

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

First Report on Agency Implementation

Premier's Disability Advisory Council
December 2018

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PURPOSE OF THIS REPORT

Accessible Island: Tasmania's Disability Framework for Action 2018-2021 (Accessible Island) is a whole of government policy that aims to remove barriers and enable people with disability to enjoy the same rights and opportunities as all other Tasmanians.

Each Agency, including the Tasmanian Health Service and TasTAFE, is required to provide an annual report on its progress to the Premier's Disability Advisory Council (PDAC). This report focuses on the activities of Tasmanian Government Agencies during 2017-2018.

The reporting period includes the final six months of the previous Disability Framework for Action 2013-2018 and the first six months of Accessible Island.

Premier's Disability Advisory Council

PDAC is chaired by the Premier and includes the Minister for Disability Services and Community Development as a permanent member. Other Ministers may assist on matters relevant to their portfolio.

PDAC has up to 11 community members, including the Community Chair and Deputy Community Chair who conduct out-of-session meetings. The Chair of the Minister's Disability Advisory Council (MDAC) is an ex-officio member of PDAC.¹

Once Agency reports have been received, the PDAC community members review them and provide feedback to:

- highlight substantial progress and/or significant outcomes that have been achieved;
- showcase initiatives that demonstrate good practice;
- note areas where stronger commitment and concerted action is required; and
- make recommendations to inform agency and whole-of-government actions and priorities over the next 12 months.

This report collates Agency reporting and PDAC's feedback. PDAC presents its report to the Premier. The report is submitted to Cabinet after which it is forwarded to the Heads of Agency and is published on the Communities Tasmania website.

Attendance of Heads of Agencies at PDAC meetings

Since 2008, Heads of Agencies have met formally with PDAC to discuss their agency's implementation of the DFA (and now Accessible Island). These meetings occur on a rotating basis over a two-year period. During 2017-2018 the following meetings were held:

- On 10 November 2017, the Secretary of the Department of Police, Fire and Emergency Management (DPFEM) and the Secretary of the Department of Treasury and Finance (Treasury).

¹ For further information about PDAC see [PDAC Terms of Reference](#). The Minister's Disability Advisory Committee (MDAC) is established under the Terms of Reference of the Premier's Disability Advisory Council. MDAC provide advice to the Minister for Disability Services and Community Development in relation to the planning and delivery of specialist disability services in Tasmania.

- On 23 July 2018, the Secretary of the Department of Premier and Cabinet (DPAC) and the Deputy Secretary of the Department of Health (DoH).

PDAC thanks Mr Darren Hine, Mr Tony Ferrall, Ms Jenny Gale and Mr Ross Smith (DoH) for their presentations. PDAC community members find the meetings with agency heads extremely valuable, appreciates the candour of the discussions and the commitment to improving outcomes for people with disability.

PDAC's activity in 2017-2018

PDAC community members continue to be very active in supporting the Tasmanian Government to implement its disability agenda. In addition to attending two formal and three out-of-session meetings, members have:

- Contributed to the development of *Accessible Island: Tasmania's Disability Framework for Action 2018-2021*.
- Reviewed the first report of the *Disability Justice Plan for Tasmania 2017-2020* and made recommendations to Agencies.
- Met with the State Manager National Disability Insurance Agency (NDIA) to discuss National Disability Insurance Scheme (NDIS) rollout (August 2017).
- Provided advice to Treasury regarding the accessibility of the new Salamanca Building.
- Provided access advice to DoE on the Northern Support School during a site visit and participated in the Southern Support School Project Working Group
- Represented on the NDIS School Transport Consultation Reference Group.
- Participated in the *Metro Tasmania Disability Action Plan (DAP) 2011-2022* consultation forums.
- Reviewed the State Service online disability awareness training.
- Met with Agency Disability Working Group convenors.
- Chaired the Minister's Disability Advisory Committee.
- The Community Chair also represented Tasmania on the National Disability and Carers Council.

ACCESSIBLE ISLAND: TASMANIA'S DISABILITY FRAMEWORK FOR ACTION 2018-2021

Overview

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

Accessible Island is the third progression of a whole-of-government approach to ensure that all Government Agencies implement socially just policies and practices for Tasmanians with disability. The first Disability Framework for Action (DFA) began in 2005 and was followed by the second DFA, which began in 2013 and concluded in 2017.

Accessible Island is built 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 Convention on the Rights of People with Disability. It 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.

Accessible Island links to the *National Disability Strategy 2010–2020 (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.

All Australian states and territories have agreed to develop implementation plans for the NDS. Accessible Island is Tasmania's implementation plan for the NDS; the action areas align to the NDS outcomes.

A summary of the Outcome Areas is provided on the next page. For more information and a detailed list of actions see: [Accessible Island: Tasmania's Disability Framework for Action 2018-2021](#)

Tasmania has the highest rate of disability in Australia – 26 percent compared to 18 per cent nationally. In 2015, 131,700 people reported a disability (Australian Bureau of Statistics *Survey of Disability, Ageing and Carers* 2015).

Outcome Areas and Actions - Summary

Inclusive and Accessible Communities

- 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

Rights Protection, Justice and Legislation

- Improve recognition and response through the *Disability Justice Plan for Tasmania 2017–2020* (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

Economic Security

- Implement the *Tasmanian State Service Diversity and Inclusion Framework 2017–2020*
- Promote inclusive workplace practices
- Deliver a new affordable supply of, and better access into, affordable homes and rapid assistance out of homelessness through the Tasmanian

Affordable Housing Action Plan 2015–2019

- Educate people about guardianship and power of attorney issues

Personal and Community Support

- Support transition to the NDIS
- Provide culturally appropriate services
- Acknowledge and support carers
- Support and promote mental health through the *Rethink Mental Health 2015-2025* plan
- Improve the application process for the Companion Card

Learning and Skills

- Support students with disability to access further education, training and employment
- Address priorities identified by the Ministerial Taskforce – Support for Students with Disabilities

Health and Wellbeing

- 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 *Healthy Tasmania Plan* will give Tasmanians and their communities the information and tools they need to make positive and healthy changes to their lives

Progress Indicators

All Tasmanian Government Agencies are asked to provide qualitative and quantitative data in their annual reports to PDAC. This information is used to map progress against the three principles underpinning Accessible Island.

Ensuring access and inclusion in government services, infrastructure and communication

Examples include:

- 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.

Collaboration and Consolation – Agencies will share expertise and collaborate in the planning and development of services, infrastructure and communication

Examples include:

- 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 *Tasmanian State Service Diversity and Inclusion Framework* and propose new initiatives.

Improving Employment Outcomes in the State Service

Examples include:

- 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.

Collection of this data over time will inform the reporting on Accessible Island outcomes. PDAC will continue to work with agencies to refine the data collection.

KEY MESSAGES FOR AGENCIES

Achievements to build on

Rights protection, Justice and Legislation

PDAC noted the significant work undertaken by the Department of Justice (DoJ) and stakeholders over the past two years leading to the development of the [Disability Justice Plan for Tasmania 2017-2020](#) (Disability Justice Plan) and the work undertaken during the initial period of its implementation. The Report submitted to PDAC earlier this year demonstrated a strong commitment to implementing the Plan. DoJ and the responsible Agencies² are congratulated on this achievement. PDAC has reviewed this report.³ This needs to be seen as a supplement to this Report against Accessible Island Framework Continued monitoring will constitute a major body of work into the future for the Agencies.

Improving Employment Outcomes in the State Service

DoJ is commended for its appointment of a Diversity and Inclusion Officer at the beginning of 2018 and proposed development of a Diversity and Inclusion Action Plan to increase the recruitment of staff with disability.

PDAC was pleased to learn about employment initiatives being implemented by Department of Health (DoH)/ Communities Tasmania (DCT) to support existing staff and in recruitment of people with disability. These included the use of Disability Employment Service providers to help fill regular vacancies under the whole-of-government [Fixed-term Register for People with Disability](#) and the hosting of an information session (open to all employees) about employing people with disability.

PDAC applauds the commitment by several agencies to provide Mental Health First Aid training for staff. This has included investment in training of instructors by Mental Health First Aid Australia.

DoE is commended for its effort in developing selection processes for the employment of staff, which ensured that selections were undertaken in a fair and transparent manner and which includes provision for using alternative assessment formats where reasonable adjustments are required for applicants with disability.

Learning and Skills

PDAC noted that the interface between the Department of Education (DoE) and the NDIS is critical for students with disability and that it was clear that the Department is building strong links with the NDIA in an effort to achieve optimal outcomes for students with disability.

² DoH, DCT, DPFEM and the THS are also required to report against the Justice Plan initiatives.

³ PDAC's report can be found here :

http://www.dpac.tas.gov.au/_data/assets/pdf_file/0007/191419/2017_PDAC_report_on_Agency_Action_Plans.pdf

PDAC commended DoE on its strategies for continual improvement including the use of research and evaluative techniques undertaken by external bodies, for example in the Audit of Student Learning Plans, and the provision for teachers for an online Graduate Certificate through UTAS.

Other positives in the DoE report included:

- The collaborative and comprehensive relationships with parents, communities, other agencies and community services; and
- The strong commitment by the Agency and staff to the improvement of inclusive education.

The Graduate Certificate in Inclusive Education through the University of Tasmania was viewed as a commendable initiative with over 47 DoE staff having completed the qualification to date. Over 1,379 staff had access to online resources relating to inclusive education. It is apparent that staff have found these resources to be valuable.

The Learning Plan Quality Assurance Process demonstrated commitment by DoE to improvement of this planning process which is at the core of optimal outcomes for students with disability. It was also clear that the results from the audit were being used to further enhance planning. An extension of the audit to include the number of students who have achieved their learning goals is recommended as a further enhancement.

PDAC also recognised efforts by DoE in establishing Autism Support Classes for learners with ASD in the North and South of the State.

Events Accessibility

A number of Agencies cited their promotion and use of the Accessible Events Guidelines and Checklist. PDAC was once again impressed by DPIPWE's continuing efforts to ensure the accessibility of its Agfest site.

Almost all agencies reported that they had publicised the Guidelines and Checklist for organisers of both in-house and off-premises events.⁴ However, PDAC was concerned there did not appear to be 'feedback loop' in place whereby organisers reported on the utilisation of the Guidelines or any adjustments made as a result of their application.

State Executive Service Performance Agreements

PDAC was positive about the Department of State Growth's (State Growth) re-design of its Senior Executive Service performance agreements to include responsibilities linked to the DAP. PDAC notes that Treasury, DoE and DPIPWE have also included diversity components in their performance agreements. As leadership is an important way to drive and achieve sustainable equity outcomes, PDAC would like to see all Agencies include disability specific and diversity measures in the performance agreements of senior staff.

Transport

⁴ Treasury advised that they did not hold any off-premises events during the reporting period.

PDAC commended State Growth for ensuring that all new vehicles used for general access bus services were compliant with the *Disability Discrimination Act 1992* and were equally pleased that all buses in the fleet would be accessible by 2022. However, concern was raised about the accessibility of bus stops in the context of a public transport system and the whole of journey context. PDAC considers that this warrants specific action by those responsible for bus stop infrastructure.

Web Accessibility

The efforts by several Agencies with regard to web accessibility were noted and it was agreed that there had been significant progress and commitment to implementation of the Web Content Accessibility Guidelines (WCAG). PDAC notes that State Growth reported that it has achieved a level of 95% compliance with WCAG 2.0 AA and that new builds by external contractors are required to meet WCAG 2.0 AA as a condition of contract. PDAC commends State Growth on this outcome and its commitment to web accessibility.

WHERE FURTHER WORK IS NEEDED

Reporting Challenges

PDAC acknowledged the additional challenges in reporting across the final year of the previous DFA and the first six months of Accessible Island. However, this resulted in a lack of clarity about whether some actions from the previous DFA remained unachieved or were to continue as new actions in Accessible Island.

Members expressed frustration with the use of terms such as ‘ongoing’ and ‘in progress’ in agency reporting. PDAC would prefer to see the identification of interim targets and milestones, and the inclusion of statements describing action being undertaken towards completion of the action, even where it had not been achieved yet. The phrase ‘ongoing’ may be helpful where the action has been completed and is to be implemented on an ongoing basis. Similar feedback has been provided in previous PDAC reports.

PDAC noted that where an action in Accessible Island refers to another Tasmanian Government strategy or Plan that a short summary statement in relation to overall progress against that plan should be included. Examples include - the *Healthy Tasmania Five Year Strategic Plan*, *Rethink Mental Health* and the *Disability Justice Plan*.

As in past reports, **PDAC reiterates its interest in ‘outcomes’ as opposed to ‘outputs’**. It is difficult to assess progress against actions, or to gain an understanding of cumulative progress across reporting periods, where there is no data and analysis provided about the impact of programs in improving accessibility for people with disability in the Tasmanian community.

Action Plans aligned to new Departmental Structures⁵

Given the recent establishment of Communities Tasmania, the Department of Health (DoH) and Communities Tasmania have developed a combined Interim Disability Action Plan (DAP) aligned with Accessible Island and have reported against this interim plan. This arrangements reflects that many shared services such as Human Resources and Information, Communication and Technology remain unchanged and will gradually transition to the new Departmental arrangements over 2018-2019. PDAC understands that it is the intention of Agencies to establish separate DAPs. PDAC supports this approach.

PDAC hopes that in future, separate DAPs for DoH and DCT will provide greater clarity on development and progress of actions and allow for separate and more detailed reporting by the Tasmanian Health Service (THS).

Inclusive and Accessible Communities

PDAC noted that the whole-of-government [Accessible Events Guidelines and Checklist](#) appears to have been adopted and utilised by most Agencies in planning of events. However, PDAC also observed that there did not appear to be a consistent approach relating

⁵ On 1 July 2018 the new Department of Communities was established. The new Department incorporates Human Services, Housing, and Disability Services from the former Department of Health and Human Services and Communities, Sport and Recreation from the Department of Premier and Cabinet.

to application of the Guideline nor any reporting structure which was able to ensure either that the Guidelines had been consulted or that an event was in fact accessible.

PDAC noted that two whole of government strategies relating to Information and Communications Technology (ICT) were still in development and that the lack of these strategies was noted by several agencies in reporting on the accessibility of their services. These included:

- The development of a whole-of-government procurement framework that includes comprehensive accessibility criteria for ICT procurement.
- 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.

Both of these projects have been previously identified by PDAC for several years as areas requiring specific and immediate government attention. While technology can be a powerful enabler, it can also disenfranchise people with disability. Accessible IT (much like transport and recruitment) can be an important enabler of accessibility. There are important opportunities in this area that government must pursue as a matter of priority.

PDAC's involvement in reviewing the accessibility of Treasury's Parliament Square tenancy highlighted the need to involve those with accessibility expertise early and in a systemic way in the constructions/refurbishment of major capital works projects. PDAC's concern is that while specifications and the build may comply with the minimum standards, that new builds and refurbishments create an opportunity to develop an exemplar facility that incorporates 'accessibility design principles that are not only about today but about building for tomorrow'.

PDAC would also be interested in reporting on the implementation of Accessible Island on King and Flinders Islands. As a first step, this could provide an overview of the accessibility of State Government facilities on the islands. Consideration will also be given to making this a 'standing item' for PDAC's meetings with Heads of Agencies'.

Rights protection, Justice and Legislation

PDAC noted that continued monitoring of effort and achievements across Agencies that have responsibility under the Disability Justice Plan will constitute a major body of work into the future. Reporting against the Plan should be viewed as a supplement to reporting against Accessible Island. PDAC also noted that the Disability Justice Plan was prepared with the significant involvement of many stakeholders who have an interest in, commitment to and expertise in these matters. PDAC considers that it would be appropriate for future reviews of the Plan to include engagement with the stakeholders involved in its development.

PDAC members were concerned about the lack of reporting by DoH/ DCT around progress on activities relating to *Rethink Mental Health, Better Mental Health and Wellbeing: A Long-Term Plan for Mental Health in Tasmania 2015-2025*. The reporting included focused on activities related to the Tasmanian State Service and did not include broader information regarding implementation of the strategy for the broader Tasmanian community. In light of the problems being faced by Tasmanians with psychosocial disability and their carers,

including the high rate of suicide, PDAC considered that more information relating to this action should have been included.

Education Outcomes

PDAC concluded that further clarification of outcomes and activities relating to Outcomes Area 5 Learning and Skills was needed. The current reporting structure does not provide a logical place for reporting of progress relating to school education and therefore student learning outcomes. It was felt that the current structure of the plan and report focuses on adult and post school options. While PDAC noted that DoE had submitted a comprehensive report it felt that an overarching discussion of the Department's provision of high quality specialist programs and services would be a positive enhancement.

Sharing Resources

PDAC was keen to see a mechanism whereby Agencies could share positive initiatives relating to processes such as the Treasury and Finance's recruitment guidelines, or building developments and refurbishment projects. There are benefits of collaboration and information sharing particularly to support staff who may not have the experience and expertise.

AGENCY IMPLEMENTATION OF ACCESSIBLE ISLAND

Notes on the reporting methodology

- This report is based on self-reporting by agencies. Therefore, the language, style and level of detail may vary. Depending on their portfolio, Agencies may not report against all outcome areas.
- PDAC's comments reflect the information provided by Agencies and PDAC members' observations in the community context. This is not the whole of the activity and not all activities reported are captured in this Report.
- Reporting is for the period 1 July 2017 to 30 June 2018. Accessible Island commenced on 1 January 2018, therefore some references are to activities under the previous DFA. In some cases where Agencies have activities in progress – a foreshadowed date beyond 30 June 2018 is included.

Outcome 1: Inclusive and accessible communities

Department of Health (DoH) / Communities Tasmania (CT)

Activities included:

Facilities reviews

- Asset Management Services (AMS) have managed several rolling annual programs (with a focus on disability access), including:
 - A budgetary allocation within the *Capital Investment Program – Essential Maintenance program* (CIP-EM) has continued - enabling the engagement of a consultant to review a select number of buildings (Statewide). During the previous year AMS completed reviews of all buildings at St Johns Park in New Town and of all CHaPS buildings owned by the Crown (Statewide)
 - Information about facilities reviews is put into a register to prioritise and action projects of greatest need. The register also includes the proactive requests from business units about access issues that they would like resolved. Two examples of registered projects that were actioned in 2017-2018 include:
 - Installation of compliant toilets in two buildings at St Johns Park providing service delivery to the public – Alzheimer's Association and Bowls Club; and
 - Multiple buildings were made compliant by the installation of compliant rails; installation of luminous contrast stair nosing and tactile ground surface indicators.

Workplace modification

- HRMS (Health) and People and Culture (DCT) have continued to support the provision of reasonable workplace modifications for employees with disability (and business units) through:
 - Using workplace policies and procedures such as the *Workplace Adjustment Procedure* (July 2017) and the new *Flexibility at Work: Guide to Flexible Arrangements* (May 2018);
 - informing site managers of access issues as required; and
 - Seeking advice from specialist disability access consultants as required.

Accessible events guidelines

- To support increased awareness of the practical actions teams can do to ensure their events are accessible, DCT/DoH published the *Tasmanian Government Accessible Events Guidelines and Checklist* on the Health intranet (currently shared with DCT). Teams such as HRMS have actively used these guidelines to support events including the roll out of the Mental Health First Aid training program, other training and events hosted by the team (including the Diversity Committee and the White Ribbon Working Group).

Social housing

- Housing Tasmania leads the delivery of new social housing supply to support commitment under *Tasmania's Affordable Housing Action Plan 2015-19*. As at 30 June 2018, all new procurements for social housing released under the Action Plan are required to meet the minimum standards of universal design principles.
- Action to build 200 new homes to minimum standard plus 300 homes above *Minimum Standards for Social Housing* (Minimum Standards) on track to be met according to planned timelines.
- As at 30 June 2018, a total of 300 new social housing and homeless accommodation with accessible design features were available for people in housing need. All of these units exceed the Minimum Standards.
- As at 30 June 2018, 55 new or upgraded public housing homes had been delivered on redevelopment sites across the State. The demolished properties averaged around 55 years in age and were replaced with multiple unit developments suitable for people with disability and elderly applicants off the public housing waitlist. All these units exceed the Minimum Standards, with most meeting the Platinum level of the *Liveable Housing Design Guidelines*.
- *Tasmania's Affordable Housing Strategy 2015-2023* provides a 10-year strategic direction for more fit-for-purpose homes within a sustainable social housing model.
- As at 30 June 2018, two consultancies have been appointed by Housing Tasmania to provide independent advice and information to help guide decisions about the long term provision and management of SDA in Tasmania. Both consultancies are expected to be completed by December 2018.

Advocacy and peer support

- DCS continues to support a SpeakOut Advocacy conference for people with disability and provided additional funding for Peer Support Networks in 2017-18 and again in 2018-19.
- In 2017-18, the Tasmanian Government provided \$949,529 in funding to relevant organisations in recognition of advocacy as a safeguard protecting the rights of people with disability and in ensuring that people with disability can actively participate in, direct and implement decisions that affect their lives. A further \$973,667 has been committed for 2018-19.
- In both 2017-18 and 2018-19, the Tasmanian Government committed an additional \$15,000 to Advocacy Tasmania, SpeakOut Association and Association for Children with Disability (ACD) to support peer led advocacy and/or peer led support networks.

Consumer voice

- Tasmania successfully secured \$200,000 under the NDIS CICD program. The desired outcomes of the Consumer Voice project are to:
 - Provide a platform upon which to build knowledge capital, peer support and connection amongst people with disability;
 - Provide opportunity for individuals to share experiences about navigating systems and accessing mainstream and specialist services;
 - Build capacity for self-advocacy by building on individual and collective strengths to set and reach goals; and
 - Enhance the independence and ability of people with disability to exercise choice and control in pursuit of their goals.
- In the first stage, \$60,000 was granted to JFA Purple Orange to investigate local stakeholder and consumer perspectives on the establishment of a collective voice for all Tasmanians living with disability.
- The project also sought to determine how best a collective voice could be established. The consultation report (January 2018) provided recommendations to inform stage two of the project. The remaining \$140,000 will be utilised to establish the recommended consumer voice mechanism, informed by the consultation, and place it on a solid foundation, with an additional \$75,000 from a separate CICD project.
- In conjunction with the Commonwealth and other Jurisdictions, HDCS continues to explore the future of legal and systemic advocacy under the NDIS at a national level.

Employment

- HDCS continue to meet regularly with National Disability Services, Mental Health Council of Tasmania and TasCOSS to identify disability sector service delivery and policy issues in transition to NDIS. HDCS has accessed and disseminated Sector

Development Funds to strengthen the sector and to provide information and advice on disability issues.

Web accessibility

- Online Services and Communications teams work to ensure DCT's new websites, intranet and document templates are accessible to people using assistive technology. The team continues to work with units in both DoH and DCT to ensure that old web pages (over 30 plus sites/subsites currently being managed) are updated to be WCAG 2.0 compliant.

Department of Education

PDAC noted that DoE provided a lengthy response against all its actions in Accessible Island.

Activities included:

- Conducting regular accessibility appraisals to address immediate student, staff and public needs. Completed 43 individual projects totalling over \$422,000 to improve access for people with disability.
- Two major public works - redevelopment of Northern Support Schools (\$10.2m) and Southern Support School Project (\$4.3m) currently in stakeholder consultation phase.
- Regular promotion of the DoE Events Management Policy and Guidelines and the Accessible Events Guidelines and Checklist to staff and event organisers. Libraries Tasmania provides these documents to all events organisers who have received Libraries Tasmania funding.
- Consultation with Communities Tasmania and NDIA throughout the school-age transition process, including creating an information sheet on access to, and use of the Tasmanian Equipment Library.
- Collaboration with St Giles and Libraries Tasmania on the Telehealth Pilot Project Provides support and spaces for people with disability to overcome information barriers in regional locations eg New Norfolk, Scottsdale and Whitemark and Glenorchy. Staff at pilot sites have increased their understanding of people with disability through increased engagement.
- The Inclusion and Diversity Service unit supports all students with disability to access, participate and engage in education and support the health and wellbeing of student with disability. Two FTE Inclusion and Access Coordinators work with schools to ensure equitable access to education and learning experiences through assistive technology, physical access and equipment (including minor works) and transport assistance. The Coordinators also provide professional learning for school teams.
- Contracted KPMG to conduct a survey (May-June 2018) with school principals, classroom teachers, support teachers and parents to seek feedback on support for students with disability. 1,081 survey responses were received and 66 parents and students attended face-to-face forums. The data will be shared with individual school and the key findings will be published.
- Wellbeing programs for DoE employees in 2018 – included Back on Track (mental health), supportive teams, MHFA, Act Now: Crisis Response and Open Minds mental health basics.

Libraries Tasmania

- Libraries Tasmania has a pool of assistive technology tools and devices to support clients' vision and hearing needs – these can be dispatched to any site in the network.
- Libraries Tasmania ensures needs of people of disability are factored into the planning for all refurbishment projects.
- Libraries Tasmania provided free enrolment for carers accompanying and supporting a client on Adult Education courses.
- Libraries Tasmania promoted volunteering opportunities and experienced an increase in the number of volunteers with disability participating in volunteering programs from September 2017 to July 2018. A new volunteer role (Digivols) enables people to digitise records from their own homes, removing a significant mobility barrier.
- In 2017-2018 Libraries Tasmania provided the Home Library Service to 590 clients who are unable to visit the library in person with 86,989 issues from 26 sites.
- The Devonport Library will move with Service Tasmania to the paranaple⁶ Centre – a new multipurpose civic centre. paranaple has been designed with best practice access and inclusion for all clients hearing loop technology in meeting rooms, a low gradient internal ramp and wide escalators and lift.

Department of Treasury and Finance

Activities included:

Web accessibility

- The Revenue Branch developed and implemented an online form for Principal Residence Land applications. This form has improved accessibility for users and can be used across a number of devices including mobile devices such as iPads. The form is now the most frequently used and links to real time information to guide users. Planning has commenced for development of further forms in this format in 2018-19.
- Vision Australian completed an accessibility audit of the Treasury, State Revenue, Purchasing and Economic Regulator sites to assess their compliance with WCAG level AA. Treasury has scoped an internal project to work towards being broadly compliant (for example, training publishers in accessibility publishing). All of the technical issues have been actioned.
- PDAC members toured the Parliament Square (4 Salamanca Square) building in January 2018. Treasury has been working with the building developer to address the access issues that were identified. Some issues have already been actioned (for example, improved identification and functionality of the building access intercom point and entry door to a standard beyond those required by Australian Standards and Building Code requirements). The remainder of the issues are currently being implemented (e.g. alterations to amenities to ensure shelves and soap dispensers comply with Australian Standards) or are identified as items to be considered under the Reasonable Adjustment Policy to provide specific design solution as required.

⁶ *paranaple* is the local indigenous name for the part of the Mersey River that flows through Devonport.

- In April 2018, Treasury requested the developer of the CH Smith site in Launceston to engage an external disability/accessibility expert consultant to review the plans and layout. The consultant was asked to identify any potential issues that may impact on occupants and in particular people with a disability. A report was provided to the developer in May 2018. Where possible, the recommendations have been incorporated into the CH Smith design.

Department of Police, Fire and Emergency Management (DPFEM)

Activities in this period include:

- DPFEM has completed a statewide audit and review of its buildings and is working towards the upgrade of disabled access and facilities on a priority basis. The most significant upgrade has been the installation of a lift in the entrance of the Hobart City Police Station and redesign of the adjacent toilets improving access and amenity for people with disability.
- Major modifications were made to several other police premises such as access ramps at the Burnie and Launceston headquarters, and refurbishments, including disability access compliant features, at the Bellerive, Glenorchy and Devonport police stations.
- This audit process is now embedded into the DPFEM routine practice and will continue, as will further works to improve and enhance access to facilities and services.
- DPFEM has used the *Accessible Events Guidelines and Checklist* to inform its approach to hosting events and their use has been promoted throughout the Department.
- One of four of DPFEM's websites – <https://www.police.tas.gov.au> – is currently WCAG 2.0 compliant with a second site – that of the SES – due to come online in a WCAG 2.0 accessible format in October 2018. The Tasmania Fire Service and the DPFEM websites are to be upgraded to WCAG 2.0 compatibility as part of Project Conexus and it is anticipated these will be on-line within two years.

Department of Justice (DoJ)

Activities in this period include:

Accessible buildings

- DoJ promotes and complies with relevant Disability Access requirements and this is complemented by a proactive audit program, a rolling annual audit program of four audits on two owned and two leased buildings across DoJ locations across the state.
- Significant works have been undertaken to address access issues to DoJ owned buildings, including improvements to Supreme Court Buildings in Hobart and Launceston and the preparation of a Strategic Investment Review Proposal for the renovation of Burnie Court.
- In 2018 Tasmania supported the release of an options paper seeking community input on the design aspects to be included in the National Construction Code (the Code) to

improve accessibility in class 1 housing. The outcomes of the consultation will be published in March 2019.

- Tasmania has now supported the development, by the Australian Building Codes Board, of a work plan to implement changes to the Code in the 2022 edition. The changes will be based on the outcomes of the consultation. Any changes will be subject to a COAG Regulatory Impact Assessment.

Web accessibility

- All new websites and redesigns of existing websites are Web Content Accessibility Guidelines (WCAG 2.0) compliant to level AA.
- DoJ has developed templates for websites that meet WCAG standards and will mean it is much easier to revise existing sites or create new ones ensuring they are accessible.
- DoJ has developed Web Publishing Standards that clarify accessibility requirements for web publishing.
- The newly launched Intranet contains a dedicated page on Creating Accessible Documents.
- On-line training for employees has been revised to include closed captions.

Department of Premier and Cabinet (DPAC)

Activities included:

Web accessibility

- Developed and released eLearning materials to educate DPAC staff on the importance of providing accessible information, tools and resources for people with disability.
- The Office of eGovernment and TMD is meeting with the Office of the Crown Solicitor to develop a more contemporary ICT procurement framework that includes comprehensive accessibility criteria. This is on track for completion in July 2020.

Emergency management

- DoH initiated a 12-month project to review and revise the Emergency Management Framework for Vulnerable Persons. The Office of Security and Emergency Management, which forms part of DPAC, will check and assess applicable policy arrangements (and amend as necessary) when the updated Framework is delivered.
- All information in TasALERT's 'Get Ready' section, including what to do before, during and after an emergency, is available in AUSLAN and nine languages other than English, chosen in consultation with the Migrant Resource Centre.⁷

Workforce diversity and flexibility

- The *State Service Diversity and Inclusion Policy and Framework* has been rolled-out to all agencies that report diversity and inclusion activities annually to the State Service Management Office.

⁷ Chinese, Nepali, Arabic, Farsi, Hazaragi, Dinka, Swahili, Amharic and Oromo.

- A number of policies and procedures relating to workplace flexibility were released in July 2018 – these included the Flexible Work Policy and the Workplace Adjustments Policy and associated procedures. DPAC’s “What Works for Me” campaign, to support and promote flexible work arrangements was launched in August 2018. Promotion has included a face-to-face session attended by Executive members, and a panel of employees sharing their flexible work stories, posters, intranet stories and videos outlining the stories of staff who have flexible working arrangements. Information has also been provided on the ‘campaign space’ on the intranet.
- Planning for AccessAbility Day⁸ 2018 is underway. This occurs annually in November/December.
- Human Resources actively promotes the use of the Disability Employment Register for the filling of vacancies as appropriate.
- DPAC continues to support the use of Australian Disability Enterprises for procurement purposes.
- The Accessible Events and Guidelines checklist has been loaded onto DPAC’s intranet and the Tasmanian Government Communications website. It is also under the Communities, Sport and Recreation’s (CSR) section on the DPAC website. The checklist has also been promoted through *Blurb*, a newsletter CPU send to 300 staff across Government.

State Growth

Activities included:

- A detailed accommodation review enabled State Growth to influence design aspects of workspaces and processes through consultation with its employees. This resulted in the inclusion of hearing loops, relocation of taps and widening of access areas to ensure accessibility for all employees and a reduction in the need for individual adjustments.
- State Growth has actively utilised and promoted the use of the *Accessible Events Guidelines* when working with and funding industry community events to ensure increased inclusion and accessibility.
- State Growth is represented on the National Disability Coordination Officer Tasmania’s Advisory Committee, attending related forums and events, and publicising these events through networks.

Web Accessibility

- All State Growth websites are WCAG 2.0 Level AA compliant. Training has also been provided to relevant employees on creating accessible documents.

Accessible transport

- With the rollout of the NDIS, State Growth is working closely with the NDIA to incorporate changes and updates to the Transport Access Scheme and support the transition of NDIS participants.

⁸ An Australian Government jobseeker initiative.

- All new vehicles used for general access bus services must be compliant with the *Disability Discrimination Act 1992 (DDA)*. This will continue to be a requirement under new contracts being issued in 2019.
- The taxi subsidy scheme will continue to be available to those who are not eligible for the NDIS. Due to issues with the implementation of the NDIS, the safety net program has been extended for Tasmanians who have transitioned to NDIS until 30 June 2019.
- The Assistance Animals Taskforce was established several years ago to work with the taxi industry, the Tasmanian Anti-Discrimination Commissioner and community organisations to prevent cases of discrimination occurring. The number of complaints from people travelling with assistance animals has reduced significantly and the Taskforce 'has paused its activities for now'.
- The *Fitness to Drive – Physical disability* fact sheets provide a range of information on the challenges and questions raised with regard to support and advice for people with disability who drive. This includes information on:
 - applying for a driver license
 - occupational therapy driving assessments
 - vehicle modification requirements; and
 - process around assessing fitness to drive.

Department of Primary Industries, Parks, Water and the Environment

Activities included:

- A Disability Reference Group has been established to engage people with disability and disability expertise in planning, developing, implementing and reviewing inclusion initiatives to ensure actions are executed, reviewed and maintained and will continue for the life of the 2018-21 plan.

Accessibility

- DPIPWE enhanced the accessibility of services and supports offered through:
 - the introduction of a second TrailRider (remote access wheelchair) in November 2017, at Mt Field National Park.
 - new toilet facilities at Bruny Island Neck Game Reserve (completed in January 2018) are wheelchair accessible via a new ramp.
 - reconstruction of the Russell Falls Walk path has improved accessibility for those with limited mobility, including improved gradient and path widening to enable two wheelchairs side-by-side.
 - Planning is underway for new boardwalks and viewing platforms at Bruny Island Neck Game Reserve.
 - Promotion of the *Accessible Events Guidelines and Checklist* to all DPIPWE staff via Pod (intranet).

- DPIPWE will continue to promote these documents with external event organisers as opportunities arise and will consider publishing the *Guidelines and Checklist* on the DPIPWE website.
- Worked with Tasmanian Government statutory authorities, state owned companies and government business enterprises to achieve the outcomes of Accessible Island.
- DPIPWE built upon last year's success at AgFest to improve accessibility. This included ensuring stalls and displays were accessible to visitors with a range of mobility restrictions, by providing flooring material suitable for wheelchairs and mobile assistance devices and by ensuring adequate space between stalls.
- Reasonable workplace modifications for employees with disability are identified through individual occupational assessments, with workplace modifications made as requirements are identified.
- Work on the Southern Accommodation Project (SAP) at the Lands Building in Hobart incorporates feedback provided by an Access Consultant in an Access Appraisal Report on the proposed alteration works.

TasTAFE

Activities included:

- Ensured students with disability are provided with fair, flexible, valid and reliable teaching, learning and assessment arrangements (completed).
- Developed procedures for providing appropriate practical support for new and current staff experiencing disability (completed).
- All documentation relating to staff selection processes and procedures will include information on TAFE's obligations under the DDA and accessibility and modification.
- Staff induction process includes disability awareness information and staff will be required to undertake an annual refresher.
- Ensure provision of disability parking spaces (completed) and ensure the number of allocated disability car parks meets or exceeds requirements at all campuses.
- Project plan to rebuild TasTAFE website initiated – this will improve accessibility and compliance with WCAG. It will also include information regarding obligations under the DDA and Disability Standards for Education 2005.
- Building connections with schools and colleges to better support students' transition to TasTAFE. Attended a range of events, expos and meetings in all regions.
- A project to ensure buildings and facilities are accessible is due for completion December 2019.

Outcome 2: Rights protection, justice and legislation

Department of Health (Department of Communities Tasmania)

Activities included:

- Disability and Community Services (DCS) continued to support the Ministers Disability Advisory Committee (MDAC) to provide advice on policy and programs that focus on people with disability in Tasmania. In the reporting period, MDAC has been consulted in relation to a number of strategic projects and policy development including:
 - the *Review of the Disability Services Act 2011*;
 - the creation of resources for providers to better manage complaints and feedback in their services;
 - the Disability Services Regulations project; and
 - the Individual Planning framework.
- The independent *Review of the Disability Services Act 2011 – Report of the Review Committee* was presented to Parliament on 5 July 2018. The recommendations in the Report are currently under consideration by Government. It is likely that a number of amendments to the Act will be proposed and a number of actions that do not require a legislative amendment will be progressed by DCS and included in the Disability Services Strategic Plan. A number of recommendations will not be considered until post July 2019 when a more comprehensive review of the Act to ensure alignment with the NDIS will be progressed.
- In 2017, DCS undertook a statewide project on compliance with the Disability Services Regulations 2015. The aim of this project was to assist the sector in self-assessment of their compliance with the regulations to support the delivery of better outcomes for people with disability, their families and carers and support for continuous improvement across organisations. The project raised awareness of the regulations and the requirement for organisations to comply. It has also assisted with the identification of future training needs and organisational readiness to comply with the National Quality and Safeguarding Framework.

Department of Justice

Activities included:

Disability Justice Plan for Tasmania 2017-2020

- As the lead Agency, DoJ provided the first cross-agency Annual Report on the Plan to PDAC in May 2018. Recent progress in the Justice portfolio included:
 - Work to improve information sharing between the Tasmanian Prison Service (TPS) and the Tasmanian Health Service will be incorporated into an MOU between the two Departments and in the new IT platforms each department will be introducing. It is expected that the MOU will be signed off during the first quarter of 2018-2019.
 - Recent activity has focussed on consolidating systems already in place including: responsibility for screening for disabilities will move to the Correctional Primary Health Service (CPHS) from the TPS Tier 2 process in the first quarter of 2018-19.

- The Well Ways program has continued to be delivered in the Mersey Unit.
- Screening for intellectual disability and acquired brain injury has occurred for over 12 months and the responsibility for this will soon transfer to CPHS. Case Management and supports for individuals who have been identified continued during the reporting period.
- A Case Management group for people with a disability continues to meet to consider supports required within the prison, upon release and within the community. Case management focusses on those with the greatest needs.
- Screening is occurring for sentenced prisoners and prisoners on remand. Supports are provided as needed and within the current capacity of the prison.
- A draft agreement is being developed to help establish working arrangements with the NDIA, TPS and Community Corrections. It is expected that this will lead to improved service provision and the achievement of better outcomes for persons with a disability.
- Work has commenced on development of the Director's Standing Order in relation to Disability - when completed this will support the provision of supports to people with a disability and ensure a consistent approach is employed.

Department of Premier and Cabinet / Communities Tasmania (from July 2018)

Activities in this period include:

- Communities, Sport and Recreation (CSR) provided secretariat support to PDAC including meetings with Heads of Agency, PDAC site visits and consultations with DoE and State Growth CSR also provided secretariat for PDAC's report on Initial Report on Disability Justice Plan for Tasmania 2017-2020.
- DPAC coordinated the Tasmanian Government input into Australia's combined second and third periodic report to the Committee on the Rights of Persons with Disabilities.

Outcome 3: Economic security

Department of Health (Communities Tasmania)

Activities included:

Workplace diversity and flexibility

- The Workplace Diversity Plan 2017-2020 was released in May 2017 to support the implementation of the State Service Diversity and Inclusion Policy and Framework.
- Actions associated included whole of agency activities and messages to employees to acknowledge and celebrate 'days of significance' – such as Harmony Day, International Women's Day, and participation in the 2017 Pride March. Support for whole-of-service activities – such as the Active Ageing Survey and the UNSW Survey on Gender Equality in the State Service.
- CT/DoH launched a new *Workplace Adjustment Procedure*, as well as new resources to support flexible work options – including a new *Flexibility at Work: Guide to Flexible*

Arrangements. One of the drivers behind these projects was to ensure conditions and workplaces are accessible and inclusive of people with disability.

- Supported staff to attend leadership and training opportunities relating to inclusive workplaces such as “What it means to be an inclusive leader” and the Human Library.
- As part of the development of employment-related resources and activities, Health and Communities Tasmania continued to work with organisations such as the Australian Network on Disability (AND), National Disability Services (NDS), and individual Disability Employment Providers (DES) to inform efforts to better support people with disability in the Health and Communities Tasmania workforce.

Department of Education

Activities included:

- A range of projects underway to support the development of its Workforce Diversity and Inclusion Action Plan.
- Raising awareness of disability and common attitudes to disability through engaging with the Human Library and International Day of Disability events for corporate DoE staff and local schools.

Department of Treasury and Finance

Activities included:

- Unconscious Bias training was conducted with 69 managers and supervisors in August 2017 with an on-line component and a face-to-face workshop. A further 30 staff completed training in 2018. Participants committed to the following statements:
 - “I will pause before forming an opinion of a person I don’t know ensuring I test for any assumptions I may be making”
 - “I will remind myself to focus on ‘fairness’ when assessing people and their talents to circumvent potential bias”
 - “I will actively create a safe place for people in my team to speak up to encourage alternative viewpoints”.
- PDAC recommended that Treasury share with other agencies the information sheet it uses for selection panels addressing issues around the demonstration of merit and allowing adjustments be made to people with disability. This occurred at the Disability Action Plan Convenors meeting held on 9 August 2018.
- Treasury educates selection panels and managers on how to support applicants with reasonable adjustments throughout the recruitment process, induction and ongoing employment.
- Treasury’s Diversity and Inclusion Reference Group has been consulted in relation to the Disability Action Plan and help to raise awareness and profile the requirements within branches. Treasury has also established a sub-group to help support the action plan.
- Senior leaders have retained a focus on the guiding principles of inclusive leadership as part of performance management discussions. Senior leaders were asked to reflect on

their inclusive leadership behaviours and identify positive actions which have contributed to fostering an inclusive approach within their teams.

Department of Police, Fire and Emergency Management

Activities included:

- Equity & Diversity training for police recruits is now embedded into the recruit training regimen and is ongoing, with every intake being trained in this area before graduating from the Police Academy.
- DPFEM's 2018 *State Service Vacancy Management and Selection Guidelines* promote a thorough understanding of Equity and Diversity principles and include clear reference to the Department's policy in this area, as well as identifying relevant on-line training material. The Guidelines encourage all selection panel members to be aware of this.
- DPFEM has engaged the services of a Disability Employment Provider on three occasions during the reporting period.

Department of Justice

Activities included:

- The Office of the Public Guardian provided education and information sessions about guardianship and power of attorney issues on request. It has recently partnered with Palliative Care Tasmania to provide education sessions, and also provides advice to members of the public on enquiry.
- Work is continuing nationally in relation to enduring appointments, including powers of attorney under the Council of Attorneys-General Working Groups.
- The Tasmania Law Reform Institute review of the *Guardianship and Administration Act* will be released in September 2018. It is expected that the review will make a number of recommendations for the reform of that Act, and will include an examination of the interrelationship between that Act and the *Powers of Attorney Act 2000* and how these Acts should interact if legislative amendments are proposed.

Department of Premier and Cabinet / Communities Tasmania (from July 2018)

Activities included:

- Improved access to the internal layout of Service Tasmania service centres through relocation to the new Devonport paranalpe Centre in September 2018 and an upgrade of the Hobart premises to accommodate accessibility for both customers and staff.
- Release of the new Flexible Work Policy, Workplace Adjustment Policy and associated procedures, and the launch of the DPAC "What Works for Me" flexible work campaign.
- Increased engagement with Disability Employment Service providers, resulting in increased employment opportunities for people with disability.
- The Active Ageing Strategy provided \$20,000 for a pilot statewide connector services for people not eligible for CHSP or HACC funded transport to connect with their nearest public bus for free, enabling affordable access to major centres and essential

services. CSR entered into a grant deed with Community Transport Services Tasmania to deliver the service. The pilot operates as a door-to-door service connecting passengers with local transport, specifically. People with disability along with other population cohorts can use the service.

- Policy Division provides secretariat support for the Tasmanian Government School Transport Reference Group, which was formed in late 2017 and includes a PDAC member.
- The Tasmanian Government is a Gold member of the Australian Network on Disability (AND). CSR coordinates this membership across government agencies.

Department of State Growth

Activities included:

- State Growth has taken a lead role working with the State Service Management Office to develop the Tasmanian State Service Flexible Work Policy. The Flexibility@Work Framework has been launched which aims to develop a supportive and enabling culture that understands individual needs for flexibility and includes a number of guidelines and supporting resources.
- The number of projects funded under the Training and Work Pathways Program (TWPP) that explicitly support Tasmanians with a disability have increased each year since its inception. Projects funded under the TWPP must include some form of work placement or work exposure activity for the participant with the aim to increase post-VET employment opportunities for people with a disability. Results to date have shown an increase in employment outcomes and higher completion rates.
- State Growth is working with the disability employment sector to increase opportunities for unpaid and paid work for people with disability through national initiatives as well as State Growth's Unpaid Work Framework, the State Service Disability Employment Register and the Graduate Program for People with Disabilities.

Department of Primary Industries, Parks, Water and the Environment

Activities included:

- The *DPIPWE People Strategy* includes
 - Development of a specific action plan and implementation of the Tasmanian State Service (TSS) *Diversity and Inclusion Policy and Framework 2017-2020*
 - Facilitation of stronger relationships and the identification of placements in collaboration with Disability Employment Service providers
 - Building an inclusive and diverse workplace through the development of an online resource to support applicants to access information about applying for jobs and work across Agencies and with community groups to identify barriers and initiatives / opportunities to support people with disability who are working, or wish to work, in the TSS.

- Implementing a range of activities to improve awareness relating to workplace adjustments, diversity and inclusion including:
 - Launch of the Inappropriate *Workplace Behaviours* eLearning module.
 - A new *Workplace Flexibility Procedure* includes a Toolkit, online application form and an eLearning module.
 - Gender KPIs are included as a component of the performance management of senior leaders.
 - Diversity and Inclusion is a standing item on Executive and Departmental Leadership Group meeting agendas.
 - Working towards formal roll out of the Workplace Adjustment Policy Template and a review of reporting capability.
- DPIPWE has sought opportunities to collaborate with local government, business and the not for profit sector to share its experience and identify new opportunities. This has included:
 - Working with other organisations to identify opportunities for improvement, including work with an Access Consultant throughout the SAP.
 - Inclusion of this activity within the *DPIPWE People Strategy*.
- DPIPWE continues to support the NDS's JobsABILITY and BuyAbility initiatives through its *DPIPWE People Strategy*.

Outcome 4: Personal and community support

Department of Health (Communities Tasmania)

Activities included:

- Currently in Tasmania, all people with disability from birth to 49 years old can access the NDIS and from January 2019 all people under 65 years will become eligible to transition to the NDIS.
- As at August 2018, 84% of transition to date bilateral targets had been met covering the period 1 July 2016 – 31 August 2018.
- Until 30 July 2019, the current DoH Quality and Safety Standard apply to funded disability services providers and registered NDIS providers. The National Quality and Safeguards Commission will take effect in Tasmania from 1 July 2019. Tasmania continues to work with the Commonwealth to ensure a smooth transition to the Commission.
- The Commonwealth Sector Development Fund (SDF) was established to assist the disability sector (including people with disability, their families, carers and service providers) to transition to the new arrangements for disability support under the NDIS. Disability and Community Services (DCS) has secured \$3.23 million in grant funding from the Commonwealth through the NDIS SDF for four projects in Tasmania.
 - Project 1 – Expert Panel - Four application rounds have been completed with 27 organisations receiving funding for 35 individual pieces of work. All organisations

that demonstrated their need for assistance and demonstrated sufficient progress towards NDIS registration received support.

- Project 2 – Allied Health - 76 people in rural areas with disability, their families and carers, and 54 allied health providers have been consulted about the provision of allied health in regional and remote areas. This informed modelling work regarding increasing the availability and future supply of allied health workers working in the disability sector, especially in rural/remote areas.
- Project 3 - Mainstream Resources and Audio-Visual - An innovative website has been developed that is effectively three sites in one, allowing a different user experience based on accessibility needs. Website visioning and mapping of existing mainstream resources is complete. Input from people with disability, parents and carers, and community service providers has been included to ensure development of the website and resources will be effective at assisting mainstream engagement
- Project 4 – Hard to Engage - An engagement framework was developed, tested, and then implemented. 117 agencies/programs that have struggled to contact some people who may be eligible for the NDIS were consulted through the framework, identifying 275 people possibly in need of support. The process for transition of Disability Services to a post July 2019 service and support model is ongoing with a transition plan under development. Transition to the new DCS structure over the next 10 months will reflect operational requirements to maintain an effective DCS organisational structure and broader support to the sector, while also acknowledging that disability services business requirements will change as clients' transition to the NDIS and Continuity of Supports program, and funding agreements with the sector cease.
- An 'end of an era' celebration was recently held to acknowledge these changes and acknowledge the hard work of individuals over the decades. This included two events - a broad sector event and a more formal event for staff who have been part of the Workforce Plan. Staff affected by the DCS workforce transition plan, are considering their options and the DCS workforce is reducing in line with the proposed workforce transition plan.
- The provision of children's therapy services in Tasmania interfaces with health, education, disability and community sectors. Independent consultant KPMG completed a comprehensive review of existing Children's Therapy Services funded by State Government to improve understanding of those services that will remain in scope for State Government funding within full scheme NDIS. DCT is currently considering the review report and will progress this for consideration by Cabinet during 2019.

Department of Police, Fire and Emergency Services

Activities included:

- Planning for the Tasmania Police Charity Trust Bike Ride scheduled for November and December 2018 has commenced. The disability support group New Horizons – whose

mission is to facilitate persons with disabilities' participation in sports and recreational activities – has been named as the event's beneficiary.

Department of Premier and Cabinet / Communities Tasmania (from July 2018)

Activities included:

- In May 2018 the Tasmanian Government signed the Intergovernmental Agreement for Nationally Consistent Worker Screening in the NDIS. The aim of the agreement is to introduce nationally consistent arrangements to minimise the risk of NDIS participants being harmed by poor quality or unsafe supports. DoJ is responsible for implementing the agreement.
- The *Multicultural Language Services Guidelines for Tasmanian Government Agencies* reflect the Tasmanian Government's commitment to the development of whole-of-government communication strategies that address language barriers. The Guidelines require agencies to use NAATI credentialed interpreters where possible in order to be confident of the quality and level of skills of the language or Auslan interpreter. As of September 2017, the NDIA has an arrangement with Translating and Interpreting Services (TIS) National for participants accessing their funded support through an NDIS registered provider.
- Implementing the *Tasmanian Carers Policy 2016* and *Action Plan 2017-2020*: The Carers Issues Reference Group met in August 2017 and June 2018 to advise on implementation and other carer issues.
- Making 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. Several organisations have undertaken onsite assessments.

TasTAFE

Activities included:

- Supporting students to connect with the NDIS – Disability Liaison Officers contributed to a NDIS toolkit for people with disability entering higher education or vocational education and training, and provided referrals to the NDIS as required.

Outcome 5: Learning and skills

Department of Education

DoE has a focus on prioritising supports and resources for learners with disability and diverse needs with a continuum of support centred on collaboration, student agency and evidence-informed practice.

Activities included:

- There are three support schools for students with disability and four Early Childhood Intervention Services.

- In 2018 there were 1,041 FTE students on the Severe Disability Register and a further 1.517 FTE students who receive support due to a cognitive capacity between 55-70 full scale IQ.
- At March 2018 DoE provided 145.59 FTE allocation of support teachers statewide with an additional 78.5 FTE support teacher allocation for support/special schools.
- DoE has developed a series of visual illustrations of practice that reflect the personalised learning to support students with disability - [Student with Disability Illustrations of Practice](#).
- DoE is developing a new special education funding model that will align resourcing to a needs based funding model. The new funding model will represent a move away from the medical/categorical model to a new model which allocates funding and resources to the levels and types of educational adjustments that are required for students with disability.
- Autism Support Classes have been established at Lindisfarne North, Summerdale, and Romaine Park Primary Schools and Rose Bay High School. Two more autism classes will be established at Prospect and Parklands High Schools.
- The Hearing Services and Vision Services teams provide statewide specialist educational support to children aged from 0 to 18 years who have hearing loss, are blind or have low vision.
- Learning Plan quality assurance – in 2017-2018 DoE undertook a Learning Plan Quality Assurance Project which reviewed the quality of learning plans for students with disability across 33 per cent of Tasmanian Government Schools. The percentage of plans that were rated as either excellent or good was 43 per cent. It is not possible to establish trends until the 2018 quality assurance process has been completed.
- DoE continues to implement the recommendations of the Ministerial Taskforce Report – *Improved Support for Students with Disability*, which is due for completion in 2023.
- Online Professional learning – school teams have access to online disability specific professional learning modules in partnership with the University of Canberra for the Disability Standards for Education modules (DSE). To date 7,533 DoE staff members have participated in the DSE online modules.
- Inclusive Practices resources – a website for staff has been developed to share inclusive practice. Currently 1,379 staff have access to this online resource which are accessed on a regular basis with 736-12,732 page views per week.
- DoE continues to support, student, families and schools in the transition to the NDIS. It has developed a suite of supporting documents to guide schools in the development of appropriate and collaborative working relationship with NDIS providers. During May-July 2018 DoE supported the Commonwealth Government’s national consultation process on supported school transport and the transition to the NDIS.

TasTAFE

Activities included:

- Pre-enrolment processes - Implementation of an improved and automated advice to all future students– this encourages students to make early contact with relevant Student Support staff to request reasonable adjustments for entry and enrolment processes (completion scheduled for December 2018).
- Assessments - Providing teachers with capability development in inclusive teaching practices that will lead to learning and assessments that are inclusive, fair, flexible, valid and reliable for students with a disability (completion scheduled for June 2019).
- Accessible documents - Exploring options for accessibility training for key staff in the development of accessible documents and learning materials (completion scheduled for June 2019).

Outcome 6: Health and wellbeing

Department of Health / Communities Tasmania (from July 2018)

Activities included:

- In 2017-18, DoH/DCT invested \$47 000 to have 12 employees trained by Mental Health First Aid (MHFA) Australia to deliver the *Standard MHFA two day course*. Since February 2018, they have delivered 12 courses to over 130 participants from across Health and Communities Tasmania (statewide). Delivery will continue into 2019 and beyond.

Department of Treasury and Finance

Activities included:

- An 'Introduction to mental health' training session was held on 8 May 2018. Evaluation from the session identified that 100 per cent of respondents scored the training positively for increasing their own knowledge about the topic and the likelihood to apply the knowledge gained in looking after their own mental health and wellbeing.

Department of Police, Fire and Emergency Services

Activities included:

- An initiative to deliver Mental First Aid (MHFA) courses to DPFEM employees across the state. The capacity of the two existing MHFA instructors is currently being reviewed to ensure they can continue to meet demand for this course (188 students have been trained so far).

Department of Premier and Cabinet / Communities Tasmania

Activities included:

- Delivered a range of activities in partnership 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. These activities included:

- In 2017-18, Special Olympics Australia received a \$15,000 grant to deliver sporting opportunities to people with intellectual disability.
- Grant funding of \$50,000 per annum over three years from 2018-19 to ParaQuad to support participation in sports for Tasmanians with physical disability.
- Delivered two Disability Sport and Active Recreation Network forums at the Silverdome in Prospect (May 2018) and the Professional Learning Institute in Glenorchy (September 2018).
- CSR and DCS are working collaboratively to assist New Horizons transition to the new funding opportunities with NDIS and grant programs.
- Providing support towards the development of an Inclusive Sport Alliance to see increased collaboration across the disability sport sectors.
- Met with NDIS Local Area Coordinators to provide information about sport and recreation opportunities available in the South of Tasmania and provided relevant contact information, this will assist with the development of NDIS plans.
- Working with State Sporting Organisations and disability sector to provide participation opportunities.
- Supported the implementation of the *Healthy Tasmania Five Year Strategic Plan*, including participation on the Healthy Tasmania Steering Committee and working groups.
- The Premier's Health and Wellbeing Advisory Council has been established to provide advice on cross-sector and collaborative approaches to improving the health and wellbeing of Tasmanians in relation to the Healthy Tasmania priority areas. The Council has developed a work plan for the next 12 months which includes a hosting an Active Living event and a Health in All Policies colloquium.
- Policy Division has provided a representative on the Healthy Tasmania Chronic Conditions Working Group and supported the development of an action learning research project for anticipatory care.
- As part of the WHS program and Diversity and Inclusion Plan, nine DPAC employees completed the MHFA training. Options to expand the program are being looked at for 2019.
- To support Mental Health Week (November 2018), a DPAC event will focus on mental health, mental illness and protective factors. DPAC is also upgrading its intranet pages to improve resources on mental health.

Department of Primary Industries, Parks, Water and the Environment

Activities included:

- The Employee Wellbeing Strategy has been endorsed by the Executive Committee and has gone through employee consultation. Feedback has been incorporated and the final Strategy is due to be released shortly. The Strategy recommends the new Employee Wellbeing Program including:

- Mental health training and resources for managers and employees
- Launch a MHFA officer network (or incorporate into existing Contact Officer network)
- Beyond Blue's eLearning module "Managing Mental Health Risks at Work" is strongly recommended for all new staff as part of their induction.
- Appointment of a Specialist WHS & Wellbeing Officer who will take on a portfolio of Wellbeing-related work and establish and embed the new Wellbeing Program.
- Working towards improved engagement by all employees in disability inclusion practice and building of momentum, practical knowledge and networks. Compulsory completion of an eLearning module on "Inappropriate Workplace Behaviours" has been included for all new staff as part of their induction. DPIPWE continues to engage with employees through consultation on diversity and inclusion initiatives

ACRONYMS

CRPD	Convention on the Rights of Persons with Disabilities
CSR	Communities, Sport and Recreation
DCS	Disability and Community Services
DAP	Disability Action Plan
DCT	Department of Communities Tasmania
DDA	<i>Disability Discrimination Act 1992 (Cth)</i>
DFA	Disability Framework for Action
DoE	Department of Education
DoH	Department of Health
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
NDS	National Disability Strategy 2010-2020
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
MDAC	Minister's Disability Advisory Council
MHFA	Mental Health First Aid
PDAC	Premier's Disability Advisory Council
State Growth	Department of State Growth
THS	Tasmanian Health Service
TPS	Tasmanian Prison Service
TSS	Tasmanian State Service
Treasury	Department of Treasury and Finance
WCAG/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)