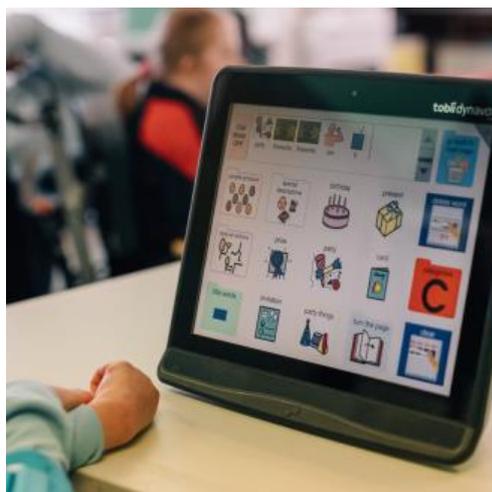


# Accessible Island: Tasmania's Disability Framework for Action 2018-2021 Annual Report on Agency Implementation



Premier's Disability Advisory Council

January 2020

## Cover images:

Left: ParaQuad engagement at Russell Falls, Mt Field National Park. Image: DPIPIWE  
Middle: Image: DoE  
Right: Mount Field National Park Trail Rider in Action. Image: DPIPWE

## Acronyms

ABS	Australian Bureau of Statistics
DAP	Disability Action Plan
DDA	Disability Discrimination Act 1992 (Cth)
DFA	Disability Framework for Action 2013-2017 (now Accessible Island 2018-2021)
Communities Tasmania	Department of Communities Tasmania
CC	Community Corrections (DoJ)
COAG	Council of Australian Governments
DES	Disability Employment Service
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
DSAPT	Disability Standards for Australian Public Transport
ICT	Information and Communications Technology
MDAC	Minister's Disability Advisory Group
NDS	National Disability Strategy 2010-2020
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
PDAC	Premier's Disability Advisory Council
THS	Tasmanian Health Service
SSMO	State Service Management Office
State Growth	Department of State Growth
TAS	Transport Access Scheme
TasTAFE	TasTAFE
TPS	Tasmanian Prison Services
TSS	Tasmanian State Service
Treasury	Department of Treasury and Finance
WCAG 2.0 Level AA	Web Content Accessibility Guidelines 2.0 Level AA <sup>1</sup>

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<sup>1</sup> This is the current accepted standard for web accessibility for all levels of Government in Australia.

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

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

Accessible Island: Tasmania's Disability Framework for Action 2018-2021 (Accessible Island) is the third whole-of-government framework to guide Tasmanian Government agencies work for all 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 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. 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.

For more information and a detailed list of actions see: [Accessible Island: Tasmania's Disability Framework for Action 2018-2021](#)

The NDS identifies six outcome areas:

1. Inclusive and accessible communities  
People with disability live in accessible and well-designed communities with the opportunity for full inclusion in social, economic, sporting and cultural life.
2. Rights protection, justice and legislation  
People with disability have their rights promoted, upheld and protected.
3. Economic security  
People with disability, their families and carers have economic security, enabling them to plan for the future and exercise control over their lives.
4. Personal and community support  
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.
5. Learning and skills  
People with disability achieve their full potential through their participation in an inclusive, high-quality education system that is responsive to their needs. People with disability have opportunities to continue learning throughout their lives.
6. Health and wellbeing  
People with disability attain highest possible health and wellbeing outcomes throughout their lives.

Jurisdictions are currently working to develop the new model for national disability policy for agreement by Commonwealth, state, territory and local governments in late 2020.<sup>2</sup>

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 (THS) 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 2018-2019.

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<sup>2</sup> For more information see <https://www.dss.gov.au/disability-and-carers-a-new-national-disability-strategy-latest-news/october-2019-update-from-the-department-of-social-services-on-developing-a-new-model-for-national-disability-policy-in-australia>

## 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. PDAC has up to 11 community members, including the Community Chair and Deputy Community Chair who conduct out-of-session meetings.

Once the 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 priorities.

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.

PDAC acknowledges that a key audience for this report is the agencies who report against Accessible Island. To this end, the report provides feedback and suggestions for future reporting. PDAC seeks to identify best practice where it occurs. This report is not intended to be a full summary but to distil highlights, identify gaps, promote collaboration and share information that may be of use to agencies.

PDAC has adopted a different approach in this report. While past reports have reviewed each Agency's performance as a whole; this report reviews Agency's responses against the actions identified in Accessible Island.

- An asterisk preceding an action (eg '\*1.5 Provide reasonable workplace modifications for employees with disability ...') indicates all agencies are required to report.
- An asterisk preceding an agency subheading (eg '\*Communities Tasmania') denotes where specific agencies are responsible for an action.

PDAC's report is based on self-reporting by agencies. Therefore, the language, style and level of detail varies. PDAC's comments reflect the information provided by agencies and PDAC members' observations from a community perspective. Not all activities reported will be captured in this Report.

Accessible Island commenced on 1 January 2018. This report covers the period 1 July 2018 to 30 June 2019. However, in cases where Agencies have activities in progress – a foreshadowed date beyond 30 June 2019 may be included.

To aid Agencies, PDAC's comments and feedback is highlighted in bold text (eg '**PDAC commends...**').

## Key Messages for Agencies

As Accessible Island approaches its midpoint, it is timely for PDAC to assess the extent to which the 95 actions have been implemented. The provision of timelines, data and information on outcomes will be critical in assessing progress and in fulfilling Tasmania's reporting obligations under the NDS 2010-2020.

### *Need to include indicative timelines*

In the 2017 and 2018 reports, PDAC expressed its concern about the use of terms such as 'ongoing' and 'in progress' in agency reporting. While this persists, PDAC has noticed an improvement in agencies providing indicative timelines or completion dates. **PDAC thanks** State Growth for the introduction of 'traffic light' reporting to indicate the status of its actions.

### *Data*

As in past reports, PDAC reiterates its interest in 'outcomes' as opposed to 'outputs'. It is difficult to assess progress against actions or to assess cumulative progress over time. PDAC urges agencies to include data wherever possible. There are also some gaps in the reporting of specific data items collated in Tables 1, 2, 3 and 4.

### *Completed actions*

Through the 2018-2019 reporting, agencies have identified seven actions as **complete**.<sup>3</sup> PDAC recognises that some actions will continue beyond the life of Accessible Island, particularly where they relate to service and program delivery.

In addition to the seven completed actions, **PDAC is pleased** to note that there has been significant progress made against a quarter of the 95 actions. PDAC has highlighted these achievements throughout the report (eg 'PDAC commends or PDAC notes').

### *Delayed actions*

There are several 'flagship' actions where PDAC is concerned about the time taken to progress the initiatives:

- Action 1.25 – the whole-of-government ICT procurement strategy;
- Action 1.31 – the digital innovation strategy;
- Actions 1.5 and 3.4 – the lack of data on reasonable adjustment and the delays in the rollout of the reasonable adjustment template;
- Actions 3.1-3.4 implementation of the Tasmanian State Service Diversity and Inclusion Framework 2017-2020. PDAC has also identified the need for future online employee surveys to be accessible;
- Actions 1.6 and 1.7 promotion of the Tasmanian *Government Accessible Events Guidelines and Checklist* and ensuring these are applied and providing feedback (this could include case studies); and

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<sup>3</sup> 2.10, 2.11, 3.10, 4.1, 4.2, 4.3, and 5.3.

- Action 1.33 and related actions – the lag in implementing the 2015 *Tasmanian Government Communications Policy* commitment to 'ensure information published on websites is accessible to all Tasmanian in accordance with WCAG 2.0 AA accessibility requirements'.

PDAC has provided **further comment** against the respective actions.

*Inclusive and accessible communities – infrastructure projects*

In the 2018 report, PDAC cited its involvement in reviewing the accessibility of Treasury's Parliament Square tenancy as an example of 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, new builds and refurbishments create an opportunity to develop an exceptional facility that incorporate 'accessibility design principles that are not only about today but about building for tomorrow'.

**PDAC appreciated** the continued opportunities to engage with Treasury and DoE during 2018-2019.

Interstate transport is a significant barrier for many people with disability. PDAC is also represented on the Hobart International and Launceston Airport consultative committees<sup>4</sup>. PDAC members have also engaged with representatives from the TT-Line on the build of the new Spirits and the provision of accessible cabins.

*Responding to PDAC's comments*

It is also **pleasing** that the 2019 agency reports acknowledge and reference comments and questions from the preceding year's reports – notably DoE, DPFEM, DPIPWE, State Growth and THS.

In particular, **PDAC acknowledges** DoE for addressing its concern from the 2018 report that the 'reporting structure focused on adult and post-school options'. DoE provided significant additional information in relation to compulsory schooling and the services and programs provided by Libraries Tasmania.

However, one recommendation from the 2018 PDAC Report was overlooked by agencies:

'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'.

PDAC will include this as 'question on notice' for future meetings with Heads of Agency.

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<sup>4</sup> Non-government.

### *Reporting gaps*

Throughout the 2019 Report, PDAC identifies instances where the progress towards specific actions or the outcomes for people with disability is not apparent. It is recommended that agencies review the Report in its entirety to identify where PDAC is seeking clarification or additional information.

There are 15 actions allocated to 'all' agencies, 13 of which have not been responded to by all agencies. There are also six discrete actions where one or more of the responsible agencies has not provided a response. These are indicated as a 'Nil response'. It is recommended that agencies review the report in full to identify any gaps in reporting.

## Tasmanians with Disability

Data from the most recent Australian Bureau of Statistics (ABS) [Survey of Disability, Ageing and Carers 2018](#) shows that Tasmania continues to have the highest rate of disability (26.8%)<sup>5</sup> compared to 17.7 per cent nationally. While the national rate fell slightly from 18.3 per cent in 2015, the rate increased slightly in Tasmania from 25.8 per cent to 26.8 per cent or from 131,700 to 140,100 people. 7.5 per cent of Tasmanians living in households had a profound or severe disability (5.7 % nationally).

At 30 September 2019, 7,027 Tasmanians were benefitting from the NDIS, of whom 3,059 were receiving support for the first time.<sup>6</sup>

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<sup>5</sup> All persons – living in households and cared-accommodation.

<sup>6</sup> <https://www.ndis.gov.au/understanding/ndis-rollout/tasmania#tasmania-statistics-as-at-30-september-2019>

## Agencies reporting on implementation of Accessible Island

- Communities Tasmania
- Education (DoE)
- Health (DoH) – joint report with THS
- Justice (DoJ)
- Premier and Cabinet (DPAC)
- Primary Industry, Parks, Water and the Environment (DPIPWE)
- Police, Fire and Emergency Management (DPFEM)
- State Growth
- Tasmanian Health Service (THS)
- TasTAFE
- Treasury and Finance (Treasury)

### *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 2018-2019 the following meetings were held:

- On 12 November 2018 with the Secretary of the Department Communities Tasmania.
- On 8 May 2019 with the Secretary of the Department of Primary Industries, Parks, Water and the Environment and Secretary of the Department of Education.

PDAC thanks Ms Ginna Webster, Dr John Whittington and Mr Tim Bullard for their presentations and the commitment to improving outcomes for people with disability. PDAC community members find the meetings with agency heads extremely valuable and appreciate the opportunity to explore issues.

## Consultation with People with Disability

Agencies are asked to provide a summary of their consultation with people with disability during the reporting period (this activity is also captured in 1.23 below).

### DCT

- Support for PDAC.
- Worked with Australian Network on Disability (AND), Mental Health First Aid (MHFA), National Disability Services (NDS) and Disability Employment Service (DES) providers to inform its efforts to better support employees with disability.

### DoE

- Consultation with PDAC on capital works projects.
- Biannual surveys and forums with principals, teachers and parents to seek feedback about system level supports.
- Consultation and communication on the development and rollout of *Educational Adjustments*. (see 5.2 below)
- Consultation with external disability stakeholder groups through the Inclusion Advisory Panel.

### DoH/THS

- Consultation with the Minister's Disability Advisory Council (MDAC) on the development of *Principles for Working with People with Disability Policy* to be implemented in 2019-2020.
- THS, Primary Health Tasmania and DoH implemented Experience Based Co-Design to improve the capability of THS to partner and consult with people with disability eg consumers of rehabilitation services during 2018-2019.

### DoJ

- Cites ongoing engagement by Legal Aid Commission of Tasmania; Equal Opportunity Tasmania, Guardianship and Administration Board and Mental Health Tribunal with a range of disability services.
- Tasmanian Prison Service works closely with the *Beyond the Wire* throughcare service led by Salvation Army and NDIS providers.
- Engages disability access specialists in the design and construction of new and upgraded correctional facilities.

### DPFEM

- Focus for 2018-2019 on refining internal mechanisms.

### DPIPWE

- Southern Accommodation project – advice from disability access specialist.

- Engages disability service providers to ensure information is useful and relevant and for assistance with advertising collateral for parks and reserves.

#### DPAC

- Service Tasmania has developed relationships with disability service providers to organise worksite familiarisation visits. (see 3.2 below)
- State Service Management Office (SSMO) consulted with people with disability and disability service providers on graduate recruitment process. (see 1.24 below)
- States it continues to consult and engage with people with disability on the design and implementation of services, policy and legislation, however **PDAC notes** no examples are provided.

#### State Growth

- Engagement with PDAC eg support for small businesses.
- Working with Disability Employment Service (DES) providers to increase opportunities for paid and unpaid work.
- Engage key stakeholders in the design and implementation of the Training and Work Pathways program.
- Works closely with National Disability Insurance Agency (NDIA) on the Transport Access Scheme.

#### TasTAFE

- Consultation with employees and students. Student support staff interact directly with students with disability and disability service providers which helps to inform the Disability Action Plan.
- Community Reference Group informs delivery of Work Pathways Plan and includes internal and external stakeholders.
- To establish working groups for each capital works projects which will include representative to provide advice on accessibility consideration.

#### Treasury

- Engagement with PDAC and experts on a case-by-case basis.

## Outcome Area 1 - Inclusive and Accessible Communities

### Action Area

#### Ensure Tasmanian Government buildings and events are accessible for the public and our employees (7 actions)

##### Action 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.

##### PDAC overview

It is **pleasing** to see almost all agencies (10/11) reporting activity to ensure accessibility. PDAC **commends** the commitment of State Growth which has commissioned an audit of all workplaces; TasTAFE's completion of an appraisal of all properties in April 2019; and Justice's intention to include an Adult Change Facility in the co-located Tribunal.

##### \*DCT

- Advised no activity during reporting period.

##### \*DoE

- Building appraisals occur as required. In 2018-2019, 62 individual projects totalling \$612,000 to improve access for people with disability.
- PDAC has been involved in the Southern Support School Capital Project (\$4.5 m) since its commencement. Anticipated that construction will commence in 2020.
- The *Paranaple* multipurpose centre, opened in September 2018, houses the Devonport Library and Service Tasmania service centre. *Paranaple* provides best-practice access and inclusion for clients, including hearing loops in meeting rooms, a low gradient internal ramp, wide escalator and spacious lift.<sup>7</sup>

##### \*DoH/THS

- All capital works, new and renewed property leases and licences are Disability Discrimination Act (DDA) compliant.
- Three accessibility modifications completed – St Johns Park Bowls Club, St Johns Park Karingal, Orthotic Prosthetic Services Tasmania and Birthing Centre (Launceston).
- New facilities and redevelopments at Kingston, St Helens, Latrobe, North West Regional and Mersey Hospitals are DDA compliant.

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<sup>7</sup> Reported in I.21.

#### \*DoJ

- Continues its rolling audit program of two owned and two leased buildings each year.
- Launceston Supreme Court upgrade (completed August 2019) included specialist advice on accessibility issues and disability parking.
- Planning for Burnie Court Complex upgrade (not yet commenced) to ensure accessibility for people using facility including employees, members of the public and people in custody.
- Preferred site identified for co-location of Tribunals (from July 2020). Expected to make significant difference in addressing needs of people with disability who use Tribunal facilities. Secretary DoJ advised PDAC on 8 November 2019 that an Adult Changing Facility will be included in design. PDAC **commends** DOJ for its inclusion.

#### DPIPWE

- The Lands Building Redevelopment due for completion in December 2020 includes a range of disability access improvements including toilets, lifts carparking, external entry, ramps and paths. **PDAC queries** whether hearing loops will be included in meeting rooms.

#### DPFEM

- Building appraisals are done on a four-year cycle and next scheduled to occur in 2021. Middleton Fire Station, completed in November 2018, is compliant.
- Development of specifications for police station upgrades (New Norfolk and Longford) and Sorell Emergency Service Hub has commenced. **PDAC notes** DPFEM intends to engage with PDAC as part of the planning process for these works.

#### DPAC

- No appraisals or modifications undertaken. Three new electorate offices were established, all of which are accessible.

#### State Growth

- Four building appraisals completed and three commissioned.
- Pitt & Sherry is undertaking an audit of all workplaces in relation to DDA compliance and AS 1428.1-2009 As 1428.—1992. **PDAC commends** this audit.
- Number and complexity of non-compliant accessibility features identified at Marine Terrace (Burnie) site means that the decision has been made to relocate.

## TasTAFE

- Completed appraisal of all TasTAFE properties (11) in April 2019 – all were assessed as meeting the *Disability (Access to Premises – Building) Standards 2010*.
- From April 2019, all briefs for planned capital works will incorporate compliance and a focus on accessibility improvements.
- Seeks advice on accessibility for staff and students for all major capital works including planned works for the Alanvale and Clarence campuses.

## \*Treasury

- For all property development where Treasury represents the Crown, it engages with the developer to provide accessible and well-designed spaces.
- The *Draft Office Accommodation Fitout Guidelines* (due to be finalised October 2019) recommends that agencies seek accessibility expertise and consultation as part of planning and design process. **PDAC queries** whether reasonable adjustment is considered in the Guidelines.
- Accessibility modifications were made to the Murray Street Building (Hobart).
- The design of the CH Smith Centre (Launceston) was ‘influenced to improve accessibility beyond compliance obligations’. (see also 1.2 below)

## Action 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.**

## \*DPAC

- Devonport service centre completed 2018. Launceston relocated to C H Smith Building August 2018 – mandatory accessibility requirements for staff and customers were included. Upgrades to Hobart are scheduled for August 2020.

## Action 1.3

**Enhance the accessibility of the services and supports provided by the Department of Primary Industries, Parks, Water and Environment.**

## \*DPIPWE

- Upgrades to toilet facilities at Meander Falls, Walls of Jerusalem and North Wineglass Bay included installation of accessible toilets and ambulant access.
- Freycinet Visitor Centre – Wineglass Bay Car Park Shared Track and planned Tamar Island Boardwalk upgrade include access for visitors with limited mobility. PDAC understands accessibility upgrades occurred in other regions (including Russell Falls) and **commends** DPIPWE for its commitment to these upgrades.

#### **Action 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.**

- Dr Vanessa Goodwin Cottages Mother and Baby Unit (completed September 2018) includes three accessible bedrooms and the lower level of Cottage 2 is fully accessible.
- Ron Barwick Upgrade (completed December 2018) includes three disability cells with ensuite bathrooms, accessible kitchen and recreation room, and lift for wheelchair access.
- Current design for Southern Remand Centre (due for completion October 2021) includes four disability access cells. **PDAC provided** feedback on the cell design at its meeting with the DoJ Secretary in November 2019.

#### **\*Action 1.5**

**Provide reasonable workplace modifications for employees with disability as identified through individual occupational assessments (see also Action 3.4).**

#### **PDAC overview**

It is difficult to assess the implementation of this action given the lack of data. **PDAC thanks** those agencies that have extracted data.

#### DCT, DoE, DoJ, DPFEM, and DPIPWE

- Agencies advised modifications and reasonable adjustments are assessed on a case by case basis. No data available and there is no tracking of individual adjustments.
- DPIPWE is rolling out sit/stand workstations at Prospect (all employees) and Stony Rise. DPFEM and DPIPWE indicated that they are willing to consider the best way to accurately report on workplace adjustments.
- **PDAC notes** advice from DoE that the TSS staff survey showed that 36 per cent of staff with disability have a reasonable adjustment in place.

#### DoH/THS

- No centralised reporting, however, the Employee Survey (October 2018) showed nine per cent of DoH respondents reported a disability with 54 per cent of these requiring an adjustment. Six per cent of THS respondents reported a disability of with 40 per cent requiring an adjustment.

#### DPAC

- DPAC advised that while no major physical modifications had been made in the reporting period, 18 employees with disability had had workplace adjustments made (furniture, software, equipment and working hours).

## State Growth

- Eight adjustments currently in place for employees with disability however, it is noted this may not capture all arrangements. State Growth has also adopted the workplace adjustment passport with policies and procedures to support its application within business units. **PDAC commends** the agency for introduction of the Passport.

## TasTAFE

- Reported one adjustment.

## Treasury

- Seven of 12 employees with disability report having adjustments in place.

### **\*Action 1.6**

**Promote the *Tasmanian Government Accessible Events Guidelines and Checklist* to agencies and event organisers in receipt of Government funding.**

### **PDAC overview**

**PDAC commends** Libraries Tasmania, Communities Tasmania and Treasury for their examples of how the Guidelines have been applied in planning for events. While PDAC would like to see all Agencies providing data on the real-life application of the Guidelines (as opposed to statements on internal promotion), the provision of case studies and information on the types of modifications made is also **welcomed**.

However, as noted in its 2018 Report, **PDAC remains concerned** that there does not appear to be a mechanism by which agencies ensure that the Guidelines are being applied consistently both in-house and by event organisers receiving Government funding.

## Communities Tasmania

- *Tasmanian Government Accessible Events Guidelines and Checklist* (the Guidelines) were developed by Communities, Sport and Recreation Division (CSR) which continues to promote the Guidelines to other agencies and event organisers. Guidelines have been used in planning for face-to-face in-house training and whole-of-agency events.
- **PDAC queries** whether the Guidelines are made available to sporting organisations receiving funding from the Agency.

## DoE

- Guidelines are regularly promoted. Libraries Tasmania provides the Guidelines to event organisers. An Auslan interpreter was engaged for an event at Glenorchy in August 2019.

## DoH/THS

- Guidelines are published on the DoH/THS intranet and have been used in planning for in-house training and whole-of-agency events.
- Given the scale and complexity of the agencies, no consistent approach requiring internal or external organisers to use the Guidelines. No data is collected.

## DoJ

- Guidelines are published on the intranet site.

## DPFEM

- Guidelines are published and promoted on the intranet site. DPFEM notes PDAC's 2018 feedback on the 'lack of assurance that the Guidelines have been consulted, or that an event was accessible'. Disability Working Group will consider this issue.

## DPIPWE

- Guidelines are published on the intranet site and will be promoted in the People and Culture eNewsletter.

## DPAC

- Guidelines are published on the intranet site.

## State Growth and TasTAFE

- Nil response.

## Treasury

- Treasury participated in Open House Hobart 2018 and the Guidelines were used to support planning for the event. An accessible tour was developed in consultation with a PDAC member. The universal access tour was promoted on the Open House website however, no bookings were made. Visitors who presented onsite with mobility issues were supported to use the alternative tour route. **PDAC commends** Treasury for its commitment to making this event on a heritage site accessible for people with disability.

## Action 1.7

### Ensure off-premise events are accessible.

#### \*DoE

- Provides a range of examples of accessible off-premises events and ensuring the guidelines are applied.

## DoH/THS

- Advises that while the Guidelines are applied, there is not a consistent approach requiring event organisers to use the Guidelines. No data is collected.

## DoJ

- Not applicable - no external organisations are funded to organise events.

## DPIPWE

- Promotes to external event organisers. Note that DPIPWE delivered a disability-accessible display at Agfest 2018. **PDAC commends** DPIPWE on its leadership and commitment to this initiative over several years. PDAC queries whether DPIPWE receives feedback from visitors or interest from other exhibitors?

## \*DPAC

- Available to all staff on intranet. Staff coordinating the Secretary's speaking arrangements are aware of the requirement for organisers to use the Guidelines and Checklist.

## \*State Growth

- Events Tasmania communicates Guidelines to clients on a case-by-case basis. It plans to embed into written criteria for assessment and Life Cycle Plan (application processing information).

## \*Treasury

- Nil response.

## Action Area

### Increase the supply of public, social and affordable housing properties with accessible design features through *Tasmania's Affordable Housing Action Plan 2015-2019* (4 actions)

#### Action 1.8

##### Promote the universal design principles in procurement for public and social housing.

###### \*Communities Tasmania

- All new social housing homes provided under the *Affordable Housing Strategy 2015-2025* are universally designed and suitable for a range of tenants including people with disability.

###### \*DoJ

- Continues to support the Australian Building Code Board in developing access requirements within the National Construction Code (NCC).
- **PDAC notes** that as of 1 May 2019, the NCC adopted a new class of public toilet. Public buildings such as large shopping centres, sports stadiums, aquatic centres, museums, art galleries and airports, that meet certain criteria, must include an 'accessible adult change facility' (AACF). **PDAC notes** that as of November 2018, there were three AACFs in Southern Tasmania (in local government facilities).

#### Action 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*.<sup>8</sup>

###### \*Communities Tasmania

- 453 new social housing homes had been completed by June 2019 however, no breakdown is provided in relation to the number 'that exceed Minimum Standards'.
- States that under Action Plan 2 'at least 70 homes will be allocated to applicants from the Housing Register who are NDIS participants'. Some new homes will be purpose-built for NDIS participants with exceptional needs. However, **PDAC notes** no data was provided.

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<sup>8</sup> See also 3.11.

### **Action 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.**

\*Communities Tasmania

- Agency's previous report stated, 'as at 30 June 2018, a total of 55 new or upgraded public housing homes have been delivered on redevelopment sites across the State'. However, **PDAC notes** no data was provided in the current Report and it is not clear if this action has been completed.

### **Action 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.**

\*Communities Tasmania

- Refers to response against 1.9. No data is provided.

## **Action Area**

**Improve accessibility of passenger transport services (7 actions)**

### **Action 1.12**

**Require all new vehicles for general access bus services to meet accessibility requirements consistent with the DDA through our contracts with operators.**

\*State Growth

- All of Metro's fleet will be compliant by 2022. All current Government funded contracts require that all replacement vehicles used for public access must be compliant with the DDA and this will continue to be a requirement under new contracts that are issued in 2022.
- **PDAC notes** that this is the same response that was provided in the Agency's 2018 report. It would be useful if future reports provided an indication of progress toward this target for both Metro and government funded contracts.
- However **PDAC notes** that there is published data showing that in 2018-19 Metro Tasmania provided 77 per cent of general access using low floor accessible buses. 70 per cent of the fleet is DDA compliant and that Metro expects to be '100 per cent compliant well ahead of the benchmark date of December 2022'.<sup>9</sup>

### **PDAC comment**

State Growth provided a response to PDAC's 2017-2018 report which noted that while all buses in the fleet would be accessible by 2022, the accessibility of bus stops remained a concern.

'State Growth recognises its responsibility for public transport infrastructure within road reserves on State Roads. To this end, State Growth is ensuring that all State

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<sup>9</sup> <https://www.metrotas.com.au/wp-content/uploads/2019/11/Metro-Tasmania-Annual-Report-2018-19-FINAL.pdf> page 9.

Road projects include appropriate provision for infrastructure upgrades where any general access bus stops are within the scope of the project. Additionally, where changes to bus routes are required as a result of work by State Growth, the cost of new, accessible bus stop infrastructure is being met by State Growth, including infrastructure on a local road.

State Growth is currently undertaking a review of bus routes across Tasmania. At the conclusion of this work, State Growth will provide information to relevant councils on the location of bus stops on local roads within the municipality (as this may change if bus routes are amended), to ensure councils are well placed for decision making’.

However, **PDAC queries** the split of providers between State Roads and local roads. Section 1.22(1) of the Disability Standards for Accessible Public Transport (DSAPT) defines provider as ‘a person or organisation that is responsible for the supply and maintenance of public transport infrastructure’. PDAC has raised this issue before and **would be interested** in the legal rationale or other agreements underpinning this split. Schedule 1 of the DSAPT sets down the timeline by which all existing bus tops are required to comply:

- 31 December 2017 – 90% of bus stops; and
- 31 December 2022 – 100% of bus stops.

Given the split in provider responsibility used by the agency, **PDAC would be interested** in data on the current levels of compliance of bus stops on State and local roads.

### **Action 1.13**

#### **Provide funding and support for special needs school bus services.**

\*State Growth

- Responsibility for school transport support for students with disability was expected to transfer to the NDIS from January 2018. However, this did not occur, and the current special needs school bus services will continue to operate under contract to State Growth until a nationally consistent approach is ready. The interim arrangements have a maximum life of 5 years (up to December 2023). Tasmania is leading a national transport working group to assist the NDIA to develop a workable arrangement.
- **PDAC queries** the use of ‘*special needs*’ as outdated and suggest that consideration be given to new terminology. ‘The children do not have special needs; they have the same needs as other children who need bus transport to get to school’.<sup>10</sup>

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<sup>10</sup> Comment from PDAC member.

#### **Action 1.14**

**Support affordable transport options through the Transport Access Scheme (TAS), which includes Australian Disability Parking Permits (ADPP) and the Taxi Subsidy Scheme.**

*And*

#### **Action 1.15**

**Assist people who have a permanent and severe disability through the Transport Access Scheme (TAS).**

\*State Growth

- A review of TAS has commenced. Phase 1 is addressing improvements to administrative arrangements and focussed on the ADPPs. Phase 2 will consider eligibility for the TAS.
- **PDAC** has received briefings on the review from the Agency throughout 2019 and **notes** the progress being made by the Agency.
- **PDAC notes** that reporting on these actions would be enhanced by the provision of data eg an annual snapshot showing the number of members of these schemes.

#### **Action 1.16**

**Liaise with the National Disability Insurance Agency (NDIA) to provide seamless transition for eligible members between transport assistance schemes.**

\*State Growth

- Notes the Tasmanian Government, through DPAC, is leading a Senior Officials Transport Working Group reporting to the Council of Australian Governments (COAG), to achieve a nationally consistent approach to the transition of transport supports.
- **PDAC notes** the agency's comment that 'there are concerns that support available under the NDIS does not adequately meet the needs of eligible members; this appears to refer to support for taxi travel.
- The Tasmanian Government will continue to provide support for taxi travel to NDIS members, through a Taxi Supplement. It will provide a capped annual subsidy to eligible participants until December 2023.

#### **Action 1.17**

**Work with the Anti-Discrimination Commissioner and Guide Dogs Tasmania to ensure access to transport for assistance dogs.**

\*State Growth

- **Complete.** Report notes that this action was initiated in response to stakeholder concerns which have been addressed. No further work is planned unless requested by stakeholders.

### Action 1.18

**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.**

\*Communities Tasmania

- Nil response.
- **PDAC notes** that Community Transport Services Tasmania was funded to pilot Tasmania's first connector service model, however no further information is available.<sup>11</sup> **PDAC would be interested** in the information about the outcomes of the pilot.

### Action Area

**Provide opportunities for people with disability to participate in, and engage with, their communities (4 actions)**

#### \*Action 1.19

**Support people with disability, their families and carers to build and strengthen supportive networks within the community.**

#### PDAC overview

Given that this action is one that was carried over from the *Disability Framework for Action 2013-2017*, it is disappointing that not all agencies have provided responses. While some activities may have been reported under other actions, **PDAC recommends** that all agencies should consider ways in which they contribute to inclusive and supportive community networks in their day-to-day business.

Communities Tasmania

- Notes funding for Speakout Advocacy conference and additional funding for peer support networks.
- Funding for the Stages 1 and 2 Consumer Voice project (branded as Disability Voices).
- 2018-19 - Funding of \$973,667 for independent advocacy services in 2018-19 and an additional \$15,000 to support peer led advocacy and support networks.

DoE

- Supports connections between DoE staff, students and families and NDIS providers as students transition to the NDIS.
- Libraries Tasmania supports digital inclusion through access to public computers and support from staff and volunteers.

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<sup>11</sup> [http://www.dpac.tas.gov.au/\\_data/assets/pdf\\_file/0010/449389/Active\\_Ageing-17-18\\_25\\_Mar\\_2019.pdf](http://www.dpac.tas.gov.au/_data/assets/pdf_file/0010/449389/Active_Ageing-17-18_25_Mar_2019.pdf)  
page 17.

- Free enrolment for carers who accompany, and support clients enrolled in Adult Education courses. However, **PDAC queries** the promotion and take-up of this measure – given it is not included in the annual Discounts and Concession Guide.

#### DoH/THS, DPFEM, DPAC and State Growth

- Nil response.

#### DoJ

- Provides a range of examples including the role of the Office of Public Guardian, Guardianship and Administration Board (GAB) and Equal Opportunity Tasmania. **PDAC notes** the accessibility upgrades to GAB Hobart hearing room.
- Notes planning oversight of provision of parking for people with disability.
- Community Corrections - Notes disability is considered in case management of offenders, including community-based orders, Court Mandated Diversion orders, home detention and electronic monitoring.
- Tasmanian Electoral Commission provides 'VI-Vote' facility for blind and vision impaired voters in assigned pre-poll and polling day polling places. Notes *Electoral Act 2004* enables voters who are unable to enter a polling place to have ballot papers provided to them in their cars by electoral staff. Determination of the accessibility of polling places is consistent with criteria used by the Australian Electoral Commission. **PDAC would welcome advice** on the proportion of booths that are accessible and other measures to assist voters with disability. Given Tasmania has the highest rate of disability (26.8 per cent in 2018)<sup>12</sup> and oldest population, accessibility of polling places will continue to be an issue for Tasmanian voters.

#### DPIPWE

- TrailRiders (all-terrain wheelchairs) available for use at Cradle Mountain, Mount Field and Freycinet National Parks and a beach wheelchair on Maria Island.
- Significant number of disability access infrastructure projects – two new examples are The Neck viewing platform on Bruny Island and upgraded track to Russell Falls (can be undertaken by wheelchair in its entirety).
- Parks and Wildlife Service is aligned to Companion Card and offers a number of products to cardholders.

#### TasTAFE

- Continues to provide a high level of support to students who disclose a disability.
- Consults with key community and industry stakeholders on the provision of training and assessment products and services, including the Work Pathways Community Reference Group.

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<sup>12</sup> ABS Survey of Disability, Ageing and Caring 2018

## Treasury

- Maintains an intranet page to support people with caring responsibilities. Developed a 'Keeping in Touch' document for people taking extended leave from the workplace.
- See also 1.6 above - Treasury developed an accessible tour for Open House Hobart 2018. As noted above, **PDAC commends** Treasury for its commitment to making an event held on a heritage site accessible.

### \*Action 1.20

**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.**

## DoE

- Provides volunteer opportunities with Libraries Tasmania and through government schools. Volunteering opportunities promoted through social media.
- Annual Awards program includes a Volunteering category and a number of finalists have been people with disability. Stories promoted through social media and achievements shared in the DoE community.
- Volunteers with mobility issues can donate their time from home using the Digivol crowd sourcing platform to index and transcribe digitised records held by Archives.

## DoH/THS

- Notes that Ambulance Tasmania, THS Acute and Primary Health Business Units invite applications from the Tasmanian community. However, no information on take-up by people with disability is provided.

## DoJ

- Notes that volunteers are covered under *Anti-Discrimination Act 1998*.

## DPIPWE

- DPIPWE's Volunteer Management Practices will be reviewed in 2019-2020. This will include how 'volunteering opportunities are marketed and managed for people of all abilities'. New webpages will be developed and will include WCAG 2.0 techniques and functionality.
- Volunteer application process will provide information on the required level of health and fitness, including screening requirements. Where health, medical or accessibility issues affect participation, reasonable adjustments will be considered.

## DCT, DPFEM, DPAC, State Growth, TasTAFE and Treasury.

- Nil response. **PDAC acknowledges** that volunteering programs may not be relevant to all agencies, however it would be useful if in future reports, a brief response indicating this is provided.

### Action 1.21

**Ensure access and inclusion for all people across all Department of Education settings.**

\*DoE

- Employs 2.0 FTE Inclusion and Access Coordinators to work with schools to ensure equitable access for students with disability. Coordinators provide support with assistive technology; physical access and equipment (including minor works); transport assistance and professional learning for school teams.
- A Support Teacher FTE allocation is provided as a dedicated position in all Tasmanian Government Schools.
- Converted two of its four graduate roles in the mid-year 2019 intake into disability identified roles.
- Assistive technology pilot - Launceston and Glenorchy Libraries and the Risdon Prison Literacy Service are leading the pilot through trials with clients and supporting Libraries Tasmania staff to develop skills to support clients in the use of applications.

### Action 1.22

**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; ensuring accessibility and equity for all applicants; providing an accessible online resource and model Disability Action Plan (DAP) for the Arts;<sup>13</sup>and promoting and facilitating take-up of tools and standards designed to improve the accessibility of materials.**

\*State Growth

- All Arts Tasmania grants and loans programs were migrated to the accessible SmartyGrants platform in June 2018. However, **PDAC notes** no data is provided on strategies to encourage people with disability to apply for programs or on the number of grants or loans provided to people with disability.
- Arts Tasmania provides a model Disability Action Plan (DAP) for arts organisations (published 2014) however **PDAC notes** no commentary is provided on its uptake or feedback on how it has influenced organisations' progress towards access and inclusion of people with disability.
- 2018 report noted that a National Working Group was developing a new framework to support the National Arts and Disability Strategy with a focus on economic security. Report noted that the framework was likely to lead to the development of further outputs to be incorporated into the DAP. However, **PDAC notes** that the 2019 report is silent on this issue.
- **PDAC notes** that State Growth will support the national rollout of ARTfinder to increase access and participation by people with disability. The rollout has not yet commenced; **PDAC looks forward** to an update in future reports.

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<sup>13</sup> [https://www.arts.tas.gov.au/\\_data/assets/pdf\\_file/0011/85484/Disability\\_Action\\_Plan\\_Guide.pdf](https://www.arts.tas.gov.au/_data/assets/pdf_file/0011/85484/Disability_Action_Plan_Guide.pdf)

## Action Area

### Foster a collaborative approach across agencies, with stakeholders and with the Tasmanian community to create inclusive and accessible environments for people with disability (8 actions)

#### \*Action 1.23

**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.**

#### PDAC overview

As noted above in 1.19, it is disappointing that only half of the agencies provided responses<sup>14</sup>. While some activities may be reported under other actions, **PDAC considers** that there is scope for all agencies to consider opportunities to engage with people with disability on policy and service delivery and to seek feedback.

#### Communities Tasmania

- Meets regularly with National Disability Services, Mental Health Council of Tasmania and TasCOSS to identify service delivery and policy issues. Sector Development Funds have been accessed and disseminated to strengthen the sector.

#### DoE

- Lists an extensive range of working relationships with disability organisations and service providers to support students with disability.

#### DoJ

- Office of the Public Guardian and Guardianship and Administration Board work closely with stakeholders and play a key role in providing information to services.
- Magistrates Court is working with Equal Opportunity Tasmania and the Legal Aid Commission Tasmania to partner with Speakout Advocacy and Association for Children with Disability (Tas) to identify the needs of people with disability who interact with Court. Consideration is being given to development of a video to explain court processes.

#### DPAC

- As for 1.24 below.

#### TasTAFE

- Consults with key community and industry stakeholders in the provision of training and assessment products and services. The Community Reference Group informs the delivery of the Work Pathways Program and includes TasTAFE's Disability Liaison Officers, two national Coordinators and representatives from Ability Tasmania and Downs Syndrome Tasmania.

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<sup>14</sup> Some information also provided in 'Consultation with people with disability above (see page 14).

#### Treasury

- Notes the Revenue Branch's work on developing accessible forms. However, **PDAC notes** it does not indicate whether end-users were consulted.

#### DoH/THS, DPFEM, DPIPWE and State Growth

- Nil response.

#### **\*Action 1.24**

#### **Consult with people with disability on the design and implementation of Tasmanian Government policy and legislation.**

#### **PDAC overview**

It is disappointing that only half of the agencies have provided responses. While some activities may have been reported under other actions, PDAC considers that there is scope for all agencies to consider opportunities to engage with people with disability on the design and implementation of policy and legislation.

#### Communities Tasmania

- Until June 2019, MDAC provided independent advice directly to the Minister for Disability Services on a range of issues affecting Tasmanians with disability, their families and carers, particularly relating to specialist disability services.
- Given significant changes to the provision of specialist disability services in Tasmania, a new Reference Group will be established to provide advice to the Minister. The group will consist of people with lived experience as well as service providers and NDIS representatives.
- Housing, Disability and Community Services (HDCCS) continues to engage people with disability in the shaping of policy, program development and legislation, such as its consultation on the development of the Disability Services Strategic Plan 2019-22.
- In recognition of the challenges associated with meaningful engagement, HDCCS established a Consumer Voice Project (see 1.19 above).

#### DoJ

- Consumer Building and Occupational Services is actively engaged with the Valuing Inclusive Built Environment committee (VIBE) which includes representatives from local government and disability groups. VIBE aims to create a greater understanding of disability issues in relation to public spaces and the built environment.

#### DPIPWE

- Contracted Vision Australia to develop a Web Accessibility Implementation Plan and to review the Web Accessibility Policy. **PDAC notes** that no timeline is provided for this project.

#### DPAC

- SSMO consulted with people with disability and service providers on the design and implementation of the new graduate recruitment process. This collaboration resulted 'in a record number of applicants disclosing that they had a disability.' **PDAC commends** SSMO on this initiative.
- SSMO consulted with the disability sector and stakeholders (including PDAC) on its review of the people with disability employment register. (see also 3.3)

#### DoE, DoH/THS, DPFEM and State Growth

- Nil response.

#### TasTAFE

- Not applicable.

#### Treasury

- Advised nil response for 2018-2019.

#### Action 1.25

##### **Develop a whole-of-government procurement framework that includes comprehensive accessibility criteria for ICT procurement.**

#### \*DPAC

- **PDAC notes** that DPAC and the Office of the Crown Solicitor are working on the ICT procurement project. This project is expected to be completed in 2020.

#### \*Treasury

- Working with DPAC to develop a more accessible framework for ICT procurement. Notes further **clarification and discussion with PDAC** is needed to understand the expectations around improving IT accessibility in order to consider the feasibility of mandating accessibility criteria into the procurement framework. **PDAC welcomes** the opportunity to be consulted on this issue.

#### Action 1.26

##### **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).<sup>15</sup>**

#### \*DoJ

- Consultation package on the Tasmanian Planning Policies scheduled for release in October 2019.

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<sup>15</sup> [http://www.dpac.tas.gov.au/\\_data/assets/pdf\\_file/0010/449389/Active\\_Ageing-17-18\\_25\\_Mar\\_2019.pdf](http://www.dpac.tas.gov.au/_data/assets/pdf_file/0010/449389/Active_Ageing-17-18_25_Mar_2019.pdf)  
page 14.

### **Action 1.27**

**Promote Parks for All People: Access for the mobility impaired in Tasmania's National Parks and Reserves to encourage Tasmanians and visitors to enjoy Tasmania's National Parks.<sup>16</sup>**

\*DPIPWE

- No update provided. However, **PDAC notes** the 'Parks for all people' webpage provides details of 15 access friendly walks.

### **Action 1.28**

**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.**

\*DPIPWE

- DAP Working Group was established in 2018, intends to expand the group to include 'people with disability and disability expertise to advocate for inclusive practice'. Co-design methodology and principles will be used in the development of the agency's Diversity and Inclusion Strategy (to commence October 2019).

### **Action 1.29**

**Work with Tasmanian Government statutory authorities, state owned companies and government business enterprises to achieve the outcomes of Accessible Island.**

\*Communities Tasmania

- Notes that CSR provides advice on request.

DoE

- Notes it promotes *Accessible Island* through its relationship with four statutory authorities, however no examples are provided.

DoH/THS

- Notes the change of governance for the THS from a statutory authority into a restructured DoH.

DPIPWE

- Notes advice from Office of Racing Integrity /Tasracing that disability matters are considered during any capital expenditure planning. Recent upgrades have included wheelchair access ramp at Mowbray, disabled toilet at Carrick and ensuring disability car parks and access in the Elwick Track Redevelopment. Tasracing will maintain existing facilities and access through annual compliance audits and inspections.

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<sup>16</sup> <https://parks.tas.gov.au/explore-our-parks/know-before-you-go/access-friendly>

### **Action 1.30**

**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.**

#### **\*State Growth**

- Notes its presentation on small business programs to PDAC on 12 November 2018. However, it is silent on the agency's engagement with disability enterprises.
- **PDAC acknowledges** that Business Tasmania investigated the feasibility of collecting data on small business microloans to people with disability, however it is not possible.

### **Action Area**

**Provide information that is accessible for clients and employees (8 actions)**

### **Action 1.31**

**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.**

#### **PDAC overview**

PDAC is concerned about the apparent lag in progressing this action.

#### **\*DPAC**

- Advises that the consultation draft of Our Digital Future – the Tasmania Government strategy for digital transformation 2019-2022 is currently being considered by the Minister and whole-of-government digital governance committees. However, PDAC notes no other disability-specific detail or timelines for consultation are provided.

#### **DoJ**

- Initiated web accessibility testing for all new web-based and internet facing ICT projects and is developing new policy to include formal WCAG 2.1 compliance audits for all 'inflight and future projects'.

#### **DCT, DoE, DoH/THS and Treasury**

- Notes support for the development of a new strategy for digital innovation and ICT.

### \*Action 1.32

**Collaborate across government to share lessons learned and ensure a consistent approach in the maintenance, rebuild and design of intranet and internet sites.**

#### **PDAC overview**

Responses from the agencies demonstrate the different approaches they are taking to this action. However, **PDAC considers that leadership is needed** to drive this action and is concerned that the cross-agency working group to standardise web platforms has been delayed.

#### DPAC (lead)

- Notes establishment of a cross-agency working group to explore opportunities to standardise web platforms, however work has been 'delayed'. **PDAC is concerned** that no indication is provided as to when this work will recommence.
- Notes new Tasmanian Government templates have been **completed** and these include tips to highlight accessibility considerations 'where appropriate'.

#### DCT, DoH/THS

- References its response for 1.25.

#### DoE

- Notes no whole-of-government meetings on the maintenance, rebuild and design of intranet and internet sites have occurred in last 12 months. It has sought advice from its Victorian counterpart of website redevelopment particularly in relation of testing and user research conducted with Vison Australia. Notes Libraries Tasmania's consultation and collaboration in the development of the National eDeposit platform, however no disability specific examples are provided.

#### DoJ

- Exploring options to migrate web hosting services to DPAC-managed environment over next two years with a view to standardising presentation and layout.

#### DPFEM, State Growth and TasTAFE

- Nil response.

#### DPIPWE

- Acknowledges it is looking to other agencies for guidance on improving website accessibility.

#### Treasury

- Participated in Future Ways of Working group which included consideration of accessibility flexibility for people with disability.

**\*Action 1.33**

**Work towards achieving WCAG 2.0 [AA] guidelines<sup>17</sup> for all online material.**

As part of the Monitoring and Evaluation framework for Accessible Island, agencies were asked to provide data on the number of their websites that are WCAG 2.0 AA compliant as set out below in Table 1.

**Table 1 – Number of WCAG2.0 AA compliant websites**

Agency	Number of websites WCAG2.0 AA compliant	Percentage of websites WCAG2.0 AA compliant (%)
DCT	2/2	100
DoE	7/14	50
DoH/THS	5/10	50
DoJ	Data not available	37 <sup>18</sup>
DPFEM	2/4	50
DPAC	95%	95
DPIPWE	0/30	0
State Growth	13/14	93
TasTAFE	0/1	0
Treasury	0/6	0

**PDAC is concerned** about the apparent lag in implementing the 2015 *Tasmanian Government Communications Policy*. As Table 1 shows, at September 2019, one agency had achieved 100 percent compliance, two agencies were over 90 per cent, three were on 50 per cent and two at 0 per cent (with one agency unable to provide data).

**PDAC would like to see reporting in 2020** of the number and percentage of websites that are compliant and a key milestone of when 100 per cent compliance is likely to be achieved. There appears to be a concerted effort to ensure *new* websites are compliant, however it appears that rectification of existing material may have drifted. This delay is of particular concern given that a similar action was included in the *Disability Framework for Action 2013-2017* and suggests that ‘new’ website content created in the intervening years has not been compliant.

In addition to the data in Table 1, several agencies made specific commitments to enhance web accessibility.

**\*Communities Tasmania**

- Ongoing – focus on training and support for staff in creating accessible documents. Where a WCAG.20 compliant document is not possible, an alternative view of the content is provided.

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<sup>17</sup> This should read ‘WCAG 2.0 AA’ in line with the Tasmanian Government Communications Policy Communications Policy (May 2015) – ‘ensure information published on websites is accessible to all Tasmanian in accordance with WCAG2.0 AA accessibility requirements’

<http://www.communications.tas.gov.au/channels/accessibility>

<sup>18</sup> Data provided by DOJ in its September 2018 report.

#### \*DoE

- WCAG 2.0 guidelines are utilised for all new websites and redevelopments.
- Accessibility reports are produced on a six-monthly basis.
- Web design staff attend Vision Australia training with a focus on contrast, readability, user experience and scaling in web design.
- Libraries Tasmania: new 26TEN website for chat resources designed to WCAG 2.0 AA (February 2019) including optical character recognition, read aloud function and high contrast pages. Continuous review of 26TEN website to meet accessibility requirements.
- 74 of 197 government school websites use the Schoolzine platform and an accessible template. Number of accessible websites will increase as older websites are upgraded during 2020.

#### \*DoH/THS

- All new websites are developed to comply with WCAG2.0 AA as a minimum.
- On advice of Vision Australia – trialling the creation of accessible PDFs. Structuring and tagging PDFs produces documents that are read correctly by screen readers and reduce the remediation workload significantly. Additional licences will be purchased to continue trial.

#### \*DoJ

- As for 1.3.1 above.

#### DPAC

- No response provided. (see 1.34)

#### DPFEM

- Tasmania Police and the State Emergency Service websites are compliant.
- As of May 2019, all Departmental intranet sites meet WCAG2.0.

#### DPIPWE

- Working towards WCAG2.0 AA. In 2018-2019 work was undertaken on seven websites and apps to improve accessibility. Has deployed web accessibility training modules and staff have attended Vision Australia training.

#### State Growth

- 13 of its 14 websites are WCAG 2.0 AA compliant. Agency has a target of 100 per cent compliance, however the current proportion of compliance is not stated. **PDAC notes** that the agency has commissioned research to monitor web satisfaction and accessibility and looks forward to the findings.

TasTAFE

- System Framework in place to ensure WCAG2.0 AA compliance for corporate systems upgrade and the development or purchase of new systems.

#### **Action 1.34**

**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.**

#### **PDAC overview**

**PDAC notes** that the responses from DPAC and DoJ do not provide a clear indication of the status of the pilot. No timelines are provided. DPAC reported in 2018 that the 'pilot was 'underway and expected to be completed on schedule (November 2018)'.

\*DPAC

- Working with content producers to produce 'AA compliant documents', able to produce compliant HTML documents.

\*DoJ

- Will commence pilot 'subject to DPAC staff availability and hosting transition'.

#### **Action 1.35**

**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.**

#### **PDAC overview**

There is a lack of targets in this action which increases the risk of 'drift'. **PDAC queries the progress made** in reviewing the 'accessibility of online forms' particularly in light of the data provided in Table 1 above.

\*DCT

- All content transitioning to the new website is reviewed to ensure compliance with WCAG 2.0. Where required, plain English and Easy English versions are provided.

\*DoE

- Libraries Tasmania clients have access to public PCs which include readability tools, screen readers and magnifier readers.
- Collection and facilities meet the access needs of people with disability - while issues of large print items fell slightly (by 7 per cent to 201,408) and audiobooks

(by 1 percent to 84,670) eBook and eAudio issues increased by 30 percent to 271,642. In addition, the Home Library Service supported 953 clients with 85,267 issues in 2018-2019.

- While the number of issues has increased overall, **PDAC notes** that not all the items issued would have been to people with disability. **PDAC queries** how are people with disability identified and how do they find out about these services.

#### \*DoH/THS

- Focus on health literacy and plain English in online resources and information brochures. Online forms are 'generally created using HTML and MS Word ... data entry fields are labelled to support assistive technology users'.

#### \*DoJ

- Community Corrections has developed a range of plain English products.
- Online forms updated including replacement of non-compliant CAPTCHA tools with accessibility compliant approaches such as 'time thresholds' and 'honeypot fields'.

#### \*State Growth

- Ongoing. Tasmanian Museum and Art Gallery implemented OpenAccess smartphone app for *Dinosaur rEvolution* exhibition (Auslan and text for hearing impaired and audio for low literacy). **PDAC queries** whether any feedback received from the public on the app.

#### \*Treasury

- Internal focus - Response notes migration of intranet content to a new platform which is more user-friendly.

### **Action 1.36**

**Develop eLearning materials to educate staff on the importance of providing accessible information, tools and resources for people with disability.**

#### \*DPAC

- eLearning module available to all DPAC staff. Module will be incorporated into employee and manager inductions – however, **PDAC notes** no timeline is provided.
- **PDAC notes** that this appears to be a training module for document authors, however no data is provided on the take-up of this material. **PDAC queries** whether the training module is offered to employees in other agencies.

### Action 1.37

**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.**

\*DPAC

- States an 'ongoing review' of the framework is being undertaken by DoH and DPAC's policy will be amended as necessary on completion of the review. A similar response was provided in DPAC's previous report. However, **PDAC notes** that this review is not referenced in the DoH report. Given DPAC has carriage of this action, PDAC would have expected that there would be a degree of collaboration in undertaking this review.
- **PDAC notes** that the action refers to 'continue to use and monitor' however responses in the last two reports have focussed on the review. Is there any evidence as to how the Framework has been applied in the light of recent events e.g. the Hobart Storm event in 2018 and the Huon Valley bushfires in 2019?

### Action 1.38

**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.**

\*DPAC

- Work is ongoing to 'continue translation beyond currently available languages'. **PDAC notes** that the 'Get Ready' webpages include several AUSLAN videos. However, no information is provided on whether additional AUSLAN videos are planned, community feedback on the videos or the completion date for any future translations. **PDAC suggests** that reporting on the number of 'hits' on the AUSLAN videos would be useful data to understand the efficacy of this action.

DPFEM

- Captioning for videos on major emergencies and incidents. Notes training for the media team on captioning for video media files was not progressed during the reporting period. However, it is not clear whether this relates to the TasALERT or additional resources.

## Outcome Area 2 - Rights Protection, Justice and Legislation

### Action Area

Improve recognition and response to people with disability across Tasmania's justice system through the *Disability Justice Plan for Tasmania 2017-2020* (2 actions)

#### Action 2.1

Coordinate and monitor the implementation of measures outlined in the *Disability Justice Plan for Tasmania 2017-2020*.<sup>19</sup> This will include the:

- DoJ (including the Victims Support Service, Magistrates and Supreme Courts, Mental Health Tribunal, Office of Director of Public Prosecutions, Corrective Services (Tasmania Prison Service (TPS) and Community Corrections (CC)) and Legal Aid); DPFEM;
- DoH and THS; and
- Communities Tasmania.

\*DoJ

- **PDAC notes** that DoJ has added the Guardianship and Administration Board and the Monetary Penalties Enforcement Service to the monitoring process.

\*Communities Tasmania

- **PDAC notes** the agency's advice that several actions are 'intrinsically linked to and will be logically progressed' with establishment of the National Quality and Safeguards Commission on 1 July 2019.

\*DoH/THS and DPFEM

- Nil response to 2.1 and 2.2.

**PDAC's Response** to the second annual report made a series of recommendations in relation to the:

- format of future reports;
- allocation of responsibility for actions;
- need to include data or discussion that demonstrates the outcomes that have been achieved for people with disability; and
- providing an indicator of the extent of real change that has been achieved or if the action has been completed.

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<sup>19</sup> [https://www.justice.tas.gov.au/news\\_and\\_events/disability-justice-plan](https://www.justice.tas.gov.au/news_and_events/disability-justice-plan)

## **Action 2.2**

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

\*DoJ (lead), DCT, DoH/THS and DPFEM

- PDAC's first report on the Disability Justice Plan was finalised in late 2018.
- **PDAC received** the second annual report in August 2019 and has reviewed the report and provided its feedback.
- **PDAC's Response** to the second annual report noted its concern that 'shared actions' are not being reported against by all agencies.
- **PDAC notes** that DoJ intends to review and refine the process for collating information to further improve reporting.

The *Disability Justice Plan for Tasmania 2017-2020* will build on actions commenced in the second DFA (5 actions).

## **Action 2.3**

### **Provide effective responses from the criminal justice system to people with disability who have complex needs or increased vulnerabilities.**

\*Communities Tasmania

- As for 2.1 above.

\*DoJ

- References the second annual report on Disability Justice Plan.
- All Supreme Courts are wheelchair accessible and hearing assistance technology is available. The Court is flexible in accommodating supports for people with disability such as remote witness rooms and facilitating support animals to attend.
- Community Corrections (CC) in collaboration with TPS has established a One Plan process to provide wrap-around service and additional support to people with disability transitioning through the criminal justice system. Offenders with disability and those who present with complex needs are given additional and continued support during remand or imprisonment through continued case management.
- CC and TPS have also improved information sharing to ensure robust and agile case management.

## **Action 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.**

\*Communities Tasmania

- Worked with DPAC, DoJ and the NDIA to develop an operational flow for this cohort and ensure appropriate supports and connections are established prior to leaving the system.

\*DoJ

- Prisoner Mental Health Care Taskforce (established September 2018) examined processes and procedures relating to prisoner psychiatric care assessments and prisoner discharges and identified options to improve assessment and discharge processes. One outcome is cited - that the Mental Health Tribunal has improved its communication and processes with the TPS to ensure patients on Treatment Orders receive treatment while in prison. The commentary provided to **PDAC** **does not** indicate whether the Taskforce has completed its work or whether there are further changes to processes and procedures to be made.
- See also 2.12. below.

### **Action 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.**

\*Communities Tasmania

- As for 2.1 above.

\*DoJ

- References the second annual report on Disability Justice Plan.
- CC advises a number of new supports are in place – improved initial induction training to ensure officers are better equipped to identify potential risks; development of information resources in collaboration with Libraries Tasmania; strengthening referral pathways with service providers who deliver targeted employment, counselling and drug and alcohol intervention and embedding One Plan in partnership with the TPS (see 2.3 above).

\*DPFEM

- Advises that all family violence resources meet WCAG2.0 Level AA. However, **PDAC notes** the use of plain English is also important for people with cognitive or intellectual disabilities or low literacy.

### **Action 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.**

\*DoJ

- Notes that ‘the *Juries Act 2003* only excludes potential jurors due to incapacity not disability’. Jury boxes are modified to accommodate jurors with physical disability. As noted above, all Supreme Courts are wheelchair accessible and hearing assistance technology is available.

- Tasmania Electoral Commission advises that there are no barriers to Tasmanians with disability nominating for election. (See also 1.19 above in relation to the accessibility of polling places).

### **Action 2.7**

#### **Support independent advocacy to protect the rights of people with disability.**

\*Communities Tasmania

- Nil response. **PDAC is concerned** that no update was provided on this action, however it notes advice on funding commitments provided at 1.19.

\*DoJ

- Notes the role of the MHT, Public Guardian and Equal Opportunity Tasmania in delivering services.

### **Action Area**

#### **Support prisoners with disability (2 actions)**

##### **Action 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.**

\*DoJ

- References the second annual report on Disability Justice Plan.
- **PDAC notes** that the TPS appears to be working well with NDIS providers on behalf of prisoners in the context of NDIS provided support. However, no data is provided on the number of prisoners being supported.

##### **Action 2.9**

**Review the Tasmanian Prison Service's Director's Standing Order in relation to prisoners with disability.**

\*DoJ

- Notes that the Review of the Director's Standing Order is well advanced. New Aged and Frail Unit in Ron Barwick Minimum Security Prison opened in October 2018.
- PDAC was also briefed on draft Standing Order 2.13 – Prisoners with Disabilities at its meeting with DoJ on 8 November 2019.

## **Action Area**

### **Ensure a contemporary legislative framework for the delivery of, and access to, disability services (2 actions)**

#### **Action 2.10**

**Review the Tasmanian Disability Services Act 2011 to assess operational effectiveness; ensure congruence with relevant legislation; and reflect contemporary practice.**

\*Communities Tasmania

- **Completed.**
- Report of the Independent Review of the *Disability Services Act 2011* presented to Parliament in July 2018.
- A number of amendments to the Act were included in the *Disability Services Act Amendment Bill 2019*. Significant amendments were the insertion of new principles which more closely align with the intent of the UNCRPD and the NDIS Act and the inclusion of new principles in relation to children with disability.

#### **Action 2.11**

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

\*Communities Tasmania

- **Completed.** Statewide project on compliance to assist the disability sector in self-assessment of their compliance with the regulations was completed in December 2017.
- Worked with the disability services sector to promote the NDIS Quality and Safeguards Framework and Quality and Safeguards Commission which commenced operations in 1 July 2019.

## **Action Area**

### **Train police to recognise and respond to people with disability as victims, offenders and witnesses (3 actions)**

#### **Action 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.**

\*DPFEM

- Training in equity and diversity and interview techniques for dealing with vulnerable people are now embedded. Interviewing course was developed by the

Centre for Investigative Interviews in collaboration with Tasmania Police. Current recruit training course is the third to receive this training.

- However, it has not been possible to provide investigator training to Regional Fire Investigators and this needs further consideration.

#### **Action 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.**

\*DPFEM

- Review has commenced but it is unlikely to be completed by the target date of December 2019. Consideration is being given to the most appropriate mechanism to facilitate consultation with people with disability. PDAC would welcome the opportunity to provide advice on consultation or to provide input to the review (as stated in action 2.3 of the DPFEM report).

#### **Action 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.**

\*DPFEM

- Nil response. PDAC notes that no update was provided in DPFEM's previous report.

### **Action Area**

**Support achievement of Tasmania's obligations under international human rights treaties (1 action)**

#### **Action 2.15**

**Provide agencies with 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.**

\*DPAC

- Coordinated Tasmanian Government input to inform Australia's appearance before the UN Committee on the Rights of Persons with Disabilities (September 2019).

## Outcome Area 3 - Economic Security

### Action Area

#### Implement the Tasmanian State Service Diversity and Inclusion Policy and Framework 2017-2020 (6 actions)

As part of the Monitoring and Evaluation framework for Accessible Island, agencies were asked to provide data on the number of employees with disability. As noted earlier, in 2018, one quarter of Tasmanians reported having a disability while 17.8 per cent of Tasmanians aged 0-64 years reported a disability. **PDAC is concerned** that employment of people with disability in the State Service appears to be low in comparison, at six per cent in the 2018 Tasmanian State Service TSS Employee Survey. **PDAC also notes** that while some agencies can extract data from the Employee Survey, others appear unable to do so.

PDAC has also received anecdotal advice that the online Employee Survey is not accessible for all employees and this prevented some employees from completing the 2018 survey. **PDAC recommends** that any future surveys are fully accessible (see also 1.35 above).

**Table 2 - Number of employees with disability**

Agency	Employees with disability	Comments
Communities Tasmania	12 (5%)	240 respondents to TSS Employee Survey October 2018 <sup>20</sup>
Education	6%	Respondents to TSS employee survey October 2018
Health/ Tasmanian Health Service	9% DoH 6% THS	Respondents to TSS employee survey October 2018 (THS sample size 19.5%)
Justice	10	Data collected 21 August 2019
Police, Fire and Emergency Management	-	Not available
Premier and Cabinet	30 (8%)	
Primary Industries, Parks, Water and the Environment	9 <sup>^</sup>	Data extracted 3 September 2019
State Growth	-	Not currently collected. Notes this information can be collected from HR system and plans to undertake an

<sup>20</sup> A total of 8,675 people completed the Survey in 2018, or 29.9 per cent of the TSS, compared to 29.5 per cent who participated in 2016. A response rate of 30 per cent is considered to be representative.

Overall 6 per cent of respondents indicated that they had a disability, and 76 per cent of these employees had disclosed their disability to their agency. 43 per cent of the respondents who indicated that they had a disability stated that they required a workplace adjustment.

[http://www.dpac.tas.gov.au/divisions/ssmo/Employee\\_Surveys](http://www.dpac.tas.gov.au/divisions/ssmo/Employee_Surveys)

Agency	Employees with disability	Comments
		awareness campaign around benefit of collecting diversity information
TasTAFE	1	Advised 2 staff at PDAC meeting 8 November 2018
Treasury	12 (5%)	Respondents to TSS employee survey October 2018

**\*Action 3.1**

**Implement the Tasmanian State Service *Diversity and Inclusion Policy and Framework 2017-2020* (the Framework) and develop specific plans in each Agency.**

**PDAC overview**

**PDAC is concerned** that implementation of the *State Service Diversity and Inclusion Framework 2017-2020* appears inconsistent with several agencies reporting they are still in the process of developing their policies and workplace adjustment templates (see also Tables 3 and 4 below).

As part of the Monitoring and Evaluation framework for Accessible Island, agencies were asked to provide data on the implementation of the key actions in the Framework. This data is summarised in Table 3 – the shading in green indicates where an action has been completed.

**Communities Tasmania**

- Inclusion and Culture Committee established April 2019. An Inclusion and *Positive Workplace Strategy 2019-2022* to be developed.

**DoE**

- Diversity and Inclusion Project Officer commenced March 2019. Governance structure has been established and seeking nominations from staff with lived experience of disability. Project plan and action items to be developed mid-2020.

**DoH/THS**

- Continues to support the Framework.

**DoJ**

- Diversity and Inclusion project has been established. No timelines are provided.

**DPFEM**

- Equity and Diversity Policy reviewed and internal consultation on the draft is underway.

## DPIPWE

- Diversity and inclusion is a key pillar of the DPIPWE People Strategy 2019-2023 (launched February 2019). Strategy acknowledges that the agency's demographic data suggests there is 'room for improvement' in ensuring diversity in the workplace. Diversity and Inclusion Strategy is currently under development.

## DPAC

- SSMO will undertake an evaluation of the Framework in late 2019 to inform future whole-of-service workforce diversity initiatives.
- New DPAC People and Culture Plan being developed (no timeline is provided).

## State Growth

- Draft Diversity and Inclusion Action Plan finalised in 2018, a review will be undertaken in 2019.
- Review of recruitment and selection documentation for plain English and short form applications. Unconscious bias will be included in the new recruitment and selection online course due to be implemented late 2019.
- Promotion of the Workplace Adjustment Passport. **PDAC** would be interested in data on the take-up of the Passport and to see the learnings shared with other Agencies.

## TasTAFE

- Internal action plan to implement the Framework delayed, proposed new completion date June 2020.

## Treasury

- Progressing the Diversity and Inclusion Action Plan 2018-2020. Notable achievement in January 2019 - move to short form application for all advertised roles to reduce barriers to employment.

**\*Table 3 - Action 3.1 Implementation of State Service Diversity and Inclusion Framework  
2017-2020<sup>21</sup>**

[...] indicates this action had not commenced at the time of reporting.

Agency	Number of Diversity and Inclusion (D&I) Plans developed and implemented	Number of Diversity and Inclusion Toolkits developed and implemented	Identification of barriers and initiatives/opportunities to support people with disability	Engagement with DES providers	Employees engaged through DES providers
Communities Tasmania	In development by Inclusion and Culture Committee (ICC)	[Values based toolkit to support diversity and inclusion to be developed by ICC 2019-2020]	[To be incorporated in ICC's 2019-2020 workplan]	Not stated	Not stated
DoE	[To be developed mid-2020]	n/a	Notes two of four graduate roles identified as disability specific	Yes - graduate recruitment program	[2 graduates]
DoH/THS	0	0	See 3.2	Not reportable see 3.2	Not reportable see 3.2
DoJ	1	[Flexible work policy and toolkit under development]	Not reportable	2 referrals	0
DPFEM	[under development]	[under development]	No data available	No data available	No data available
DPIPWE	Survey conducted. [D&I Plan in development]	4 toolkits – Parental Leave, Workplace Flexibility, Gender	No data available {D&I survey feedback}	No data available	No data available

<sup>21</sup> No data collected on the number of employees completing Disability Confident Workforce eLearning as package was only delivered in July 2019.

Agency	Number of Diversity and Inclusion (D&I) Plans developed and implemented	Number of Diversity and Inclusion Toolkits developed and implemented	Identification of barriers and initiatives/opportunities to support people with disability	Engagement with DES providers	Employees engaged through DES providers
		Equality (Managers) and Family Violence.			
DPAC	n/a	Nil response	Yes – SSMO review of Disability Employment Register SSMO Revised graduate recruitment process	2 - Service Tasmania familiarisation and redesign; graduate recruitment	[ 1 – Service Tasmania] <sup>22</sup>
State Growth	0. Initiated <i>Make a Difference</i> chats across dept to inform development D&I kits.	0	Yes – streamlining job application process	1	1
TasTAFE	[Under development]	[Under development]	[Under development]	0	0
Treasury	4 – D&I Action Plan, Women in leadership, Disability Action plan, health and wellbeing	1 – Flexible Work	Short form application as part of Recruiting for a Diverse Workforce project	0	0

<sup>22</sup> PDAC notes that the DPAC report states that one of the people who undertook the familiarisation exercise commenced work in Service Tasmania in August 2019.

### **\*Action 3.2**

#### **Facilitate stronger relationships and identify placements in collaboration with Disability Employment Service (DES) providers.**

##### **PDAC overview**

While **PDAC commends** agencies for their participation in the annual Accessibility Day (see also 3.7), it would like to see more evidence of engagement with DES providers to identify sustainable employment opportunities for people with disability.

**PDAC looks forward** to receiving advice on the outcome of the review of the Disability Employment Register (see 3.3 below) and that it results in an easier-to-use process and increase employment opportunities for people with disability.

##### Communities Tasmania

- In conjunction with DoH/THS, continues to 'support whole of government collaborations' with DES providers. Agency representatives have participated in community events and forums to improve employment pathways for people with disability.

##### DoE

- As part of the 2019 State Service Graduate Program, two out of four DoE graduate positions were allocated to graduates with defined disability. This was supported by an exemption from EOT. **PDAC commends** DoE's leadership.

##### DoH/THS

- Agency representatives participated in community events and forums to improve employment pathways for people with disability. Worked with NDS and DES providers to support three work placements.

##### DoJ

- Worked with DES providers to host AccessAbility Day placements and to source referrals of candidates for placement in the agency.

##### DPFEM and TasTAFE

- Nil response.

##### DPIPWE

- To be included as an action in the DPIPWE People Strategy and linked to the Centralised Recruitment Project (no timeline is provided). Plans to participate in AccessAbility Day 2019.
- Reference made to intention to adopt a proposed recruitment coversheet that 'outlines mobility issues and accessibility requirements' which is being developed by SSMO. The coversheet was a proposal PDAC discussed with the DPAC Secretary in July 2018. However, this initiative is not discussed in the DPAC Report. **PDAC is pleased** to learn that work is underway **and looks forward** to an update in future Reports.

## DPAC

- Hosted two jobseekers AccessAbility Day 2018 and plans to participate in 2019.
- Service Tasmania organised and provided on-site familiarisation for people on the Disability Register interested in working with Service Tasmania. One of the participants commenced work as a customer service officer in August 2019.  
**PDAC commends** Service Tasmania for its collaboration with DES providers.
- Currently scoping a project plan to identify barriers to employment for people with disability (no timeline provided).
- Each two-year graduate intake of six graduates, includes a place for a person with disability.
- Targets for employing people with disability are due in November 2019.

## State Growth

- Working with DES providers to increase opportunities for people with disability through the Unpaid Work Framework (work experience), Disability Register and graduate program. Has engaged two people on contract.

## Treasury

- Graduate program includes a position for a person with a disability. Current graduate won a permanent position and a new recruitment process will be undertaken in consultation with DES providers (by December 2019).

### **\*Action 3.3**

**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.**

## Communities Tasmania

- Notes SSMO is leading the work on identifying barriers (ongoing until 2023). However, it is **not clear to PDAC** why this will take four years.

## DoE

- Supports interagency diversity and inclusion programs, attends interagency meetings and is providing feedback to SSMO on the review of the Disability Employment Register.

## DoH/THS

- Supporting SSMO as the lead on identifying barriers. However, information forums referred to above at 3.2 included panel member's discussion of barriers.

## DoJ

- Reviewing online recruitment resources to ensure they meet WCAG 2.1 requirements.

## DPFEM

- Nil response.

## DPIPWE

- Workplace Flexibility Procedure launched in May 2018 and promoted in all online job vacancies.
- Centralised Recruitment Project - introduced short form application.
- Awaiting outcome of SSMO's review of the Disability Employment Register.

## DPAC

- Nil response. However, **PDAC notes** that several agencies have referenced SSMO projects to identify barriers and the review of Disability Employment Register. **PDAC** has also provided input to the review of the Register. While this was referenced at 1.24 above, it is disappointing that no update on the outcomes was provided.

## State Growth

- New recruitment and selection online course includes a module on unconscious bias (due for release late 2019).

## TasTAFE

- Awareness sessions to ensure selection panels are familiar with TasTAFE's obligations under the DDA delayed - due to be delivered in early 2020.
- Currently developing an accessible Employee Starter Pack (to be completed December 2019).

## Treasury

- Requires completion of an online module on unconscious bias as part of the employee induction process, supported by face-to-face manager and supervisor workshops.

### **\*Action 3.4**

#### **Work with agencies to:**

- **roll out the Workplace Adjustment Policy Template (WAPT):**
- **access training and other tools to increase awareness of unconscious bias and inclusive leadership;**
- **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.**

### **PDAC overview**

**PDAC notes** the five actions in 3.4 were adopted from the *State Service Diversity and Inclusion Framework 2017-2020*. **PDAC is concerned** that implementation of these actions appears to have been inconsistent. The DPAC Report advises that 'SSMO will undertake an evaluation of the Framework in late 2019 to inform future-whole-of-service workforce initiatives'.

**PDAC notes** reporting against this action item is incomplete. Table 4 below summarises the responses – where implementation has occurred this is indicated by using green shading. **PDAC is concerned** that while the WAPT was scheduled for roll-out in December 2017<sup>23</sup>, some agencies appear to be still developing the resource. It is unclear why this has taken so long to progress when the template was developed in December 2017.

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<sup>23</sup>

[http://www.dpac.tas.gov.au/divisions/ssmo/workforce\\_diversity\\_and\\_inclusion/state\\_service\\_diversity\\_and\\_inclusion\\_framework\\_2017-2020](http://www.dpac.tas.gov.au/divisions/ssmo/workforce_diversity_and_inclusion/state_service_diversity_and_inclusion_framework_2017-2020)

**Table 4 - Action 3.4 Implementation of State Service Diversity and Inclusion Framework 2017-2020**

[...] indicates this action had not commenced at the time of reporting.

Agency	Rollout WAPT	Training unconscious bias and inclusive leadership	Increase awareness of flexible work	Workforce diversity included in senior leaders' performance management Yes/No	Collect self-identified workforce diversity data
Communities Tasmania	Currently developing policy document suite	Considering sharing of training packages developed by other agencies	Currently developing policy document suite	No	No. Reliant on whole-of government surveys
DoE	Work continues to align the current DoE process with the WAPT	Unconscious bias training for Senior Leadership Group included in an initial set of <i>draft actions</i> in the Diversity and Inclusion (D&I) Action Plan and will be <i>considered</i> as an option for online diversity training package for all staff	No comment	No comment	Included as a <i>draft</i> action in the D&I Action Plan
DoH/THS	Supported business units to implement the DoH/THS Adjustment Procedures based on the whole-of-government template (created 2017-2018)	Staff supported to attend training on inclusive workplaces	Supported business units to implement Flexibility at Work Guide	Not included.	Reliant on whole-of government surveys to collect data

Agency	Rollout WAPT	Training unconscious bias and inclusive leadership	Increase awareness of flexible work	Workforce diversity included in senior leaders' performance management Yes/No	Collect self-identified workforce diversity data
DoJ	No comment [reported as 'ongoing' in 2017-2018]	Over 200 employees completed unconscious bias (May-Sept 2019)	From Jan 2019 all roles advertised as flexible unless an exemption is granted. Final consultation underway on Flexible Work Policy	No comment	From April 2019 employees can self-identify through the Employee Self Service
DPFEM	No comment	No comment	No comment	Yes - 1	No comment
DPIPWE	[Planning to formally rollout the WAPT]	No comment	'Introducing' Workplace Flexibility Arrangements – toolkit, application form and eLearning module	No comment	Conducted D&I survey July 2019 to benchmark future progress
DPAC	No comment [WAPT released July 2018]	No comment	Flexible work policy 'What works For Me' launched August 2018	No comment	No comment
State Growth	Adopted the workplace adjustment passport with policies and procedures to support its application within business units	Unconscious bias key topic leadership forum December 2018. [New recruitment and selection online course includes module on unconscious bias (due for release late 2019)]	Implemented Flexibility@Work Framework	Part of broader review of Senior Executive performance management. Drafting has commenced	Part of Empower Integration Project 2019 – draft provisions for the system under development

Agency	Rollout WAPT	Training unconscious bias and inclusive leadership	Increase awareness of flexible work	Workforce diversity included in senior leaders' performance management Yes/No	Collect self-identified workforce diversity data
TasTAFE	Adopted whole-of-government WAPT Policy	No comment	No comment	No comment	No comment
Treasury	Nil response	Requires completion of unconscious bias online module as part of induction. Also included in training for Recruiting for a Diverse Workforce project	Flexible work toolkit launched February 2019 – 58 per cent of employees who completed employee survey were using flexible working arrangements	No	No

### **Action 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.**

\*Communities Tasmania

- The eLearning package (Disability Confident Workforces) developed by the Australian Network on Disability was distributed to all agencies (including TasTAFE and THS) in July 2019. Agencies are currently integrating training into their online training platforms.

### **Action 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.**

\*DPAC

- Proposed for June 2017, this action has been delayed. A survey for community and agency stakeholders will be developed to inform the evaluation of the Diversity and Inclusion Framework in late 2019.

## **Action Area**

### **Promote inclusive employment practices (4 actions)**

#### **\*Action 3.7**

**Seek opportunities to collaborate with local government, business and the not-for-profit sector to share our experience and identify new opportunities.**

**PDAC overview.**

**PDAC commends** DoJ for its case study on collaboration with a service provider. **PDAC notes** the review of the Disability Employment Register and hopes that this will result in a more streamlined and effective process that better meet the needs of agencies, service providers and people with disabilities.

DCT and DoH/THS

- Understand that SSMO is investigating options.

DoE

- Exploring options to identify and share best practice D&I leadership.
- Engaged the Hobart Human Library to deliver presentations about the challenges faced by people with diverse backgrounds including people with disability.

## DoJ

- CC established a successful program with an employment service provider to deliver targeted intervention and enhanced support to offenders from a CC office. Service provider was able to leverage that success to re-establish a presence through a TPS program for incarcerated people seeking support to enhance their employability.
- Success of these initiatives has seen the community-based program rolled out across the State which ensures that people living with a disability who are subject to orders are provided with enhanced opportunities to develop job relevant skills and find employment.

## DPFEM and TasTAFE

- Nil response.

## DPIPWE

- Notes engagement of access consultant for SAP (internal).

## DPAC

- SSMO consulted with 'people with disability, the Tasmanian NDCO, VPSC and service providers' on the design and implementation of the revised graduate recruitment process. Collaboration resulted in a record number of applicants disclosing that they have a disability.
- Commenced review of Disability Employment Register including consultation with stakeholders such as PDAC, Disability Support providers and cohort to understand 'ongoing recruitment barriers'.

## State Growth

- Notes whole-of-government work. Productive meeting with two DES providers in relation to unpaid placements.

## Treasury

- Notes attendance at a workshop with the Australian Network on Disability (internal to State Government).

## **Action 3.8**

### **Release the Mental Health Best Practice Framework for workplaces in Tasmania.**

#### \*DoH/THS

- Advises that the Framework is under development with release expected by June 2020.

### **Action \*3.9**

#### **Continue to support the National Disability Services (NDS) JobsABILITY and BuyAbility initiatives.**

Communities Tasmania and DoH/THS

- As for 3.2, the agency has collaborated with the NDS and DES providers.

DoE

- Working towards increased engagement with peak organisations such as NDS. No specific mention is made of the initiatives.

DoJ

- Hosted 10 participants as part of AccessAbility Day 2018.
- Exploring options to increase employment opportunities using JobsAbility services.

DPFEM and TasTAFE

- Nil response.

DPIPWE

- Using two providers – Colony 47 for disposal and recycling of furniture in the Lands Building Redevelopment and NDS Start Fresh Services for cleaning at Tarooma Wildlife Centre.

DPAC

- As for 3.2, Service Tasmania on-site familiarisation for those on Disability Register.
- Hosted two jobseekers on AccessAbility Day 2018.

State Growth

- Hosted three jobseekers on AccessAbility Day 2018.

Treasury

- Hosted two jobseekers on AccessAbility Day 2018.

### **Action 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.**

\*DPAC

- **Completed.** Results of SSMO's Active Ageing Survey released to agencies in October 2018. Project on Financial Literacy was initiated and completed in

August 2019. However, **PDAC notes** that no indication is provided as to how the findings of either project will inform policy development.

\*State Growth

- **Completed.** Notes that the Recruiting for Life Project was published on the COTA website in October 2018. However, **PDAC notes** that no information is provided as to how the findings were applied.

## Action Area

### Progress the Tasmanian Affordable Housing Action Plan 2015-2019 (1 action)

#### Action 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).**

\*Communities Tasmania

- Action Plan 2 announced in March 2019 includes additional investment of \$125 million to support 19 actions in affordable housing (see also Action 1.9).
- **PDAC notes** that the Action Plan includes new social housing for people with disability (at least 70 new homes for NDIS participants) and several actions to improve access to supported accommodation for people with mental illness or disability.<sup>24</sup>

## Action Area

### Provide education about guardianship and power of attorney (1 action)

#### Action 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.

\*DoJ

- Advises all jurisdictions are progressing their response to the ALRC recommendations. Under the National Plan to Respond to the Abuse of Older Australian 2019-2023, states and territories will consider developing options for harmonising enduring powers of attorney.

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<sup>24</sup> Action 4 and Action 15 -

[https://www.communities.tas.gov.au/\\_data/assets/pdf\\_file/0028/31699/TAH\\_Action-Plan-2019-2023-WCAG.pdf](https://www.communities.tas.gov.au/_data/assets/pdf_file/0028/31699/TAH_Action-Plan-2019-2023-WCAG.pdf)

## Outcome Area 4 - Personal and Community Support

### Action Area

#### Transition to the National Disability Insurance Scheme (4 actions)

##### Action 4.1

**Support the transition of eligible participants to the NDIS and ensure: 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.**

\*Communities Tasmania

- Completed. As of 1 July 2019, NDIS fully implemented in Tasmania for all people with disability from birth to 65 years. As at 31 July 2019, 63 per cent of the 'transition to date bilateral estimate was met'. PDAC assumes that this a reference to the original full-scheme target of 10,600.
- Supported existing State clients of disability services to transition to the NDIS. 317 people had not transitioned by 30 June 2019, work will continue to transition these clients.

##### Action 4.2

**Promote continuous improvement and sector workforce development by: managing the implementation of four statewide Commonwealth Sector Development Fund projects<sup>25</sup>; 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.**

\*Communities Tasmania

- **Completed.** In 2017 Tasmania secured \$3.23 million for delivery of projects under the NDIS Sector development Fund. Six projects developed to support market sector and workforce transition in Tasmania.
- Funding was allocated to NDS Tasmania (\$625,000); TasCOSS (\$1.32m); Association of Children with Disability Tasmania (\$775,000); and Richmond Fellowship of Tasmania (\$510,000). Most of the work on the above projects occurred between July 2017 and June 2018.
- **PDAC notes** that the report of the outcomes and activities for these projects was published in May 2019.<sup>26</sup>

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<sup>25</sup>

[http://www.dhhs.tas.gov.au/disability/National\\_Disability\\_Insurance\\_Scheme/information\\_for\\_service\\_providers/sector\\_development\\_fund\\_fact\\_sheet](http://www.dhhs.tas.gov.au/disability/National_Disability_Insurance_Scheme/information_for_service_providers/sector_development_fund_fact_sheet)

<sup>26</sup> See

[https://www.dhhs.tas.gov.au/disability/National\\_Disability\\_Insurance\\_Scheme/sector\\_development\\_fund\\_requests\\_for\\_proposal](https://www.dhhs.tas.gov.au/disability/National_Disability_Insurance_Scheme/sector_development_fund_requests_for_proposal)

### Action 4.3

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

\*Communities Tasmania

- **Completed.** Communities Tasmania, DoE and DoH undertook a review of Children’s Therapy Services in Tasmania. **PDAC notes** advice that this resulted in ‘secured continuing funding for mainstream children’s therapy services, outside of those therapy services that would be reasonably funded by the NDIS.’
- However, no detail as to the quantum of funding or the target group is provided. This information would enable PDAC to understand the impact of this funding on-the-ground.

### Action 4.4

**Work in collaboration across government during the transition to the NDIS. Current cross-agency work priorities are the review of transport arrangements and development of nationally consistent NDIS worker screening.**

\*DPAC

*Transport*

- Focus on transition of state-based taxi subsidies to the NDIS and supported school transport in the NDIS. DPAC works closely with DoE and State Growth on transport policy. **PDAC notes** that in April 2019 the Tasmanian Government extended the Taxi Subsidy Safety Net until June 2023.
- As noted above in 1.13. and 1.16, the Tasmanian Government, through DPAC, is leading a Senior Officials Transport Working Group reporting to COAG, to achieve a nationally consistent approach to the transition of transport supports. **PDAC notes** the advice that ‘that the Federal Minister committed to resolving ongoing transport policy issue by September 2019’.
- As noted above in 1.13, **PDAC queries** the use of ‘special’, it considers ‘supported school transport’ is a more appropriate term

*Worker screening*

- Supporting DoJ to finalise categorisation of offences to be included in the intergovernmental agreement. Technical issues mean that the Australian Government will not be ready to implement national Worker Screening ‘until at least June 2020’.

## Action Area

### Provide culturally appropriate services (2 actions)

#### Action 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.**

\*Communities Tasmania

- Advises this action is 'not yet progressed pending outcomes of priority policy areas as part of Closing the Gap and other Tasmanian Government policy work with Tasmanian Aboriginal organisations.'
- **PDAC is interested** as to whether these current work priorities include consideration of disability.

#### Action 4.6

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

\*Communities Tasmania

- Nil response.

## Action Area

### Support and promote mental health (1 action)

#### Action 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.**

\*DoH/THS

- Activities to implement the Rethink Plan include the release of the Tasmanian Communications Charter in 2018; funding for Mental Health Week; and for the Connecting with People suicide training program.
- Mental Health First Aid (MHFA). In 2018-2019 internal instructors trained 307 employees across three agencies (DoH, THS and Communities) with very positive feedback from participants.
- The THS Health Promotion Coordinator (Arts and Health) is facilitating partnerships and activities across the State.
- Focus on integration of mental health support and services in line with the recommendations of the Mental Health Integration Taskforce report.
- **PDAC noted** the important role of the Integration Taskforce at its meeting of 8 November 2019. The Taskforce brought together over 30 practitioners, consumers and family members.

'The task was clear – develop a model of integrated services that was based on proven good practice that could be implemented initially in the south of the State, and then across the other regions'.

The Taskforce worked with energy and commitment and by November presented a report to Government that contained 21 recommendations, all of which were accepted and will be implemented under eight major Actions by the end of 2021'.<sup>27</sup>

## **Action Area**

### **Acknowledge and support the role of families and carers (1 action)**

#### **Action 4.8**

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

\*Communities Tasmania

- Implementation is monitored by the Carer Issues Reference Group which meets twice a year.
- SSMO to launch the Carers Resource Guide in October 2019.

## **Action Area**

### **Improve the application process for the Tasmanian Companion Card (1 action)**

#### **Action 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.**

\*Communities Tasmania

- Onsite assessment visits are offered and undertaken whenever the opportunity arises. Visits are very well received.
- PDAC notes the use of 'special' school and in line with its comment in respect of 1.13 above, suggests that this should be replaced with 'support schools' in future reporting.

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<sup>27</sup> Comments from PDAC member.

## Outcome Area 5 - Learning and skills

**PDAC thanks** DoE for addressing its concern from the 2018 report that the 'reporting structure focused on adult and post-school options'. DoE has provided significant additional information in relation compulsory schooling and the services and programs provided by Libraries Tasmania.

### **Additional Action**

**Provide a range of high quality, specialist programs and services to support learners with disability across DoE.**

DoE

- Three Support Schools for students with disability and four Early Childhood Intervention Services (ECIS) provide support for children with disability or developmental delay from birth to school entry and their families. **PDAC notes** that information on the number of enrolments in all government schools (including Support Schools and ECIS) would be useful.
- Learning Plans help personalise learning programs and note adjustments which help student to learn best. **PDAC notes** that information on the number of Learning Plans in place would be useful.
- **PDAC notes** that DOE has provided a comprehensive response including its funded specialist programs, hearing services, vision services and autism support classes. **As noted above** the provision of data on the number of students in these programs would useful.

### **Action Area**

**Support students with disability to access further education, training and employment (11 actions)**

#### **Action 5.1**

**Provide support for the transition of students from school into post-school education, training or employment for people with disability.**

\*DoE

- *Myeducation* team is progressing work exposure events for students with disability and updating the canvas online learning platform from kindergarten to year 12 to ensure accessibility.
- *Myfuture* a national career service platform for students in years 7-12 is accessible for students with learning disabilities.
- Supports students through NDIS School Leaver Employment Supports program.
- Diversity and Inclusion Program Officer to be appointed early 2020 to increase utilisation of Australian School-based Apprenticeship (ASbA) and support ASbA pathways for students with disability.

## Action 5.2

**Continue to implement a range of programs and initiatives to address the key priority areas as outlined in the Ministerial Taskforce Report, Improved Support for Students with Disability. (revised)**

\*DoE

- Implementation of the recommendations will continue until 2023. A needs-based funding model, *Educational Adjustments*, will be implemented in 2020. This will move away from the current medical/categorical model.
- Continued delivery of Graduate Certificate in Inclusion Education through UTAS to build teacher capacity in inclusive practice for students with disability. **As noted above** the provision of data would be useful. In 2018, DoE reported that a total of 47 teachers had completed the qualification in 2017 and 2018.

### Additional Action

**Continue to improve the accessibility and distribution of information to schools and families in relation to disability support, policy, programs and initiatives to ensure quality educational outcomes for students with disability.**

DoE

- Updated Supporting Student Need public website in 2018 now fully accessible.
- Undertaking a system-wide policy review to ensure all information is up-to-date and in best practice.

### Additional Action

**Continue to undertake annual learning plan quality assurance process with DOE staff to support schools to become increasingly inclusive and achieve optimal outcomes for student with disability.**

DoE

- Annual quality assurance of learning plans for students with disability across 33 per cent of Government Schools. Percentage of plans rated as either excellent or good in 2018 data collection was 59 per cent, a 16 per cent increase on the 2017 data. DoE noted PDAC's previous request for data on students achieving the goals identified in the plan but advised it is not possible to capture this in the quality assurance process.

### Additional Action

**Continue to collect feedback from DoE schools, staff, families and students on an annual basis in relation to support for students with a disability.**

DoE

- Biannual inclusive practice data collection to 'be undertaken *again* in late 2020'. **PDAC notes** that this implies that the baseline data has already been collected, however neither the 2018 or 2019 reports reference the 2018 results.
- DoE's 2018 report referred to a KPMG survey of supports provided to students with disability and a 'publication to share the key findings, likely to be released in

September 2018'. However, no information about its publication is provided in 2019 report.

- It is not clear to PDAC whether the biannual data collection and the survey are linked or are separate exercises - however the **findings would be of interest to PDAC.**

#### **Additional Action**

**Continue to provide specialised Information and Communication Technology (ICT) support and equipment to meet the learning needs of student with disability.**

DoE

- Provides educational adjustments using alternative assistive technologies - eg analysing benefits of scanning pens for students with dyslexia.
- Ongoing collaboration with Expert Advisory group on Braille options for NAPLAN devices.
- Vision Services and Hearing Services provide mainstream technology and specialist adaptive technology

#### **Additional Action**

**Continue to support students, families and schools in relation to the intersect between education and the NDIS.**

DoE

- Works collaboratively with NDIS at all levels.

#### **Additional Action**

**Provide opportunities for all Tasmanians to participate and engage in learning and be able to contribute to their local community and pursue life opportunities.**

DoE

- Libraries Tasmania provides universal access to physical and online spaces.
- Provides opportunities for learning support for literacy and numeracy as well as learning for life and recreation.

#### **Action 5.3**

**Promote TasTAFE's obligations under the DDA (including the Disability Standards for Education 2005) and the specific needs of students with disability.**

\*TasTAFE

- **Completed.**
- This information is provided on the TasTAFE intranet and promoted internally. New teaching staff are provided with specific information during induction.

- Information on obligations will be strengthened as part of TasTAFE's website redevelopment due for completion in December 2019.

#### **Action 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.**

\*TasTAFE

- Focus is on ensuring pre-enrolment processes provide timely opportunities for potential students to request reasonable adjustment for selection and enrolment procedures and ensuring processes are inclusive. Currently streamlining the student entry process (likely completion June 2020).

#### **Action 5.5**

**Provide and promote opportunities to disclose disability throughout the student lifecycle.**

\*TasTAFE

- While this is not directly addressed in the report, **PDAC notes** that the outlines provided in relation to staff induction and training, web and document accessibility and supports in place for students indicate that this is likely to be being met. However, **PDAC would** welcome any additional information in relation to this action in the next report.

#### **Action 5.6**

**Provide specialist staff to coordinate support for students with disability.**

\*TasTAFE

- Disability Liaison Officers (3) provide disability support services to students.

#### **Action 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.**

\*TasTAFE

- As reported above in 1.31, significant progress has been made in creating accessible documents that are, due for completion in October 2019, as standard practice.

### **Action 5.8**

**Build strong connections with schools and colleges to better support students at the point of transitioning to post-school options.**

\*TasTAFE

- Maintains strong relations with schools, colleges and supported students and the disability sector. Supports students to connect with the NDIS.

### **Action 5.9**

**Create Skills for Growth by fostering flexible, high quality and innovative VET opportunities for people with disability.**

\*State Growth (Skills Tasmania)

- In 2018, 21 Training and Work Pathways Program (TWPP) projects were approved with three explicitly supporting people with disability.
- In 2019, 18 TWPP projects were approved of with one explicitly supporting people with disability.
- No explanation is provided for the reduction in projects supporting people with disability. **PDAC considers** that information on the intent and outcomes of the projects would also be useful.

### **Action 5.10**

**Ensure access to wrap-around support services, aimed at reducing barriers to access and participation in post-compulsory education.**

\*State Growth (Skills Tasmania)

- Report states that the Skills Fund and User Choice program rules have been amended to allow greater flexibility on price and delivery to include additional supports for specific cohort needs. However, **as noted above** no explanation is provided for the drop in funded programs supporting people with disability.

### **Action 5.11**

**Develop evidence-based VET pathways for people with disability to improve employment opportunities by developing real skills for real jobs.**

\*State Growth (Skills Tasmania)

- Repeats advice provided for 5.9 and 5.10 above. However, **in PDAC's view** this does not address the intent of the action which is to 'develop evidence-based pathways to ... real skills for real jobs'.

## Outcome Area 6 - Health and Wellbeing

### Action Area

**Develop opportunities for Tasmanians with disability to participate in sport, recreation and physical activity (1 action)**

#### Action 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.**

\*Communities Tasmania

- Disability Sport and Active Recreation Network forums are held twice yearly alternating between the North and the South.
- **PDAC notes** that seven athletes with disability are on high performance scholarships or supported as associate athletes. More information on the selection process and funding levels would be useful.

### Action Area

**Promote community health and wellbeing (3 actions)**

#### Action 6.2

Support the implementation of the *Healthy Tasmania Five Year Strategic Plan*<sup>28</sup> Healthy Tasmania has four priority areas: smoking; healthy eating and physical exercise; chronic condition screening and management; and community connections.

\*DoH/THS

- Provides a snapshot of the range of initiatives and programs being delivered.

\*DPAC

- States Healthy Tasmania objectives are considered in whole-of-government policy advice.

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<sup>28</sup>

[https://www.dhhs.tas.gov.au/\\_data/assets/pdf\\_file/0008/224567/Healthy\\_Tasmania\\_Strategic\\_Plan\\_Web\\_v8\\_LR.pdf](https://www.dhhs.tas.gov.au/_data/assets/pdf_file/0008/224567/Healthy_Tasmania_Strategic_Plan_Web_v8_LR.pdf)

### **Action 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*.**

\*DoH/THS

- Report provides a snapshot of the range of initiatives and programs being delivered.

\*DPAC

- Notes the Premier hosted a Health in all Policies Forum in 2019.

Treasury

- *Health and Wellbeing Action Plan 2019-2021* is linked to the Healthy Tasmania priority areas.

### **Action 6.4**

**Deliver health and wellbeing programs to State Service employees, including Mental Health First Aid (MHFA) courses.**

\*Communities Tasmania/ DoH/THS

- As noted above in 4.7, in 2018-2019 MHFA internal instructors trained 307 employees across three agencies (DoH, THS and Communities) with very positive feedback from participants.

\*DPIPWE

- 60 employees received MHFA training in the reporting period.

\*DPFEM

- 76 employees received MHFA training in the reporting period.

Treasury

- 22 employees attended MHFA training.

TasTAFE

- Capability development workshop on mental health awareness with majority of staff in attendance.

## **Action Area**

**Ensure our health services are designed to meet the needs of people with disability (4 actions)**

### **Action 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.**

\*DoH/THS

- THS: Strategic Directions to be released October 2019 will provide high level direction to all THS services on 'key priorities and strategies to improve consumer outcomes and experience'. Includes action areas to ensure all health services foster inclusion, respect and dignity for people with disabilities.

DoH:

- Notes its Statement of Purchaser Intent (SoPI) policy and planning suite which was endorsed in August 2019. While the outline is very high level, **PDAC hopes** that future reports will demonstrate how the SoPI has contributed to diagnosis and treatment of health conditions of people with a disability.

### **Action 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.**

\*THS

- Provides brief examples and states 'processes are in place to monitor and support effective communication, care planning and flexible service provision between disability services and the THS.' However, PDAC notes no details or explanation is provided.

### **Action 6.7**

**Work with services to improve access to coordinated health, community care and disability services.**

\*THS

- Response provides an overview of a range of activities and cites projects underway to refine the interface with the NDIS. PDAC notes the LGH's trial of a Complex Care Coordinator role to facilitate access to coordinated health care. However, no timelines are provided as to the length of the trial or the expected reporting date.
- A THS/NDIS protocol has been developed which includes trouble shooting and escalation methods to identify and address service and accesses issues/gaps. PDAC considers that commentary on the impact of this protocol would be of interest in future reports.

### **Action 6.8**

**Establish new and enhanced services under the One Health System reforms for geriatric services, palliative care and rehabilitation services.**

\*THS

- Provides an overview of a range of activities to enhance geriatric services, palliative care and rehabilitation services.

### **Action Area**

**Provide timely comprehensive and effective prevention and early intervention health services for people with disability (2 actions)**

### **Action 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.**

\*DoH

- Nil response.

### **Action 6.10**

**Ensure key public health strategies meet the needs of people with disability, such as: dental programs; nutrition and physical activity programs; mental health; and drug and alcohol and sexual and reproductive health programs.**

\*DoH/THS

- DoH - Nil response.
- THS - Provides a summary of the activities by Oral Health Services Tasmania to meet the dental health care needs of people with disabilities, including support school screening programs; improved physical access for people with mobility issues at the Glenorchy and New Town clinics; and in the commissioning of mobile dental vans.