

Disability Services Strategic Plan 2019-2021





Table of Contents

Introduction.....	4
Context	6
Our Vision.....	7
Our Values – Housing, Disability and Community Services.....	7
Guiding Principles	8
Overview of Disability Services.....	8
Outcomes Areas	9
<i>Inclusive and accessible communities.....</i>	<i>9</i>
<i>Rights protection and legislation</i>	<i>10</i>
<i>Personal and community support.....</i>	<i>10</i>
How will the Strategic Plan be implemented? 	
<i>Disability Services Operational Plan.....</i>	<i>11</i>
<i>Performance Monitoring and Reporting</i>	<i>11</i>
Funding and Grants Distribution	12
<i>Tasmanian State Budget 2018-19</i>	<i>12</i>

Introduction

The Tasmanian Government is committed to working with people with disability, their families, carers, disability providers and the wider community, to build a more equitable, inclusive and accessible state that empowers all Tasmanians.

The *Disability Services Strategic Plan 2019-2021* (the Strategic Plan) is a requirement of the *Disability Services Act 2011* and will guide the policy approach and key actions of Disability Services within the Department of Communities Tasmania over the coming three years. The Strategic Plan reflects the significant change in the landscape of Disability Services, including the introduction of full scheme National Disability Insurance Scheme (NDIS) from 1 July 2019 – a transformational change in the way people with disability, their families and carers can exercise choice about the supports and services that meet their needs and how they are provided.

In line with the United Nations Convention on the Rights of Persons with Disabilities, the NDIS will ensure that NDIS participants are able to determine their best interests and have choice and control over their lives. The Tasmanian Government is proud to be a partner in the implementation of the NDIS. At full scheme, Tasmania's total financial contribution will be \$244 million, through a mix of cash and in-kind funding.

In addition to funding, the Tasmanian Government has worked extensively with the disability sector to help participants and providers work through the challenges of preparing for, and transitioning to, the NDIS.

Over the past three years, Disability Services has delivered on the Action Areas contained in the Strategic Plan 2015-2018 including building the capacity of the disability services sector with a focus on:

- continuous improvement
- quality and safety monitoring
- complaints and risk management
- ensuring access to specialist services is provided by a strong and vibrant community sector
- effectively operating an easy access point of entry to the service system
- providing an active consumer voice through the Minister's Disability Advisory Committee; and
- contributing to the Disability Framework for Action and the Tasmanian Carers Strategy and Action Plan.

Specific activities over the past three years have included:

- independent review of the *Disability Services Act 2011* and recommendations for legislative and policy amendment
- active promotion of the Disability Services Regulations 2015 and a focus on supporting the sector to undertake self-assessment against the standards within the Regulations
- introduction of resources to support the sector to successfully resolve complaints and ensure feedback contributed to continuous improvement opportunities and quality supports
- quality monitoring and due diligence to support the registration of providers to deliver NDIS supports
- collaboration with the Commonwealth Department of Health to deliver a Continuity of Support Programme (CoS) to people with disability in specialist disability services who are 65 years and over; and
- transition support for over 2000 existing disability clients and access to the NDIS for over 2000 Tasmanians with disability who have never accessed supports before (as at September 2018).



The *Disability Services Strategic Plan 2019-2021* reflects the Vision outlined in the Tasmanian Government's *Accessible Island: Tasmania's Disability Framework for Action 2018-2021*:

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

It outlines the changing role of Disability Services from providing specialist disability services to acting as a regulator, policy maker and funder in the NDIS environment.

Even with the full scheme NDIS in place, Disability Services will continue to have a critical role in making sure that the policy settings that guide the NDIS meet the needs of the participants and providers in the Scheme, the market operates at its full potential, quality and safe services are maintained and people who are not NDIS participants have access to appropriate and relevant supports.

Over the coming three years, the Strategic Plan will guide the legislative and policy direction of Disability Services and facilitate a collaborative approach across governments and agencies in the delivery of accessible services and programs. The Plan will ensure that people with disability in Tasmania:

- are meaningfully engaged in shaping legislation and policy
- are included in their communities; and
- have choice.

There is strong focus in this Strategic Plan on a continuing role for the Tasmanian Government to ensure people with disability:

- have access to quality services
- can live independently and actively engage with the community
- are included in Tasmania's economic, social, sporting and cultural life; and

- the rights of people with disability upheld.

The Outcomes of this Strategic Plan are high level and aspirational. A *Disability Services Operational Plan 2019-2020* will be developed and will detail how the Action Areas associated with each Goal will be implemented.

I look forward to working with you to realise a fully inclusive, participatory and equal Tasmanian community that highly respects and values the contribution of people with disability.

Hon Jacquie Petrusma MP

Minister for Disability Services and Community Development

Context

The *Disability Services Strategic Plan 2019-2021* will cover a period of continued transformation in the way people with disability in Tasmania access the supports they need to maximise their potential and participate as equal citizens. Elements of this transformation include:

The UN Convention on the Rights of Persons with Disabilities

National Disability Strategy 2010-2020

National approach to supporting people with disability to maximise their potential and participate as equal citizens in Australian society.

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

Provides a focus for a whole-of-government approach to socially just policies and practices for Tasmanians with disability.

Disability Services Act 2011

Provides the legislative framework for the Disability Services Strategic Plan.

Disability Services Strategic Plan

The Strategic Plan details the administration of the *Disability Services Act 2011*.

Disability Services Operational Plan

The Operational Plan provides the detail of how the Strategic Plan will be implemented.

Disability Justice Plan for Tasmania 2017-2020

Improving recognition and responses to disability across Tasmania's justice system.

Tasmanian Carer Action Plan 2017-2020

Recognises the commitment of unpaid Tasmanian carers and supports them in their caring role.

Review of Disability Services

The rollout of the NDIS changes the way in which services are delivered to support Tasmanian's living with disability. To understand the impact of the implementation of the NDIS, consultants KP Health were commissioned to undertake an independent review of Disability and Community Services.

Anti-Discrimination Act 1998

Provides the legislative framework to protect against discrimination on the grounds of a range of attributes, including disability.

National Disability Insurance Scheme

Fully operational National Disability Insurance Scheme (NDIS) from July 2019.

Disability and Community Services Workforce Plan

The Workforce Plan responds to the workforce specific recommendations from the Review of Disability Services.



Our Vision

Disability Services shares the Tasmanian Government's vision for the future:

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

This will happen when people with disability:

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

Disability Services vision for service provision is:

“to ensure Tasmanians with disability can access services that support their wellbeing, safety and quality of life by collaboratively developing and implementing the legislative and policy framework to support the full implementation of the National Disability Insurance Scheme and the delivery of an inclusive society through support for the National Disability Strategy.”

Our Values – Housing, Disability and Community Services

The Housing, Disability and Community Services Values Framework provides a focus for our work, and a structure to guide values-based activity and decisions making. It sets out our expectations of ‘what success will look like’ so that we are able to identify effective integration of values into all aspects in the way we work.

- Cohesive
 - We will build safe, supportive and accepting communities
- Committed
 - We will act with integrity, honesty and own our decisions
- Respectful
 - We will create an environment of mutual respect
- United
 - We will encourage, engage and empower.

Guiding Principles

Disability Services will be guided by the principles agreed in the *United Nations Convention on the Rights of Persons with Disabilities* and reflected in the *Disability Services Act 2011*:

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

In addition, Disability Services will be guided by the following principles:

- Involved – people with disability are meaningfully engaged in shaping policy and legislation
- Inclusion – a whole of community effort is required to support the inclusion of people with disability in the life of their communities
- Choice – people living with disability are the natural authorities over their own lives
- Universal approach – products, services, environments and communities are accessible and usable by all people to the greatest extent possible without the need for specialised modification; and
- Collaboration – governments and Agencies work in partnership to ensure that policies and programs work well together.

Overview of Disability Services

Disability Services is a program within the Disability and Community Services (DCS) business unit of the Department of Communities Tasmania.

Prior to the introduction of the National Disability Insurance Scheme (NDIS), the purpose of Disability Services was to provide specialist disability services to people with disability, working in partnership with community organisations and in line with the *Disability Services Act 2011*.

The NDIS has significantly changed the way disability services are funded and delivered in Tasmania. This change has included moving away from the provision of block funding to agencies and community organisations for service delivery, and instead providing funding for individuals to directly select services and providers themselves. The roll out of the NDIS therefore changes the role and function of Disability Services moving forward, as the National Disability Insurance Agency (NDIA) is now the agency responsible for administering the NDIS.

To assist the then Department of Health and Human Services (DHHS) to understand the implications of the NDIS and to better understand the State Government's role in service delivery going forward, DHHS commissioned KP Health to undertake an independent review of Disability and Community Services. This review was conducted in mid-2016, with findings and recommendations released in November 2016.

The review recommended that the State Government should cease providing most of the existing specialist disability services once full scheme NDIS is implemented from July 2019.



DCS functions that sat outside of the scope of the review were the Tasmanian Autism Diagnostic Service and the Senior Practitioner.

Disability Services will, however, continue to play a vital role in meeting the needs of Tasmanians with disability who are not NDIS participants and implementing the Tasmanian Government's ongoing work for all Tasmanians with disability.

This role includes:

- Supporting transition to the full scheme NDIS by 30 June 2019.
- Funder:
 - supporting access to services for people who are not eligible for the NDIS; and
 - co-funding and monitoring the NDIS.
- Regulator:
 - administering the *Disability Services Act 2011*.
- Policy maker:
 - developing consultation policies that deliver comprehensive and genuine engagement with people with disability taking full account of their needs and circumstances
 - supporting access to universal services through facilitating collaboration across governments and sectors; and
 - working collaboratively with the NDIA in full scheme.

Outcomes Areas

Inclusive and accessible communities

Outcome 1: People with disability live in accessible and well-designed communities with the opportunity for full inclusion in social, economic, sporting and cultural life.

Action Areas:

- a. Provide opportunities for people with disability to participate in, and engage with, their communities
- b. People with disability are supported to maximise their potential and participate as equal citizens in Australian society
- c. Foster a collaborative approach across agencies, with stakeholders and with the Tasmanian community to create inclusive and accessible environments for people with disability and ensure mainstream services are fully inclusive of people with disability
- d. Information and communication activities are accessible and fully inclusive
- e. Consult with people with disability on the design and implementation of Tasmanian Government policy and legislation ensuring that people with disability have a voice that is listened to and influences the development of policies and programs that affect them.

Rights protection and legislation

Outcome 2: People with disability have their rights promoted, upheld and protected.

Action Areas:

- a. Review the *Disability Services Act 2011* to assess operational effectiveness; ensure congruence with relevant legislation; and reflect contemporary practice
- b. Enhanced choice, control and representation through funded advocacy services; and
- c. Improved safety, health and well-being and quality service delivery through the monitoring and regulation of the Senior Practitioner.

Personal and community support

Outcome 3: People with disability, their families and carers have access to a range of support to assist them to live independently and to actively engage in their communities.

Action Areas:

- a. All Tasmanians with disability are supported in the transition to the NDIS to July 2019
- b. The experience of Tasmanians in the NDIS is captured and feedback mechanisms to the NDIA, including the Disability Reform

Council, NDIS Participant Reference Group and Independent Advisory Council, are utilised to provide advice on systemic issues and participant experience to ensure continuous improvement

- c. Tasmanians with disability who are not supported through the NDIS will be provided with continuity of support that will ensure they achieve outcomes and live as independently as possible
- d. Promote continuous improvement and sector workforce development
- e. Continue to invest in education, training and capacity building for disability workers in Tasmania; and
- f. Acknowledge and support the role of families and carers.

Outcome 4: People with disability have access to quality services.

Action Areas:

- a. Disability Services deliver services that are in line with the *Disability Services Act 2011* and the National Standards for Disability Services
- b. Relevant quality and safety standards frameworks are in place, ensuring workers in the disability sector in Tasmania are held accountable to an appropriate Code of Conduct
- c. The community sector is supported to achieve continuous improvement
- d. Peak organisations are supported to provide evidence-based advice to the State Government about the needs of people with disability and the sector; and
- e. The disability services sector remains responsive to the current emerging needs of people with disability.



How will the Strategic Plan be implemented?

The *Disability Services Strategic Plan 2019-2021* will be implemented through:

- the development of an annual Disability Services Operational Plan aligned with the annual Disability and Community Services Business Plan
- working in partnership with people with disability, their families and carers, and service providers
- working in partnership with the Australian Government, Local Government and other State Agencies
- working in partnership with the NDIA.

Disability Services Operational Plan

The development of a *Disability Services Operational Plan* is a requirement of the *Disability Services Act 2011*. The Operational Plan will:

- be specific about how the *Disability Services Strategic Plan 2019-2021* is to be implemented
- provide an annual breakdown of how funding is to be used in the administration of the *Disability Services Act 2011* and in the making of grants to persons or organisations; and
- be published annually as soon as practical after the release of the Tasmanian Budget.

Performance Monitoring and Reporting

The *Communities Tasmania Annual Report* will provide information on the performance of Disability Services including a specific section on implementation of the *Disability Services Act 2011*.

The *Disability Services Operational Plan 2019-21* will include responsibilities and timeframes for specific action areas. The Director, Disability and Community Services has responsibility for monitoring the performance of work areas allocated responsibilities under the Operational Plan.

Funding and Grants Distribution

It is a requirement of the *Disability Services Act 2011* (the Act) that this document specifies funding and distribution of funds relating to the administration of the Act, including distribution of grants for the delivery of specialist disability services, research and development activities, grants provided directly to people with disability to facilitate the purchase of specialist disability services, and other goods and services.

Funds relating to administration of the Act are detailed in the *Tasmanian Budget 2018-19*.

Tasmanian State Budget 2018-19

Output Group 6 - Disability Services and Community Services

Output Group	2017-18	2018-19	2019-20	2020-21	2021-22
6.2 Disability Services	231 287 000	285 834 000	238 172 000	227 797 000	229 816 000

Election Commitments - Disability Services

Election Commitment	2018-19	2019-20	2020-21	2021-22
Autism Cooperative Research Centre	50 000	50 000	50 000	
Autism Spectrum Disorder Diagnostic Services	100 000	100 000	100 000	
Autism Continuum of Care	51 000	51 000	51 000	
National Disability Services Funding	200 000	200 000	200 000	

Output Group 6.2 - Disability Services 2018-19 Budget Dissection

Expenditure Type	Funding
Grants to Community Sector	17 335 999
Grants to Individuals (Individual Funding Unit)	5 820 985
Fair Work Equal Remuneration Order	7 363 000
NDIS contribution	240 533 947
Total	273 053 931



Services provided by Community Sector Organisations

Service Type	Funding
Accommodation Support	16 563 085
Community Access	528 749
Community Support	1 085 700
Respite	2 016 600
Peak Organisations	195 233
Information and Advocacy	2 767 617
Fair Work ERO	7 363 000
Cash contribution to NDIA	242 533 947
Services provided by Community Sector Organisations Total	273 053 931

Services provided by Government

Service Type	Funding
Community Support (DAAT)	3 767 673
Contract Management (CPT)	1 935 560
Individual Funding Management	435 673
Reform Transition Costs (NDIS Transition)	586 600
Workforce Development	227 660
Intensive Support Services	1 165 450
Area Management	1 992 800
Services provided by Government Total	10 111 416

Disability and Community Services Administration and Overheads

Expenditure Type	Funding
Administration and Overheads	1 695 234

Initiatives

Initiative	Funding
Tasmanian Autism Diagnostic System	722 419
National Disability Service Funding	200 000
Autism Continuum of Care	51 000
Initiatives Total	973 419

2018-19 Disability and Community Services Budget	Funding
Grand Total	285 834 000



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