

ACCESSIBLE ISLAND

Tasmania's Disability Framework
for Action 2018 – 2021



Contents

Acronyms	2
Foreword	3
What is disability?	4
Accessible Island – Our Vision	5
Accessible Island: Tasmania's Disability Framework for Action 2018–2021	6
What the community consultation told us	8
Who is Accessible Island for?	9
Accessible Island – Overview	11
Accessible Island – Summary	15
Accessible Island – Outcome areas and actions	16
Implementation	28
Appendix 1 – National Disability Strategy 2010–2020 outcome areas	31
Appendix 2 – People with disability in Tasmania – at a glance	32
Appendix 3 – Timeline 2005–2019	33

Acronyms

COAG	Council of Australian Governments
CRPD	Convention on the Rights of Persons with Disabilities
DAP	Disability Action Plan
DDA	<i>Disability Discrimination Act 1992 (Cwth)</i>
DFA	Disability Framework for Action
DoJ	Department of Justice
DPAC	Department of Premier and Cabinet
DPFEM	Department of Police, Fire and Emergency Management
DPIPWE	Department of Primary Industries, Parks, Water and Environment
ICT	Information and Communications Technology
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NDS	National Disability Strategy 2010–2020
PDAC	Premier's Disability Advisory Council
THS	Tasmanian Health Service
VET	Vocational Education and Training
WCAG 2.0 Level AA	Web Content Accessibility Guidelines 2.0 Level AA (current accepted standard for web accessibility for all levels of Government in Australia)

Foreword

Accessible Island is Tasmania's third Disability Framework for Action (DFA). During the four-year life of this Framework, we will see the completion of the National Disability Insurance Scheme (NDIS) rollout. By July 2019, it is estimated that 10,600 Tasmanians will be NDIS participants. However, *Accessible Island: Tasmania's Disability Framework for Action 2018–2021* will continue to play a critical role in guiding the Tasmanian Government's work for all Tasmanians with disability.

I want the Tasmanian Government to lead the community by example by having buildings that are accessible for visitors and employees; providing accessible information and websites; providing greater employment opportunities and supporting employees in the workplace; and collaborating with local government, business and the not-for-profit sector to share our experience and identify new opportunities.

The Premier's Disability Advisory Council (PDAC) was established in 2008. For a decade, PDAC has provided guidance and leadership to the Government on a wide range of issues. As well as meeting regularly and bringing community issues to the table, PDAC plays a critical role behind

the scenes. Each year PDAC assists with monitoring the Disability Action Plan reports prepared by agencies and provides its report to Cabinet. This report not only acknowledges the areas where progress has been made, but also identifies areas where there are gaps.

In addition, PDAC meets regularly with Tasmanian Government Heads of Agencies to discuss the work being undertaken in their agencies and to bring emerging issues to their attention. PDAC has used its role very effectively to keep agencies accountable. I want to take this opportunity to thank the PDAC members, past and present, and in particular the Community Chairs – Mr Bernard Knight, Mr Nick Baily, Mr James Newton and Ms Donna Bain – for their invaluable contribution over this time.



Will Hodgman MP

Premier
Chair of the Premier's
Disability Advisory Council

What is disability?

Accessible Island: Tasmania's Disability Framework for Action 2018–2021

(Accessible Island) adopts the definition of persons with disabilities in the United Nations Convention on the Rights of Persons with Disabilities (CRPD) (Article 1):

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others¹.

Accessible Island adopts the principles agreed in the CRPD:

- respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons;
- non-discrimination;
- full and effective participation and inclusion in society;
- respect for difference and acceptance of persons with disability as part of human diversity and humanity;
- equality of opportunity;
- accessibility;
- equality between men and women; and
- respect for the evolving capacities of children with disabilities and respect for the right of children with disability to preserve their identities.



“Disability is not inability.”

“Let us work together for a world of opportunity and dignity for all, a future of inclusion, one in which we all gain by leaving no one behind.”

Ban Ki-moon

United Nations Secretary-General, marking the tenth anniversary of the CRPD, 14 June 2016.



Accessible Island – Our Vision

A fully inclusive society that values and respects all people with disability as equal and contributing members of the community.

This will happen when people with disability:

- can pursue their personal goals free from discrimination;
- are included in a community that is welcoming and accessible;
- have their needs met;
- have their independence recognised and are able to make choices about decisions which impact on their lives; and
- can participate in the development of policy and legislation that affect them.

Accessible Island: Tasmania's Disability Framework for Action 2018–2021

Accessible Island is the third stage of a whole-of-government approach to ensure that all government agencies implement socially just policies and practices for Tasmanians with disability. The first DFA began in 2005 and was followed by the second DFA which began in 2013.

Accessible Island: Tasmania's Disability Framework for Action 2018–2021 will continue to be based on a rights-based, social model of disability. This approach recognises that all Australian governments are bound to recognise the rights of people with disability as set out in the United Nations CRPD. It also acknowledges that the social exclusion of people with disability is not due to the functional limitations of individuals but the failure of society to meet the needs of people with disability.

Both the DFA 2013–2017 and Accessible Island link to the *National Disability Strategy 2010–2020*² (NDS), which outlines a ten-year national policy framework for improving the lives of Australians with disability, their families and carers.

The NDS identifies six outcome areas:

- Inclusive and accessible communities;
- Rights protection, justice and legislation;
- Economic security;
- Personal and community support;
- Learning and skills; and
- Health and wellbeing.

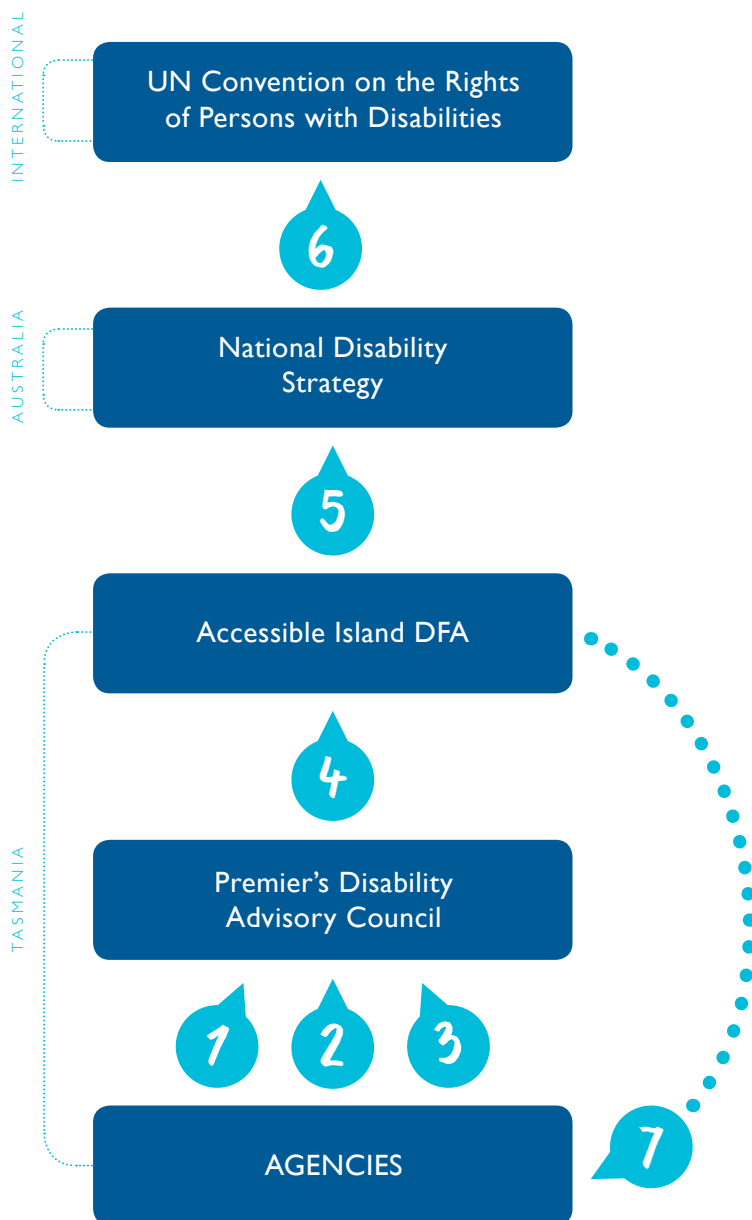
More information on the outcome areas is provided at Appendix 1.

All Australian states and territories have agreed to develop implementation plans for the NDS. The DFA 2013–2017 has been Tasmania's implementation plan. Accessible Island will replace the second DFA as Tasmania's implementation plan for the NDS. The actions align to the outcome areas listed in the NDS.

The linkages between the CRPD, the NDS and the DFA are illustrated in Figure 1.



Figure 1 - Accessible Island in context



The linkages between the CRPD, the NDS and the DFA:

1. Heads of Agencies meeting
2. Agency Annual Reports on their Action Plans
3. Reporting on the Disability Justice Plan for Tasmania 2017–2020 (to commence in 2018)
4. PDAC'S annual report to Cabinet
5. Tasmanian Government reports to COAG every two years
6. Australia's report to the United Nations
7. PDAC's feedback to agencies

What the community consultation told us

In May and June 2016, the Department of Premier and Cabinet (DPAC) held community consultations with people with disability, their carers and family members, and with community organisations to find out what they wanted included in the third DFA.

Speak Out Tasmania assisted with organising and hosting the consultations, and DPAC conducted a short online survey. DPAC also held targeted consultations with PDAC, the Tasmanian Women's Council and Disability Working Groups in State Government agencies. Three written submissions were received.

The consultations and survey highlighted a strong sense of the day-to-day experiences of people with disability, their carers and their families.

Participants told us that people with disability want:

- to work;
- housing and to have the option to live independently;
- affordable transport – there is strong support for the adoption of a whole-of-journey approach;
- more responsive mainstream services;
- to feel respected and included in the community; and
- to see independent advocacy services retained and be supported to access complaints mechanisms – ‘We need to remember that good support grows strong self-advocates’.

Consultations across the State demonstrated consistent views and concerns:

- The National Disability Insurance Scheme (NDIS) is a positive development. However, some people who are yet to enter the Scheme are apprehensive about what it will mean for them. Older Tasmanians are concerned about how their transition from the NDIS to aged care will be managed.
- There is a lot of change happening in the sector in response to the NDIS. Some people find this confusing.
- The Tasmanian Government should lead by example in achieving better outcomes for people with disability.
- More support is needed for people with disability who are from culturally and linguistically diverse backgrounds.
- Access to services in regional and remote areas can be a problem.
- There is concern that young women with disability may be vulnerable in a care setting and may need to be supported to ensure their personal safety.
- Group housing is not suitable for everyone.
- More needs to be done to ensure people with disability are able to contribute to decision-making processes and to the development of policy and legislation.





- Accessibility continues to be a major concern – taxis, public transport, schools, buildings, street and road infrastructure were raised.
- More disability parking spaces are needed.
- Universal design should be at the forefront of new developments.
- Access to all forms of information is crucial. More formats need to be used – plain English and Easy English; videos; and in-person. Website accessibility remains a concern.
- More audio loops are needed in government buildings.
- Cost of living issues continue to be a concern for many participants. Being dependent on income support means many people struggle with high private rentals, restricted access to bulk billing, taxi fares and the cost of day placements.
- Services for visitors with disability can be limited. Some airlines have a policy restricting the number of passengers in wheelchairs or with mobility issues to two per flight. There are no hand controlled vehicles available from any hire car company in Tasmania³.

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Accessibility continues to be a major concern.

Who is Accessible Island for?

Accessible Island is a framework to guide government action in the design and delivery of government policy, programs and services for all Tasmanians with disability. The Australian Bureau of Statistics 2015 Survey of Disability, Ageing and Carers⁴ found that in 2015 Tasmania had the highest rate of disability in Australia at 26 per cent or 131,700 people. The Survey included people who reported a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. More information about the Survey findings is provided in Appendix 2.

This means that Accessible Island has a much broader whole-of-government

and population focus than the NDIS. Accessible Island will play a critical role in guiding the Tasmanian Government's work for all people with disability.

The transition to the NDIS means there will be changes in the way specialist services are delivered to some people with disability. Tasmania's statewide rollout of the NDIS provides for a staged access according to a participant's age (see Appendix 3 for full details of the rollout). Current clients of Tasmania's specialist disability system will continue to receive their existing supports until they become participants in the NDIS. The expansion of the NDIS in Tasmania is expected to create an additional 2,500 jobs by 2019.

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While some people were unsure about what the NDIS would mean for them, some consultation participants reported positive changes as a result of joining the NDIS.

"I have mental health and anxiety issues. I'm living independently now. The NDIS has helped me to make more choices for myself. It's helped me go back to school. I am doing my schooling online, my teacher emails me my work and I take it to her every week. We spend an hour on feedback. I like to be busy, I'm currently moving from being a client [of my service] to being a support worker, they asked me to."

Consultation participant



Tasmanian participants in the NDIS

- By June 2017, almost 2,300 Tasmanians with disability had joined the NDIS.
- By July 2019, 10,600 Tasmanians with disability will be participants in the NDIS.

Accessible Island – Overview

Through Accessible Island, the Government will lead the community by example with:

- buildings that are accessible for visitors and employees;
- accessible information and websites; and
- accessible employment opportunities and support for employees with disability.

Accessible Island does not seek to capture the full range of government support for people with disability – it complements a wide range of service delivery and policy initiatives. The actions in Accessible Island cover existing, ongoing and new actions.

Accessible Island links to, and supports, initiatives in other Tasmanian Government strategies including the:

- *Disability Justice Plan for Tasmania 2017–2020*
- *Carer Policy 2016 and Carer Action Plan 2017–2020*⁵
- *Rethink Mental Health 2015–2025*⁶
- *Safe Homes, Safe Families: Tasmania's Family Violence Action Plan 2015–2020*⁷

- *Tasmania's Affordable Housing Action Plan 2015–2019*⁸
- *Healthy Tasmania: Five Year Strategic Plan*⁹
- *Strong Liveable Communities: Tasmania's Active Ageing Plan 2017–2020*¹⁰
- *State Service Diversity and Inclusion Policy and Framework 2017–2020*¹¹

The Government will seek opportunities to collaborate with local government, business and the not-for-profit sector to share experience and identify new opportunities.

The implementation of Accessible Island will be underpinned by three principles:

- Ensuring access to and inclusion for government services, infrastructure and communications;
- Collaboration and consultation – agencies will share expertise and collaborate in the planning and development of services, infrastructure and communications; and
- Improving employment outcomes in the State Service.

Access and inclusion

Under the first and second DFAs, the Government has made progress to improve access to buildings, facilities, venues and off-premises events and to ensure information is provided in accessible formats. Agencies have reported on their progress in these areas in their annual implementation reports to PDAC.

Through Accessible Island, agencies have committed to continue to monitor and review access and inclusion issues in their physical infrastructure; service delivery; and provision of information (printed materials, websites, audio and video).

Collaboration

Achieving significant and lasting change for people with disability in Tasmania requires action by the whole community. The Tasmanian Government will work collaboratively with the Australian Government and local government, industry and community groups to make a difference.

Through Accessible Island, agencies have committed to consult with people with disability about their services and in the development of policy and legislation.

Agencies will collaborate and share expertise across government – there is a role for existing cross-agency forums on facilities, information and communications technology (ICT) and human resources. Other opportunities for cross-agency collaboration include the implementation of the *Disability Justice Plan for Tasmania 2017–2020*; the development of an html-first approach to web design; and the development of procurement instructions.

Employment

Employment continues to be a significant barrier for Tasmanians with disability. In April 2017, the National Disability Discrimination Commissioner, Alastair McEwin, identified employment as a major priority for his term of office. He found that, while people with disability want to work, earn wages and advance their careers on an equal basis with others, they face many barriers including:

- attitudes and low expectations of employers;
- fear of losing Disability Support Pension and concessions;
- lack of support for the transition between education and employment;
- inflexible working arrangements;
- inaccessible recruitment practices; and
- inaccessible buildings, workplaces and technology¹².



Access continues to be a problem for many people who use wheelchairs

"Doorways are getting smaller while our wheelchairs are getting bigger."

"Most people in wheelchairs have a bad back from being in them all the time. When roads are resealed and you go over them, it can hurt a lot."

"I have been tipped out of my chair into gutters three times."

"We only have one wheelchair taxi in Burnie."

"There's a disability parking spot at the hospital but you open the door onto a flowerbed."

Consultation participants, Launceston and Burnie

Figure 2 shows that, while the labour force participation rate for Tasmanians with disability was lower than the national rate in the 2009 and 2013 surveys, it had increased by the 2015 survey.

Figure 2 – Participation in labour force, 15–64 years



Source: Australian Bureau of Statistics – Survey of Disability, Ageing and Carers, (Cat 4430)

In 2016, just 3.8 per cent of the employees in the State Service identified as having a disability¹³. As the employer of one of the largest workforces in the State, the *State Service Diversity and Inclusion Policy and Framework 2017–2020* will provide the basis for a range of initiatives by government agencies to increase the employment of people with disability in the Tasmanian State Service.

“There is a need to address negative attitudes and recruiter attitudes. Educating employers about mental illness and ensuring resources are available to assist them are areas that need a more sustained approach... A real attempt at improving mental health literacy and challenging stigma across the whole community will assist in breaking down barriers to employment.”

Submission by Mental Health Council of Tasmania (June 2017)



“Systemic barriers associated with inaccessible buildings, information and technologies continue to present a major barrier to recruitment of people with disability. It is not uncommon for example for organisations to only consider the accessibility of their work premises when they are concerned about members of the public visiting. This indicates a lack of awareness that a person with disability may well seek to become not just a visitor, but an employee.”

Submission by Equal Opportunity Tasmania (June 2017)



Hobart resident, Claire, is still looking for a job six years after graduating with a degree in Arts and Tourism. Despite also gaining a certificate in tourism retail sales, the closest she has come to working in the industry is volunteering to greet cruise ship passengers.

“I didn’t think I was going to get straight into a job, I didn’t have those expectations, but I didn’t think it would take as long as it has,” she said.

Claire uses a wheelchair and feels that is the reason behind her countless job rejections. She says she is mindful of workplaces with wheelchair access and is careful to apply for jobs she is qualified for but ***“it just hasn’t been happening.”***

“It’s got to the point where it’s incredibly frustrating and very disheartening... Sometimes I’m really qualified for the position and I suit all the criteria. Those are the ones that, when I get the rejection, they hurt the most.”¹⁴



Accessible Island - Summary

Vision

A fully inclusive society which values and respects all people with disability as equal and contributing members of the community.

Outcome Areas – National Disability Strategy 2010–2020

1. Inclusive and accessible communities	
ACTION AREAS	Ensure Tasmanian Government buildings are accessible for the public and employees
	Increase the supply of public and social housing properties with accessible design features
	Improve accessibility of passenger transport services
	Provide opportunities for social and cultural participation
	Foster collaborative approaches across agencies, with stakeholders and with the Tasmanian community
	Provide information that is accessible for clients and employees
2. Rights protection, justice and legislation	
ACTION AREAS	Improve recognition and response through the <i>Disability Justice Plan for Tasmania 2017–2020*</i> (multi-agency plan)
	Provide effective responses from criminal justice; strengthen protections and supports
	Support prisoners with disability
	Ensure a contemporary legislative framework for delivery of, and access to, disability services
	Provide training for police to recognise and respond to people with disabilities
	Support agencies to implement Tasmania's international obligations
3. Economic security	
	Implement the Tasmanian State Service <i>Diversity and Inclusion Framework 2017–2020*</i>
	Promote inclusive workplace practices
	Deliver a new affordable supply of, and better access into, affordable homes and rapid assistance out of homelessness through the <i>Tasmanian Affordable Housing Action Plan 2015–2019*</i>
	Educate people about guardianship and power of attorney issues
4. Personal and community support	
ACTION AREAS	Support transition to the NDIS
	Provide culturally appropriate services*
	Acknowledge and support carers
	Support and promote mental health through the <i>Rethink Mental Health 2015–2025 plan*</i>
	Improve the application process for the Companion Card
5. Learning and skills	
ACTION AREAS	Support students with disability to access further education, training and employment
	Address priorities identified by the Ministerial Taskforce – Support for Students with Disabilities*
6. Health and wellbeing	
ACTION AREAS	Develop and support opportunities for sport and recreation
	Promote community health and wellbeing
	Ensure health services are designed to meet the needs of people with disability
	Provide timely, comprehensive and effective prevention and early intervention
	Provide new and enhanced services under One Health System reforms for rehabilitation services*
	The <i>Healthy Tasmania Plan*</i> will give Tasmanians and their communities the information and tools they need to make positive and healthy changes to their lives

*indicates link to other Tasmanian Government strategies/policies

Accessible Island – Outcome areas and actions

1. Inclusive and accessible communities

NDS policy outcome: People with disability live in accessible and well-designed communities with the opportunity for full inclusion in social, economic, sporting and cultural life.

Ensure Tasmanian Government buildings and events are accessible for the public and our employees.

WE WILL:

- 1.1 Conduct appraisals to monitor the compliance of our buildings with the *Disability Discrimination Act 1992 (Cwth)* (DDA) and relevant provisions of the Building Code of Australia.
- 1.2 Take account of access requirements in the internal layout of Service Tasmania service centres through relocation to new sites in Devonport and Launceston and an upgrade of the Hobart premises.
- 1.3 Enhance the accessibility of the services and supports provided by the Department of Primary Industries, Parks, Water and Environment (DPIPWE).
- 1.4 Ensure new building works and upgrades at the Tasmanian Prison Service meet building requirements for disability, unless an exemption is necessary for security reasons.
- 1.5 Provide reasonable workplace modifications for employees with disability as identified through individual occupational assessments (see also Action 3.4).
- 1.6 Promote the *Tasmanian Government Accessible Events Guidelines* and *Checklist* to agencies and event organisers in receipt of Government funding.
- 1.7 Ensure off-premise events are accessible.

Increase the supply of public, social and affordable housing properties with accessible design features through *Tasmania's Affordable Housing Action Plan 2015–2019*.

WE WILL:

- 1.8 Promote the universal design principles in procurement for public and social housing.
- 1.9 Build 500 new social housing homes with accessible features including 300 disability-specific units of accommodation with disability features that exceed the *Minimum Standards for Social Housing*.
- 1.10 Upgrade the public housing portfolio to meet the needs of people with disability and an ageing population, with at least 60 properties to be realigned.
- 1.11 Adopt a long-term asset management approach to upgrade and replace properties with smaller homes that have accessible design features to support people with disability to live independently.

Improve accessibility of passenger transport services.

WE WILL:

- I.12 Require all new vehicles for general access bus services to meet accessibility requirements consistent with the DDA through our contracts with operators.
- I.13 Provide funding and support for special needs school bus services.
- I.14 Support affordable transport options through the Transport Access Scheme, which includes Australian Disability Parking permits and the Taxi Subsidy Scheme.
- I.15 Assist people who have a permanent and severe disability through the Transport Access Scheme.
- I.16 Liaise with the National Disability Insurance Agency (NDIA) to provide seamless transition for eligible members between transport assistance schemes.
- I.17 Work with the Anti-Discrimination Commissioner and Guide Dogs Tasmania to ensure access to transport for assistance dogs.
- I.18 Support regional authorities to develop transport solutions based on cross-industry, community and government consultation, to meet the needs of local communities with a focus on rural areas.

Provide opportunities for people with disability to participate in, and engage with, their communities.

WE WILL:

- I.19 Support people with disability, their families and carers to build and strengthen supportive networks within the community.
- I.20 Ensure government volunteering programs and opportunities are accessible to people with disability and align with national volunteering guidelines. Raise awareness of the capacity and contribution of people with disability as volunteers.
- I.21 Ensure access and inclusion for all people across all Department of Education settings.
Continue to support the four focus areas of the *National Arts and Disability Strategy* by:
 - encouraging people with disability to apply to any of its programs;
- I.22
 - ensuring accessibility and equity for all applicants;
 - providing an accessible online resource and model Disability Action Plan for the Arts¹⁵; and
 - promoting and facilitating take-up of tools and standards designed to improve the accessibility of materials.

Foster a collaborative approach across agencies, with stakeholders and with the Tasmanian community, to create inclusive and accessible environments for people with disability.

WE WILL:

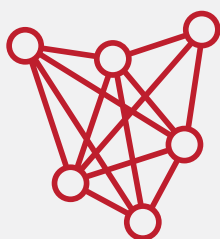
- I.23 Build working relationships with disability organisations and service providers to provide information and advice on disability issues. This will inform service delivery and policy development and provide a feedback mechanism for people with disability.
- I.24 Consult with people with disability on the design and implementation of Tasmanian Government policy and legislation.
- I.25 Develop a whole-of-government procurement framework that includes comprehensive accessibility criteria for ICT procurement.
- I.26 Ensure State Planning Policies guide the location of development based on proximity to health and community services, the surrounding transport network, residences and community use areas (e.g. parks).
- I.27 Promote *Parks for All People: Access for the mobility impaired in Tasmania's National Parks and Reserves*¹⁶, to encourage Tasmanians and visitors to enjoy Tasmania's National Parks.

- I.28 Establish a DPIPWE Disability Reference Group to engage people with disability and draw upon their expertise in planning, developing, implementing and reviewing inclusion initiatives and to ensure these actions are sustained.
- I.29 Work with Tasmanian Government statutory authorities, state owned companies and government business enterprises to achieve the outcomes of Accessible Island.
- I.30 Engage with disability enterprises to ensure awareness of business development services and programs delivered through the Department of State Growth. Take advice from stakeholders about the relevance and accessibility of the programs and assistance on offer.

Provide information that is accessible for clients and employees.

WE WILL:

- I.31 Develop a Tasmanian Government strategy for digital innovation and ICT that will take into account the need to ensure government digital and ICT services are accessible by customers and staff.
- I.32 Collaborate across government to share lessons learned and ensure a consistent approach in the maintenance, rebuild and design of intranet and internet sites.
- I.33 Work towards achieving WCAG 2.0 guidelines for all online material.
- I.34 Undertake a pilot, at DPAC, of an online WCAG 2AAA compliant HTML service that allows for the streamlined production of accessible content on screen readers and consistent reading template for mobile devices.
- Improve readability of our information by:
- continuing to build on organisational capability by offering both Plain English and Easy Read training opportunities and tools for web content and document authors;
 - reviewing the accessibility of online forms; and
 - working towards making all Tasmanian Museum and Art Gallery information available in alternative formats for people with disability.
- I.35
- I.36 Develop eLearning materials to educate staff on the importance of providing accessible information, tools and resources for people with disability.
- Continue to use and monitor the Emergency Management Framework for Vulnerable People to assist in the development and maintenance of emergency management arrangements that:
- consider and prioritise the essential needs of vulnerable people before, during and after an emergency; and
 - enable service providers to readily identify, locate and communicate with vulnerable people in an emergency.
- I.37
- Ensure all Tasmanians have access to emergency preparedness resources by:
- continuing the translation of the TasALERT website into AUSLAN and other languages; and
 - expanding the number of languages available and ensure TasALERT provides the best information in the most appropriate format.
- I.38



TasALERT is the Tasmanian Government's official emergency information service. It brings together information and warnings from emergency services and government agencies. The TasALERT website has been built to be Level AA compliant with WCAG 2.0.

Outside of emergency situations, TasALERT provides information on what people need to do to prepare for and respond to potential emergencies. In 2016, this information was translated into AUSLAN. In 2017, this information was translated into the 10 main languages identified by the Migrant Resource Centre as being spoken by humanitarian entrants into Tasmania.

2. Rights protection, justice and legislation

NDS policy outcome: People with disability have their rights promoted, upheld and protected.

Improve recognition and response to people with disability across Tasmania's justice system through the *Disability Justice Plan for Tasmania 2017–2020*.

WE WILL:

Coordinate and monitor the implementation of measures outlined in the *Disability Justice Plan for Tasmania 2017–2020*¹⁷. This will include the:

- 2.1
 - Department of Justice (DoJ) (including the Victims Support Service, Magistrates and Supreme Courts, Mental Health Tribunal, Office of Director of Public Prosecutions, Corrective Services (Tasmania Prison Service and Community Corrections) and Legal Aid);
 - Department of Police, Fire and Emergency Management (DPFEM);
 - Department of Health and Human Services; and
 - Tasmanian Health Service (THS).

- 2.2 Report annually to PDAC on the implementation of the *Disability Justice Plan for Tasmania 2017–2020*.

The *Disability Justice Plan for Tasmania 2017–2020* will build on actions commenced in the second DFA.

WE WILL:

- 2.3 Provide effective responses from the criminal justice system to people with disability who have complex needs or increased vulnerabilities.
- 2.4 Improve support for people with an intellectual disability, cognitive impairment or mental illness in, or at risk of entering, the criminal justice system, and on leaving it.
- 2.5 Maintain and strengthen protections and supports for people with disability who experience, or are at risk of experiencing, violence, sexual assault, abuse and neglect.
- 2.6 Ensure people with disability have the opportunity to participate in the civic life of the community – as jurors, board members and elected representatives.
- 2.7 Support independent advocacy to protect the rights of people with disability.

Support prisoners with disability.

WE WILL:

- 2.8 Further the relationship with NDIA and service providers to ensure that prisoners with disability are provided with the support they require post-release.
- 2.9 Review the Tasmanian Prison Service's Director's Standing Order in relation to prisoners with disability.

Ensure a contemporary legislative framework for the delivery of, and access to, disability services.

WE WILL:

Review the *Tasmanian Disability Services Act 2011* to:

- 2.10 • assess operational effectiveness;
- ensure congruence with relevant legislation; and
- reflect contemporary practice.

Promote and support the *Tasmanian Disability Services Regulations 2015* through the Regulations 2015 – Compliance Project to:

- 2.11 • help service providers understand the regulations, how to comply with them and where to target continuous improvement activities; and
- target future sector training and resources to assist providers with readiness for full scheme NDIS.

Train police to recognise and respond to people with disability as victims, offenders and witnesses.

WE WILL:

- 2.12 Ensure DPFEM trainees, front-line police officers, investigators and Fire Service officers understand disability and all forms of vulnerability and are able to respond appropriately to people with disability.

- 2.13 Review DPFEM policies and procedures for people with disability to ensure these are contemporary, relevant and conform to legislative requirements. The reviews will be informed by consultation with people with disability.

- 2.14 Maintain a register of disability service providers for use by DPFEM employees and for emergency reference use within the call and dispatch areas.

Support achievement of Tasmania's obligations under international human rights treaties.


WE WILL:

Provide agencies with:

- 2.15 • support to interpret, implement and report on Tasmania's obligations, including under the CRPD; and
- advice on any action required by the UN Committee on the Rights of Persons with a Disability.



.....
**We will
acknowledge
and support
carers.**

A photograph of two people working in a field of green plants. One person, wearing a green long-sleeved shirt and a brown hat, is bent over, tending to the plants. The other person, wearing a bright orange long-sleeved shirt and a grey hat, is also bent over, working nearby. The background is a blurred landscape with trees and a blue sky.

■■■■■

People with
disability want
to work, earn wages
and advance their
careers on an equal
basis with others.

■■■■■

3. Economic security

NDS policy outcome: People with disability, their families and carers have economic security, enabling them to plan for the future and exercise control over their lives.

Tasmanian State Service Diversity and Inclusion Policy and Framework 2017–2020

The State Service *Diversity and Inclusion Policy 2017–2020* outlines the State Service's commitment to building inclusive workplaces and having a workforce that reflects the diversity of the Tasmanian community. The following principles inform this commitment:

- Employment opportunities are accessible to everyone;
- Employees are valued and respected; and
- Employees are supported to be the best they can be.

The Policy is supported by the *Diversity and Inclusion Framework 2017–2020*, which sets out the initiatives that the State Service will champion to ensure that State Service workforce management practices and policies support people who work, or want to work, in the State Service.

The Framework addresses the overall barriers to equitable access to employment in the State Service, identifies strategies to support employees in the workplace and ensures that within the State Service there is engagement and collaboration to support a diverse and inclusive workplace.

While the intent of the initiatives under the Framework is to address barriers and promote inclusion for all diverse groups, there are some initiatives specific to people with disability.

WE WILL:

- 3.1 Implement the Tasmanian State Service *Diversity and Inclusion Policy and Framework 2017–2020* and develop specific plans in each Agency.
- 3.2 Facilitate stronger relationships and identify placements in collaboration with Disability Employment Service providers.
Build an inclusive and diverse workplace by:
 - developing an online resource to support all applicants to access information about applying for State Service jobs; and
 - working with agencies and community groups to identify barriers and initiatives/opportunities to support people with disability who are working or wish to work in the State Service.
- 3.3 Work with agencies to:
 - roll out the Workplace Adjustment Policy Template;
 - access training and other tools to increase awareness of unconscious bias and inclusive leadership;
- 3.4
 - improve awareness and use of flexible work across the State Service;
 - include workforce diversity outcomes as a component of the performance management of senior leaders; and
 - improve the ability of Human Resource systems to collect self-identified workforce diversity data to support workforce planning and reporting.
- 3.5 Develop an online e-learning package for all State Service employees to improve their awareness of the ways to support people with disability in the workplace and when conducting government business.
- 3.6 Establish an annual stakeholder survey for community and agency stakeholders to provide feedback on progress of the *Diversity and Inclusion Framework* and propose new initiatives.

Promote inclusive employment practices.

WE WILL:

- 3.7 Seek opportunities to collaborate with local government, business and the not-for-profit sector to share our experience and identify new opportunities.
- 3.8 Release the Mental Health Best Practice Framework for workplaces in Tasmania.
- 3.9 Continue to support the National Disability Services JobsABILITY and BuyAbility initiatives.
- 3.10 Consider the findings of the Council on the Ageing Tasmania Recruiting for Life project on ways to improve participation in the workforce, and to promote age-diverse and inclusive employment and workplace planning practices.

Progress the *Tasmanian Affordable Housing Action Plan 2015–2019*.

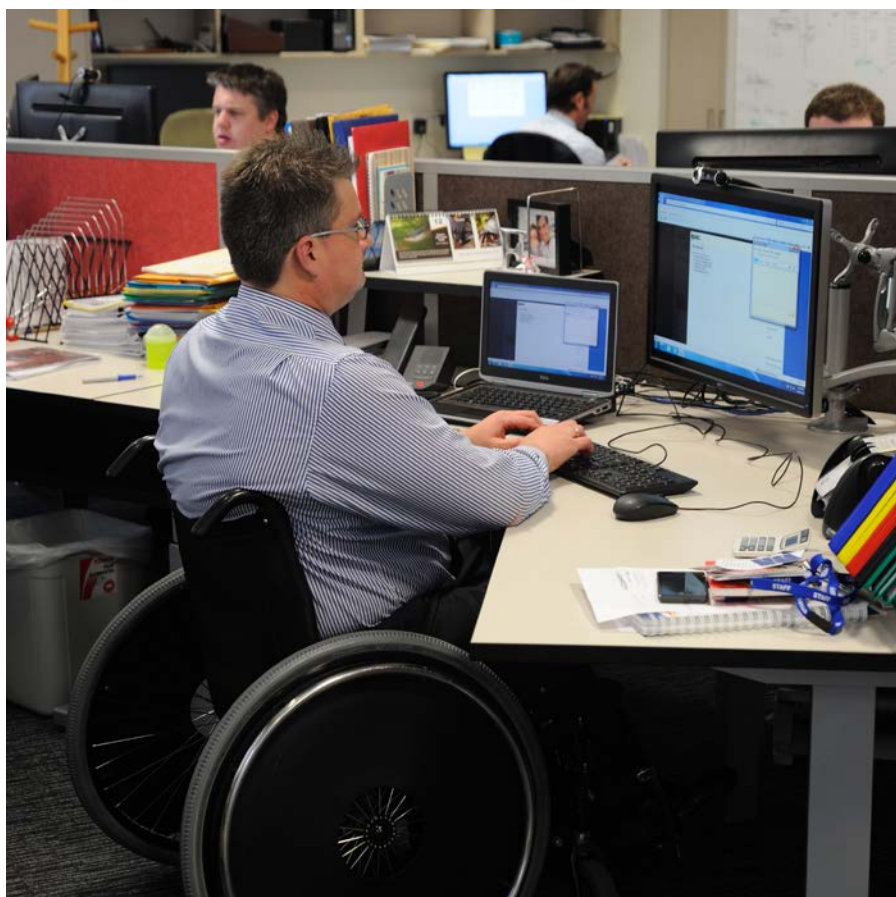
WE WILL:

- 3.11 Progress 19 Government Actions that will deliver new affordable supply (broad prevention actions), better access into affordable homes (targeted early intervention actions) and rapid assistance out of homelessness (responsive actions).

Provide education about guardianship and power of attorney.

WE WILL:

- 3.12 Consider recommendations from the Australian Law Reform Commission in relation to powers of attorney, and continue to educate people about guardianship and power of attorney issues.



■■■■■
We will seek opportunities to collaborate with local government, business and the not-for-profit sector to share our experience and identify new opportunities.

4. Personal and community support

NDS policy outcome: People with disability, their families and carers have access to a range of support to assist them to live independently and actively engage in their communities.

Transition to the National Disability Insurance Scheme.

WE WILL:

Support the transition of eligible participants to the NDIS, and ensure:

- 4.1
- bilateral participant intake targets are met; and
 - continued provision of quality and safe services for clients of specialist disability services in accordance with the *Quality Assurance and Safeguards Working Arrangements* during the transition to a Full Scheme NDIS.

Promote continuous improvement and sector workforce development by:

- 4.2
- managing the implementation of four statewide Commonwealth Sector Development Fund projects¹⁸;
 - maintaining a consultative approach and partnerships with the sector during reforms; and
 - implementing the review of Disability and Community Services workforce structure to support transition to the NDIS.

Undertake an independent review of children's therapy services in Tasmania with a view to:

- 4.3
- ensuring that children and young people with disability and their families have access to universal and specialist therapy services so that opportunities for developing and learning are optimised within the child's environment and the community.

Work in collaboration across government during the transition to the NDIS.

- 4.4
- Current cross-agency work priorities are the review of transport arrangements and development of nationally consistent NDIS worker screening.

Provide culturally appropriate services.

WE WILL:

- 4.5
- Work with the Tasmanian Aboriginal community and disability services to better understand service issues, improve data collection and service delivery for Tasmanian Aboriginals with disability.

- 4.6
- Work with culturally and linguistically diverse communities to ensure people with disability can access culturally responsive government services.

Support and promote mental health.

WE WILL:

- 4.7
- Pursue opportunities to support and promote mental health of Tasmanians and help reduce stigma under *Rethink Mental Health, Better Mental Health and Wellbeing: A Long-Term Plan for Mental Health in Tasmania 2015–2025*.

Acknowledge and support the role of families and carers.

WE WILL:

- 4.8
- Implement the *Tasmanian Carer Policy 2016* and *Action Plan 2017–2020*.¹⁹

Improve the application process for the Companion Card.

WE WILL:

- 4.9
- Make the application process for a Companion Card easier by offering on-site assessments for disability support services, special schools and aged care service providers that support large numbers of people with a life-long disability.



We will ensure that children and young people with disability and their families have access to universal and specialist therapy services.



5. Learning and skills

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

Support students with disability to access further education, training and employment.

WE WILL:

- 5.1 Provide support for the transition of students from school into post-school education, training or employment for people with disability.
- Implement a range of programs and initiatives to address the key priority areas as outlined in the Ministerial Taskforce Report into Education for Students with Disabilities²⁰. These reforms will assist all Tasmanian Government schools to:
- 5.2
- be disability ready and responsive;
 - improve continuously through high quality teaching and learning;
 - work with communities in partnership; and
 - align resources to inclusive education practice.

TasTAFE WILL:

- 5.3 Promote TasTAFE's obligations under the DDA (including the Disability Standards for Education 2005) and the specific needs of students with disability.
- 5.4 Ensure that suitability, selection and enrolment procedures do not discriminate against people experiencing disability, and lead to applicants being selected into suitable courses.
- 5.5 Provide and promote opportunities to disclose disability throughout the student lifecycle.
- 5.6 Provide specialist staff to coordinate support for students with disability.
- 5.7 Provide a comprehensive range of supports and reasonable adjustments that lead to learning and assessments which are fair, flexible, valid and reliable for students with disability.
- 5.8 Build strong connections with schools and colleges to better support students at the point of transitioning to post-school options.

Skills Tasmania WILL:

- 5.9 Create Skills for Growth by fostering flexible, high quality and innovative VET opportunities for people with disability.
- 5.10 Ensure access to wrap-around support services, aimed at reducing barriers to access and participation in post-compulsory education.
- 5.11 Develop evidence-based VET pathways for people with disability to improve employment opportunities by developing real skills for real jobs.

6. Health and wellbeing

NDS policy outcome: People with disability attain highest possible health and wellbeing outcomes throughout their lives.

Develop opportunities for Tasmanians with disability to participate in sport, recreation and physical activity.

WE WILL:

- 6.1 Work with sport and active recreation providers and disability service organisations to develop, support and promote opportunities for Tasmanians with disability to participate in sport, recreation and physical activity.

Promote community health and wellbeing.

WE WILL:

- 6.2 Support the implementation of the *Healthy Tasmania Five Year Strategic Plan*²¹. Healthy Tasmania has four priority areas: smoking; healthy eating and physical exercise; chronic condition screening and management; and community connections.
- 6.3 Support all Tasmanians to live healthier lives through coordinated care for people suffering chronic disease under the *Healthy Tasmania Five Year Strategic Plan*.
- 6.4 Deliver health and wellbeing programs to State Service employees, including Mental Health First Aid courses.

Ensure our health services are designed to meet the needs of people with disability.

WE WILL:

- 6.5 Strengthen health care planning, training and the capacity of universal health care providers to diagnose and treat the health conditions of people with disability.
- 6.6 Ensure a strong interface between disability services and THS, including hospitals and primary health services, to respond to the needs of people with disability and provide comprehensive, accessible and flexible services.
- 6.7 Work with services to improve access to coordinated health, community care and disability services.
- 6.8 Establish new and enhanced services under the One Health System reforms for geriatric services, palliative care and rehabilitation services.

Provide timely comprehensive and effective prevention and early intervention health services for people with disability.

WE WILL:

- 6.9 Further develop the evidence base for the social and environmental determinants of health and ensure it informs the development and implementation of programs and policies.
- Ensure key public health strategies meet the needs of people with disability, such as:
- dental programs;
- 6.10
- nutrition and physical activity programs;
 - mental health; and
 - drug and alcohol and sexual and reproductive health programs.



■■■■■

We will work with sport and active recreation providers and disability service organisations to develop, support and promote opportunities for Tasmanians with disability to participate in sport, recreation and physical activity.

■■■■■

Implementation

Governance

The Premier, as Minister with responsibility for the Communities, Sport and Recreation portfolio, will oversee *Accessible Island: Tasmania's Disability Framework for Action 2018–2021*. DPAC will coordinate the annual reporting to PDAC on Accessible Island through the Disability Action Plan Working Groups in each agency, TasTAFE and THS.

Accessible Island will replace the DFA 2013–2017 as the Tasmanian Government's implementation plan for the NDS. Tasmania will report on its implementation through the bi-annual Council of Australian Governments (COAG) Progress Report.

PDAC will provide advice and feedback to agencies through its program of regular meetings with the Heads of Agencies.

Implementation and reporting

Agencies, including TasTAFE and THS, will develop Disability Action Plans (DAPs) to implement their commitments under Accessible Island.

Agencies will provide annual DAP progress reports to PDAC. Agencies currently report on the following outcome areas:

- access to services and programs;
- access to employment opportunities, career development, recruitment and retention;
- access to buildings, facilities, venues, off-premises events; and
- access to information (printed materials, websites, audio and video).

Agencies will also be asked to:

- provide updates on program initiatives;
- respond to recommendations in previous PDAC reports; and
- report on indicators that are linked to the three principles underpinning Accessible Island (see page 12).

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

PDAC will provide an annual implementation/progress report to Cabinet, outlining achievements and identifying areas for further action. PDAC's report will be published on the DPAC website, (as shown in figure 1 on page 8).

The Premier's Disability Advisory Council

has been responsible for monitoring, and reporting on, the implementation of the Disability Frameworks for Action since 2008. This arrangement will continue for Accessible Island.

PDAC is chaired by the Premier and includes the Minister with portfolio responsibility for Disability Services (Department of Health and Human Services), a Community Chair and 10 community members who are people with disability, their families and carers or who have strong community or professional connections to people with disability. The Chair of the Ministerial Disability Advisory Committee is also a member.

Monitoring and evaluation

During the implementation of Accessible Island, the Government will continue to consult with PDAC, people with disability, the disability services sector and the Tasmanian community to understand how Accessible Island is contributing to positive outcomes and equitable access for people with disability.

Agencies will be asked to include qualitative and quantitative data in their annual reports to PDAC to map their progress against the three principles underpinning Accessible Island. Some indicators are suggested below.

Access and inclusion

- Number of building appraisals to ensure accessibility.
- Number and scope of modifications to buildings and other infrastructure to ensure accessibility.
- Proportion of websites that are WCAG 2.0 Level AA compliant.

Employment in the State Service

- Number of adjustments put in place for employees with disability.
- Engagement with Disability Employment Services providers.
- Number of agency specific Diversity and Inclusion plans developed and implemented.
- Number of Diversity and Inclusion toolkits developed and implemented.
- Identification of barriers and initiatives/opportunities to support people with disability.
- Take-up of a learning package for all State Service Employees to improve their awareness of the ways to support people with disability in the workplace.
- Workforce diversity data (i.e. number of State Service employees identifying as having a disability).
- Number of agencies with Diversity and Inclusion indicators incorporated into senior leaders' performance management.

Collaboration and consultation

- Participation in cross-agency and cross-sector work on disability initiatives.
- Consultation with people with disability on policy and service delivery, including an annual stakeholder survey to provide feedback on progress of the *State Service Diversity and Inclusion Framework* and propose new initiatives.

The proposed data collection is not intended to be exhaustive; however, it will provide a snapshot. Agencies will be asked to continue to provide data that they have previously provided in relation to specific programs and initiatives.

PDAC will also assume an additional reporting role from 2018. This will be to monitor the implementation of the measures in the *Disability Justice Plan for Tasmania 2017–2020* (the Plan). DoJ will coordinate annual reporting on the Plan to PDAC. PDAC will provide a response to the Secretary DoJ, if required, and will also have the opportunity to discuss implementation of the Plan with Heads of Agencies during their face-to-face meetings.

Appendix 1

National Disability Strategy 2010–2020 outcome areas

The NDS is the primary mechanism for implementing the United Nations Convention on the Rights of Persons with Disabilities in Australia.

Every two years, a high-level report to COAG measures progress against the NDS. The NDS's first progress report covered the period between 2011 and 2014, and was released publicly on 14 December 2015. The second progress report to COAG is currently under development by the Australian Government. The second progress report covers the period between 2015 and 2016.

The NDS covers six outcome areas:

1. Inclusive and accessible communities

The physical environment including public transport; parks, buildings and housing; digital information and communications technologies; and civic life including social, sporting, recreational and cultural life.

2. Rights protection, justice and legislation

Statutory protections such as anti-discrimination measures, complaints mechanisms, advocacy, the electoral and justice systems.

3. Economic security

Jobs, business opportunities, financial independence, adequate income support for those not able to work, and housing.

4. Personal and community support

Inclusion and participation in the community, person-centred care and support provided by specialist disability services and mainstream services; informal care and support.

5. Learning and skills

Early childhood education and care, schools, further education, vocational education; transitions from education to employment; life-long learning.

6. Health and wellbeing

Health services, health promotion and the interaction between health and disability systems; wellbeing and enjoyment of life.

For more information:

<https://www.dss.gov.au/our-responsibilities/disability-and-carers/publications-articles/policy-research/national-disability-strategy-2010-2020>

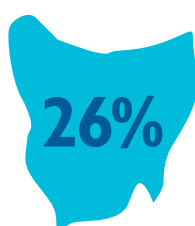
Appendix 2

People with disability in Tasmania - at a glance

The Australian Bureau of Statistics 2015 Survey of Disability, Ageing and Carers (SDAC)²¹ provides a snapshot of Tasmanians with disability²². The survey includes people who reported a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.



In 2015 there were **4.3 million** Australians with disability in 2015; of these (**131,700**) were in **Tasmania**



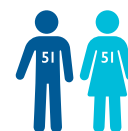
Tasmania has the **highest rate** of disability (**26%**) compared to **18% nationally**



Around one-third (**30%**) of people with disability had a **profound** or **severe** disability



1 in 5 (**21%**) people with disability said their main long-term health condition was a **mental health** or **behavioural** disorder



54% of people with disability participated in the **workforce****, compared with **83%** of people with no reported disability



The weekly median income of people with disability was **\$430** compared to **\$769** for those with no reported disability

*Living in households

**Labour force and income figures are for those aged between 15 and 64 and living in households

Appendix 3

Timeline 2005–2019

Since the first DFA was released in Tasmania, there have been significant developments at a national and international level:

- The Australian Government ratified the United Nations Convention on the Rights of Persons with Disabilities, enshrining the rights-based, social model of disability as the approach for all ratifying parties;
- All state and territory governments and the Australian Government agreed to implement the NDS; and
- In 2012, Tasmania signed an Intergovernmental Agreement for the NDIS launch.

2005	Release of Tasmania's first <i>Disability Framework for Action 2005–2010</i>
2006	United Nations Convention on the Rights of Persons with Disabilities (CRPD)
2008	Australian Government ratified the CRPD – it acceded to the Optional Protocol in 2009
2011	Implementation of the NDS – a ten-year national plan to improve life outcomes for Australians with disability
August 2011	Release of the Productivity Commission Inquiry recommending that the Australian Government fund a NDIS
7 December 2012	Intergovernmental Agreement for the NDIS Launch Tasmania, New South Wales, Victoria, South Australia and the Australian Capital Territory sign bilateral agreements for the NDIS launch
December 2012	Release of Tasmania's second <i>Disability Framework for Action 2013–2017</i>
1 July 2013	Tasmanian NDIS Launch commences for young people aged 15–24 years
2016–2019	Progressive rollout of the NDIS in Tasmania
From 1 July 2016	Young Tasmanians aged 12–14 years
1 January 2017	Tasmanians aged 25–28 years
1 July 2017	Tasmanian children aged 4–11 years
1 January 2018	Tasmanians aged 29–34 years
1 July 2018	Tasmanians aged 0–3 years and 35–49 years
1 January 2019	Tasmanians aged 50–64 years
January 2018	Release of <i>Accessible Island: Tasmania's Disability Framework for Action 2018–2021</i>
July 2019	Tasmania's transition to the NDIS will be completed

Endnotes

- 1 <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>
- 2 www.dss.gov.au/nds
- 3 These matters were also raised in ParaQuad Tasmania's submission to the Senate Inquiry into the delivery of outcomes under the National Disability Strategy 2010-2020 (April 2017)
- 4 4430.0 Disability, Ageing and Carers, Australia, 2015 (2012), Australian Bureau of Statistics, State tables for Tasmania. (Figures in brackets are 2012 and 2009 figures respectively)
- 5 http://www.dpac.tas.gov.au/divisions/csr/policy/Policy_Work/carer_policy_and_action_plan
- 6 http://www.dhhs.tas.gov.au/mentalhealth/rethink_mental_health_project
- 7 <http://www.dpac.tas.gov.au/safehomessafefamilies>
- 8 https://www.dhhs.tas.gov.au/housing/tasmanian_affordable_housing_strategy
- 9 https://www.dhhs.tas.gov.au/__data/assets/pdf_file/0008/224567/Healthy_Tasmania_Strategic_Plan_Web_v8_LR.pdf
- 10 http://www.dpac.tas.gov.au/__data/assets/pdf_file/0009/330588/Strong_Liveable_Communities_-_Low_Res.pdf
- 11 www.dpac.tas.gov.au/divisions/ssmo/workforce_diversity_and_inclusion
- 12 https://www.humanrights.gov.au/sites/default/files/PWD_and_Employment_0.pdf
- 13 http://www.dpac.tas.gov.au/divisions/ssmo/people_matter_survey_2016
- 14 <http://www.abc.net.au/news/2017-09-10/employers-urged-to-give-people-with-disabilities-a-chance/8887264>
- 15 See <http://www.arts.tas.gov.au/resources>
- 16 <http://www.parks.tas.gov.au/file.aspx?id=6359>
- 17 http://www.justice.tas.gov.au/news_and_events/disability-justice-plan
- 18 http://www.dhhs.tas.gov.au/disability/National_Disability_Insurance_Scheme/information_for_service_providers/sector_development_fund_fact_sheet
- 19 http://www.dpac.tas.gov.au/divisions/csr/policy/Policy_Work/carer_policy_and_action_plan
- 20 <https://www.education.tas.gov.au/parents-carers/students-with-disability/support-students-disability/>
- 21 https://www.dhhs.tas.gov.au/__data/assets/pdf_file/0008/224567/Healthy_Tasmania_Strategic_Plan_Web_v8_LR.pdf
- 22 4430.0 Disability, Ageing and Carers, Australia, 2015 Australian Bureau of Statistics, State tables for Tasmania

Note: all links current as at January 2018



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If you are deaf, hearing impaired or speech impaired,
you can contact us through the National Relay Service

TTY users phone **133 677** then ask for **03 6232 7133**

Speak and Listen users phone **1300 555 727**
then ask for **03 6232 7133**

Internet relay users connect to the NRS
www.relayservices.com.au then ask for **03 6232 7133**

Published January 2018
ISBN 978 0 7246 5735 5
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