deaf and Blind Children (RIDBC) for their existing Teleschool initiative.  |
| In May 2013 the Australian Government Department of Human Services (DHS) commenced a High Definition Videoconferencing (HDVC) Pilot. Two of the six core customer groups selected for the proof of concept included people being assessed for Disability Support Pension (DSP) and those with hearing impairments. The pilot formed part of a shared delivery agreement with the Department of Communications. The pilot allows new DSP claimants to undertake a Job Capacity Assessment using high‑definition videoconferencing either at a DHS Service Centre, from their home or a third party site. By providing access to a suitably qualified Assessor regardless of geographic location DHS customers, including those with disability, can receive the same level of service as metropolitan customers. A total of 3,110 Job Capacity Assessments have been conducted via videoconference as at 30 October 2014. Participants reported improved outcomes such as increased rapport with department officers and increased flexibility of appointments in relation to venue and time. |
| **New South Wales** | The NSW Government Department of Premier and Cabinet is leading the introduction of Web Content Accessibility Guidelines 2.0 to improve access to all NSW Government websites and make information accessible to people with disability, their families and carers. All NSW government websites aim to achieve AAA accessibility rating.  |
| The NSW Government Departments of Education & Communities and Sport & Recreation: The NSW Rugby League programme – ‘the game for all’ is a great initiative that provides ongoing mentoring support to individuals to achieve their goals in the game of rugby league, be it playing, coaching, officiating or just being involved.The programme also offers people with disability the opportunity to participate in modified versions of the game to provide a safe playing environment to include physical disability, intellectual disability and wheelchair rugby league. |
| Arts NSW and the NSW Department of Family and Community Services have provided joint funding for a NSW Arts and Disability Partnership. The partnership has supported 55 programmes to date, including 25 professional development grants to NSW artists with disability for training and mentoring. Another 27 arts projects, run by NSW arts and disability organisations, are increasing access to a variety of professional arts workshops for people with disability. |
| The NSW Government Departments of Education & Communities and Family & Community Services have funded nine state sporting organisations to increase access to some of the most popular sporting choices for people with disability at the grass roots level.  |
| The NSW Government Department of Family and Community Services commissioned research into the issues and barriers facing people with disability in respect to private vehicle use. Resources have been developed on a range of topics to provide practical information for people with disability. |
| The Events Access and Inclusion Project aims to ensure that people with disability are able to attend and enjoy a quality experience at popular and iconic NSW events and community activities. Australia Day, New Year’s Eve fireworks and the International Fleet Review were some large events which were planned from the start with people with disability in mind.Planning with a disability focus ensures that adequate access, trained venue staff, viewing areas and accessible amenities are available to support the attendance of people with disability along with their friends and family. The project has targeted and involved venues, event planners and government agencies across the State.Two successful conferences were held in Sydney and in the Hunter region highlighting the benefits to the community and business of inclusive planning. The project has developed specific resources such as customised access plans, registration systems and equipment recommendations to support accessible events.The result has been:* improved public and private transport options
* better communication between event organisers and participants with access requirements
* more accessible event viewing areas for major public events such as New Year’s Eve
* improved disability awareness training for event organisers and staff.
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| **Victoria** | Information services were developed and launched to assist people with disability to find out about sport and recreation activities. The new service is called the Access for All Abilities Play. It helps people find out about what is offered by regional sporting assemblies, state sporting associations, disability organisations and community groups. Eight state sporting associations have completed disability action plans and a further 17 received project funding through the Access for All Abilities programme. |
| An online resource about the benefits of the *Disability (Access to Premises – Buildings) Standards 2010* and its links to good design is available to architects and building designers. |
| In December 2013 the *Accessible Public Transport in Victoria action plan 2013–2017* was released. The action plan adopts a whole-of-journey approach that recognises the need for people with disability or who have mobility restriction to have barrier-free access to public transport facilities and services, high-quality customer service, and information to help plan their journey. The *Accessible Public Transport in Victoria action plan 2013–2017* uses universal design principles and compliance with the *Disability Discrimination Act 1992* transport standards to improve access to public transport. |
| More than 450 builders, architects and designers attended ten information seminars on how to design and build homes that meet the needs of older people and people with disability. These were run by the Victorian Building Authority. |
| The universal design awareness strategy has been developed. This included an industry manual, video and website to inform industry about universal design. These were launched in September 2014. |
| Many Victorian local councils have made a significant contribution towards improving access and inclusion of people with disability in their communities, including:* TheCity of Yarra have encouraged local businesses to consider and implement access features such as ramps, accessible change rooms and provision of accessible menus by employing and training people with disability to conduct access appraisals of local businesses in a key shopping precinct. Accessible businesses received a sticker indicating their level of accessibility. This project has been commenced in a second shopping precinct.
* In 2013 Warrnambool City Council Rural Access Programme staff organised an inclusive Community Surf Day in collaboration with Warrnambool Surf Life Saving Club, disability agencies, South West Sport and the Active Oceans Programme. The 45 participants included eight wheelchair users and Christiaan ‘Otter’ Bailey, the world’s only paralysed professional surfer. This is now an annual event.
* In 2013 Whitehorse City Council developed the *Building in Whitehorse* document to promote council’s role in building and planning and to raise awareness of relationship between the *Disability Discrimination Act 1992*, the *Disability (Access to Premises – Buildings) Standards 2010* and the Victorian *Charter of Human Rights and Responsibilities Act 2006*.
* Changing Places design was introduced to Australia in 2012 with the establishment of a consortium led by Maroondah City Council (MetroAccess). The design allows major improvements and support on standard accessible toilets. In September 2014, the Victorian Government built six new Changing Places facilities in popular public spaces. A number of councils are in the process of building or planning a Changing Places facility.
* The City of Whittlesea have developed templates and technical design drawings which incorporate accessibility as mainstream in the planning guidelines that are distributed to developers, planners and builders to ensure accessibility of the built environments in new suburbs.

The City of Whittlesea Councilworked with local residents on designing the redevelopment of Thomastown Recreation and Aquatic Centre to not only meet Australian Standards but to be a state of the art facility that redesigns how people with disability are supported in a public aquatic centre. The council developed specifications for the management contract which included a requirement to develop a Disability Action Plan, to provide disability awareness training for all centre staff and to develop inclusive programmes at the centre. |
| **Queensland** | The Queensland Government Vehicle Options Subsidy Schemeprovides subsidies for driving lessons, assistance with the purchase of a vehicle to be modified and vehicle modifications. This initiative enables people with disability to have greater opportunities to independently participate and become involved in activities outside their home. |
| Disability Action Week is the major community awareness activity of the Queensland disability sector and is held in September each year. The Disability Action Week Awards recognise those people and organisations that exceed expectations, and demonstrate overwhelming passion and commitment to improving the lives of people with disability, including supporting more inclusive and accessible communities. |
| The Arts for all Queenslanders strategy 2014-2018 was released in December 2013. Actions under the strategy will be progressed from 2014 onward, including:* encouraging the development of disability action plans across the arts and culture sector
* work with local government to support the inclusion of arts and culture in local government disability action plans
* ensure participation of people with disability in arts and cultural policy formation and planning through commissioning and promotion of the Arts for all Queenslanders strategy
* showcase best practice in disability arts practice on the Arts for All Queenslanders blog. Recent blogposts highlights the Queensland Art Gallery/Gallery of Modern Art (QAGOMA), Arts and dementia tours at QAGOMA
* Further information is available at [Queensland Government Arts for all Queenslanders Strategy website](http://www.arts.qld.gov.au/blog/index.php/art-and-dementia-tours-at-qagoma/).

Access Arts was funded over three years (2014-2016) as part of Arts Queensland's Organisations Fund programme to promote and deliver disability arts.  |
| The Queensland Government Department of National Parks, Sport and Racing has established partnerships with sport and recreation organisations through training and development supported by programmes such as Get Going and annual provision of Building Active Communities Workshops and the Get Active Queensland Accreditation Programme, to contribute to building capacity to manage inclusive participation strategies for people with disability. Sport and recreation opportunities – from participation to enhanced facilities access – have been supported through funding provided under various programmes including Get Started and Get Playing, which commenced in January 2013, Get Playing Plus (2014), Young Athlete Assistance Programme (since 2006) and the Queensland Sport and Recreation Industry Development Programme (2014-2016). Further information on the range of programmes and grants is available at [Queensland Government Department of National Parks, Sport and Racing website](http://www.nprsr.qld.gov.au/). |
| Ensuring Queensland’s building laws are aligned with the *Disability (Access to Premises – Buildings) Standards 2010*. On 1 May 2011, the *Building Code of Australia* (BCA) was amended to mirror the *Disability (Access to Premises – Buildings) Standards 2010*. The BCA is given effect in Queensland through the *Building Act 1975*. The amendments to the BCA are ensuring that over time public buildings are becoming more accessible and more useful to people with disability. |
| In June 2014, the Queensland Government Department of Transport and Main Roads released the *Disability Action Plan - Improving Access to 2017* (the plan), the purpose of which is to assist people with disability to participate in community life by improving the accessibility of the passenger transport network in Queensland. The plan is available at [Queensland Government Department of Transport and Main Roads website](http://www.tmr.qld.gov.au/Travel-and-transport/Disability-access-and-mobility/Disability-Action-Plan.aspx). |
| The Queensland Government 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:* Provision of funding assistance to local governments across Queensland to assist with meeting their obligations under the *Disability Standards for Accessible Public Transport 2002* and the *Disability (Access to Premises – Buildings) Standards 2010*.
* Provision of subsidies to members of the Taxi Subsidy Scheme to ensure they have access to affordable taxi travel.
* Queensland maintains the highest proportion of wheelchair accessible taxis in the taxi fleet, across state jurisdictions in Australia. As at 2 September 2014, 646 Wheelchair Accessible Taxis in a total taxi fleet of 3,264 (or 19.8 per cent) were wheelchair accessible.
* Facilitating the provision of transport assistance for students with disability.
* Producing information booklets for the South East Queensland Bus Network Review in an audio version so that people with vision impairment can more easily access information about the changes.
* Expanded the public transport concessions framework to provide free public transport to approximately 439 Extreme Disablement Adjustment Veterans (as at 31 August 2014).
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| The Queensland Government Department of Housing and Public Works, promotes awareness and use of universal design in private and public built environments. Design standards for social housing are aligned with *Livable Housing Design Guidelines* (LHDG), referencing LHDG gold and platinum levels.Social housing apartment projects are designed to ensure that the maximum possible number of ground floor and lift served apartments are designed to the *Livable Housing Design Guidelines*. Up to 30 per cent of social housing apartments in any new multi-unit project are designed to LHDG platinum level, with all remaining ground floor and lift-served apartments designed to LHDG gold level.* The minimum standard for houses is LHDG gold level. The LHDG platinum level standard is applied in response to identified portfolio or client need.
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| Multicultural Affairs Queensland led the development of a Queensland Cultural Diversity Policy Action Plan aimed at providing equality of opportunity for all Queenslanders, including people with disability so that every person can participate in the state’s strong economy and enjoy its vibrant society. The policy and action plan released in 2014, aims to drive improvements across four key outcomes:* language independence
* education participation and attainment
* economic independence and participation
* community participation.
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| Many Queensland local councils have or are developing a disability access and inclusion plan. While some councils may not have a current disability plan they have clearly worked closely their communities to remove barriers and improve access for people with disability. Initiatives include improving physical access to public buildings, toilets and high-spec recreational, sporting and cultural amenities, the engagement of access consultants to advise on infrastructure, building and programme design for people with disability including the construction of accessible ‘all ability’ playgrounds across the state. Other initiatives include the production of local accessibility information for residents and visitors such as the *Accessing Townsville Guide* and the Mackay Regional Council’s *Good access is good business* guide. Local councils have also given consideration to improving the accessibility of the wide range of community service information they produce. |
| **Western Australia** | The Liveable Homes initiative included the development of a resource pack and website to assist builders and architects to use universal access features in new house design and home renovations. State Housing Industry Association and Master Builders Association industry awards now recognise the inclusion of liveable homes essential features in contemporary houses and regular articles are included in the homes sections of state wide newspapers as well as industry magazines. Building and design programme students at the Central Institute of Technology are also learning about designing liveable homes, and house design examples are available at the [Central Institute of Technology’s website](http://www.central.wa.edu.au/Pages/default.aspx). |
| Twenty Western Australia local governments have commenced diverse inclusive projects as part of the Count Me In Local Government Inclusion Grants including recreation, arts and culture and skills development. Grants were awarded for projects that focus on one or more of three areas for sector improvement: advancing self-direction, self-design and management, or improvements designed to meet the specific needs of people in regional, rural and remote areas. |
| The Western Australia Government Department of Culture and the Arts and the Western Australia Government Disability Services Commission have developed a Memorandum of Understanding to work towards achieving a creative, inclusive and welcoming community which offers opportunities for people of all abilities to participate in everyday arts and cultural activities in Western Australia. |
| The Western Australia Government Disability Services Commission has developed a booklet to assist people with disability when they are travelling by air, liaising with airlines and negotiating airports. The booklet was developed following consultation on the experiences of air travel for people with disability, their families and carers. |
| The Western Australia Government Disability Services Commission and Disability in the Arts, Disadvantage in the Arts Australia (WA) have implemented the Lost Generation Project to raise awareness of the social exclusion felt by people with intellectual disability living in supported accommodation in the Perth metropolitan area. The project produced 186 short films and 155 screenings in a range of community locations, reaching both local and national audiences. Evaluation of the project has indicated positive life impacts for participants, their families and carers and effective inclusion in the community. |
| The Western Australia Government Disability Services Commission website was redeveloped to improve access to information and make the navigation more user friendly. It was in direct consultation with people with disability who also participated in the user acceptance testing of the site. Information is now sorted by stakeholder group as well as topic heading with dedicated areas explaining the reforms that are occurring with the disability sector at a state and national level. |
| In 2011 the Western Australia Government Department of Sport and Recreation engaged consultants to review the disability sport and active recreation sector to identify good practice in helping people with disability to get involved in and to identify areas for improvement. The Western Australia Government Disability Services Commission is working with the Department to implement recommendations to improve the coordination of services for people with disability. |
| **South Australia** | South Australia is working across state and local government to implement Disability Access and Inclusion Plans. Disability Access and Inclusion Plans aim to address barriers to full citizenship for people with disability. The Steering Committee met for the first time in November 2013 and is comprised of state and local government representatives, Commissioner for Equal Opportunity, people with disability and National Disability Services.  |
| Local government councils consult extensively with people with disability, their families and carers, and other stakeholders in the development of Disability Access and Inclusion Plans. Councils with established plans have committees or reference groups which include people with disability and their families/carers. These groups monitor the Council’s Access and Inclusion Plans and provide a consultation and advocacy role for people with disability.Extensive work has been undertaken by South Australian councils to improve access to public spaces and facilities, including:* involvement by some councils in the South Australian Age Friendly Environments and Communities pilot project, which has created a standard of access for persons of all ages and abilities.
* revision by some councils of Infrastructure Asset Management Plans to ensure sustainable provision of continuous accessible paths of travel within communities.

One local government council received the Public Engagement and Community Planning Award from the Planning Institute of Australia (SA) in November 2013 for its networking consultative approach with people using mobility aids, resulting in significant improvements to kerb ramp and footpath accessibility. |
| The South Australian Government’s Disability Engagement Strategy connects people with disability, their carers and families, the broader community and the non-government sector to the development of government policy, programmes and service delivery. As part of this strategy, the Disability Register has operated since 2011, providing an independent contact list of people with lived experience of disability who provide advice on issues relating to disability. Early in 2015 South Australia will also release *Talk to the person* an interactive website that will serve as an ongoing mechanism for engaging people with disability and other key stakeholders. |
| Announced in May 2013, Housing South Australia’s Disability Project, funded under the Nation Building – Economic Stimulus Plan, is increasing the supply of accessible supported accommodation to meet the current and future needs of people with disability. The Disability Project is on track to deliver 90 houses for people with disability across metropolitan and regional areas by December 2014. |
| The Community Disability Programme was announced in June 2012 to fund an ongoing programme that aims to deliver accommodation for people with disability. Progress to date includes the completion and opening of the first respite care facility on Kangaroo Island in December 2013 and the refurbishment of 25 Disability SA houses for transfer to the community housing sector to support sustainable community housing for people with disability. In 2013, the Community Living Programme commenced. This programme is providing flexible, individualised support packages for people with disability to move from family homes into their own home in the community. Of the 15 people who commenced the programme, 13 have moved into their own accommodation. A further eight participants are currently undertaking planning with plans for the programme to be expanded in 2015. |
| South Australia is primarily implementing universal access design principles through the Think Design Deliver Project. Announced in February 2013, the project will result in significant reform of South Australia’s planning system and will promote greater access to community facilities and public spaces for people with disability. The project is being overseen by the South Australian Government Department of Planning, Transport and Infrastructure and its expert panel is due to deliver their final report in December 2014. |
| *Sit Down, Shut Up and Watch!* - the first learning disability led film and new media festival in the southern hemisphere was held on 31 October 2014 in the Barossa Valley, South Australia. Produced by Tutti Arts Incorporated, with the support of government and non-government partners, the festival showcased the filmmaking talents of artists with a learning disability. The festival aims to promote cultural change, an inclusive community and challenge society’s preconceptions surrounding people with a learning disability. More information is available at [Sit Down, Shutup and Watch Film & New Media Festival website](http://sitdownshutupandwatch.com/). |
| South Australia is improving the accessibility of public transport for people with disability through the identification of accessible bus routes on the Adelaide Metro website and the implementation of Adelaide Metro’s Passenger Information system app, which links more than 3,500 stops in real-time, to indicate whether a bus is wheelchair accessible. Eight six per cent of buses in South Australia are now wheelchair accessible, with the future rolling stock replacement programme including accessibility criteria. Accessible public transport features also include audio loops for automated onboard announcements that are also relayed visually, increased space for people with physical disability, priority seating for customers with guide dogs as well as CCTV and passenger emergency intercoms.  |
| **Tasmania** | The Tasmanian Government, through its Arts and Disability Programme, has implemented the Open Captions for Performing Arts Initiative aimed at improving access to performing arts for people who are deaf or hard of hearing through captioning services. The aim of the initiative was to research ways of improving access to the performing arts for people who are deaf or hard of hearing. The initiative also provided impetus for venues and arts organisations to consider ways in which they could make their services more accessible to members of the deaf community, thereby increasing their audience potential. Feedback from patrons attending theatres in which captioning was available suggests that as well as making such events accessible to people who are deaf or hard of hearing, the provision of captions enhances the overall experience of theatre performances for people without hearing impairments.The initiative enabled theatre performances to be captioned live via internet technology at five venues around Tasmania.  |
| The Tasmanian Government Department of Premier and Cabinet engaged a consultant to deliver training in the use of Easy English for Tasmanian Government staff. This project generated a range of resources to assist in the development of accessible communication including an Easy English handbook, Easy English checklist and an Easy English audience analyser.The project has helped to improve awareness among government communications and project officers of the importance of accessible information, and methods of presenting written material in a format that is easy to read and understandable for people with cognitive and intellectual disability, as well as people with low literacy levels or non-English speaking backgrounds.The Tasmanian Government engaged a communications consultant to assist with policy setting and training in the use of Easy English for Tasmanian Government staff.  |
| The Tasmanian Government is implementing the Tasmanian sport and active recreation framework for people with disability, which focuses on capacity building for sport and recreation clubs to include people with disability at a grassroots level and develops opportunities for athletes with disability to access state, national and international competition. The framework is available at [Tasmanian Government Department of Premier and Cabinet website](http://www.dpac.tas.gov.au/divisions/csrt/sportrec/publications/framework_for_people_with_disability/disability_framework).  |
| The Tasmanian Museum and Art Gallery (TMAG) has undertaken work to ensure that people with physical disability have access to all levels of its buildings. Elevators, accessible toilets, sliding doors, and tactile indicators on all changes of elevation were installed as part of the upgrade of the site. This has considerably improved accessibility to TMAG buildings, and allowed TMAG to expand its gallery space into areas that previously had serious access limitations.  |
| The Tasmanian Government Department of Health and Human Services has developed a template for conducting disability access assessments for agency facilities, along with procedures and staff training. The agency has mandated use of the template for all major works and lease of private sector accommodation.  |
| **Australian Capital Territory** | Accessible HousingThree symposiums were held in 2014 looking at responsive, sustainable and innovative housing options for people with disability and market and industry solutions to increase supply.The Real Estate Institute of ACT (REIACT) has made a commitment to engaging members to promote opportunities around leasing their property to people with disability. Housing ACT and Disability ACT are supporting REIACT in this initiative.Disability ACT and National Disability Services ACT have partnered in a housing sub‑group to progress activities to engage the business sector in the provision of affordable housing.  |
| The ACT Government has funded Volunteering ACT to deliver the Inclusive Volunteering programme that provides education to organisations about engaging vulnerable volunteers and assists people with disability to increase their social and economic participation through volunteering. At June 2014, the Inclusive Volunteering programme had received 119 referrals and succeeded in placing 42 vulnerable people, including people with disability in volunteering placements. |
| The ACT Government continues to assist ACT sport and recreation providers and clubs to increase their capacity to provide participation opportunities for people with disability. In 2013, the ACT Government’s Sports and Recreation Grants programme supported sailing boats for the Buoyed Up programme, table tennis tables for the developing Table Tennis ACT Disability programme and support for 25 para-athletes with disability in the Athletics ACT Junior Talent Squad. |
| The ACT Government has implemented several new initiatives to improve access to information for people with disability, their families and carers, including:* The launch of the Disability Information Support Hub (DISH) in February 2012. The DISH provides a place for community and government services to co-locate and collaborate, making locating and accessing information easier for clients and their families. In 2012-13, DISH service providers joined together at various community events including the Multicultural Festival, I-Day Expo and Post-School Options Expo to enhance access to information, as well as holding open days on money management and accommodation and support options.
* The launch of the Housing Options Facilitator Service (HOF) in 2011. The HOF assists people with disability and their families to establish housing and support arrangements and to formalise pathways to social and community housing. To date the HOF has engaged with over 500 people in public information sessions and has provided individual planning assistance to over 100 people to progress their future accommodation and housing opportunities.
* The funding and launch of a new Smartphone App by Nican that links people with disability to more than 4,000 sports, recreation, arts and support opportunities. The smartphone App is the first to link people with disability to Nican’s comprehensive database.

In 2014 the inaugural Connect and Participate Expo was held that aimed to create pathways to inclusion and participation for all Canberrans of all ages and especially those with disability. The expo linked the 6,000 attendees with up to 90 local groups and clubs. The event will be continued in 2015. |
| The ACT Government has progressed a number of initiatives aimed at improving the accessibility of public and private transport for people with disability:* 62 per cent of ACTION’s bus fleet is now wheelchair accessible
* 60 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
* ACTION has implemented a free pre-booked bus service, which is a localised and flexible transport option for seniors and people with disability who have limited access to other public transport options. The Flexible Bus Service provides a home pick up service throughout suburbs within localised zone areas. Then, travels onwards to a local shopping centre.
 |
| **Northern Territory** | The Northern Territory Government has succeeded in raising awareness of arts and disabilities through its allocation of funding to support Arts Access Darwin and Arts Access Central Australia. This has increased the quality and scope of work and encouraged collaboration across the wider sector to deliver stronger outcomes. In particular, there is an increase in physical access as well as an increase in accessible programming including development and training programmes, performances, exhibitions and improved access to information. It has also enabled the presentation of arts and disability works in high profile venues, national and regional tours and shows in major performing arts venues. The needs and aspirations of people with disability have been considered in arts and cultural policy and programmes. |
| The Northern Territory’s annual Arts Access Awards, established in 2009, promote integrated arts and disability practice in the Northern Territory. The awards provide recognition of quality work, collaboration, participation and increased activity. These awards assist in building the capacity of arts access programmes, supporting an increase in access to funding programmes for people with disability and raise awareness of the diversity and excellence of artists with disability. |
| The Northern Territory Library and the Museum and Art Gallery of the Northern Territory are progressing on-line and mobile devices to increase access including participatory projects with relevance to remote Northern Territory. This increases the opportunities for people with disability to present their work by improving audience access including on-line programming. |
| The Northern Territory’s original dance theatre work ‘*Close To Me*’ has raised the profile of arts and disability practice. It involved established artists working with over 50 performers with disability aged from four to 50 years and the production of a documentary presented widely at international and national conferences. This theatre work has increased the profile of artists with disability over the last three years and increased collaboration, partnerships and networking across organisations supporting arts and disability. |
| In the Northern Territory, all new dwellings are constructed to *Australian Standard 4299-1995 (adaptable housing)* which enables houses to be adapted as required with minimal structural changes. The Northern Territory Government Department of Housing implements universal design principles where practical, including accessible light switches, grab rails and ramped thresholds. Under the National Partnership Agreement for the Nation Building and Jobs Plan - Social Housing Initiative, the Northern Territory Government Department of Housing achieved 100 per cent of the target for dwellings meeting the *Universal Design Principles – Commonwealth Guidelines*. The Department also undertakes modifications to public housing dwellings 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. In addition, the Department engages non-government organisations to deliver Tenancy Sustainability programmes to tenants. |

## Table 2: Rights protection, justice and legislation

| **Jurisdiction** | **Outcome 2 Achievements and Outcomes** |
| --- | --- |
| **Commonwealth** | The International Day of People with Disability is an important awareness raising campaign that promotes disability issues across the community and supports the development of an inclusive Australian society.Australia’s annual celebrations include the National Disability Awards, which honour and recognise the outstanding achievements of individuals, teams and organisations that have improved the lives of people with disability and thereby contributed to increased recognition of equality and human rights for Australians. Nominees and finalists for the awards are nominated by their peers and associates and judged by an independent panel of sector experts. People with disability, their families, carers and advocates are involved in the planning and participation of national and local events associated with the day.  |
| The National Plan to Reduce Violence against Women and their Children 2010 – 2022 (the plan) was released in February 2011. It brings together the efforts of 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 being delivered through a series of four three-year Action Plans. The First Action Plan is complete, and the Second Action Plan: Moving Ahead 2013 – 2016 was released on 27 June 2014. The Second Action Plan contains 26 actions under five National Priorities:1. Driving whole of community action to prevent violence
2. Understanding diverse experiences of violence
3. Supporting integrated services and integrated systems
4. Improving perpetrator interventions
5. Continuing to build the evidence base.

In recognition of the fact that women with disability are more likely than other women to experience domestic and family violence and sexual assault; the violence is likely to be more severe and continue for longer; and these women can face considerable challenges in accessing services and justice, the Stop the Violence project, led by Women With Disabilities Australia was established under the First Action Plan. It aimed to investigate and promote good practice and improvements in service delivery for women and girls with disability who experience or are at risk of violence.Under the Second Action Plan, governments will work with expert organisations including Women With Disabilities Australia to:* bring together and disseminate good practice information on preventing violence against women with disability
* train frontline workers to recognise and prevent violence against women and children with disability
* provide accessible information and support in the plan communications.

As part of the Second Action Plan, governments will also explore options for improving the evidence base on women with disability who experience violence.  |
| The Australian Government Department of Human Services released a whole-of-department Family and Domestic Violence Strategy in August 2013. The strategy is targeted at customers and staff and aims to ensure all staff are better placed to help people – both customers and staff, including those with disability – with family and domestic violence issue by providing information, resources and support. The strategy was developed in consultation with a number of internal and external stakeholders including academics, service providers and specialist advisory groups. |
| On 21 March 2014, the National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Service Sector was endorsed by the Disability Reform Council. The framework aims to enable jurisdictions to have a consistent approach to reducing and eliminating restrictive practices in disability services. Restrictive practices involve physical, mechanical or chemical restraint or seclusion (with appropriate safeguards) to prevent people harming themselves or others. The target group for this framework are people with disability who are supported by disability service providers and engage in challenging behaviours that are perceived to be harmful to themselves or others because they are at risk of being subjected to restrictive practices. People with disability, their families and carers, disability and carer organisations were consulted in the development of the framework.  |
| In November 2012, the Australian Government Department of Immigration and Border Protection responded to the Joint Standing Committee on Migration- Inquiry into the Migration Treatment of Disability: Enabling Australia. The response indicated that a number of the Committee’s recommendations had already been implemented, including the July 2012 introduction of a streamlined health waiver process for offshore humanitarian visa applicants. The Department undertook informal consultations in 2012-2013 with interested organisations to explore approaches for implementing the remaining recommendations.  |
| Through the Community Legal Services Programme the Australian Government Attorney-General’s Department has funded nine centres to work on disability discrimination matters. In 2013-2014 these centres assisted 1,226 clients, providing case work support for people seeking remedies through the Australian Human Rights Commission and state based commissions, the Federal Court and Fair Work Australia. Under the National Partnership Agreement on Legal Assistance Services, people with disability are a priority group for the grants of legal aid for Commonwealth legal matters. |
| On 27 June 2013, the Australian Parliament amended the *Crimes Act 1914* to include special provisions for witnesses in Commonwealth criminal proceedings who require support or alternative arrangements to give evidence due to a particular characteristic, including disability. |
| The Australian Human Rights Commission (AHRC) is administering a programme under a Memorandum of Understanding (MOU) with the Commonwealth (Department of Social Services (DSS)) that supports participation by representatives of people with disability in key international forums on human rights. To date, this has enabled 27 representatives of peak disability organisations, accompanied by 7 carers, to attend international events related to human rights since October 2011.Stakeholder engagement between DSS and the AHRC, and between AHRC and peak representative and advocacy organisations is an ongoing commitment and has seen an increased representation of people with disability at international forums. Participants have reported personal benefits and benefits to their organisations. This includes network development, confidence building, broadening knowledge and understanding, and stronger representation and advocacy skills.  |
| The Administrative Appeals Tribunal (AAT) has jurisdiction to review decisions made under the National Disability Insurance Scheme (NDIS) which commenced on 1 July 2013. The AAT has developed a case management model to ensure that review of decisions made under the NDIS is accessible, fair, informal and quick. This includes assigning a dedicated AAT contact officer for each NDIS applicant as soon as an application is received. The officer will contact the applicant to tell them about the review process and talk about any assistance they might need to make the process go smoothly. The AAT may also work with the applicant to prepare a written case plan about how the application would proceed.The Australian Government Department of Social Services is responsible for administering the External Merits Review (EMR) – Support Component for AAT appeals of National Disability Insurance Agency (NDIA) decisions. The EMR process will ensure NDIA decisions are fair and robust. The EMR – Support Component includes funding to selected National Disability Advocacy Programme agencies in the NDIS trial sites for an EMR support person. These support persons will assist applicants navigate the process of the AAT review and foster self-advocacy to the extent possible. Assistance may also be provided for legal support in matters deemed complex or novel. |
| The National Disability Conference Initiative supports attendance of people with disability at disability conferences with a national focus within Australia. Thirty four organisations successfully applied for funding under the initiative in 2013-14. The initiative facilitates improved access and/ or participation for people with disability at national disability conferences. |
| The Government funds the Australian Human Rights Commission to promote public awareness of the rights of people with disability and conciliate complaints of unlawful discrimination on the grounds of disability. In 2012-13, the Commission received 793 complaints under the *Disability Discrimination Act 1992.* |
| The National Disability Advocacy Programme (NDAP) provides people with disability access to effective advocacy that promotes, protects and ensures their full and equal enjoyment of all human rights. In 2014–15 the Australian Government will provide $16.5 million under the NDAP to fund 59 organisations across Australia. The policy and implementation of the NDAP is guided by the principles and objectives of key legislation, conventions, agreements and frameworks, including the United Nations *Convention on the Rights of Persons with Disabilities***;** theNational Disability Strategy**;** theNational Disability Agreement**,** the National Disability Advocacy Framework**;** and the*Disability Services Act 1986.* |
| The Australian Law Reform Commission conducted an inquiry into legal barriers for people with disability – *Equality, Capacity and Disability in Commonwealth Laws*. The Commission has released the final report in November 2014 which is available at the [Australian Law Reform Commission website](https://www.alrc.gov.au/publications/equality-capacity-disability-report-124).  |
| On 23 June 2014 the Australian Government signed in Geneva the *Marrakesh Treaty to Facilitate Access to Published Works for Persons who are Blind, Visually Impaired or Otherwise Print Disabled*. This significant copyright treaty is designed to increase the availability of accessible format works between treaty parties and will therefore benefit people with a print disability worldwide. The Australian Government announced it will now bring it forward for ratification. It will come into effect following ratification by 20 countries. |
| **New South Wales** | The *Disability Inclusion Act 2014* and *Disability Inclusion Regulation 2014* provides strengthened safeguards for people accessing NSW funded and operated disability supports and specialist services during the transition to the NDIS. These measures include the NSW Disability Service Standards which under the Act, will be used to improve the quality and consistency of supports and services provided to people with disability. All NSW Government Department of Family and Community Services funded providers continue to have their performance independently verified against the standards. The NSW Disability Service Standards are consistent with the National Standards for Disability Services. Principles which reflect a human rights approach which reaffirm that people with disability have the same rights as others and recognises the needs of particular groups such as, Aboriginal and Torres Strait Islander people with disability, culturally and linguistically diverse people with disability, women with disability, and children with disability. **Employment screening for staff, volunteers and Board members**From 3 December 2014, NSW Government Department of Family and Community Services (FACS) and FACS funded disability service providers need to undertake checks when employing or appointing a person to work, or are likely to work, directly with people with disability in a way that involves face to face or physical contact. This applies to staff, volunteers, students, self-employed people, contractors, subcontractors, consultants or agency, Board members and NDIA registered providers of disability specialist supports operating in the Hunter NDIS trial site. **Reporting abuse and neglect to the NSW Ombudsman**The Disability Incident Reporting Scheme requires that reports be made to the NSW Ombudsman about serious incidents of abuse or neglect of people with disability living in supported group accommodation. All FACS and FACS funded disability services including supported group accommodation services and centre-based respite services must report incidents of abuse or neglect to the NSW Ombudsman and providers must ensure staff are aware of their reporting obligations. The NSW Ombudsman has published guidelines to assist service providers to understand their obligations under the reporting system.The Ombudsman can monitor the way FACS or a FACS funded disability accommodation provider manages a particular incident. The Ombudsman can investigate and report on individual incidents, and on the systems that a provider has in place to prevent, handle, and respond to, reportable incidents. This also applies to NDIA registered providers of supported accommodation and centre based respite services operating in the Hunter NDIS trial site. |
| NSW Government Department of Family and Community Services has established a range of programmes to support rights of people with disability across NSW. A *Justice Services Policy* and a *Criminal Justice Resource Practice Manual* for agency staff and the non-government disability sector. The Community Justice Programme (CJP) has been operating within Ageing, Disability and Home Care (ADHC) since 2006 and focuses on juveniles and adults with intellectual/cognitive disability who are exiting custodial settings. The CJP provides a team of forensic case work and clinical specialists who undertake comprehensive risk and needs assessments, pre and post release planning, behaviour intervention and service coordination. The Integrated Services Programme (ISP) is a time limited, cross agency programme operated and led by ADHC in partnership with NSW Ministry of Health and Housing NSW. The ISP provides specialised accommodation and intensive behaviour support and case management services to identified individuals with complex needs and challenging behaviour. The Intensive Sector Development (ISD) project aims to develop the capacity of the disability sector to establish and maintain Restricted Practice Authorisation (RPA) mechanisms in NSW pre NDIS transition. It will focus on reducing the use of practices that involve restraint (including physical, mechanical or chemical) or seclusion and supports the commitment to the *National Framework for Reducing and Eliminating the Use of Restrictive Practices in the Disability Service Sector.* |
| The NSW Government Department of Justice has introduced a programme of disability awareness training for policy and operational staff across the agency. Training recognises the specific support needs of people with disability who may come into contact with the justice system to ensure that they are not disadvantaged. |
| Information on the NSW justice system is provided in a range of accessible formats, including:* NSW Police Force provides comprehensive information for victims of crime, including factsheets in Easy English, Auslan, captioned videos and accessible Word and PDF documents.
* LawAccess NSW has developed a communications strategy which outlines a comprehensive plan to ensure their services are accessible to people with disability.
* The Victims Services website includes a booklet on the *Charter of Victims Rights*, designed for people with a cognitive disability.
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| * The *Capacity Toolkit* is a booklet produced by the NSW Government Department of Justice, which provides information for government, community workers, professionals, families and carers on responding when a person’s decision-making capacity is in question.
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| In response to the NSW Law Reform Commission report on ‘*People with cognitive and mental health impairments in the criminal justice system: Diversion*’, the Government is developing a new diversionary legislative framework. The Government is also undertaking further work in response to the Commission’s recommendations concerning expansion of support services. |
| The NSW Government Department of Justice promotes the principles of flexible service delivery when interacting with people with disability. This includes hearing loops/infrared equipment for personal amplification, Auslan interpreters, use of the National Relay Service, wheelchair accessibility, use of support persons and making documents available in accessible formats. Staff across the Department are trained in flexible service delivery. |
| In 2012 the number of candidates with disability in local government elections increased to approximately 180 candidates from 130 in 2009. Increased participation of people with disability in political life enhances their opportunities to make decisions relating to their local community and ensure that the needs of people with disability are considered. |
| **Victoria** | Accessible justice and consumer information is provided by :* meeting whole-of-Victorian Government accessibility standards for online information
* providing publications in accessible versions
* revising online easy English fact sheets
* upgrading website and forms
* captioning all videos
* producing sound file recordings of key publications uploaded to SoundCloud.
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| Processes are in place to identify prisoners with an acquired brain injury and facilitate access to:* screenings and assessments
* staff training
* secondary consultation to inform case management.
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| The Victorian Department of Health and Human Services and the Department of Justice and Regulation are developing a number of initiatives to improve the experiences and outcomes of people with disability with heightened vulnerabilities who come into contact with, or are at risk of contact with the justice system. These include:* Options for improvements to service models are being considered in light of the NDIS and other developments. The aim of changes is to provide more tailored responses for people with disability involved with the justice system.

The Positive Practice Framework is in use at Parkville Youth Justice Precinct. It is now being reviewed. The review will help the Malmsbury Youth Justice Precinct to apply the framework, with slight adjustments to meet the needs of its older age group. |
| In 2013 the Victorian Government provided funding over four years for the Disability and Family Violence Crisis Response. Women and children with disability are particularly at risk of becoming victims of violence. The Disability and Family Violence Crisis Response initiative provides immediate access to funds to meet the disability support needs of women and children experiencing a family violence crisis, enabling them to remain safe in their homes or to access family violence crisis accommodation. The initiative also has significant benefits for strengthening collaboration across the disability. |
| The Government’s response to the Victorian Parliamentary Law Reform Committee’s Inquiry into Access to and Interaction with the Justice System by People with an Intellectual Disability and their Families and Carers was tabled in Parliament on 5 September 2013. The Government has started to put those responses into action. |
| Courts in Victoria have introduced a range of initiatives to improve the experience of people with disability attending court. These include:* People with disability can get independent support before they go to court and while they are at court.
* People with disability who are witnesses or victims do not need to be in court to give evidence.
* The Magistrates’ Court can do things to make it easier for accused people, witnesses and victims who have disability and who need more support.

Disability service and victim support agencies get support and information to help them collaborate. As a part of their contract with government, victim support agencies support victims with disability. |
| Accessible information is available about services that assist victims of crime with disability to manage and recover from crime. Case management services at Victims Assistance and Counselling Programme help victims with disability to get support. |
| More than 25 people from 11 victims’ services attended forums to learn more about the rights and services available for people with disability who are victims of crime. |
| Eighty per cent of sheriff’s officers state-wide had training about responding to diversity among people with disability so that they can assist people with disability who may find it difficult to manage infringement matters and fines. |
| The principal Multi-disciplinary Centre (MDC) at 1 Dandenong Street, Dandenong South opened in October 2014. The Latrobe Valley and Bendigo multidisciplinary centres are due for completion in mid-2015. The MDC model allows victims to access services from various agencies. Victoria Police SOCIT, Child Protection, CASA Counsellor-Advocates and Forensic Medical Officers-Nurses will be on-site at the principal MDC. |
| Offenders and prisoners in a number of prison and community locations who have a mental illness, intellectual disability, acquired brain injury or a neurological impact have access to identification and assessment processes to inform recommendations for offending behaviour intervention. |
| Funding was provided to:* two Self Advocacy Matters forums in Melbourne and Bendigo, connecting people with disability to local decision-makers
* the Strengthening Disability Advocacy Conference attended by 200 people
* establishing the Barwon Disability Advocacy Network in the National Disability Insurance Scheme (NDIS) trial site.
* The LEAD Barwon programme supporting 19 people with disability, their families or carers who have an early experience of the NDIS, with training and support so they can effectively share their experiences of the scheme with others. The LEAD Barwon programme is receiving national recognition for its innovative approach.
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| **Queensland** | The Public Safety Business Agency, on behalf of the Queensland Police Service, continues to evaluate and deliver training programmes on the provision of policing services to people with disability. Internal policies and procedures are being reviewed in line with the Public Safety Portfolio Disability Services Plan. The Queensland Police Service has developed and introduced an ‘aide memoire’ that assists police to identify people with disability and to apply a range of communication techniques and diversionary strategies**.** |
| TheForensic Disability Service was established in 2011 with the passing of the *Forensic Disability Act 2011.* The Forensic Disability Service provides medium secure accommodation and specialist therapeutic support for up to 10 adults with intellectual or cognitive disability who are subject to a forensic disability order made by the Mental Health Court. The order can be made on the basis that the person was of unsound mind or unfit for trial in relation to a serious offence they have been charged with; and they require care in a secure environment. |
| The *Disability Services (Restrictive Practices) and Other Legislation Amendment Act 2014* (the Act) commenced on 1 July 2014. The Act amended the restrictive practice provisions under the *Disability Services Act 2006* and the *Guardianship and Administration Act 2000* to enhance safeguards for clients, and to facilitate greater focus on client service delivery by simplifying and improving the framework. A suite of policies and practices are being implemented to support these legislative amendments. |
| The Queensland Government Department of Justice and Attorney-General has developed targeted information products to promote Victim Assist; the principles of justice for victims of crime; and financial assistance for victims with disability. The Victim Assist fact sheet has been designed for people with intellectual and learning disabilities and is currently under review.  |
| Queensland Courts Referral (QCR) is a bail-based service that links defendants who come into contact with the criminal justice system with non-government organisations and government agencies to address the causes of their offending behaviour.QCR commenced after a screening trial was conducted by the Queensland Government Department of Justice and Attorney-General at selected Magistrates Courts to identify people with intellectual, cognitive or mental health impairments to link these people to appropriate and available support services.QCR aims to provide short-term assistance to people appearing on charges who have a health and/or social problem through referral to treatment or community support services to reduce the likelihood of re-offending. The service currently operates out of the Arrest Courts of the Brisbane, Beenleigh, Mount Isa, Cairns, Ipswich, Southport and Holland Park Magistrate Courts and will be expanded to additional locations including Pine Rivers, Caboolture, Maroochydore, Bundaberg, Toowoomba, Gympie and Rockhampton. |
| The Queensland Government Department of Justice and Attorney-Generalcontinued to support the implementation of the 30 June 2014 Government response to the 2010 Queensland Law Reform Commission Report *A review of Queensland’s Guardianship Laws*. The Government response contemplates the implementation of the accepted recommendations in two stages, with the priority areas for 2014 being: 1. Aligning the general principles and health care principles in the guardianship laws with the United Nations *Convention on the Rights of Persons with Disabilities*.2. Clarifying definitions in the guardianship laws.3. Revising enduring power of attorney forms and advance health directive forms to increase useability and accessibility for the wider community.4. Strengthening and safeguarding the rights of adults with impaired capacity in the guardianship laws. The Government response anticipated the first round of legislative amendments to be introduced into Parliament before the end of 2014.The Government’s response is available at the [Queensland Government Department of Justice and Attorney-General website](http://www.justice.qld.gov.au/__data/assets/pdf_file/0006/265956/Queensland-Governments-Response-to-Queensland-Law-Reform-Commission-Report-A-Review-of-Queenslands-Guardianship-Laws.pdf) |
| In June 2013, the Office of the Public Advocatecommenced a research and advocacy project thatinquired into the number of people with disability continuing to reside in institutional settings in Queensland (long-stay health care facilities) and the barriers to their deinstitutionalisation. The Report on the findings *People with intellectual disability or cognitive impairment residing long-term in health care facilities: Addressing barriers to deinstitutionalisation* was tabled in Parliament on 7 November 2013. |
| Commencing in January 2013, the Office of the Public Advocate engaged in a collaborative inquiry with the then Office of the Adult Guardian and the Community Visitor Programme into the electronic monitoring of people with disability in ‘visitable’ disability accommodation sites in Queensland. This culminated in a report *Inquiry into the use of electronic monitoring at disability accommodation sites in Queensland* which was tabled in Parliament on 21 May 2014. Two factsheets were subsequently publicly released by the Office of the Public Advocate on 10 September 2014. The Queensland Government Department of Communities, Child Safety and Disability Services is currently developing a policy framework for use by Accommodation Support and Respite Services. |
| The Queensland Government Department of Justice and Attorney-General implementeda cognitive impairment screening tool called the Hayes Ability Screening Index in August 2014 in Queensland correctional centres state-wide, to better identify prisoners with a cognitive impairment. The tool will continue to be used to screen all new prisoners entering a Queensland correctional centre.  |
| The Queensland Police Service has facilitated early identification and enhanced sharing of information in relation to people with intellectual or cognitive impairment. A disability person classification was created in the Queensland Police Service information systems in 2012 and is being utilised by operational police. |
| **Western Australia** | The People with Exceptionally Complex Needs project has developed approaches to ensure that people with disability who have complex and challenging needs and circumstances receive coordinated planning and services which span the jurisdiction of multiple government agencies. For example, this would include people experiencing disability, mental health issues, justice and accommodation needs.  |
| The Western Australia Government Disability Services Commission’s Family and Domestic Violence Policy was developed in 2011 to strengthen the Commission’s commitment, responsibility and duty of care to actively assist and support people with disability and their families who are experiencing, allegedly perpetrating, or are at risk of experiencing or perpetrating, family and domestic violence. It is under review to consider its alignment with the State Government Family and Domestic Violence Common Risk Assessment and Risk Management Framework. |
| Western Australia has implemented a Voluntary Code of Practice for the Elimination of Restrictive Practices. The code was developed by a coalition of partners from across the disability sector and provides the basis for operational policy and guidelines for eliminating the use of restrictive practices. It applies to all services provided and funded by the Western Australia Government Disability Services Commission for children and adults with disability.  |
| The Western Australia Government Disability Services Commission has committed to the establishment of a Disability Justice Centre in Western Australia for people with intellectual or cognitive disability who are found unfit to stand trial and given a custody order. A panel of national and international experts in the disability justice field provide specialist advice on the development and implementation of disability justice centres which will accommodate up to 10 people in a secure, community based environment. The centre will provide disability focused services and supports, address offending behaviours and provide residents with the opportunity to learn life skills and undergo other training to assist them to eventually return to community life.The centre will be operated by the Western Australia Government Disability Services Commission under new legislation the Declared Places (Mentally Impaired Accused) Bill 2013. People detained in prison are offered specialist in-reach services by the Commission. The establishment of this centre represents a whole-of-government commitment to advancing social and legal justice for some of the most vulnerable people in our community. |
| **South Australia** | South Australia has enacted new legislation to ensure greater choice, control and rights protection for people with disability. The *Disability Services (Rights, Protection and Inclusion) Amendment Act 2013* has been passed by State Parliament and came into operation in late 2013. The legislation was developed in close consultation with people with disability, their carers, families and advocates, and community sector representatives over several years. |
| The South Australian Government released the *Disability Justice Plan 2014-2017* in June 2014 to promote the rights and needs of people with disability in contact with the criminal justice system, including those accused or convicted of a crime. The state budget included funding over four years to assist people with disability to navigate the criminal justice system.Specific actions to improve criminal justice system responses to vulnerable witnesses and victims include:* proposed amendments to the *Evidence Act 1929* to provide people with disability with a range of supports to assist them when giving evidence across the criminal justice system
* legislative amendments to give people with cognitive impairment greater protection from abuse by service providers and support workers in positions of trust, power and authority
* establishment of a Victim Management Section within South Australia Police which provides specialist advice to front-line police regarding investigative interviewing and statement taking from vulnerable people , including people with disability.
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| Senior officers from across relevant South Australian State Government departments are developing a person-centred, rights-based forensic disability response. Options are being considered in relation to forensic care for people with intellectual disability, acquired brain injury or autism spectrum disorder. This includes considering the merits of a separate secure forensic disability facility and/or secure community accommodation, as well as expanding in-reach and other support services. |
| South Australia has implemented a range of measures to increase safety, autonomy and rights protection for people with disability, including:* New provisions for screening those who work or volunteer with people with disability, introduced through the *Disability Services (Assessment of Relevant History) Regulations 2014*. South Australia’s new screening provisions are more expansive than police and referee checks, allowing for consideration of police information, all police charges regardless of outcome including pending charges, spent conviction information, child protection information and work records. This expanded check creates a new national benchmark for the comprehensive assessment of foreseeable risk and offers greater protection to people with disability who require support workers.
* The introduction of a suite of safeguarding policies in June 2013 to increase the safety of people with disability. The suite incorporates supported decision-making and consent, restrictive practices and management of care concerns. Under South Australia’s new disability legislation, all funded disability services are required to have safeguarding policies consistent with the State Government’s.
* In September 2013, the South Australian Government appointed Professor Richard Bruggemann as the Disability Senior Practitioner to work with service providers across the disability sector to improve safeguarding and rights protection for people with disability who may be subject to restrictive practices.
* A revised Statement of Intent for the State Government disability sector, titled “Do with, not for”, was launched in June 2013. This document ensures that the disability service system offers choice and control for people with disability, their families and carers. It supports the United Nations *Convention on the Rights of Persons with Disabilities* and reflects the values and principles underpinning a rights-based approach.
* Local government councils are providing Disability Discrimination Awareness training for staff, including one council that has identified and trained 26 inclusion champions across the majority of work teams.
 |
| **Tasmania** | The Hobart Magistrates Court Mental Health Diversion List has been extended to include persons with a cognitive disability or acquired brain injury (ABI). This has been done in recognition of the fact that people with these impairments are over-represented in the criminal justice system. The Court has decided to change the way it deals with people with cognitive disability and ABI by providing separate sittings for them with dedicated Magistrates and teams that focus on treatment and support. |
| Tasmania has reformed its mental health legislation with the *Mental Health Act 2013,* which commenced in February 2014. The new legislation represents a significant improvement in the protection of the rights of mental health consumers in Tasmania.The new Act enables individuals with capacity to make their own treatment choices, while facilitating treatment for individuals who lack decision-making capacity and who need treatment for their own health or safety, or for the safety of others. The new legislation balances consumer rights with the need for treatment, while also recognising the important role played by carers and family members of people with a mental illness. |
| The Tasmania Fire Service (TFS) has delivered Project Wake Up! to people with disability. Project Wake Up! is a home fire safety programme that provides home fire safety checks and installation of fire alarms in the homes of older people and people with disability. TFS is working closely with the aged and disability sectors to raise awareness of home fire safety and to identify people who may benefit from this programme. Through understanding and engaging closely with these sectors, the TFS aims to reduce accidental home fire incidents, injuries and fatalities with these two key groups. |
| The Tasmanian Government has created an ‘Interviewing Vulnerable Witnesses’ course to enable Tasmania Police to be more responsive to the needs of people with disability and to provide them with a more positive experience of the justice system. This course is also open to, and attended by, representatives from other government agencies. |
| **Australian Capital Territory** | The Working with Vulnerable People Act (Background Checking) 2011 (the Act) commenced in the ACT in November 2012. The Act requires people who undertake regulated activities and services for vulnerable people to register with the Office of Regulatory Services. The Act aims to reduce the risk of harm or neglect to vulnerable people in the ACT including people with disability. The ACT Government strongly endorse the implementation of a national Working with Vulnerable People Framework, to coincide with the rollout of the National Disability Insurance Scheme (NDIS). |
| The ACT Government Prevention of Violence Against Women and Children Strategy 2011–2017 identifies women with disability as a vulnerable group, and has listed key short term actions to increase accessibility and responsiveness for women with disability and identify gaps in service provision for specific vulnerable communities including women with disability.In 2014 the Domestic Violence Prevention Council (DVPC) hosted a seminar series to provide opportunities for service providers to share information and experience on specific topics connected to domestic and family violence, including the effects if the intersection of gender and disability discrimination on the incidence and nature of violence against women with disability.In 2014 the ACT Government Disability and Community Services Commissioner led a project to develop a crisis response protocol to support women with disability experiencing violence, in partnership with government and the community sector. A stakeholder working group has developed a paper which was tabled in the Legislative Assembly in August 2014. The paper provides the framework for responding to women with disability experiencing violence. |
| The ACT Official Visitor Scheme is part of a suite of safeguards for people with disability in the ACT. From 1 March 2014, two part-time official visitors were appointed under the *Official Visitor Act 2012* for a 12 month period. At June 2013 there were 156 visitable places under the Official Visitor Scheme for Disability Services. Visitable places include government and non‑government supported accommodation services, respite services for people with disability and residential aged care facilities accommodating people with disability aged under 65 years in the ACT. Disability ACT engaged ACT Disability, Aged and Carer Advocacy Service (ADACAS) to produce accessible awareness tools for the ACT Official Visitor Scheme to increase community awareness of safeguards available to people with disability in the ACT. The toolkit was completed in July 2014. Disability ACT has worked closely with the official visitors to develop operational guidelines for visits and complaints. |
| The *Disability Services (Disability Service Providers) Amendment Act 2014* was passed in June 2014 and maintains existing safeguards and quality standards for disability services under the ACT National Disability Insurance Scheme trial. The amendments remove the reliance on a funding relationship and establish the requirement for a disability service provider to enter into an agreement with the Minister to deliver services to people with disability in the ACT. The amendment also enables the operation of the ACT Official Visitor Scheme in the NDIS trial environment. |
| In 2014 the ACT Law Reform Advisory Council (LRAC) released a community consultation paper on the scope and operation of the ACT *Discrimination Act 1991* (the Act). The paper discussed alternative approaches taken in Australia and overseas and considered the effect of possible changes and included a number of questions about how the Act should continue to operate. LRAC invited submissions on this paper and held five community forums at community centres across Canberra. LRAC is currently finalising its report.In 2014 the ACT Attorney-General requested the LRAC to undertake an inquiry into the terms and operation of the *Guardianship and Management of Property Act 1991* (the Act) to ensure that the Act reflects best practice in guardianship law relating to adults. The review will include consideration of:1. the impact of the United Nations *Convention on the Rights of Persons with Disabilities* and other international human rights instruments, on principles for guardianship and management of property in the ACT
2. the Act’s consistency with other relevant ACT legislation, in particular the *Human Rights Act 2004*, the *Mental Health (Treatment and Care) Act 1994;* the *Powers of Attorney Act 2006* and the *Disability Services Act 1991*
3. current policy trends in the area of guardianship and substitute decision-making in the ACT.

LRAC will report to the ACT Attorney-General on its findings in 2015. |
| Electronic voting facilities are provided in six major centres across the ACT for people who are blind or vision impaired which gives them the same rights as other ACT residents to lodge a secret ballot in ACT Legislative Assembly elections. Wheelchair accessible and seated voting compartments are also available in every polling place for local elections. The ACT Electoral Commission is a member of the Australian Electoral Commission’s Disability Advisory Committee which includes disability peaks and discusses electoral issues for voters with disability. |
| In 2012 the ACT Government Disability and Community Services Commissioner and the Children and Young People Commissioner released a report Because it is a serious matter; talking with students about bullying and disability. A report and associated workbook for facilitating further discussion in schools was published and distributed to every public school in the ACT. This project was developed in consultation with school children and has increased awareness around the topic of bullying and disability. |
| Disability ACT funded a range of one-off activities in 2012–13 to promote and uphold the rights of people with disability. In June 2012 grant funding of $50,000 was made available to two community organisations, Advocacy for Inclusion (AFI) and ACT Disability, Aged and Carer Advocacy Service (ADACAS) to build the capacity and capability of people with disability. AFI undertook research on self-advocacy models for people, a report titled ‘*Ask me. I make my own decisions’*. ADACAS undertook research and trial supported-decision making models of self-advocacy for people with disability, the final report is titled ‘S*pectrums of Support: A report on a project Exploring Supported Decision Making for People with Disability in the ACT’*. Both reports are available at [Advocacy for Inclusion website](http://www.advocacyforinclusion.org/index.php/2014-09-22-05-11-32/publications-home/decision-making) and the [ADACAS Advocacy website](http://www.adacas.org.au/decision-support). |
| **Northern Territory** | The Northern Territory Anti-Discrimination Act (the Act) plays a crucial role in the National Disability Strategy human rights framework. The Act promotes equality of opportunity for all people in the Northern Territory and provides remedies for people who have suffered unlawful discrimination on the grounds outlined in the Act. The Act also prohibits direct discrimination in the area of work, on the basis of impairment. The Act also deals with the accommodation of special needs, while it outlines the conditions in which it may be unreasonable to accommodate a special need. This means that reasonable adjustments must be made to the workplace to meet the needs of people with disability unless the employer can demonstrate that it is likely to cause unjustifiable hardship to the employer. It makes provision for special measures to promote equity of opportunity for groups of people who are disadvantaged or who have special needs. |
| The Northern Territory Government Department of Correctional Services provides the basic assistance required by a person with disability, as assessed by a medical officer, to enable their full and productive integration and participation while in the care of supervision of Correctional Services. The programmes and services offered are available to all people under the care or supervision of Correctional Services. Having disability does not preclude any individual from participating in the programmes or receiving assistance with services. However, some limitations exist in providing ongoing support once individuals are released from Correctional Services care. There is currently no data available on the number people with disability that these programmes have specifically benefitted. |
| In 2014, the Northern Territory Government commissioned the new Darwin Correctional Precinct. With its modern design it is likely to enable Correctional Services’ capacity to deliver better services and support to people with disability in Darwin than was previously possible. |
| **Youth Justice:** Youth detention centres in the Northern Territory provide case management and support to individuals with intellectual and/or cognitive disability. The Family Responsibility Centres (FRCs) has initiated work with young people and their families to identify at risk behaviour. This includes working with young people with intellectual and cognitive disability. The FRC also supports the young people’s families by providing links to appropriate agencies that can best support their needs. **Reform Initiatives:** The Northern Territory Government Department of Correctional Services operates pre/post release supported accommodation services in Tenant Creek and Alice Springs. Operated by a non-government service provider, each six bedroom residential facility provides supported accommodation to offenders, including those in the corrections system with disability. The Traffic Offender Intervention Programme receives referrals from the Department of Transport and is open to all inmates and offenders including those with disability.**Offender Services, Programmes and Indigenous Affairs:** In December 2012, the Northern Territory Government announced the Sentenced to a Job (STAJ) programme, aimed at up-skilling inmates to increase their ability to gain employment and reduce the likelihood of reoffending. This programme is open to all inmates including those with disability. STAJ will provide a foundation to address our obligations under future action 2.10 of the National Disability Strategy. Initial discussions have been held between the Department of Correctional Services and Department of Health regarding the Complex Behaviour Unit (CBU). The purpose of these discussions is to ensure people held in the CBU have opportunities to participate in STAJ while in custody, or being held under a custodial supervision order. Since February 2013, a total of 239 offenders have been transferred to job service providers or employers as part of STAJ throughout the Territory. |

## Table 3: Economic Security

| **Jurisdiction** | **Outcome 3 Achievements and Outcomes** |
| --- | --- |
| **Commonwealth** | The Australian Government has been working to increase employer demand for people with disability. The Australian Government Department of Employment’s Wage Connect has placed over 13,700 people with disability into employment since the commencement of the initiative in January 2012. Wage Connect was paused for new applications from 6 December 2013. The high take-up rate means funding has already been committed.  |
| In January 2013, a new National Disability Recruitment Coordinator (NDRC) service delivery model was introduced to help increase employment of people with disability. The NDRC is contracted to the Australian Government Department of Social Services and works with employers to increase awareness and acceptance of disability as part of a diverse and inclusive work place that mirrors the diversity within the Australian community. Outcomes since the introduction of the new NDRC model include; the development of more than 300 job vacancies targeted at Disability Employment Service participants; delivery of employer seminars; the engagement of 53 new large employers and the facilitation of information session to Disability Employment Service providers to better understand their business and recruitment needs.Two of the big banks, ANZ and Commonwealth, stand out as exemplars for their strong internal policies in this area – setting a positive example for other large business entities. |
| Between 1 July 2012 and 30 June 2013 the Australian Government Department of Employment funded and administered a Disability Employment Broker Programme (DEBP). The DEBP provided training opportunities and employment outcomes for Disability Employment Service (DES) participants in small to medium-sized employers in regional locations and industry sectors. During the term of this programme five separate projects were approved for funding. The DEBP succeeded in achieving its aim, to gain employment outcomes and training for DES participants, with the placement of 47 participants into ongoing employment, 16 paid work trials and 14 work placements, and training for 20 people. Further work placements and ongoing positions were pending at the time of project completion. In addition 39 information sessions on the employment of people with disability were conducted for employers.  |
| A series of measures have been introduced since July 2010 that are designed to improve the quality of assessments for the Disability Support Pension (DSP) and support people with disability who have some work capacity into employment. The Australian Government recognises that many people with disability want to work, and benefit from the independence, purpose, dignity and sense of achievement that work brings. The programme of support measures was introduced in September 2011 to assist people with mild to moderate disability to re-enter the workforce. A programme of support is designed to give people the skills they need to find and keep a job and includes activities such as job preparation and job search, education and training, injury management and vocational rehabilitation. In addition the revised impairment tables were introduced from 1 January 2012 to ensure that people applying for the DSP are assessed based on what they can do and not what they are unable to do.Regular participation interviews with the Australian Government Department of Human Services (DHS) were introduced from 1 July 2012 for certain DSP recipients under age 35 with eight or more hours work capacity a week and have been well received by participants. These DSP recipients develop a participation plan that includes activities they will undertake to help build their capacity and overcome barriers to work. From 1 July 2014 DSP recipients under age 35 with participation requirements must include at least one compulsory work focused activity in their participation plan. A compulsory activity may include but is not limited to; active participation with an Employment Service Provider; education or training activities that promote work readiness; work experience; or rehabilitation activities to overcome individual barriers. It is expected that active connection to an employment service provider such as Disability Employment Services or Job Services Australia will be the compulsory activity for the majority of DSP recipients with participation requirements.The initiative supports young people on DSP who have work capacity to prepare for, find and maintain employment. Around 20,000 DSP recipients who had participation requirement at July 2014 will sign a new plan at their next interview to include a compulsory work focused activity and an estimated 5,000 new DSP recipients each year will participate. At 5 September 2014 there were 8,061 young DSP recipients with a participation plan that includes a compulsory work focused activity.DSP recipients under age 35 who are in open employment will attend an annual interview with DHS to get the latest information on support available should they require it to maintain employment. Those who are studying will attend ongoing interviews so that they are connected to the right support when they move from study to looking for employment.DSP recipients can work up to 30 hours a week and still receive a part pension, subject to means testing. These measures will ultimately help people with disability receiving the DSP who have work capacity to benefit from the independence, purpose, dignity and sense of achievement that work brings. |
| Launched in 2011, the Australian Government Department of Employment’s Social Enterprise Development and Investment Funds (SEDIF) initiative provided $20 million to three independent fund managers to seed the development of new investment funds. The fund managers, who are responsible for approving and providing loans and equity investments to social enterprises, were required to at least match the Government’s grant funding with private investment. The total pool of funding across the three funds is now $41.1 million, with $10.5 million in investments made to 40 enterprises to date. In addition, five of these social enterprises have a specific disability focus, offering services that include advocacy, respite, training and employment.  |
| The *Fair Work Act 2009* was amended on 28 June 2013 to expand the right to request flexible working arrangements (such as part-time work or flexible working hours) under the National Employment Standards to, amongst others, employees with disability or are carers. This provision includes all employees in the national workplace relations system with disability (undefined) and carers within the meaning of the *Carers Recognition Act 2010*. |
| In May 2012 the Australian Public Service Commission (APSC) launched its *As One — Australian Public Service (APS) Disability Employment Strategy* which aims to improve the recruitment and retention rates of people with disability in the Australian public service. The strategy was developed in consultation with existing employees and disability networks for employees. The strategy is due to be reviewed in 2014. |
| The Australian Public Service Commission (APSC) has established a Disability Employment Working Group to increase opportunities between Disability Employment Service providers and APS Stakeholders. |
| The Australian Public Service Commission (APSC) piloted the RecruitAbility Scheme: an initiative to support the employment of people with disability. Fourteen APS agencies trialled the scheme between June 2013 and December 2014. The scheme aims to attract and develop applicants with disability and also facilitate cultural change in selection panels and agency recruitment. RecruitAbility has been available to all APS agencies since 1 January 2015 and provides agencies with the means to better support people with disability in APS selection processes without compromising the merit principle. It is not compulsory but all APS agencies are encouraged to adopt it. Under the scheme job applicants with disability are progressed to further stages of assessment – usually an interview – where they meet the minimum requirements of the job.Accessible and inclusive workplaces: The Australian Government Department of Human Services is committed to creating workplaces that are accessible and inclusive for all staff. Its efforts are guided by the Department’s *Workplace Diversity and Inclusion Strategy 2011–15*, the *Workplace Accessibility Plan 2012‑15*, and *Workplace Diversity and Inclusion Policy and Guidelines*.ICT support for greater accessibility: The Australian Government Department of Human Services provides support and training to around 500 staff who use technology accessible for people who may have a disability. In 2013–14 the Department took a lead role in the APS ICT Accessibility Roundtable, which produced a comprehensive report on the benefits of accessible ICT for staff, for consideration by the APS Diversity Council. One of the recommendations in the report was to establish and pilot an inter-agency accessibility support unit, operating through a shared agreement between participating agencies, with the Department taking the lead on implementation.Employment of people with disability: The Australian Government Department of Human Services’ *Workplace Accessibility Plan 2012–15* and *Disability Recruitment Strategy* contain recruitment and retention strategies for attracting and retaining people with disability.During the year the Australian Government Department of Human Services developed disability awareness and confidence training which is a tiered eLearning package to build awareness and capability of staff and managers. In recognition of the quality of this product, the APSC has asked the Department to work with the package to adapt it for use as an APS-wide training resource. |
| Universal design elements have been incorporated into the majority of new dwellings built through stage two of the Social Housing Initiative. The Social Housing Initiative provided an additional 19,740 dwellings that otherwise would not be available, thereby relieving some pressure on the growing need for social and affordable housing. Forty two per cent of new dwellings tenanted have been by people with disability and the initiative is ensuring that appropriate housing is more available. The Social Housing Initiative also provided an opportunity to move clients around housing portfolios and better meet their housing needs. As at September 2013, 82 per cent (target 90 per cent) of all new dwellings met universal design guidelines and 30 per cent (target 20 per cent) achieved a higher level of adaptability. The Social Housing Initiative was a catalyst for improved social housing outcomes and promoted new levels of excellence in urban design. |
| The development of the National Quality Framework for specialist homelessness services was introduced in 2012-13 to improve the quality and integration of services delivered to people experiencing or at risk of homelessness, including those with disability. All states and territories have agreed to implement a national quality framework that comprises: * A national Homelessness Statement of Principles.
* A nationally consistent approach to complaints.
* National quality standards.
* Independent external assessment against those standards.
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| The National Affordable Housing Agreement (NAHA) will be considered in the context of the White Paper on Reform of the Federation which is expected to be released in the second half of 2015. The NAHA does not require the states/territories to report on specific outcomes, including for people with disability. However, the *Report on Government Services 2014* shows that the proportion of new public housing tenancies allocated to households with special needs was 63.1 per cent in 2012-13. Special needs households are those that have either: a household member with disability; a principal tenant aged under 25 years, or 75 years or over; or one or more Indigenous members.The vision and objectives of the *National Disability Strategy 2010-2020* was considered in the development of the 2014-15 National Partnership Agreement on Homelessness (NPAH). The reinstated NPAH provides funding support to services for people experiencing or at risk of homelessness, including those with disability, across Australia.  |
| The National Disability Insurance Scheme (NDIS) is currently being trialled in seven sites across Australia and will be fully rolled out from 1 July 2016 (except in Western Australia). Once fully rolled out, the NDIS will provide more than 460,000 people with significant and permanent disability the power to choose and control the reasonable and necessary supports they will need over their lifetimes to achieve their personal goals. |
| Northern Territory Implementation Plan (2013-14 to 2017-18): National Partnership Agreement on Remote Indigenous Housing – signed in May 2013, the plan is a schedule to the National Partnership Agreement on Remote Indigenous Housing (NPARIH). The objective of the NPARIH is to establish a 10-year funding strategy aimed at significantly reducing severe overcrowding; increasing the supply of new houses and improving the condition of existing houses; and ensuring that rental houses are well maintained and managed in remote Indigenous communities. In this plan, the Commonwealth and Northern Territory recognise that a Remote Public Housing Framework requires assets that provide a standard and amenity that addresses individual needs including disability access and that those assets are sustainable. Capital Works contributes to the *National Disability Strategy 2010-2020* by referencing Australian building standards relevant to access and mobility requirements.  |
| National Agreement for Skills and Workforce Development was signed in 2011, and commits to increasing the level of workforce participation and providing the support an individual experiencing disadvantage or disengagement (including young people) may need towards gaining skills that lead to employment or other meaningful engagement in society. This includes consideration of strategies and performance indicators to ensure the needs of students with additional needs, including those with disability, are addressed. Critical to achieving this are partnerships between enterprises, employment service providers, community and government as well as better integration of services at the local level. Training outcome targets for students with disability are included.  |
| The Australian Government Department of Veterans’ Affairs provides support for ex-service personnel to find ongoing and productive employment for people who have suffered permanent injuries while being employed by the Australian Defence Force. Clients participate in a needs assessment process that helps to determine their support needs and rehabilitation plans. Under this programme clients have achieved meaningful and sustainable employment outcomes at similar status to their pre-injury or disease condition. |
| The Restart programme delivers wage subsidy support to employers who employ and retain eligible job seekers who are 50 years of age or older, and who have been unemployed and on income support for six months or more. The Restart programme commenced on 1 July 2014 and is worth $524.8 million over four years. As at 3 September 2014, 164 people had commenced in a job, which will result in their employer receiving the subsidy if they stay in the job for the required period of time. About 40 per cent of Restart placements to date are participants in Disability Employment Services. Of those in Job Services Australia, around one third are identified as being a person with disability.  |
| The current Job Services Australia contract will expire in June 2015 and the Government is currently considering ways to improve Australia’s employment services for the benefit of job seekers and employers. Enhanced linkages between industry, employers and Job Services Australia providers and re-invigorating mutual obligation will be key elements of the new model. From 1 July 2015 the Australian Government will invest $5.1 billion in employment services over three years to help more Australians move from welfare to work and to increase workforce participation. Under the new model job seekers will be placed into one of three streams based on their risk of becoming long-term unemployed and any serious non‑job related issues. Funding will be directed to those job seekers who need the most support to find and keep a job. Providers will be expected to deliver services specific to the needs of the individual job seeker.  |
| The new resource for Aboriginal and Torres Strait Islander people with disability provides information on support in education and work for Indigenous people with disability available at the [National Disability Coordination Officer Programme website](http://pubsites.uws.edu.au/ndco/links/peoplewdisabilityandsupporters.html). (Developed by National Disability Coordination Officers, funded by the Australian Government Department of Education). |
| The Australian Government Department of Social Services provides a free information and advice service about the employment of people with disability. JobAccess helps people with disability, employers, service providers and the community to access information about services, financial assistance and workplace solutions. The service provides useful information about reasonable adjustments, disclosure of disability, disability employment case studies, tools and checklists. The JobAccess website also contains information about mental health conditions at work. It also has information that can help build supportive work environments in which all people can work productively. The JobAccess service is available to answer questions from employers, employees, employment service providers and co-workers. |
| Personal Helpers and Mentors (PHaMs) Employment Services provide support for people with a mental illness receiving the Disability Support Pension or other government income support payments who are already engaged, or willing to engage, with employment services, including Disability Employment Services and Job Services Australia, and who have economic participation as a primary goal in their Individual Recovery Plan. More information on PHaMs Employment Services is available at the [Australian Government, Department of Social Services website](http://www.dss.gov.au/our-responsibilities/mental-health/programs-services/personal-helpers-and-mentors/personal-helpers-and-mentors-phams-employment-services).Employment-focused Mental Health Respite: Carer Support (MHR:CS) services provide intensive support to carers of people with mental illness to address non‑vocational barriers to achieving workforce participation. More information on MHR:CS employment-focused services is available at [Australian Government, Department of Social Services website](https://www.dss.gov.au/our-responsibilities/mental-health/programs-services/mental-health-respite-carer-support). |
| In September 2014 the National Disability Coordination Office released the A*ssistive Technology in the Workplace* booklet. This booklet provides practical advice and information about technology that can be used in the workplace by people with disability.  |
| **New South Wales** | The NSW Government Public Service Commission (PSC) is working with all NSW Government departments and agencies to integrate workforce diversity outcomes into workforce planning. The *Government Sector Employment Act 2013 (*GSE Act) creates the opportunity to integrate diversity issues, including those relating to people with disability, into core organisational workforce planning. This approach emphasises diversity as an essential element of high performing teams, as well as an ethical responsibility. This strategic approach will encourage concerted action by senior leaders to address the organisational issues acting as barriers to people with disability’s success in employment. The PSC will continue to lead the strategic development and management of the government sector’s workforce in relation to equity and diversity, including ensuring the workforce reflects the diversity of the wider community. In particular, the PSC is working closely with departments to roll-out a strategic workforce planning framework and the development of enhanced workforce analytics capability.The NSW Government PSC and Department of Family and Community Services, Ageing, Disability and Home Care undertook the *Disabling the Barriers* research to understand the employment situation of people with disability in the NSW government sector. The exposure draft of this research was released for comment at the event *Bridges Not Barriers* on 7 November 2014.  During 2015 all departments will be consulted on the outcomes and challenges associated with implementing EmployABILITY —the strategy to increase employment opportunities for people with disability in the NSW public sector —as part of its review. |
| The NSW Government Department of Family and Community Services has changed its operating procedures to ensure flexible housing options are better able to meet the diverse support needs of people with disability and build more inclusive and accessible communities.  |
| The Transition Support Programme (TSP) enhances the capacity of secondary school students with disability by supporting them to plan their transition from school to adult life. More than 310 secondary school students with disability have now been supported through this programme. |
| Through the Disability Enterprise Procurement programme, the NSW Government supports the NSW Public Service to purchase goods and services through disability employment organisations (made up entirely of Australian Disability Enterprises). This initiative has helped 43 disability organisations to gain work valued at approximately $11.66 million. As a result, 466 people with disability have been employed in providing goods and services to the NSW Government. |
| NSW will invest funding over three years (2014/15 to 2016/17) into a newly announced Employment Enablement Strategy. The aim of this strategy is to increase employment outcomes for people with intellectual disability in NSW. This will be achieved through providing individual packages of support to adults with intellectual disability who have a work goal to prepare for entering the workforce. Funding will also be allocated to building the capacity of NSW business to employ and maintain people with intellectual disability in the workforce. |
| **Victoria** | More than 450 builders, architects and designers attended 10 information seminars on how to design and build homes that meet the needs of older people and people with disability. These were run by the Victorian Building Authority. |
| By building new houses to be accessible to people with disability, the Victorian Government Department of Health and Human Services has been leading by example to encourage social housing providers to also provide accessible public housing. At the same time a review began of the Department’s housing standards as part of the Victorian Social Housing Framework. |
| The guide *Recruiting people with disability – getting recruitment right* assists government departments to employ and retain people with disability. Paid internships for university students with disability enable students to gain work experience and helps to build a workplace culture that values the employment of people with disability. |
| **Queensland** | People with disability have access to a range of housing assistance products and services including bond loans, rental grants, RentConnect services and social housing through the Queensland Government Department of Housing and Public Works. They also have access to occupational therapy services and home modifications in social housing, which ensure the functionality of a property matches the functional requirements of the individual. Housing with Shared Support is a discrete housing assistance option offered to people with disability in social housing. The programme facilitates sustainable levels of support by enabling a group of unrelated people with disability to share support by living together in the same dwelling, or in close proximity to each other. |
| Through the ongoing coordinated delivery of the Spinal Cord Injury Response (SCIR) programme, people with disability have access to an increased range of appropriate social and private housing and support options. These include housing and support options to enable people with a spinal cord injury to live sustainably in the community. SCIR is a cross-agency partnership between Disability Services, Queensland Health and the Queensland Government Department of Housing and Public Works which provides priority access to public housing for eligible applicants with a spinal cord injury to transition from the Princess Alexandra Hospital to their preferred community. |
| *Great skills. Real opportunities.* is the Queensland Government’s five-year action plan to reform the vocational education and training (VET) sector in Queensland to minimise skill shortages, increase the state’s qualification profile and improve Queensland’s economic and social prosperity. The release of the *2014-15 Annual VET Investment Plan* (the plan) builds upon the *Great skills. Real opportunities.* as it focuses Government investment in training to meet the skills needs of industry and the economy, and enables Queenslander’s to be trained for current and future employment opportunities. Key programmes under the plan include:* Certificate 3 Guarantee – provides eligible Queenslanders with access to a government subsidised training place in priority training areas. Learners with disability are concessional students under the programme. The Government pays a higher subsidy rate to encourage and support participation by concessional learners. For learners that require additional support the Certificate 3 Guarantee programme offers lower level qualifications and foundation skills training.
* Higher Level Skills programme – provides eligible Queenslanders with access to a subsidised training place in selected Certificate IV and above qualifications, or priority skill sets critical to productivity in the workplace. The programme aims to assist individuals to secure employment in a critical occupation, progress in their chosen career or transition to university to continue their studies.
* The apprenticeship system in Queensland – has been made more flexible and attractive for all Queenslanders. To boost the uptake of apprenticeships, The Queensland Government has committed $86 million to deliver 10,000 additional apprenticeships over six years.
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| The COAG National Partnership Agreement – Homelessness funded Transition and Post Care Support (Disability) programme provides transition planning and direct support to young people with disability exiting care from 15 - 18 years of age and post-care support up to 25 years to ensure young people with disability have the skills to sustain stable adult living arrangements, reducing the risk of homelessness. |
| *Your Life Your Choice* self-directed support was launched in September 2012 and provides the framework for how self-directed support operates in Queensland. Self-directed support is a funding approach that enables people with disability and their families to have greater flexibility and choice and control over the disability supports and services they receive. It is a key component in preparing Queensland for the transition to the NDIS from 1 July 2016. *Your Life Your Choice* offers people in receipt of individual and recurrent funding the opportunity to self-direct their supports assisting them to achieve their goals which may include goals regarding preferred living arrangements. A suite of *Your Life Your Choice* resources has been developed to assist people with disability, their families and carers to self-direct their disability supports. |
| **Western Australia** | The Western Australia Disability employment strategy 2013–2015 is a joint initiative between the Western Australia Public Sector Commission (PSC) and Disability Services Commission (DSC). The strategy, with an accompanying toolkit, aims to increase the number of people employed in public sector agencies.  |
| A review of the *Disability Services Act 1993* resulted in the introduction of a seventh outcome area to improve disability access and inclusion at public authorities. Outcome 7 provides for inclusive and accessible strategies in the recruitment and retention of people with disability in state government agencies and in all local governments and aims to increase numbers of people with disability gaining employment. Awareness raising activities about Disability Access and Inclusion Plan (DAIP) Outcome 7 have been completed and the next step is a series of grants to local government to support implementation. |
| A Shared Living Framework was funded by the Western Australia Government Disability Services Commission and developed by WA Individualised Services (WAIS). The framework explores arrangements where a person with disability decides to share their home with one or more people who provide an agreed level of support. This might be family care, shared living care, host family care, co-resident care, foster care and home sharer. The framework outlines resources used by the sector, the characteristics of shared living and clarifies taxation, insurance and contractual, industrial and other legal requirements and implications.  |
| **South Australia** | South Australia is increasing appropriate, affordable and sustainable housing options for people with disability. This is being achieved through a number of initiatives. For example:* In May 2013, the South Australian Cabinet approved the establishment of a specialist Disability Housing Organisation (DHO) which will relieve pressure on both the Housing SA and Disability SA waiting lists. The DHO will have an independent, robust Board and governance structure to create a stand-alone organisation that works closely with government to meet the needs of South Australians with disability. The DHO will oversee the management of properties to ensure people with disability get the best possible outcome through the significant investment of almost 120 new homes.
* The Bedford Homes for 100 Project is a partnership between the South Australian Government and Bedford Industries and was completed in February 2013 creating 33 community-based accommodation properties. Seventy four South Australians with intellectual disability have been provided with community-based accommodation through this project.
* The Minda Project 105 was completed in April 2013, creating 106 new community-based accommodation places for people with disability.
* The Julia Farr Housing Association project created 38 new houses and 14 refurbishments for people with disability and was completed in December 2013. These housing options are now fully tenanted, providing accessible homes for 81 people with disability. Eight Smart Living apartments have been built in Adelaide’s western suburbs as part of South Australia’s Urban Renewal Project and were opened in May 2013. This initiative supports people with disability who have high support needs and uses cutting edge technology to maximise residents’ independence.
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| The South Australian Government continues to take action to improve access to employment for people with disability. * The South Australian Government Department for Communities and Social Inclusion has established the innovative Disability Employment Community of Practice to provide a structured forum for the discussion and progression of disability-related issues impacting employees. Between June 2012 and June 2013 the percentage of Department for Communities and Social Inclusion employees with disability rose from four to five per cent. Departmental employees with disability have been granted new Special Leave with Pay provisions, with up to 15 days leave from work per year for reasons related to their disability. These measures are also being supported through new processes to streamline any required workplace modifications.
* The South Australian Government Department for Communities and Social Inclusion has launched the *Disability Employment Strategy 2014-2016* to improve employment outcomes by providing strategies and initiatives that attract, retain and develop staff with disability and provide a disability confident working environment. This strategy is considered best practice and will be shared across the South Australian Public Sector.
* The South Australian Government Department of State Development has a number of programmes that support people with disability to participate in the workforce. In 2012-13, 1300 people with disability were engaged in employment programmes, with over 300 gaining employment. Disability WORKS Australia administers the Disability Employment Register. As part of this register 50 people secure work placements in government agencies each year.
* In 2012-13, Community Benefit SA provided funding for a number of initiatives targeted to enhancing training and employment opportunities for people with disability across the state, including funding to Orana Inc. to improve facilities and work conditions at the Mt Gambier Employment Services.
* The South Australian Minister for Disabilities led a ‘kitchen table’ consultation on disability employment in November 2013. Participants included members of the South Australian Disability Engagement Register, industry groups, unions and peak bodies, as well as government and non-government representatives.
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| **Tasmania** | The Tasmanian Government provided funding to develop a DVD highlighting the experiences of Tasmanian businesses employing people with disability. The DVD aims to raise awareness about, and promote the employment of people with disability among the Tasmanian business community as a method to improve employment opportunities for people with disability.  |
| The Tasmanian Government joined with the Australian Government Department of Employment and Mission Australia to hold a forum to promote the employment of people with disability among the Tasmanian business community. The forum resulted in the formation of an Employers Advisory Committee focusing on strategies for increasing the recruitment of people with disability. |
| The Tasmanian Government is a key supplier of affordable rental accommodation in the State through Housing Tasmania and has created minimum design standards for new residential development projects.Housing Tasmania constructs new developments in accordance with the *Housing Design Policy – Minimum Standards for Social Housing* (Minimum Standards) that include provision for universal and accessible design. This mandatory policy brings together contemporary design principles of the Livable Housing Design Guidelines, the Tasmanian State Architect’s Draft Residential Strategy, Universal Design and Sustainability (energy efficiency) in residential dwellings.The Minimum Standards reflect current thinking that supports building socially inclusive and sustainable communities, universal design principles to support ‘ageing in place’ and liveable housing design. They provide a minimum silver level under the Livable Housing Design Guidelines. Units built to provide specialist accommodation for tenants with significant disability will be constructed to exceed this standard.In practice, when new multi-unit residential developments are designed, a portion of units are built for residents in wheelchairs. While the aim is to achieve 10 per cent of units built to this standard, the current average of recent large developments is over 15 per cent. |
| **Australian Capital Territory** | The ACT Government has introduced a payroll tax concession to encourage ACT’s biggest businesses to benefit from the talents and skills of school leavers with disability aged 17-24. The payroll tax exemption provides ACT businesses paying payroll tax with a concession for each school leaver with disability who they employ. Disability ACT has produced a range of promotional materials to engage the business sector with this initiative. |
| In April 2011 the ACT launched the *ACT Public Service Employment Strategy for People with Disability 2011-2015* that aims to remove barriers and increase access to employment opportunities for people with disability, including a target to double the employment of people with disability in the ACT Public Service by 2015.Since the launch of the strategy the employment of people with disability in the ACT Public Service has increased from 1.6 per cent in 2010 to 2 per cent in 2014. The separation rate for staff with disability has decreased from 7.8 per cent in 2010 to 6.8 per cent in 2013. Senior officer positions have experienced the largest increase in numbers of employees with disability, growing from 39 in 2010, to 51 by September 2013. The promotion of the ACT Public Service Graduate Programme is also having an impact with 19 applications received from people with disability for the 2014 intake. Initiatives under the strategy to further increase employment of people with disability include the identification of nine positions for people with disability following changes to the Public Sector Standards in 2011, a trial of school-based apprenticeships and the refinement of disability confidence training for the ACT Public Service.In 2013–14, nine social enterprises for people with disability received financial and/or business support. Forty four income streams have been established for people with disability since the ACT Social Enterprise Hub was established in 2009. |
| The ACT Inclusion Council, formerly the Business Leaders Innovative Thoughts Solutions (BLITS) Board, is partnering with businesses to increase the inclusion of people with disability in the workforce and to increase employer awareness of the benefits of employing people with disability. Initiatives include:* The Chief Minister’s Inclusion Awards that acknowledges outstanding achievements of business, organisations and individuals who have demonstrated commitment to encourage and support people with disability in the workplace, business and community - 63 nominations were received in 2013 and 79 nominations were received in 2014.
* In 2013–14, the (BLITS) Access Recognition Programme evolved to become a part of Disability Confidence Canberra, a speaking and education programme that provides information and tools to organisations, groups, businesses and employers who want to be more inclusive and accessible for people who are ageing or who have disability. Members of the ACT Inclusion Council speak to businesses, organisations and local community groups about being disability confident and employing people with disability.
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| The ACT Government is working with people with disability, their families and service providers to develop new housing and supported accommodation options. A number of initiatives are underway including:* A Homeshare programme was launched in the ACT in January 2013 and is creating opportunities for 17 people without disability to Homeshare with people with disability
* The Getting A Life Intentional Community was opened in May 2013 and involves a 25-residence housing and community project that is structured around the lives of three young people with disability, living in three separate homes. A neighbourhood of friends is made up of specifically selected public housing tenants who provide a community of support.
* Project Independence was launched in September 2012 and aims to provide individuals with intellectual disability an opportunity to purchase equity in the property market. The social housing model is designed to enable residents to live semi-independently and to develop their living skills. The first and second Project Independence sites are due for completion in 2015.
* The ACT currently funds three Living In Networked Communities (LINC) networks. CatholicCare support 29 people who have a range of disabilities to live independent and active lives in the community. The third LINC network, which was launched in February 2014, is provided jointly through public housing properties and properties owned by CatholicCare purchased with grants from the Commissioner for Social Housing.
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| **Northern Territory** | The Northern Territory’s work experience programme provides constant promotion of the skills of the young people in the programme. Numerous Northern Territory students have gained paid employment whilst in work experience through the employer’s prior knowledge of the student’s work capacity and expectation. Expectations are raised in the workplace through up-skilling of employers in regard to disability awareness and work capacity. There is opportunity for relationships to be built with employers, open communication and support from the work trainers and advocacy for the development of independence in students to allow employers to see their full potential. Students are tracked for three to five years to ensure that plans are followed, changed to suit their current situations and can cater for their aspirations. There are currently 32 students accessing eight work sites throughout the week. |
| In the Northern Territory there are a number of innovative approaches to employment and individualised approaches for choice and flexibility. Individualised Transition Planning is offered to all students with disability, their families and stakeholders, once they reach the age of 15 years. It provides an opportunity to present students with disability with choices and information for future planning. There are several long-term projects that have led to secure participation projects for up to 10 school leavers with disability. This innovative approach allows time for students and their families to prepare for available programmes, prepare for the future, and allows for continuity of services once the student reaches adulthood. |
| The Northern Territory Government has implemented *EmployAbility - A strategy for the employment of people with disability in the Northern Territory Public Sector 2013-2017*, which contains a range of objectives to be realised over the next five years through four main areas of focus: nurturing an inclusive workplace culture; supporting attraction and retention practices; supporting skills acquisition and career development; and promoting accessibility. This strategy will lead to an increase in employment, providing economic security for people with disability. As the strategy is new, there is currently no data available to measure its impact. |
| The Northern Territory Public Service (NTPS) offers a pathway to employment for people with disability under the Disability Employment Programme (DEP). The DEP is an initiative under the EmployAbility strategy, which aims to provide job opportunities in the NTPS and wage assistance for people with disability who face severe workplace restrictions and are unable to compete for jobs on merit. Through the DEP, 63 people with disability have had the opportunity to work in the NTPS and acquire new skills and knowledge to enable them to compete for positions on merit. The success rate is determined by the number of DEP participants that gain permanent employment with the NTPS. To date 27 people with disability have gained permanent employment in the NTPS.  |

## Table 4: Personal and Community Support

| **Jurisdiction** | **Outcome 4 Achievements and Outcomes** |
| --- | --- |
| **Commonwealth** | The *NDIS Act 2013* was passed in March 2013 and created the framework for the NDIS. As at December 2013, all state jurisdictions have signed on to the full scheme except for Western Australia. The NDIS launched in four trial sites on 1 July 2013, and in three further trial sites in the Australian Capital Territory, the Barkly region of the Northern Territory and the Perth Hills area of Western Australia from 1 July 2014. The NDIS will start in Queensland from 1 July 2016 with full implementation by 30 June 2019.By July 2019 the NDIS will be rolled out in all states and territories except Western Australia.Once the full scheme is rolled out, more than 460,000 people who have a significant and permanent disability will be directly funded to choose their supports and providers, enabling greater choice and control over the supports they need to achieve their goals, objectives and aspirations so as to facilitate their social and economic participation. Awareness will also be raised amongst members of the community regarding people with disability. |
| Implementation of the Supported Accommodation Innovation Fund will ensure the provision of up to 150 supported accommodation places for adults with severe or profound disability. This measure has improved outcomes for people with disability by providing new housing aligned with Livable Housing Design Guidelines platinum level, and specifically designed to meet the needs of the individuals moving into the accommodation.  |
| The Helping Children with Autism (HCWA) and Better Start for Children with Disability (Better Start) programmes provide support to families of children with an identified condition. There are three main elements to the programmes:* $12,000 in funding for early intervention services and treatments and a registration service for that funding – Autism Advisors and Registration and Information Service.
* Block funded education and support programmes including Early Days Workshops, PlayConnect Playgroups/Playgroup Community Events, HCWA Aboriginal Liaison Officers and Autism Specific Early Learning and Care Centres (ASELCCs).
* Medicare rebates for: the development of a treatment and management plan; up to four allied health diagnostic services; and, up to 20 allied health services (in total) for eligible children up to 15 years (provided by Australian Government Department of Health).

HCWA commenced in 2008 and more than 35,000 children have been able to access over $269 million in funding for services. Better Start commenced in July 2011 and more than 8,000 children have been able to access over $40 million in funding for services. As at 30 September 2014 there are more than 15,200 children currently registered for HCWA and more than 6,300 children registered for Better Start. HCWA clients can access more than 2,300 service providers and Better Start clients can access more than 2,200 service providers. |
| Up to June 2013, the former National People with Disabilities and Carer Council (NPWDACC) provided advice to Government on the implementation of the National Disability Strategy and in 2013 provided key advice and submissions on the *Review of the Disability Standards for Accessible Public Transport*, the *National Disability Insurance Scheme Bill 2012* and the *Australian Education Bill 2012*.The Indigenous Working Group advised on Closing the Gap on services for Aboriginal people with disability and national disability peaks organisations continue to consult with their membership on relevant issues. A clearinghouse at the [National Disability Organisations’ Clearinghouse](http://ndoch.govspace.gov.au/) website was set up in collaboration with the organisations as an online repository of information from and about the national disability organisations. The website provided a single point of access to information about the role, activities and representation of disability organisations |
| In 2013-14 a total of 4,520 young carers were assisted with respite services through the Young Carers Respite and Information Services Programme.In 2013-14 a total of 2,364 young carers were assisted with information and referral services across Australia to assist young carers who need support to complete their secondary or vocational education due to the demands of their caring role. The Young Carers Respite and Information Services Programme is exceeding its annual target of assisting 3,500 young carers in 2013-14 by 23 per cent.  |
| The My Time Peer Support Groups for Parents and Carers of Children with Disability or Chronic Medical Condition is exceeding its annual target of assisting 3,000 parents or carers. In 2013-14 a total of 3,896 of the 5,414 parents and carers who were registered group members in 2012-13 attended at least one group in 2012-13. Participants are given the opportunity to socialise and share ideas with others who understand the caring role. Through this programme participants are provided with research based parenting information that links them into available community support services. My Time Peer Support Groups are engaging over 71 per cent of the target group to one or more peer support sessions.  |
| In 2013-14, some 40,467 carers were assisted through Mental Health Respite: Carer Support (MHR:CS) services. These services provide a range of flexible respite and family support options for carers of people with severe mental illness and carers of people with an intellectual disability. The aim of this service is to support individuals to sustain their caring roles and maintain connections with their communities, by increasing access to carer support. This programme is in scope for transition to the NDIS. |
| **New South Wales** | The National Disability Insurance Scheme (NDIS) commenced in the Hunter on 1 July 2013. People with disability living in the three Hunter Local Government Areas (LGAs) of Newcastle, Lake Macquarie and Maitland will transition to the NDIS between July 2013 and June 2016. The NDIS will support approximately 10,000 people with significant disability in the Hunter by June 2016. The transition to the full scheme in NSW will commence on 1 July 2016 and continue until June 2018.  |
| The NSW Government is leading disability reform through Ready Together. It ties together key initiatives to facilitate the full implementation of the NDIS in NSW. These initiatives include:* Living Life My Way framework - giving people choice and control over their supports and funding arrangements
* Stronger Together 2 – investing $2 billion in growth and reform of services
* *Disability Inclusion Act 2014* – providing safeguards, protecting people’s rights and promoting community inclusion
* *National Disability Insurance Scheme (NSW Enabling) Act 2013*– supporting the transition to the NDIS and enabling the transfer of services to the non-government sector.
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| The Early Linkers programme (formerly the Diagnosis Support Worker programme) has been consolidated under the decision support banner under the administration of Ability Links. The programme provides diagnosis support and local area coordination for young children and contributes to the NDIA’s birth to eight years of age strategy. This provided over 1,400 places in 2014, with full implementation planned for 2015 providing over 3,600 places for children and their families. |
| In 2014, funding across individual support programmes supported over 2,800 people with accommodation within the community, community engagement and day programmes, flexible respite and tailored support packages for Aboriginal clients.  |
| More investment was made available for people to use individualised arrangements and consolidate their funding for multiple supports into a single funding arrangement, including:* 29 clients supported with a combination of a Community Support Programme and Day Programme funding
* 80 clients supported with a combination of Respite and Day Programme funding
* 382 clients supported under the Supported Living Fund package – exceeding the target of 300.
 |
| Over 1,900 places were provided to support young people with disability leaving school through the Community Participation and Transition to Work programmes, and 525 Life Choices and Active Ageing programmes were delivered to support adults with disability to engage with the community. |
| Individual support for Aboriginal people was expanded with funding directed towards Services Our Way,Aboriginal Home Care service improvement, Yarn Upconsultations and an Aboriginal employment programme focusing on training assistants in nursing. A total of 41 individual clients received packaged assistance from the Services Our Wayprogrammes. |
| The NSW Government Department of Family and Community Services conducted a supported decision making (SDM) pilot in 2013-14. The pilot was undertaken in partnership with the NSW Trustee and Guardian and the Public Guardian. It involved SDM facilitators providing resources and coaching to a group of adults with disability and their chosen supporters in SDM, with the aim of finding new ways to support people with disability to make decisions and have more choice and control in their lives. Following on from the pilot, the Department has funded UnitingCare NSW – Janamili and the St Vincentde Paul Society to undertake the Advancing Supported Decision Making project.  |
| In January 2014 the NSW Government Department of Family and Community Services introduced the Direct Payment Agreement (DPA), giving people with individualised funding the opportunity to receive and manage their funding themselves. This is a new opportunity NSW has introduced, guided by the Living Life My Way Framework and specified in the *Disability Inclusion Act 2014*. People who enter a DPA have more choice and control over the goals they want to achieve, the types of supports they want to purchase with their funding and who the provider of their services or supports will be.  |
| The NSW Carers Strategy 2014 – 2019 (the strategy) is a five-year plan to improve the position of carers in NSW that was launched on 7 August 2014. The strategy will be implemented by government, non-government organisations and private businesses in new partnerships designed to deliver better services and support for carers. It contains practical approaches that will make a real difference in carers’ lives, not only in the care they provide, but in other important areas of life. The strategy is available at the [NSW Government, Department of Family & Community Services website](http://www.adhc.nsw.gov.au/individuals/caring_for_someone).The strategy builds on what the NSW Government is already doing to raise awareness and recognition of the challenges carers face. It provides a broader context for the ongoing implementation of the *NSW Carers (Recognition) Act* *2010* and complements reforms in other areas such as disability, mental health and ageing.  |
| The NSW Government Department of Family and Community Services is developing a cultural competency framework (through the Diversity in Disability project) in partnership with Northcott. This state-wide body of work focuses on building the capacity of the workforce to work cross culturally and to deliver person-centred services in readiness for the National Disability Insurance Scheme (NDIS). The framework will help develop a workforce that is capable and ready to effectively interact with people with disability, families and employees from diverse backgrounds and is due to be completed in 2015. |
| The NSW Government Department of Family and Community Services has funded National Disability Services for the People, Culture and Communication Project, which addresses the issue of delivering culturally competent disability services and sector development needs, specifically relating to access to language services. The project is aiming to: improve culturally and linguistically diverse (CALD) recruitment strategies in the non-government organisations (NGO) disability sector; review current practice relating to the Department funded NGO multilingual communication, and recommend strategies for improvement; and, improve disability awareness and knowledge of disability language among interpreters. |
| **Victoria** | Victoria has completed a number of initiatives to provide services and supports to people with disability under the National Disability Agreement reform process, including:* The creation of 118 new and innovative supported accommodation options.
* An option for people with an Individual Support Package (ISP) to directly employ their support workers.
* Commitment to the closure of Sandhurst Residential Services.
* The second Victorian population health survey of people with intellectual disability.
* The completion of a cancer screening programme for women with intellectual disability.
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| Workshops to build the skills and capacity of people with disability, their families and carers to plan for, choose and direct their supports have been held in all divisions across the state. The individual support package handbook now includes information for people with disability about self-directed planning.  |
| People with an individual support package can choose to directly employ their support worker using all or some of their money. |
| Resources and tools designed for individual support package facilitators have been made available to more service providers so they can support self-direction and family-centred practice, and ten practice improvement forums were held to improve self-directed and family-centred planning in the disability services workforce. |
| The Victorian Aids and Equipment Programme (A&EP) now has:* a 24-hour repairs service
* a successful reissuing scheme
* fewer inappropriate orders of equipment
* better contracts with suppliers.

An evaluation has been completed. It recognises that the programme has improved and makes suggestions for further consideration. |
| A total of 221 new supported accommodation places have been provided for people with disability and complex needs. The Victorian Government is modernising disability supported accommodation and closing congregate-care style disability institutions such as those at the Oakleigh Centre, Bendigo’s Sandhurst Residential Services and Colanda Residential Services in Colac. |
| Intake processes for early childhood intervention services (ECIS) have been streamlined and linkages with other specialist and mainstream services have been improved. Early childhood professionals have access to:* online professional development modules
* the resource kit for early childhood intervention service professionals.

Strengthened assessment processes are being trialled in nine multidisciplinary networks. |
| Mindful Centre for Training and Research delivered training on the assessment of autism spectrum disorder to 263 clinicians in 2013–14. The Guide to identification, diagnosis and treatment of autism spectrum disorders in Victorian mental health services was released in 2013. The government funds Mindful to provide an autism state-wide coordinator role. The state-wide coordinator disseminated the guidelines to health services and supports autism spectrum disorder coordinators within health services to embed these guidelines into practice. The action of the guidelines is now complete. |
| **Queensland** | The National Disability Insurance Scheme (NDIS) – On 8 May 2013, the Queensland Government signed a heads of agreement with the Australian Government for full implementation of the NDIS. The Queensland Government has commenced planning for the rollout of the NDIS which will start in Queensland from July 2016, with full implementation by June 2019. Planning has commenced for an agreement that will set out arrangements for eligible people with disability to transition between 2016 and 2019 to the NDIS. It is anticipated the agreement will be in place by December 2014.Queensland preparations for the NDIS include:* Participant Readiness initiative – In August 2014 seven non-government organisations were funded over 18 months to support Queenslanders with disability and their families to understand opportunities presented by the NDIS via information sessions, meetings, workshops, mentoring by peers and online.
* Sector development – In February 2014, a Memorandum of Understanding was signed with the NDIA to provide funding from the NDIS Sector Development Fund for the delivery of projects to assist providers, rural and remote and Aboriginal and Torres Strait Islander communities in Queensland.
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| Local Area Coordination programme - Local area coordinators work in local communities across Queensland to plan and link people with disability to a range of different support networks and services, depending on their individual needs and interests. There are 56 local area coordinators, in 40 locations across the state. In 2013-14, the coordinators assisted 3,285 people to access mainstream services and information and build supportive networks. |
| Queenslanders benefited from a number of existing and new programmes that provide a range of supports to assist them to live independently and actively engage in their communities 1. Flexible respite - In 2012-13 the Queensland Government made an investment over four years for extra respite hours for people with high needs aged between 16 and 25, and their carers, through more flexible arrangements. Up to 234 people are continuing to receive support.
2. Parent Connect -In 2012, the Queensland Government made a four year commitment to link parents of children with disability or developmental delay to the support services they require. To date, more than 858 families have been assisted through Parent Connect since it began in late 2012.
3. Information resources for children aged birth to eight years – a new series of information booklets for Queensland families was published online in June 2014. The *‘My child has’* resources provide practical information about the services and supports available, and how parents can support their child’s development and inclusion in family and community life.
4. The Elderly Parent Carer Innovation Trial is an initiative over three years, commencing from 2012-13, to create long-term, sustainable living arrangements for adults with disability 25 years and over who are being cared for by their elderly parents aged 60 years and over, or Indigenous parents aged 50 years and over. Eight organisations have been awarded funding to create up to 61 places for adults with disability.
5. The Older Carer initiativedelivers respite to older carers who are caring for their adult son or daughter with disability; and assists older carers to plan and prepare for the time when they can no longer continue in the caring role. Funding is allocated annually to 17 service providers for delivery of services in 25 locations across Queensland to provide over 900 families with respite and future planning services.
6. The Autism Early Intervention initiative from birth to six years provides specialist disability early intervention programmes by a range of specialist therapists to help children develop communication and social skills, adapt behaviour and enhance daily living skills.
7. Early Intervention for children with a physical disabilityprovides therapy and early intervention services to families of children with a physical disability.
8. Early Intervention from birth to 17 years for children with autism provides access to specialist therapy services, information, multidisciplinary therapy and support with key transitions to school in centre based, community and family settings, based on assessed need.
9. Baby Bridgesis an innovative early intervention initiative providing respite and skill development for new parents of a child with disability. Baby Bridges provides support for parents and carers of children with disability from birth to five years.
10. The Queensland Government Department of Communities, Child Safety and Disability Services also provides supports to families with a child with disability, or significant developmental delay. Services can include: information; therapy; counselling; and support with transitions to early childhood education such as child care, kindergarten and school.
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| Smart Assistive Technology trials – five providers of Home and Community Care services were funded to trial various assistive technologies with clients including younger people with disability.The Community Aids, Equipment and Assistive Technologies Initiativeprovides aids and equipment subsidies for eligible disability services applicants to support people with their communication and mobility needs.  |
| Positive Behaviour Support Training -Training in conducting functional behaviour assessments and developing positive behaviour supports has been delivered to more than 1500 teaching staff across Queensland.Training in conducting functional behaviour assessments in class settings and developing positive behaviour supports for the identified students, in state schools has been provided to 91 teachers and specialists across Queensland, and training in developing a school-wide framework for creating and maintaining a safe, supportive and disciplined school environment has been delivered to staff in 15 schools across three regions. An annual conference focussing on positive supports for people with challenging behaviour was held in June 2014.State-wide Evaluation of Positive Behaviour Support Plan Quality -A clinical quality audit of Positive Behaviour Support Plans has been conducted across Queensland, providing a baseline for the standard of technical quality of sector Positive Behaviour Support Plans. |
| **Western Australia** | National Disability Services WA has coordinated the provision of Quality Service Improvement Grants. Grants were awarded for projects that focus on one or more of three areas for sector improvement: advancing self-direction, self-design and management, or improvements designed to meet the specific needs of people in regional, rural and remote areas. This project is designed to help disability sector organisations move towards self-directed supports and services. National Disability Services WA coordinates the grants process, administers funding, and liaises with the successful agencies on behalf of the Western Australia Government Disability Services Commission. The project will result in sector improvement that will assist people with disability and their families to enable them to self-manage. |
| Following consultation with people with disability and their families, disability sector organisations and others, a shared management model for self-managed care was developed. A Shared Management Agreement is developed between the individual or family and the organisation outlining who will be responsible for each activity. People can choose from a variety of responsibilities according to their preferences and capacity including staff recruitment, training, supervision, employment and self-managing funding and payment of staff and other supports as appropriate. The result is significant development and increased capacity of the disability sector to provide self-directed supports and services and contemporary disability services. People with disability and their families have increased opportunities for self-direction and improved supports, services and quality of life outcomes |
| The Council of Regional Disability Services (CORDS) has developed a manual for chief executives in the disability sector, specifically to assist in building the capacity of the disability sector in regional areas. While the manual is written for an audience of disability sector organisation chief executives, it is also a relevant resource for local area coordinators, Western Australia Government Disability Services Commission staff, and senior management and staff working in the disability sector and in local government authorities.The manual covers the history of the disability sector, values based practice and contemporary services, contracting with the Western Australia Government Disability Services Commission and governance and leadership. The development of the manual has resulted in improved management of disability sector organisations. In particular assistance for disability sector organisations in rural and remote areas. The manual is available at the [Western Australia Government Disability Services Commission website](http://disability.wa.gov.au/reform1/reform/sector_development/cords-ceo-manual/). |
| The Western Australia Disability Services Commission has developed and published a number of comprehensive reports that are used as the foundation for consultation about the sector development needs in Western Australia. The publications provide information about people who accessed Disability Services Commission-funded services across Western Australia, and potential areas for sector development. The Disability Services Commission then engaged an external consultant who facilitated focus groups about sector development needs across the state. |
| The Count Me In Ambassador Programme has identified 33 community champions who foster leadership opportunities for people with disability and their families, and provide strong role models for people with disability who would like to engage in community leadership. A number of Ambassadors have a disability while others have family members who have a disability. The Ambassadors will also be involved in the next phase of implementation in support of the National Disability StrategyMore information is available at the [Western Australia Government Disability Services Commission website](http://disability.wa.gov.au/about-us1/about-us/count-me-in/count-me-in-ambassadors---count-me-in/).  |
| A two-year trial of the National Disability Insurance Scheme (NDIS) commenced in Western Australia on 1 July 2014. This involves a National Disability Insurance Agency (NDIA) launch site commencing from July 2014 in the Perth Hills area for residents living in the local government areas (LGAs) of Swan, Kalamunda and Mundaring. The Western Australia state model - WA NDIS My Way –began in July 2014 for people in the Lower South West area and will expand from July 2015 to people in the Cockburn and Kwinana area.  |
| **South Australia** | The launch of the South Australian National Disability Insurance Scheme Trial Site commenced on 1 July 2013 for children aged from birth to five years of age across the state. At the end of the first year of the trial, there were a total of 1,355 active participants. A further 558 children were assessed as eligible and were waiting for their personal support plans to be finalised. The Australian Government and South Australia are currently reviewing the numbers of potential participants for the remaining two years of the trial. |
| South Australia began the rollout of Stage 2 of the Individualised Funding Programme on 1 July 2013, with the final stage commencing in January 2014. The programme aims to give people with disability more choice and control around the services they use and how their funding is spent, while the programme’s Safeguarding and Enablement framework has facilitated participant’s use of supported decision-making options. Approximately 5,000 people with disability who receive support funding are benefiting from the programme. |
| South Australia launched the *MySupportAdvisor* online resource in April 2013. The resource [My Support Advisor website](http://www.mysupportadvisor.sa.gov.au/) provides an online source of centralised information to better connect disability service users and providers. With the roll-out of the NDIS and Individualised Funding, the resource is assisting a broad range of South Australians with disability to make informed choices about the use of their support budget. Users are also able to rate and post feedback on the disability services they have used, helping others to make better informed choices and enabling service providers to respond, as an opportunity for quality improvement.More information is available at [South Australian Government, My Support Advisor website](http://www.mysupportadvisor.sa.gov.au/).  |
| In 2012-13 Community Benefit South Australia provided grants to not-for-profit agencies to enhance their capacity to provide personal and community support services to people with disability. This included a grant to Hills Community Options Inc. to employ a part-time fundraiser to explore strategies for generating sustainable revenue. |
| In 2013 the South Australian Government Department for Communities and Social Inclusion formed a dedicated Quality and Complaints team to work in partnership with funded non-government disability services to improve safeguarding and services for people with disability. Progress includes: * Development of a *Quality in the South Australian Disability Services Sector* discussion paper.
* New quality and complaints management systems have been implemented to support continuous, systemic disability service improvement in line with the National Standards for Disability Services.
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| **Tasmania** | In July 2013 the National Disability Insurance Scheme (NDIS) trial commenced in Tasmania for young Tasmanians aged 15-24. During 2013-14 the NDIS provided support for 786 young people with significant disability. Over the next three years, young people with significant and permanent disability will be able to access the scheme when they turn 15 years old. From July 2016, the NDIS will progressively roll out in Tasmania and by July 2019, all eligible residents will be covered. The NDIS directly funds people with disability to choose their supports and providers, enabling greater choice and control over the supports they need to achieve their goals, objectives and aspirations so as to facilitate their social and economic participation. |
| The Tasmanian Government completed the initiation phase of a pilot project for self-directed funding, in which eight clients of the Tasmanian Government Department of Health and Human Services - Disability Services commenced the self-management of their individual support packages between July 2012 and August 2014. Participants reported a range of benefits resulting from their participation in the project, including increased control, flexibility, choice, enhanced dignity, empowerment and wellbeing. They were also able to increase the number of hours of support that they receive and the range and types of services and supports. Additional participants have been invited into the programme in 2014-15. |
| The Tasmanian Government has provided funding over four years for individual support packages for people with disability who are not part of the Tasmanian NDIS trial cohort. This equates to 12,000 hours of support from people with disability per year. Funding for individual support packages can be self-directed if desired. |
| The Tasmanian Government has provided funding over four years (2014-2018) for an autism long-term strategy which includes the development of a continuum of care for people with autism spectrum disorder. |
| The Tasmanian Government has funded Carers Tasmania over three years to support the establishment of the Tasmanian Carers Advisory Council under the Tasmanian Carer Policy and Carer Action Plan, which aims to increase recognition of Tasmania’s 73,800 carers and support them in their caring role.  |
| **Australian Capital Territory** | In 2012 Therapy ACT piloted a Therapy Assistant Programme to enhance access to therapy services for students with developmental disability and to support teachers to embed therapy strategies into the school curriculum. The programme enabled therapy assistants to work in schools to implement therapy programmes developed by physiotherapists, speech pathologists and occupational therapists. In 2012, seven schools participated in the highly successful pilot project with more than 270 children receiving therapy services. During the pilot phase there was an 80 per cent success rate for children meeting their goals or improving on standardised testing. The programme was extended in 2013 and 2014 to include preschool students in the initial pilot sites and an additional seven schools each school year.The My Choice ACT pilot, a collaboration between Anglicare and Community Connections, was developed in 2013 to assist 18 participants of a self-directed funding pilot with support, resources, information and advice to enable them to plan and live the life they want. A reference group of people with disability, government and community organisations was established to provide advice and guidance on the implementation of the pilot. Resources were developed to support participants to explore different ways of directing their funding including a good employer guide, personal support plan and budget template and employee handbook. The pilot continued to 31 December 2014 to support participants to transition to self-managed arrangements under the NDIS. More information on the My Choice pilot is available at [Anglicare NSW South, NSW West & ACT website](http://www.anglicare.com.au/pages/my-choice.html). |
| The ACT Government provided funding through Enhanced Service Offer grants to assist people with disability to address unmet need and to prepare them for choice and control under the NDIS. The eligibility for the grants was consistent with the rules for the National Disability Insurance Scheme (NDIS). Grants were available under three categories: * 1. quality of life
	2. aids, equipment or minor modifications
	3. flexible supports and services that assist a person with disability to participate in community life or provides their family or other unpaid carers with a break.

Of the approximately 2,500 applications, 1,456 people were offered a grant. The grants reached people across disability types and community population groups. Applicants were seen to respond to their needs innovatively and in non-traditional ways. Further information on the grants is available at [ACT Government Community Services](http://www.communityservices.act.gov.au/disability_act/national_disability_insurance_scheme/enhanced-service-offer) website. |
| In 2012 and 2013 the ACT Government funded a digital story telling project for nine school leavers with disability. The project provided an opportunity for the young people to capture their own unique stories on a short three to five minute DVD. Participants reflected on their skills, characteristics, interests and dreams. The audio-visual ‘snapshot’ can assist each young person with the goal of ‘telling my story once’. It can also be used as an introductory tool for prospective employers, involvement in activities and connecting with community. The digital stories are available at [ACT Government Community Services](http://www.communityservices.act.gov.au/disability_act/digital-stories) website. |
| The Strengthening Families Project was co-designed with community and implemented by the ACT Government and project participants in 2013 to improve the effectiveness of the ACT service system and improve outcomes for families with multiple service needs. The project provided increased understanding of the factors influencing the vulnerability of ACT families under four broad social outcomes: healthy communities, educated communities, inclusive communities and safe communities. Further information on the project is available at [ACT Government Community Services](http://www.communityservices.act.gov.au/home/publications) website. |
| **Northern Territory** | In June 2012, the Northern Territory Government Department of Children and Families implemented a Complexity Tool which assists in providing a rating for the complexity of needs for children in care, including disability needs. In conjunction with professional assessments, this helps to determine the level of payment for carers to inform appropriate service provision. For example, all Northern Territory children in out of home care have the complexity tool applied to their circumstances. The introduction of the complexity tool impacts on all Northern Territory children in the care of the Department of Children and Families in a variety of placement types from foster care to residential care. |
| In July 2014 the NDIS trial commenced in the Barkly region. From July 2016, the NDIS will progressively roll out in the Northern Territory and by July 2019, all eligible residents will be covered. The NDIS directly funds people with disability to choose their supports and providers, enabling greater choice and control over the supports they need to achieve their goals, objectives and aspirations so as to facilitate their social and economic participation. |
| In 2011, the Northern Territory Government introduced an Integrated Waitlist that allows public housing applicants to apply for community housing, managed and supported accommodation. Through this one process more housing providers can be accessed which in turn means more housing options, choice of location and type of tenancy. |
| In 2009, the Northern Territory’s Tenancy Sustainability Programme (TSP) was introduced, aimed at improving the capacity of vulnerable people who are eligible for urban public housing, to live independently, avoid entering or re-entering homelessness and achieve social inclusion. The TSP is currently funded under the National Partnership Agreement on Homelessness until 30 June 2015. |
| The Northern Territory Government Department of Housing will be commencing a needs assessment tool for housing applicants (new and transfers) that will look at a range of needs, including the needs of people with disability, to ensure appropriate allocation of housing and linkage to support services, where required. Implementation of a suitable tool requires further evaluation and consultation. It is likely that the project will take at least a minimum of 12 months from design to full implementation. |

## Table 5: Learning and Skills

| **Jurisdiction** | **Outcome 5 Achievements and Outcomes** |
| --- | --- |
| **Commonwealth** | The National Quality Standard (NQS) forms part of the National Quality Framework (NQF), which came in to effect on 1 January 2012. The NQS sets a national benchmark for the quality of education and care services, which are assessed and rated against seven quality areas and receive an overall rating. This rating is helping families of children with disability access a greater level of information to assist in selecting appropriate services for their child. The NQS is being reviewed as part of the broader review of the NQF which is being undertaken in 2014 by the Australian Government and all state and territory governments to ensure the goal of improving quality in child care and early learning services is being met in the most efficient and effective way. |
| The Australian Government Department of Education and Training administers the Inclusion and Professional Support Programme (IPSP), which promotes and maintains high quality, inclusive education and care, and improves access to mainstream child care and early learning services for children with additional needs. The programme achieves this by is increasing the knowledge and skills of educators, and by building the capacity of services to be inclusive of all children, through providing professional development and support. This can include advice, access to practical support, resources and the Inclusion Support Subsidy.The elements of IPSP that support the inclusion of children with disability are well utilised, with Inclusion Support Agencies assisting approximately 5,200 services to access the Inclusion Support Subsidy during 2013-14. This benefited around 12,000 children with ongoing high support needs. Although outcomes for children with disability are not directly measured under the programme, an Outcomes Reporting Framework is being implemented for 2014-2016 which will gather information at the child care service level about the inclusion of children with additional needs. |
| A number of projects delivered under the Australian Apprenticeships Mentoring Package are yet to be completed. The current quantitative data is not sufficient to reliably indicate an increase above the current national average for retention or completion of Australian apprentices, including those with disability. More robust data will become available as projects conclude and final reports are submitted by proponents.  |
| The University of South Australia’s (UniSA) Digital Enterprise project is creating four high tech spaces. Under the project, two groups of 12 young people with autism spectrum disorder, and two groups of 12 young people with acquired brain injury or other disability, will be supported to make the transition from primary to secondary school and from secondary school to post-school. The young people will participate in sessions that involve collaborative IT activities including gaming, game design, virtual 3D environments, online lessons, and media creation/distribution. Service delivery sites are being established in Melbourne, Adelaide, Darwin and Sydney, and delivery commenced in September 2014. |
| The More Support for Students with Disabilitie*s* initiative has provided funding to education authorities to undertake activities to build the capacity of schools and teachers to provide a better and more inclusive education for students with disability. A midpoint review of the initiative showed it is providing a strong contribution to improve teacher quality and support in addressing the needs of students with disability. The initiative has been extended by another $100 million for activities until the end of 2014.Jurisdictions are undertaking individual activities subject to need, while collaboration and information sharing is also a key part of the initiative. For example, Phillips KPA held 15 information sharing sessions across Australia in 2013, with an average of 50 participants at each session. A further 14 information sharing sessions took place in metropolitan and regional areas from May to August 2014 and a final ‘capstone’ event will be held in May 2015. The initiative also includes the development of online training material to improve understanding of the obligations of education providers under the *Disability Standards for Education 2005*, and online resource material for school staff, students, parents and carers. These modules have been progressively released throughout 2014. |
| In April 2012, the Australian Government and all state and territory governments agreed to work towards the full implementation of the Nationally Consistent Collection of Data on School Students with Disability by 2015. The data will provide more reliable information and will enable all governments to better target and more consistently support students with disability. The data collection commenced in 2013, with approximately 20 per cent of schools participating. In 2014 over 80 per cent of schools participated, with all schools in Australia expected to take part in the 2015 collection. It is anticipated that de-identified school level data on students with disability collected in 2015 will be made available from 2016 subject to data quality.The Education Council Joint Working Group to Provide Advice on Reform for Students with Disability is overseeing the Nationally Consistent Collection of Data on School Students with Disability. The Joint Working Group comprises representatives from all levels of government, the Independent Schools Council of Australia (ISCA), the National Catholic Education Commission (NCEC) and the Australian Curriculum, Assessment and Reporting Authority (ACARA). |
| The Australian Government Department of Education and Training National Disability Coordination Officer Programme (NDCO) assists people with disability to access and participate in tertiary education and subsequent employment by funding provider organisations such as universities, TAFEs or NGOs to employ a national network of 31 full-time NDCOs. The programme aims to reduce barriers and facilitate smooth transitions for people with disability, as well as building links and coordinating services between the education, training and employment sectors. It also raises awareness amongst schools, training providers, universities, community and employer organisations of the needs and capabilities of people with disability and builds their capability to support people with disability. An evaluation of the NDCO programme conducted in 2011 by Phillips KPA found that it makes a unique contribution to addressing the needs of people with disability by targeting systemic barriers to participation in tertiary education. |
| The More Support for Students with Disabilities initiative has included a specific output to provide additional support to students with disability either transitioning from school into further study or work, or between stages of schooling. In jurisdictions undertaking this output, specific transition activities are facilitating linkages with the greater community, providing students with disability greater access to further education, employment and mainstream community agencies.  |
| The National Partnership on Youth Attainment and Transitions (2010-2013) contributed to improved school attainment and post-school transitions. The National Partnership comprised a number of elements, including the maximising engagement, attainment and successful transitions, School Business Community Partnership Brokers, Youth Connections and national career development initiatives. During the period of the National Partnership’s operation, there has been an increase in the participation of young people in education and training, as well as Year 12 attainment. As at 2013*,* Year 12 or equivalent attainment for all students is at 86.7 per cent, while the proportion of 15-19 year olds participating in full-time education and training has increased from \*76.4 per cent in 2009 to \*80.9 per cent in 2013. *\*Survey of education and work 6227.0 May 2009 and May 2013* **Note:** 2014 data is not available until December 2014. The Youth Connections programme has provided individual support services to more than 87,500 young people from January 2010 to 31 October 2014. Of these, 4.5 per cent or 3,971 were identified as having a disability and around 29.7 per cent, or 25,987, were diagnosed with or suspected of having mental health issues. About 65.6 per cent of young people with disability and 64.5 per cent of those with mental health issues re-engaged in education, training or employment. |
| In August 2012, the *Review of the Disability Standards for Education 2005* report, and the Australian Government response, were released. In response, Commonwealth, state and territory Education Ministers have agreed to work collaboratively to address the school recommendations of the review. In 2013, materials on the Standards were developed and are available at [Australian Government Department of Education and Training](http://education.gov.au/disability-standards-education) website. Engagement occurred on the development of material through the Joint Working Group to Provide Advice on Reform for Students with Disability, the More Support for Students with Disabilities Implementation Working Group and the former Schools Disability Advisory Council. |
| The Early Years Learning Framework is a national curriculum framework implemented as part of the National Quality Framework (NQF), which commenced on 1 January 2012. The Early Years Learning Framework is inclusive, recognises the diverse abilities and needs of individual children, and provides early childhood educators with a framework to help plan for individual children’s needs within a group setting. A review of the NQF is being undertaken by the Australian Government and all state and territory governments in 2014. The review will ensure the goal of improving quality in education and care services is being met in the most efficient and effective way; whilst in scope, the Early Years Learning Framework is not central to the review. |
| The current National Assessment Programme – Literacy and Numeracy (NAPLAN) testing regime ensures students with disability can participate through adjustments to support their access to the tests. Adjustments for students with disability for NAPLAN testing should be determined in accordance with the National Protocols for Test Administration on a case by case basis by the school together with the parent/carer and relevant test administration authority to ensure adjustments are made to reflect adjustments in their classrooms. Examples of the application of these adjustments can be found in a set of ‘scenarios’ is available at [National Assessment Programme website](http://www.nap.edu.au).The Australian Government is also committed to ensuring the needs of all students are taken into account in the design of moving NAPLAN online. The Australian Curriculum Assessment and Reporting Authority is currently investigating how the needs of students with disability can also be taken into account in the development of NAPLAN adaptive online testing |
| As of May 2014 five cohorts of participants have graduated from the Leaders for Tomorrow Programme.The Leaders for Tomorrow programme ended on 30 June 2014. Over 200 people with disability participated in the programme. This programme encouraged people with disability to take active leadership roles in business, community and government, or in their chosen field of interest through mentoring and leadership development opportunities. Leaders for Tomorrow participants have become better equipped to contribute as leaders in Australia’s future. Most of the key performance targets for the programme were met or exceeded. |
| The Australian Government Department of Education and Training’s Higher Education Disability Support Programme (DSP) helps remove barriers to higher education for students with disability by funding eligible universities for some high cost educational support services and equipment, by encouraging universities to attract and support students with disability, and by funding the Australian Disability Clearinghouse on Education and Training (ADECT) website. The ADECT provides information and resources on inclusive teaching and learning practices for people with disability. In 2012, nearly 6,000 students with disability accessed equipment and educational support made available by DSP funding. |
| **New South Wales** | The NSW Government Department of Education and Communities provides a wide range of services and programmes that support more than 90,000 students with disability in NSW public schools K–12. Around 80 per cent of students with disability are enrolled in mainstream classes and schools, reflecting the preferences of their parents and carers.  |
| The NSW Government Department of Education and Communities has, since 2012, provided all 2,091 mainstream NSW Public Schools with a specialist Learning and Support Teacher allocation to work directly with students with additional learning needs and their classroom teachers. |
| Between 2013 and 2014, more than 44,000 principals, teachers and support staff in NSW public schools completed new accredited training on the *Disability Standards for Education 2005*. Between 2011 and 2014 more than 10,500 staff completed accredited training to extend their knowledge and skills in supporting the education needs of students with disability. |
| TAFE NSW is supporting the transition of students with disability into vocational and other training. In 2013 approximately 57,000 enrolments (or 10 per cent of total enrolments) were students with disability. In 2013 almost 16,500 students with disability (or over 7 per cent of total graduates) graduated from TAFE NSW. TAFE NSW is currently working with the non-government sector to increase apprenticeship opportunities for people with disability and provide pre-apprenticeship training. |
| **Victoria** | The Abilities Based Learning and Education Support (ABLES) resource for students with disability has been provided to all Victorian Government schools. Professional learning to support use of this tool is now available for schools. A project has started to adapt ABLES tools to support transition to school for children with disability.  |
| Fifteen schools have had additional training and staffing to better meet the learning and development needs of children and young people with autism spectrum disorder. Autism spectrum disorder: planning successful transitions now has an early childhood module. Early childhood intervention professionals have received training to deliver workshops to early childhood professionals and parents throughout Victoria. |
| Victorian Government schools can access a range of professional learning opportunities online including Inclusion Online (‘Understanding autism spectrum disorders’, ‘Speech, language and communication needs’, ‘Dyslexia and significant difficulties in reading’ and ‘Hearing loss’). As at August 2014 the Inclusion Online training had been completed by more than 5,300 school staff. |
| Stage two implementation of the Nationally Consistent Collection of Data on School Students with Disability is underway in Victorian Government schools. Currently, 75 per cent of Victorian Government schools and a number of schools in the non-government schooling sector are involved. Implementation of stages two and three with all Victorian Government schools participating in the data collection will take place by 2015. |
| Strengthened Pathways Planning was developed by the Victorian Government Department of Education and Training and aims to prepare young people with disability for a successful future beyond school. It includes four customised resources: Engaging parents in career conversations framework, career action plans, R U Ready Student Profile and Workplace learning. These resources are now available on the Victorian Government Department of Education and Training website. |
| Every year 200 young people with disability are supported to develop work-related skills through the Transition to Employment (TTE) programme. TTE has continued to offer support for young people with disability who are transitioning from school to work or training as part of the Futures for Young Adults (FFYA) programme. Guidelines for FFYA and TTE for young people with disability are currently being reviewed and updated. |
| The learning resource *Disability Standards for Education 2005* is available online to all Victorian Government schools with a module directly targeting educational leaders. This has been undertaken by over 1,300 teachers in Victorian Government schools since June 2013. |
| Funding was provided for: * a pilot of a Fast-Track leadership development programme for 18 people with disability
* one Williamson Community Leadership Programme disability scholarship
* a Disability Leadership Community of Practice
* LEAD Barwon.
 |
| **Queensland** | In 2013, Queensland implemented online resources to raise awareness of vocational education and training (VET) educators and VET managers about the Inclusive Learning Framework. A suite of comprehensive inclusive practice training modules for VET educators and VET managers and administration staff was also developed and implemented in 2014. |
| Following the 2011 review of supports available for children with disability, the Specialised Equipment and Resources Programme for Kindergarten Services 2012-2015 was implemented.This programme provides specialised equipment and resources as well as professional support for inclusive practice and enhanced educational outcomes for children with disability. The Disability Support Funding Programme available to approved sessional kindergarten providers to support children with disability continues to be implemented. This programme provides kindergarten services with a grant per child with a diagnosed disability, to assist that child’s inclusion in an approved kindergarten programme. |
| In 2013-2014, through the More Support for Students with Disabilities National Partnership, Queensland has:* provided support to school principals and school leadership teams to strengthen teachers’ ability to assist students with disability and continue to build more inclusive schools through a focus on excellence in achieving the Disability Education Standards
* supported school staff to assess the current learning level of students with disability, adapt the teaching curriculum to suit their current level of ability, and report on student progress
* strengthened teacher aides’ skills in supporting students with disability, including teacher aides working as educational interpreters for deaf/hearing impaired students
* provided an online planning tool for managing data related to students with disability
* developed two centres of expertise in the educational needs of students with Autism Spectrum Disorder to provide expert support to schools
* developed a mental health hub of capability to provide support to schools in supporting students’ mental health and wellbeing
* developed training for teachers to strengthen their skills in the use of assistive technology in the classroom.
 |
| All teachers and students in Queensland state schools and TAFE Institutes were provided with access to a range of web-based teaching and learning resources, compliant with the Queensland Consistent User Experience Standard that can be used and adapted for those with diverse abilities. Further information about the Standard is available at the [Queensland Government Web Centre website](http://www.qld.gov.au/web/cue/). Work was done to develop and promote the potential of mobile devices to support training delivery specifically to assist in the development of foundation skills and to enhance accessibility for learners. This included launch of the QSchools app; the online VET resource *Love Apptually: Apps to support learning*; and provider, teacher and student participation in a professional learning webinar series promoting use of apps for mobile devices. |
| In October 2012, the former Queensland Minister for Education, Training and Employment released vocational education and training (VET) *Inclusive Learning: A Way Forward* – response to the national aspiration for an equitable and inclusive VET system. Under the pre-qualified supplier (PQS) framework, inclusive practice must be evidenced by (a) staff engaging in regular professional development to attain relevant knowledge and skills, and (b) inclusive practice principles applied to its training and assessment practices to support the different needs of learners. |
| Since 2012,*My Future: My Life* has delivered a Queensland Government early intervention strategy to assist young people with disability in years 11 and 12 plan their future career goals such as employment, education and/or community participation. *My Future: My Life* has been extended to assist students at an earlier age from year eight to commence planning and trialling options for their future. In addition more than 350 students with disability who finish school in 2014 have been offered school supports to transition from school to young adulthood through Support for School Leavers. |
| On 8 June 2013, the Queensland Government released *Great skills. Real opportunities*. a five-year action plan to reform the state’s further education and training sector. The release of the 2014-15 Annual VET Investment Plan (the plan) builds upon the *Great skills. Real opportunities.* as it focuses government investment in training to meet the skills needs of industry and the economy, and enables Queenslanders to be trained for current and future employment opportunities. From 1 July 2014, the Queensland Government Department of Education and Training (DET) implemented:* Certificate 3 Guarantee - provides eligible Queenslanders access to a government subsidised training place in priority training areas. Learners with disability are concessional students under the programme. The government pays a higher subsidy rate to encourage and support participation by concessional learners. For learners that require additional support the Certificate 3 Guarantee programme offers lower level qualifications and foundation skills training.
* Higher Level Skills programme – provides eligible Queenslanders with access to a subsidised training place in selected Certificate IV and above qualifications, or priority skill sets critical to productivity in the workplace. The programme aims to assist individuals to secure employment in a critical occupation, progress in their chosen career or transition to university to continue their studies.
* The apprenticeship system in Queensland – has been made more flexible and attractive for all Queenslanders. To boost the uptake of apprenticeships, the Queensland Government has committed $86 million to deliver 10,000 additional apprenticeships over six years.
 |
| Aligned to the fully contestable training market, Skills Disability Support (SDS) was implemented on 1 July 2014, replacing the vocational education and training (VET) Disability Support Service. SDS provides registered training organisations pre-approved as pre-qualified suppliers (PQS) by Queensland Government Department of Education and Training, with access to specialised equipment, software and services to assist their learners. SDS leverages the opportunities in the reformed VET sector by providing state-wide support to almost 500 PQS increasing learner choice of training location and the provision of support. |
| The Queensland Government Department of Education and Training provides training as required to support the use of assistive technologies through the Skills Disability Support (SDS) service which commenced 1 July 2014 (replacing the VET Disability Support Service). |
| Improved access to information for students and families of students with disability through the updating of the Queensland Government Department of Education and Training disability website to be released in 2015 and the updating of other key documents including:* *Education for children with disability – a guide for parents*
* *Transition to post-school for students with disability*
* *Autism Spectrum Disorder – Online Resource Transition Package*.
 |
| The Queensland Government Department of Justice and Attorney-Generalprovides literacy and numeracy education to all eligible prisoners. Education is provided through contracts with external registered training organisations who adapt the programmes to suit the needs of individual participants, including those with disability. |
| **Western Australia** | A Family Leadership forum held in 2012 brought together families of people with disability to explore family leadership including families leading each other and families influencing and leading systemic change. The event was supported by the Western Australia Government Disability Services Commission which also provided grants supported by Developmental Disability WA to promote and develop family to family support and family leadership. For example, a mentoring project for family to family support at times of critical need was trialled at the Angelman Syndrome Association WA (ASAWA). |
| The Western Australia Post-School Options programme for school leavers with disability was revised. A localised approach of supporting school leavers by connecting individuals with their local area coordinator to examine pathways from school into employment or other activities has been established. In its first year, anecdotal feedback was the process was easier to use and much more beneficial as a result of the enhanced relationship approach. |
| Many people with disability experience personal and social benefits by being involved in cultural and arts activities. The fourth International Arts and Health Conference was hosted in Fremantle in 2012 and, for the first time, featured inclusive pre-conference arts workshops for people with disability and a range of disability-related conference presentations. |
| The first curated art exhibition for artists with disability in Western Australia, *Here&Now13*, was held at the Lawrence Wilson Art Gallery at the University of Western Australia in July 2013. It featured the development of 11 established West Australian artists with disability. An emerging curator – selected and inducted in New York under the Western Australia Government Department of Culture and the Arts emerging curators programme – coordinated the development and mentoring of artists and the exhibition programme. |
| The Western Australia Government Disability Services Commission coordinated a School to Adult Life Transition Interface Committee (SALTIC) to improve the supports available for students with disability to transition from school to adult life. The aim was to provide information or resources to assist teachers, students and families to understand pathways to post-school education and employment options and ways to prepare for this transition. SALTIC comprised representatives from high schools, post-secondary education, disability employment agencies, Australian Government funding bodies and the Commission, and focuses on improving communication between agencies and problem-solving common issues. |
| **South Australia** | South Australia has developed the Better Pathways programme to improve educational outcomes and post-school transition for eligible students with disability and learning difficulties. The programme assists young people to plan effectively for their transition from school and connects them to the appropriate aspirational pathways. It also promotes service collaboration between schools, disability and health services, and further education and training agencies. To date over 325 young people with disability have registered with the programme.  |
| The South Australian Government’s Skills for All initiative commenced in July 2012 and aims to increase the number of South Australians undertaking training and gaining employment. Vocational education and training (VET) students with disability are a key target for Skills for All Learner Support Services, being trialled for a three year period from 2011-12 to 2013-14. Learner Support Services provides case management support to VET students with complex barriers to sustain and complete their training. In the first year there were 9,400 course enrolments by students with disability enrolled in VET, a 38 per cent increase when compared to the previous year. Across 2011-12 to 2012-13, 1,215 people were provided with Learning Support Services, of which 35 per cent of those supported were students with disability. |
| TheAbilities for All programme was established by the South Australian Government in partnership with Bedford Group and Community Centres SA, supporting people with disability to complete accredited qualifications and to gain employment. The programme achieves a 90 per cent completion rate and in late 2012 Abilities for All won the Community Pathways to VET Award at the Australian Training Awards. In 2012-13, more than 160 people with disability graduated through the programme. |
| The South Australian *youth***connect** grants are for initiatives that support young people aged 17-19 years with disability to transition from school to post-school training, education and/or employment. As part of this initiative, the Leaping Out project was developed to provide a resource kit to support young people with significant disability in transitioning from school. The resource kit was trialled with success, assisting 20 young people with disability who transitioned from school at the end of 2013 and their families*.*In 2012-13 a Community Benefit SA grant was awarded to the Cora Barclay Centre to support a weekly pilot programme Foundations for Learning which aims to prepare children for school while also supporting parents through mentoring, peer networking, education and access to resources. |
| The South Australian Government Department for Education and Child Development 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 2013-14, 3,703 preschool children with special needs and/or disability received additional support while 14,760 students in primary and secondary schools with disability received additional resourcing through the Disability Support Programme. Ten new options were established within mainstream primary and secondary schools within South Australia, including autism intervention programmes, disability units and special education classes.  |
| **Tasmania** | The Tasmanian Government has established an independent taskforce to examine current provision and support for students living with disability; review evidence based research, and make recommendations to improve the educational support provided to these students and their families.The Ministerial Taskforce – Improved Support for Students Living with a Disability will review current guiding principles, educational practices and models of delivery at state, national and international level, particularly in relation to: * parents being able to choose the right school for their child;
* learning strategies and the provision of education materials;
* how best to report on educational outcomes for students with disability;
* disability awareness training for teachers; and
* transitional planning.

The Taskforce will identify the strengths of current models of delivery and identify areas for improvement that are supported by evidence based practice and reflect efficient use of resources.  |
| The Tasmanian Government, through the More Support for Students with Disabilities National Partnership, has been able to provide:* Training for all school staff to improve understanding of their obligations under the *Disability Standards for Education 2005* and how to meet those obligations.
* Training for teachers to build their skills in special education.
* Assistive technology to support the teaching and participation of students with disability.
* Training for teachers to strengthen their skills in the use of assistive technology within the classroom.
* Additional support for students with disability to transition effectively between the stages of schooling and/or from schooling into further education, training or employment.
* Support for the implementation of the Nationally Consistent Collection of Data on School Students with Disability.
 |
| Tasmania, in collaboration with other state jurisdictions and the University of Canberra, have developed a number of online interactive learning modules on the *Disability Standards for Education 2005*, outlining responsibilities and implications for school practice. The modules available to schools are:* Early Childhood – prior to full time school;
* Early Childhood – school;
* Primary Schools;
* Junior Secondary schools;
* Senior Secondary schools;
* Educational Leaders;
* Educational Assistants; and
* Parent and Communities (will be released early in 2015).

These modules have been used through principal networks and with school staff. This eLearning is targeted to meet the different learning needs of key client groups (school teachers and administrative staff, educational leaders, and parents and caregivers) with a common core of content material and is designed to develop the learners practical skills and strategies in regard to meeting the Disability Standards for Education through interactive, experiential learning such as scenario-based problem solving. The resource is designed so that learning can be delivered at several levels to meet the needs of individual participants, schools and system authorities. At the end of 2014, 4,792 Tasmanian Government Department of Education staff had enrolled in and completed online modules. |
| The Empowering Diversity in our Schools programme was offered over a number of years for school leaders and aspiring leaders. This programme focused on current research and practice that builds inclusive school cultures linked to the school improvement agenda; the implementation of the Disability Standards for Education; the use of the tool *The Index for Inclusion;* and work relating to the effective use of support staff and paraprofessionals in inclusive schools. In addition, four days of professional learning have been provided to support teachers in each school to enhance their capacity to personalise teaching and learning programmes through the Australian Curriculum for students with disability. |
| A license has been purchased that allows all staff within the Tasmanian Government Department of Education to access a range of online professional learning modules across a range of disability areas. Twenty-three staff including specialist support staff and class teachers were trained as facilitators to support the use of online disability modules within schools in 2012. Since then using the cascade model the number of facilitators has increased to 52 with a number of staff having undergone training to facilitate multiple modules. To date, there have been 933 enrolments in modules. These modules are: * Managing behaviour difficulties
* Dyslexia
* Speech and language communication
* Autism spectrum disorder
* Motor coordination
* Vision Impairment
* Hearing loss.
 |
| Professional learning has been provided for Tasmanian Government Department of Education staff in the use of assistive technologies for communication and literacy development for students with disability.* Staff in each Learning Service have been offered iPads in education training courses to facilitate greater understanding regarding the use of iPads in educational settings.
* Specialist training was provided to vision resource teachers to enhance the knowledge and skills of this group in the use of the technologies.
* All teachers of the deaf have attended a two day workshop to support their understanding of the use of iPads in support of students with hearing impairment.
* Specialist communication apps were provided to 93 students across the State.
* Sixty-eight speech and language pathologists undertook training in the use of communication apps with non-verbal students.
 |
| The Tasmanian Government has provided additional assistive technologies for students with disability. Current technology is being used to support students with disability in both special and mainstream schools to access and engage in the broader curriculum but especially in literacy learning and augmented communication.Over 1,000 iPads have been purchased and allocated for individual student use; 14 interactive whiteboards were allocated to special schools and a range of assistive technologies were purchased for students with vision impairment in mainstream schools including Braille display devices, iPads, portable magnification devices and upgraded JAWs and Duxbury licenses. Additional iPads were also provided to a number of students with hearing impairment.  |
| The Tasmanian Government is encouraging the development of Individual Education Plans (IEPs) for students with disability. All schools have developed IEPs for students with disability and those with high and additional learning needs. Staff have been provided with training and support to develop IEPs in line with Australian Curriculum. A Curriculum Officer, Students with Disabilities has been appointed to support staff in their understandings and facilitate professional learning relating to the development of IEPs.  |
|  | The Tasmanian Government Department of Education has developed a suite of “Good Teaching” resources to support staff. To date there are four booklets in the series with a fifth due for release early in 2015. * Quality Assessment Practices Guiding Learning
* Differentiated Classroom Practices Learning for All
* Curriculum Mapping and planning for Learning
* Inclusive Schools - Disability Focus.
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| A pilot autism specific satellite unit has been initiated to provide students with autism the best opportunities to learn and reach their full potential while still being included in a mainstream school environment. A purpose built classroom has been constructed within an existing primary school site and a professional learning programme has been implemented with all school staff in relation to Autism Spectrum Disorder. |
| **Australian Capital Territory** | In 2012 Disability ACT, in partnership with the ACT Government Education and Training Directorate, trialled the first phase of the Everyone Everyday Disability Awareness programme in seven primary schools across the ACT. Following the pilot an evaluation was undertaken by the University of Canberra and a second expanded trial was conducted. The programme, which is a teaching resource for primary schools, promotes inclusion and the important role each individual has in taking action to create inclusive communities. The programme is linked to the Australian Curriculum and consists of 35 lessons, comprehensive teacher notes and additional classroom and whole school resources. By the end of the 2013 school year, Everyone Everyday had been implemented in 10 schools involving 86 teachers and 2,769 students. An additional five schools implemented the programme in Semester 2, 2014. Professional development sessions using the Everyone Everyday resources have been provided to 232 teachers in both participating and non-participating schools. The Everyone Everyday programme was announced as a finalist in the 2014 National Disability Awards. |
| The ACT Government Education and Training Directorate has developed the ACT Engaging Schools Frameworkas the key platform for including students with disability. The framework describes four underpinning principles and four areas of good practice that all ACT public schools can use to become more engaging places for students. The underpinning principles are: ensure every student belongs to their school; engage everybody; focus on success; and respond to context. The four areas of good practice are: strengthening relationships; valuing, understanding and having high expectations of every student; and building an engaging school culture.Network Student Engagement Teams in each school network have been established to support schools to meet the diverse needs of students. This includes a Disability Education Partner in each team. Training packages for Learning Support Assistants (LSAs), with a discrete disability component, are finalised and are being delivered.The Directorate has had a focus on building the capacity of staff in schools to support students with disability to access and participate in education on the same basis as their peers. The Directorate has collaborated with the University of Canberra to develop online learning packages for the *Disability Standards for Education 2005* for staff in all ACT public schools. The online learning supports improved understanding of legal obligations of education providers to make reasonable adjustments for students with disability in schools. A total of 1,010 staff have completed the online learning modules. This model has been adopted across other states and territories.In addition: * over 440 teachers have completed a series of Disability Education Online Learning Programmes, with another 420 in the process of completing
* all 86 public schools have a Disability Education Coordinator in place
* 98 per cent of ACT public school students with disability accessing special education in mainstream and specialist schools had Individual Learning Plans (ILPs) developed including Transition Action Plans that detail transition and careers support
* the Directorate has partnered with ACT Health in the Healthcare Access at School programme to support school attendance for students with complex healthcare needs, many of whom have disability.
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| In 2013, the ACT Government provided further resources to support students with disability to develop their post-school vocational, learning, social placement and volunteering opportunities. For school leavers with high and complex needs who graduated between 2008-2013 prioritised access to grants enabled them to increase their post-school engagement and opportunities. A total of 65 school leavers were provided with resources to purchase additional supports and services intended to increase their opportunity to meaningfully engage in aspects of community life including vocational, financial, social and recreational.  |
| **Northern Territory** | The Northern Territory Government has introduced a Computers for the Community Programme which supports community organisations in the Northern Territory by gifting surplus computer equipment. This initiative provides support for education, training and skills development for people with disability and it also supports organisations to deliver support services for people with disability. The equipment is provided on the condition that it must be consistent with the recipient’s core community activities and will ultimately benefit people with disability, their families and carers. The scheme takes into consideration equity issues and acknowledges the claims of socially and economically disadvantaged groups and individuals. Northern Territory community organisations that have been assisted to date include: Down Syndrome Association of the Northern Territory; Brien Holden Vision Institute; Kintore Street School; Arthritis Foundation NT; Alzheimer’s Australia NT; Top End Mental Health; Riding for the Disabled Alice Springs; and DeafNT.  |
| The Northern Territory Government’s Equity Training Grants provide resources targeted at increasing training and employment opportunities for a range of equity groups including people with disability. The programmes funded under these grants are designed to improve training and employment outcomes of disadvantaged groups in the Northern Territory and utilise links to exiting services, establishing partnerships and collaborative arrangements with key stakeholders. The programme outcomes differ and are dependent on its design, however, the aim is to equip vulnerable people, including those with disability, with base skills to enable them to undertake further training or gain employment. |
| The Northern Territory Government provides funding for Apprenticeship/Traineeship and Skills Development Training for people with disability and people working in the disability care industry, through educational facilities and on-the-job training. This training directly benefits people with disability. The training outcomes data is collected annually. |
| The Northern Territory Government is working with schools to modify curricula for students who require not only a life skills focus but to allow assessment modification for students looking at further education. The intent is to link students with disability with specific National Disability Coordination Officers across the country through the Individual Transition process to assist in the transition into further education. This will assist students entering further education and also provide the support they will require in the future. |
| The Northern Territory Government is reviewing the Australian Curriculum to align appropriate curriculum, monitoring processes and ensure resources are available for all students with disability. A curriculum framework document is being drafted to align the Australian Curriculum with specific resources to assist teachers track the progress of all students with disability. This resource is still in the development phase. It focuses on students with disability who progress slowly through curriculum milestones.  |
| The Northern Territory Government has developed professional learning for the *Disability Standards for Education 2005*. The Northern Territory Government is continuing its negotiations with the University of Canberra to acquire a quality product and all schools across the Northern Territory are encouraged to plan for this professional learning in 2014. In addition, a Moodle (online) course has been developed ready for implementation in 2014.  |
| The Northern Territory assists young people aged 15-21 to transition from education to employment and provide training from 15 years onwards. Through Individual Transition Plans, students and families are given the opportunity to consider all aspects of adult life from an early age by being introduced to agencies and people who will have a key role in their future. The Individual Transition Plan process ensures students are introduced to disability employment agencies, training organisations and representatives from further education, to discuss pathways on an individual level. They learn what support is available and can make an informed choice.  |
| In the Northern Territory, schools may apply for Remote Schools Pathway grants to build a social enterprise, self-employment and community participation programmes within rural and remote communities. Successful programmes provide students with an opportunity to access meaningful programmes each day after school. Students with disability develop in all aspects, as contributing members of the community, enabling their family members to continue with their own day-to-day activities.  |

## Table 6: Health and wellbeing

| **Jurisdiction**  | **Outcome 6 Achievements and Outcomes** |
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| **Commonwealth** | The Australian Government Department of Health has been working with Medicare Locals to ensure that the Board membership is representative of the broader community demographic, including the increased representation of people with disability on universal health bodies.All Medicare Locals are required to complete an annual needs assessment of their communities, which includes consulting with a wide range of primary health care providers and the community including people with disability and their sector representatives. From 1 July 2015, Medicare Locals will be replaced with a smaller number of Primary Health Networks (PHNs) who will be responsible for improving patient outcomes in their local areas by ensuring that services across the primary, community and secondary sectors align and work together in the interest of patients.  |
| The Australian Government Department of Veterans’ Affairs has released a 10-year Veteran Mental Health Strategy 2013-2023 to guide the provision of mental health care to support veterans and their families. The strategy was developed in consultation with the veteran and ex-service community and a public consultation process was also undertaken. The strategy aims to improve the quality of life for members of the veteran and ex-service community through a person-centred approach to preventing mental illness if possible, recovery from mental illness if it does occur, and optimising mental health and wellbeing.  |
| In June 2013, the Australian Government Department of Veterans’ Affairs commenced a telemonitoring trial using broadband and wireless internet technologies to enable eligible veterans and war widows/widowers with chronic conditions to have their vital health signs monitored regularly. The purpose of the trial is to assess whether early clinical intervention will support participants better in the community and allow them to stay in their own homes for longer, and that the technology can be incorporated into the current general practice model of care. The trial will recruit up to 300 participants who live in specific sites across Queensland, New South Wales and Victoria. The trial will conclude in June 2015. |
| The Australian Government Department of Human Services continues to pay Medicare benefits for services provided under the Cleft Lip and Cleft Palate Scheme and Better Access Initiative for people with Chronic Disease Management Plans.The Department educates health providers on new initiatives and the correct billing of Medicare to assist with determining eligibility for Medicare benefits when providing treatment to patients including people with disability. |
| The Australian Government Department of Health’s Hearing Services Programme supports research that contributes to the development of improved policies and service delivery and/or better identifies the needs of the community in relation to hearing loss. In 2014, funding was provided for research projects investigating work-related hearing loss and early indicators of noise induced injury. Further hearing loss prevention research proposals were invited by the Department through the National Health and Medical Research Council funding schemes for Centres of Research Excellence, Project Grants and Partnership Project grant schemes. Successful applicants will be announced in late 2014.To date, funding has been allocated to 17 Hearing Loss Prevention projects; 10 of which have been completed and seven that are due for completion between June 2016 and 2017. Outcomes of completed projects are reported on the Australian Government Department of Health and HEARing Cooperative Research Centre websites. |
| The Australian Government Department of Health is working to reduce the impact of Foetal Alcohol Spectrum Disorders (FASD) through provision of better diagnosis and management, development of best practice interventions and services to support high-risk women through the implementation of key measures under the National FASD Action Plan. |
| **New South Wales** | In 2011, NSW Health developed a tool for gathering information when people come to hospital to receive treatment, in order to better plan their discharge from hospital. This tool is particularly relevant for people with disability as it gathers information on self-care needs and highlights potential risks. The tool, as part of the Care Coordination: Planning from Admission to Transfer of Care in NSW Public Hospitals Policy, will be reviewed in 2016. |
| NSW Health is working with NSW Government Department of Family and Community Services and the non-government sector to provide stable and secure accommodation for people with mental illness through the Housing and Accommodation and Support Initiative. NSW has funded over 1,100 packages including 100 packages for Aboriginal people.  |
| The NSW Government Ministry of Health and Transport for NSW are examining ways to collaborate to improve the provision of non-emergency health-related transport. NSW Health is implementing the Non-Emergency Patient Transport trial in Northern Sydney and an improved booking system spanning the Hunter to Illawarra in 2014.  |
| A centralised booking and dispatching service for Non-Emergency Patient Transport (NEPT) services is being implemented to reduce delays and improve coordination of transport fleets. NSW Government Ministry of Health implemented the NEPT Greater Metropolitan Booking Hub in Parramatta in May 2014. Northern Sydney and Central Coast Local Health Districts (LHDs) will transition NEPT booking and scheduling functions to the Booking Hub from mid-August. It is planned that all greater metropolitan LHDs will transition by early 2015. |
| **Victoria** | Funding has been allocated for the new 42-bed rehabilitation unit for people with a severe acquired brain injury at Caulfield Hospital. The Acquired Brain Injury Rehabilitation service opened on 5 September 2014. |
| A range of cancer screening activities and initiatives have been undertaken, including resource development, training for health and support workers, and initiatives to encourage screening by people with disability. |
| The Victorian Government Department of Health and Human Services worked with Medicare Locals around shared priorities, including improved coordination of services and clearer clinical pathways. The Department is now working with the Australian Government on the transition to Primary Health Networks to ensure that good work, including work addressing service fragmentation, currently underway is not lost. |
| The Mental Health Community Supports Services and Alcohol and other drugs recommissioning was implemented in 2014. Both have a central intake, assessment and planning function for each catchment, which will assist earlier identification and improved access to the right treatment for people with a mental illness, substance use issues and disability. In Services Connect sites each person or family has a comprehensive needs identification completed and works with the Services Connect Key Worker to develop a plan that identifies their goals and the actions required to achieve these goals. Additionally, the Service Connect Key Worker helps people build their capabilities to improve their lives. |
| The data collection for the second Victorian Population Health Survey of People with an Intellectual Disability has been completed. The data is being analysed. |
| The Primary Care Partnerships (PCP) programme logic includes community and consumer empowerment, through which PCPs are required to support agencies to deliver person-centred models of care, implement strategies that build consumers’ capacity to engage with services and ensure access to appropriate information. The Victorian Government Department of Health and Human Services is currently working with Deakin University on the Optimising Health Literacy in Victoria – Health Literacy project, which has developed a toolkit for identifying the health literacy needs of a local community and implementing responses. |
| The Centre for Developmental Disability Health Victoria has been contracted by several Primary Care Partnerships to provide training to GPs and community health services about the health conditions relevant to people with disability. GPs and health providers have attended information sessions on how to best use the Medicare Benefits Schedule for people with disability. An annual integrated chronic disease forum raises awareness of GPs and health services about health conditions relevant to people with disability. |
| **Queensland** | The Comprehensive Health Assessment Programme (CHAP) enables improved identification and documentation of health needs of adults with an intellectual disability. CHAP is available to every adult with an intellectual disability in Queensland who receives a Disability Services delivered or funded service. CHAP has been developed by the Queensland Centre for Intellectual and Developmental Disability as a downloadable two-part book completed by individuals, family members, carers, GPs and staff of government and funded non-government service providers on behalf of a person with an intellectual disabilityFurther information is available at [Queensland Government Department of Communities, Child Safety and Disability Services website](http://www.communities.qld.gov.au/disability/support-and-services/for-service-providers/service-initiatives/comprehensive-health-assessment-program-chap). An evaluation of CHAP showed there are positive benefits of using a health assessment tool for adults with an intellectual disability. Individuals in this cohort often have a reduced lifespan and a number of unrecognised or poorly managed medical conditions, inadequate health promotion and disease prevention. CHAP has substantially increased GP attention to the health needs of adults with intellectual disability and has resulted in more disease detection.As at October 2014, 240 approved non-government funded providers are registered to access CHAP. Each of these organisations may provide the current version of the tool to all their adult clients with an intellectual disability. The tool has the potential to reach a large number of clients, across the state, and improve health outcomes.  |
| The Joint Action Plan: Transition of long-stay younger people with disability from Queensland public health facilities is a joint initiative of the Queensland Government’s Department of Communities, Child Safety and Disability Services, the Department of Health and the Department of Housing and Public Works. The plan supports the transition of people with disability aged 18 to under 65 years out of Queensland public healthcare facilities to community living options with appropriate supports over five years, wherever possible. The plan was approved in September 2013 and commits departments to work collaboratively to address this issue. Person-centred planning through the Joint Action Plan will support younger people with disability and their family members to prepare for the National Disability Insurance Scheme.  |
| In 2011 Metro North Hospital and Health Service (HHS) developed the Disability Services Systems Interface Action Plan to improve the transition of young people with disability from public health settings to appropriate community accommodation in the Metro North HHS area.An interface protocol has been in use since 2009 and is designed to improve coordination, facilitation and transition points between health, community, aged care and disability service systems. Procedures underpinning the protocol outline a standardised approach for the management and case coordination of adults with disability who are inpatients of Metro North HHS acute and subacute facilities. The principles behind the protocol and approach to managing this client group have been adopted at state level as part of the Joint Action Plan between the Queensland Government’s Department of Health, the Department of Communities, Child Safety and Disability Services and the Department of Housing and Public Works.  |
| In October 2013, the Cairns and Hinterland Hospital and Health Service (HHS) implemented the Far North Queensland Transition Project with the support of Queensland Government funding. The project was established to transition 13 high care younger people with disability from hospitals in the Far North Queensland region, using a brokerage model, in which a non-government organisation acts as a broker of services and as a case manager. A key focus is on building the cultural capability of services to Aboriginal and Torres Strait Islander people to ensure more long-term sustainable patient outcomes. The project is supported by a steering committee of relevant government departments and the Public Guardian.  |
| **Western Australia** | At the end of 2012 Western Australia established a Disability Health Network. The network joins 17 other health networks which provide opportunities for health professionals, consumers and carers to connect and share information and knowledge to improve health outcomes for people in Western Australia. Two co-leads were appointed for the network and a network executive advisory group was established to represent the views of a wide range of stakeholder groups. There was also agreement to pilot a disability liaison officer model in an adult tertiary hospital. The officer will assist health consumers to engage with health practitioners as they negotiate the hospital and health systems. |
| The Western Australia Government Disability Services Commission works closely with the Western Australia Government Department of Health and Mental Health Commission to take a holistic view of health and wellbeing of people with disability. Progress in this area includes a Memorandum of Understanding with the Mental Health Commission to deliver psychosocial supports and services as part of the Western Australia NDIS My Way trial, establishment of a disability liaison officer role at some tertiary hospitals and establishment of a Dual Diagnosis Working Group to ensure a collaborative and complementary approach to supporting people, their families and carers |
| **South Australia** | In May 2013, South Australia expanded the Mental Health Community Visitor Scheme (established in 2011) to protect the well-being and rights of people with disability who live in state-funded disability accommodation. As part of the Disability Community Visitor Scheme (CVS), a team of volunteers conducts visits to disability accommodation sites once a month and on request to promote the proper resolution of complaints, advocate for individuals’ rights and refer issues of concern to relevant people or agencies.In May 2013, the *Disability Services (Community Visitor Scheme) Regulations 2013* came into effect, providing the legal basis for the Scheme’s operation in the disability accommodation sector. It is estimated that approximately 2500 people with disability will benefit from the Scheme. |
| The South Australian Government has awarded a range of grants to not-for-profit community agencies across the state that aim to enhance the health and well-being of people with disability. One innovative example is in 2013, a *youth***connect** grant contributed to the WHISPA Life Skills project to enhance the life skills, connectedness and well-being of up to 90 young people with hearing impairment throughout the State. The project particularly targets young people who are geographically isolated, disengaged and who have poor social and emotional wellbeing. |
| The South Australian Government is ensuring the timely, appropriate discharge of people with disability from acute care settings to the community. SA Health, in partnership with the South Australian Government Department for Communities and Social Inclusion, has implemented Disability Transition to Community (DTC) funding to support the safe and timely discharge of people with disability from public acute care settings to appropriate supported accommodation in the community. At 30 June 2014, 182 people with disability had been supported to discharge from the acute care hospital sector to the community since the programme’s commencement in May 2010.  |
| **Tasmania** | The Tasmanian Government Department of Health and Human Services, with the assistance of the Minister’s Disability Advisory Council and the University of Tasmania has developed a series of video interviews of people with disability and their experiences within the health care system.The nine video vignettes developed as part of the Disability Awareness Project will be used as a teaching tool with health professionals and undergraduate students to improve the way in which people with disability are cared for within the Tasmanian health system. Support material, including interview transcripts is being developed to accompany the videos to enable self-directed learning. |
| **Australian Capital Territory** | ACT Health enhanced access to aids and equipment through improvements to the ACT Equipment Scheme which is providing access to a range of equipment for eligible Canberrans. Support is available for permanent residents of the ACT with long term illness or disability to assist them to live safely at home and in the community. In 2008 the ACT Government undertook a review of the ACT Equipment Scheme and implemented recommendations to strengthen access to the programme. Key outcomes include the establishment of an equipment mobile repairs and maintenance service to provide improved access for clients with high need to enable a timely response for repairs and to ensure ongoing servicing and maintenance to ensure longevity of funded equipment, increased financial support and establishment of equitable eligibility systems. |
| The ACT Government Community Services Directorate and ACT Health are continuing to work together to develop and implement more effective ways to support people with disability living in government provided and supported accommodation requiring hospital treatment. A policy and procedures manual was developed in December 2013, outlining the roles and responsibilities of all ACT Health and Community Services Directorate staff when caring for people with disability who are admitted to hospital. The initiative assists in the provision of care to people with disability who are living in Disability ACT supported accommodation and who require a planned or unplanned admission to hospital.  |
| **Northern Territory** | In 2013 the Greater Northern Australia Regional Training Network (GNARTN) undertook a project to map and describe the clinical tasks that are or could potentially be safely skill shared within rural and remote multi-disciplinary teams. Katherine Hospital was one of five project sites across northern Australia and included disability staff from the Top End Remote Team. Clients living in remote areas experience difficulty accessing services at times due to a number of factors including the transient nature of some communities, cultural obligations, remoteness and accessibility due to seasonal conditions as well as limitations on how often allied health staff visit communities. The project and subsequent framework aims to implement skill sharing among allied health disciplines so clients’ needs are assessed and met in a timely manner. While the focus of the project was on skill sharing and client accessibility to services, the project also considered the need to ensure service demand is managed in a sustainable way while maintaining quality in service provision. |