

Draft Disability action plan 2018–2020

Department of Health and Human Services

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In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people.

The department acknowledges the assistance of Design for Dignity, the Victorian Public Sector Enablers Network, the Self Advocacy Resource Unit and department staff in developing this document.

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About this document

The Department of Health and Human Services wants to lead the way and ensure that our workplace, services and programs are inclusive and accessible.

This is a draft of the department's disability action plan for 2018–2020. This plan outlines our commitments to enhance the health and wellbeing of people with disability over the next three years.

The plan provides a whole-of-department focus aimed at improving outcomes for people with disability across all of our operational services and corporate functions, including as a large employer. This draft plan details action areas that will achieve practical and sustainable results for people with disability as departmental employees and members of the community.

The department will review the disability action plan and provide updates on its progress annually.

Consultation

The department is seeking feedback on this draft plan from people with and without disability. This includes staff and the people who we work with.

The plan's actions and priorities have been developed in consultation with the department's business areas, the Victorian Public Sector Enablers Network and self-advocates with a cognitive disability. The plan is also informed by extensive consultation and engagement undertaken with people with disability, their families and other stakeholders to develop **Absolutely everyone state disability plan 2017–2020**.

The department wants to know what you think about the priorities and action areas that are included, and if there are any key elements that need to be added. We want to know your ideas so we can be more inclusive and accessible.

To provide feedback

You can provide feedback to the Office for Disability in the following ways:

- online at [the department's website](https://dhhs.vic.gov.au/publications/disability-action-plan-2018-2020) <https://dhhs.vic.gov.au/publications/disability-action-plan-2018-2020>
- by [emailing the Office for Disability](mailto:ofd@dhhs.vic.gov.au) <ofd@dhhs.vic.gov.au>
- by phone on 1300 880 043
- in writing – Attn: Christine Mulholland, Office for Disability, Level 4, 50 Lonsdale Street, Melbourne 3000.

We need your feedback by **5:00pm on Wednesday 18 July 2018**.

Next steps

The plan will be launched following consultation and final endorsement. It will be accompanied by a consultation report summarising the feedback received on this draft plan.

What do we mean by disability?

There are more than one million people with disability living in Victoria. While people with disability are a diverse group, what they have in common is a shared experience of encountering negative attitudes and barriers to full participation in everyday activities.

The United Nations *Convention on the Rights of Persons with Disabilities 2006* 'adopts a broad categorisation of persons with disabilities and reaffirms that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms'.¹

Some conditions and impairments are present from birth. Other people acquire or develop a disability during their lifetime from an accident, condition, illness or injury. For some people, support needs can increase over time. Others can experience fluctuating or episodic disability. This can particularly be the case for some people with mental illness. Some people are said to have a dual disability, such as intellectual disability and mental illness, giving rise to different support needs.

People with disability can be treated unfairly based on other parts of the person's identity, not just their disability. This discrimination can affect women and girls, Aboriginal people, people from culturally and linguistically diverse backgrounds including those from refugee backgrounds, and members of the lesbian, gay, bisexual, transgender and intersex (LGBTI) community.

Victoria needs to recognise and respond to these multi-layered impacts to ensure all people, regardless of ability, are able to participate in our community.

¹ [Convention on the Rights of Persons with Disabilities \(CRPD\)](https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html)
<<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>>

Designing services for all Victorians

Designing for Diversity is the department's initiative to embed responsiveness to all communities at the outset of any policy reform or service design process and to ensure positive and equitable health and wellbeing outcomes for all Victorians. Diversity responsiveness requires that services are universally inclusive as well as tailored to particular population groups, including people with disability.

It is important to recognise that communities are not homogenous and that services must ultimately respond to the unique needs of individuals. It also involves acknowledging contextual differences such as migration status, socioeconomic status and geographic location.

Designing for Diversity recognises that where systems fail to respond to the wide varieties within diverse communities, overlapping forms of discrimination, vulnerability and disadvantage can result, which can further exacerbate barriers to engagement and services and lead to poor health and wellbeing outcomes. The needs of all Victorians are met when we design for diversity.

For further information visit the department's [Designing for Diversity webpage](https://www2.health.vic.gov.au/about/populations/designing-for-diversity) <<https://www2.health.vic.gov.au/about/populations/designing-for-diversity>>.

The following figures provide information about Victorians with disability and carers who make up our potential and current workforce and the people who use our services and programs.

Disability in Victoria

105,000

Victorians eligible for NDIS

Source: 'NDIS Market Position Statement Victoria', National Disability Insurance Agency 2016

1,098,800

Victorians report that they have a disability

Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015

1.3 million

people who say they do not have a disability, report that they have long term health conditions

Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015

90%

of Victorians with disability will not have an NDIS plan and depend on mainstream services

Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015 and 'NDIS Market Position Statement Victoria', National Disability Insurance Agency 2016

In Victoria there are

239,100

Primary carers

497,900

people who are carers, but not the primary carer

Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015



Disability is not always visible – in Victoria,

85%

of people with disability do not use a mobility aid and



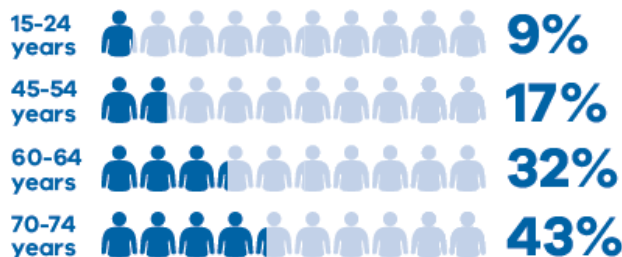
73%

of people with disability do not use a communication aid



Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015

Disability increases with age



Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015

Why do we need this plan?

This plan will be the inaugural disability action plan for the Department of Health and Human Services. Disability action plans are an important tool to reduce barriers, promote inclusion and change attitudes and practices. Section 38 of the **Disability Act 2006** provides the legislative framework for disability action plans in Victoria. It requires public bodies to develop and implement disability action plans under four outcomes and to report annually on their progress:

- reducing barriers to persons with a disability accessing goods, services and facilities
- reducing barriers to persons with a disability obtaining and maintaining employment
- promoting inclusion and participation in the community of persons with a disability
- achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

The department's disability action plan supports these outcome areas and is also situated within a broader legislative and policy framework depicted in Figure 1.

Figure 1: Legislative and policy context for the department's disability action plan



Victoria and the National Disability Insurance Scheme

The department has an important role to play in assisting eligible people with disability to transition to the National Disability Insurance Scheme (NDIS). Approximately 105,000 Victorians will receive support from the NDIS by the time the scheme is fully operational. A further one million Victorians with disability will not enter the NDIS but will still require supports from the department, mainstream service sector and their community.

Disability action plans will become an increasingly important tool for building the capacity of organisations to be accessible and responsive to people with disability, including those who, through the NDIS, have greater access to all aspects of community life including employment.

Department of Health and Human Services disability action plan

This is a draft of the department's disability action plan for 2018–2020.

The plan is aligned to the **Department of Health and Human Services outcomes framework**. The department's vision is to achieve the best health, wellbeing and safety for all Victorians so they can live a life they value. The department's outcomes framework supports this vision by focusing on outcomes for people who rely on our services and activities and the system-level results we are seeking from the health and human services reforms we are implementing.

The disability action plan provides a three-year framework for change. This document includes year 1 actions. The plan will be reviewed and updated annually to reflect achievements and update actions. This sets a standard for greater accountability and momentum building. This is not a 'set-and-forget' plan.

The plan is organised under the department's outcomes framework domains depicted in Table 1. These outcome domains are aligned to the four pillars of **Absolutely everyone state disability plan 2017–2020**. Actions are then set out across two focus areas under each outcome domain:

- **Focus area 1:** building internal department capability and creating an accessible, equitable, inclusive and safe workplace for people with disability
- **Focus area 2:** ensuring department-delivered, funded and regulated services are inclusive of, and accessible to, people with disability.

Action areas under each focus area are aligned to outcomes from the department's outcomes framework. The majority of action areas are aligned to indicators in **Absolutely everyone**. These indicators and related measures are outlined in the **Absolutely everyone: state disability plan annual report 2017**. This disability action plan is the first to align its action to indicators for the state disability plan and provides a benchmark for other organisations to follow. Measures for indicators not aligned to **Absolutely everyone** will be developed within the first year of the disability action plan.

For more information about the **Absolutely everyone** annual report visit the [Absolutely everyone website](http://www.statedisabilityplan.vic.gov.au/annual-reports) <<http://www.statedisabilityplan.vic.gov.au/annual-reports>>.

The disability action plan aligns with other departmental and government plans (Figure 2). This demonstrates that this plan is part of a broader agenda to create a more inclusive Victoria for people with disability and other groups who may experience disadvantage or barriers to participation.

The Enablers Network

The Enablers Network: Victorian Public Sector network for people with disability, has played a valuable role in developing this plan. The Enablers aim to raise the awareness of the rights of people with disability, advocate for the inclusion of people with disability in decision making and provide advice to the Victorian Government on systemic barriers to full participation. One of their key functions is to monitor the implementation of Victorian Government departments' disability action plans. They will play a key role in monitoring the progress of this plan.

Figure 2: The department's disability action plan and other department plans and strategies



Figure 3: Overarching structure of the department's disability action plan



Focus area 1: Building internal department capability and creating an accessible, equitable, inclusive and safe workplace for people with disability

Each year the department conducts the internal employee People Matters survey and the results tell us that, compared with their peers, employees with disability:

- are more likely to experience discrimination, particularly in relation to training, learning and development opportunities
- are more likely to have felt bullied in the preceding 12 months
- are more stressed by the attitudes of others, inflexibility in working hours and issues in the physical environment
- feel there is less opportunity for promotion and transfers.

There is a positive duty for organisations in Victoria under the **Equal Opportunity Act 2010** to have policies and procedures in place that proactively remove barriers to employment and reduce discrimination.

Over the three years of the plan, our goal is to support a more positive workplace culture, reduce discriminatory attitudes and promote discussion about disability inclusion across the department.

Employment of people with disability

We want the department to be seen as a leader in employment of people with disability, offering innovative career pathways and providing access to real development opportunities.

We know that achieving this goal requires more than just recruiting people with disability. To be successful it requires us to tackle the barriers to employment that people with disability face every day. It requires leadership to drive change and to create an organisation that values and supports disability initiatives. Most importantly it requires us to listen to the people with disability who are currently in our workplace and to ensure they are well supported and that development opportunities are equitable.

This disability action plan aligns with the department's **Disability employment strategy 2018–2020**. This plan highlights actions from the five focus areas of the disability employment strategy. For more information about the strategy visit [the department's website](https://dhhs.vic.gov.au/publications/state-disability-plan-2017-2020) < <https://dhhs.vic.gov.au/publications/state-disability-plan-2017-2020>>.

A key catalyst for change in the department is **Every opportunity: Victorian economic participation plan for people with disability 2018–2020**. This sets a target of six per cent employment of people with disability across all Victorian Government departments by 2020, increasing to 12 per cent by 2025. For more information visit the [Absolutely everyone website](http://www.statedisabilityplan.vic.gov.au/every-opportunity) <<http://www.statedisabilityplan.vic.gov.au/every-opportunity>>.

Both policies will play a critical role in giving direction and strength to the disability action plan by building internal capability and delivering on employment-related actions. They will also support outcomes and indicators under Pillar 4 of **Absolutely everyone**.

Focus area 2: Ensuring department-delivered, funded and regulated services and programs are inclusive and accessible to people with disability

This plan reflects the department's responsibility for enhancing the health and wellbeing of people with disability in line with the **Department of Health and Human Services strategic plan**.

The department provides stewardship of the systems and outcomes in health, human services and sport and recreation. We provide many services directly to the community through operational divisions including health, ambulance services, sport and recreation, ageing, mental health, families and children, youth affairs, housing and disability. In addition, we fund almost 2,000 other organisations to deliver vital health and human services. We also partner with other parts of the Victorian public service, federal and local governments and communities to build community infrastructure capacity, participation and resilience. The department's Office for Disability is responsible for coordinating efforts across the Victorian Government to advance the inclusion of people with disability in all aspects of life.

Universal design

To be able to drive change we need to adopt a universal design² approach. Universal design is about making facilities and services accessible to people of all abilities, making everything usable for as many people as possible from the beginning so that changes aren't needed later. It is relevant for Victorians with any mobility or accessibility need, from people living with disabilities or temporary injuries requiring mobility aids to families with prams. Universal design is a design concept; it is not a type of product. The principles can be applied to concrete things like products, buildings and open spaces, to intellectual activities such as designing learning programs, and to conceptual things such as policies and practices. Universal design is also a part of sustainability, resilience, health and wellbeing.

Under **Absolutely everyone**, the government is developing policy to embed universal design principles across the state and to make more infrastructure, services and places accessible to people of all abilities. This will enable and empower a diverse population by improving social participation, health and wellbeing.

For further information visit the [Sport and Recreation Victoria website](http://sport.vic.gov.au/our-work/participation/inclusive-sport-and-recreation/universal-design) <<http://sport.vic.gov.au/our-work/participation/inclusive-sport-and-recreation/universal-design>>.

² [Victorian Infrastructure Plan](https://www.vic.gov.au/infrastructureplan.html) <<https://www.vic.gov.au/infrastructureplan.html>>

Department outcomes framework domain: Victorians are connected to culture and the community

Absolutely everyone pillar: Inclusive communities

Focus area 1: Internal capability and workplace

1. Technology: Indicator – Improve the accessibility of ICT systems

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>1.1 Provide support to the department’s business units considering developing new technology solutions on Information and Communication Technology (ICT) accessibility and our Accessible applications for everyone policy.</p> <p>1.2 Consult with people with disability at the design stage and carry out user testing prior to introducing new ICT products and/or carrying out ICT upgrades.</p> <p>1.3 Continue to improve the accessibility of our ICT applications as new technology is introduced and significant upgrades occur.</p> <p>Owner: Business Technology and Information Management, Corporate Services</p>	<p>Services are appropriate and accessible in the right place, at the right time.</p>

2. Property: Indicator – Improve the accessibility of departmental facilities

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>2.1 Develop a strategic asset master plan that will include mapping the accessibility of current department-occupied premises, determine our strategy for each property and the plan for future upgrades.</p> <p>2.2 In line with project timelines, engage employees with disability in the design of our Workplace of the Future.</p> <p>Owner: Procurement and Contract Management, Corporate Services</p>	<p>Services are appropriate and accessible in the right place, at the right time.</p> <p>Services are safe, high quality and provide a positive experience.</p>

3. Communications and media: Indicator – Improve the accessibility of departmental communications and media

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>3.1 Increase online resources for staff by providing accessibility guidance on different formats. This will build on the Accessibility page <https://intranet.dhhs.vic.gov.au/accessibility> on the department’s staff intranet launched in 2017.</p> <p>3.2 Provide additional resources in line with the whole-of-Victorian Government digital standards <https://www.vic.gov.au/digitalstandards/design-build/make-content-accessible.html>.</p> <p>3.3 Increase awareness of accessibility by using internal communication channels to regularly promote internal resources, training opportunities and relevant events.</p> <p>3.4 Roll out the digital communications accessibility course piloted in 2017. Include regular sessions in the training calendar with specialist or targeted training available on demand.</p> <p>3.5 Develop a network of accessibility champions to share knowledge, resources and techniques to improve the accessibility of communications and media.</p> <p>3.6 Build internal capacity to translate communications into Easy English.</p> <p>3.7 Ensure our internal and external communications and media regularly features people with disability through stories, pictures and case studies.</p> <p>Alignment: State disability plan – Action 3 (Government communications)</p> <p>Owner: Communications and Media, Strategy and Planning</p>	<p>Services are appropriate and accessible in the right place, at the right time.</p> <p>Services are inclusive and respond to choice, culture, identity, circumstances and goals.</p>

Spotlight on the department's Disability employment strategy

New starters can sometimes feel overwhelmed by a new workplace. Ensuring they are well supported by managers who have a strong knowledge of workplace adjustment and flexible working practices is key to creating a barrier-free and disability-confident workplace. Providing new employees with disability with the support of a workplace buddy can help them to settle in more comfortably and ensure access needs are met.

Example actions – Focus area 3: Induction

- Improve induction processes.
- Develop a 'reasonable adjustment passbook' for all employees to use throughout the employment lifecycle.
- Link all new starters to the VPS Enablers Network for allies of and people with disability.

Owner: People and Culture, Corporate Services

Case study: Accessible applications for everyone policy

The department recognises that access to information, communications and technology is fundamental to the role of most departmental employees and the services that we deliver. Assistive technology helps many employees to use ICT.

In December 2017 the department launched its **Accessible applications for everyone policy and Accessible applications guidelines**. The policy defines the minimum requirements to ensure that ICT applications are accessible for all departmental employees and other intended users of the software. It is intended to improve the accessibility of ICT software applications and to support an inclusive workplace.

In brief, the policy applies to the front-end and back-end functionality of all departmental ICT applications used by community sector workers, the community or employees during the course of business. Supporting components such as training material, user guides and software-embedded templates and tools are included in the scope of the policy. Web content, business documents and publications are covered under Action area 3 'Communications and media'.

The policy requires that ICT be considered at the beginning of every new ICT application software project or upgrade. All new projects must include a requirement that the solution meets or exceeds the Australian Standard 'accessibility requirements suitable for public procurement of ICT products and services' (AS EN 301 549:2016). The policy also identifies accountability requirements.

What is Easy English?

Easy English (also known as Easy Read, Plain Language, Aphasia Friendly or Easy to Read) is a style of writing that has been developed to provide understandable, concise information for people with low English literacy who may have difficulty with written language skills for working out and conveying meaning.

Easy English focuses on key information, and words are often combined with images to enhance the message, aiding understanding. Reading an Easy English document is often a shared task between the reader and another person. The meaning of the text can be clarified and understood through discussion. These documents can serve as useful reminders for the person later.

Who benefits from Easy English?

In 2014 the Australian Bureau of Statistics Survey of Adult Skills estimated that 1.9 million Victorians aged between 15 and 75 had low levels of literacy proficiency. People with these levels of literacy can have more difficulty understanding and responding appropriately to written texts.

Building the internal capabilities of departmental staff to translate communications into Easy English is covered under Action area 3 'Communications and media'.

Focus area 2: Services and programs

The following figures show that widespread social and cultural barriers have a real and negative impact on the health and wellbeing of people with disability. More work needs to be done to increase the participation of people with disability in all areas of their community, leading to improved health and wellbeing.

Health and Wellbeing

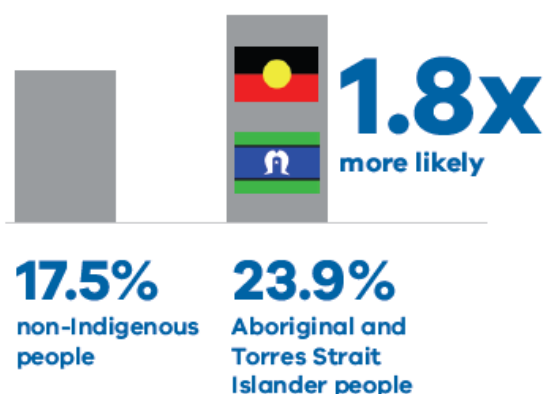
Housing



People with disability are 6 times more likely to be renting from a state housing authority

Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2012

Aboriginal and Torres Strait Islander experience of disability



Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015

Health

In the last 12 months

36% of people with disability living in households had seen three or more medical professionals for the same condition



Source: ABS Survey of Disability, ageing and carers: Australia: Summary of Findings 2015

Participation in sport

68% of people with disability

79% of people without disability



Source: ABS Perspectives on Sport 2012

4. Refugees: Indicator – Improve access to supports for people from refugee backgrounds with disability

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>4.1 Work with key sector partners such as the Victorian Refugee Health Network and AMES Australia to support successful settlement for people with disability from refugee backgrounds, including those seeking asylum in Victoria. We will do this by improving access to interpreting services, timely access to critical aids and equipment, and sector and community capacity building.</p> <p>Alignment: State disability plan – Action 6 (Refugees)</p> <p>Owner: Diversity and Community Participation, Health and Wellbeing</p>	<p>Victorians are socially engaged and live in inclusive communities.</p>

5. Aboriginal self-determination: Indicator – Improve access to culturally safe supports to assist Aboriginal people with disability to live healthy self-determined lives

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>5.1 Build disability confidence among Aboriginal Community Controlled Organisations through disability action plan resources and training.</p> <p>5.2 Explore options to expand the Balit Narrum model.</p> <p>5.3 Build the voice of Aboriginal people with disability through advocating for culturally safe Aboriginal and broader network groups.</p> <p>Alignment: State disability plan – Action 4 (Aboriginal self-determination)</p> <p>Owner: Aboriginal Health and Wellbeing, Health and Wellbeing; Disability and NDIS, North Division, North Division Health Children, Families Disability and Operations</p>	<p>Victorians can safely identify and connect with their culture and identity, with their health and wellbeing advanced through self-determination.</p>

6. Language services: Indicator – Improve the accessibility of language services

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>6.1 Implement a range of reforms to the department’s language services policy and guidelines to strengthen the quality and accessibility of language services. This will include people from culturally and linguistically diverse communities and people who use sign language, such as Australian Sign Language (Auslan).</p> <p>Owner: Diversity and Community Participation, Health and Wellbeing</p>	<p>Victorians are socially engaged and live in inclusive communities.</p>

7. Communication access: Indicator – Improve the accessibility of departmental customer interfaces

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>7.1 Identify two department customer interface locations to undergo the Scope Communication Access accreditation program <https://www.scopeaust.org.au/service/communication-access></p> <p>Owner: Disability and NDIS, Children, Families, Disability and Operations. Locations to be determined.</p>	<p>Victorians are socially engaged and live in inclusive communities.</p>

Case study: Balit Narrum

Balit Narrum originated in the North East Melbourne Area (NEMA) in 2012 through a partnership between the department and the Aborigines Advancement League. The purpose of Balit Narrum is to provide a collective response across the disability sector, Aboriginal home and community care services, government and representatives from the Aboriginal community to improve the access and participation of Aboriginal people engaging with the disability sector.

With leadership from the Aboriginal community it is a practical example of self-determination, culturally effective practice and genuine co-design and collaboration. Community voice is 'carried' by the membership and ensures the voice of Aboriginal people with disability or those caring for someone with disability is heard at all levels of government and service provision across the regions.

Balit Narrum provides a culturally safe place for participants and is the only networking group in the state that has a specific focus on disability within the Aboriginal community. The group ensures 'disability is at the forefront rather than an add-on to Aboriginal health and wellbeing'. Indeed, since the establishment of Balit Narrum there has been a substantial increase in the number of Aboriginal people and families living with disability accessing services.

Balit Narrum provides strategic leadership across a variety of policy and planning platforms and, with the roll out of the NDIS, has provided a robust and culturally effective platform through which the NEMA launch was able to engage, plan and implement a culturally responsive NDIS with Aboriginal people with disability, their families, communities and organisations.

'The transition to NDIS would have been much more difficult without Balit Narrum.'

Balit Narrum's leadership in planning, engagement, coordination and client and sector readiness demonstrates a model that could be translated and adapted across other divisions and communities. The would to ensure Aboriginal people with disability and their families are prepared and experience a positive and culturally effective transition to the NDIS.

Department outcomes framework domain: Victorians are healthy and well

Absolutely everyone pillar: Health, housing and wellbeing

Focus area 1: Internal capability and workplace

Spotlight on the department's Disability employment strategy

The department will continue work to create a diverse and inclusive workforce. A number of new initiatives and approaches will be implemented to increase the recruitment pathways for people with disability.

Example actions – Focus area 2: Recruitment

- Review recruitment policies and forms to remove barriers and ensure accessibility.
- Achieve Disability Confident status through the Australian Network on Disability.
- Investigate 'RecruitAbility' (an employability scale and rating system) for candidates meeting minimum job requirements to progress automatically to an interview.
- Implement programs to support more graduates and young people with disability into employment.

Owner: People and Culture, Corporate Services

Focus area 2: Services and programs

The following figures highlight that more work needs to be done to raise awareness and understanding of disability to reduce the ongoing experience of disability-related discrimination. People with disability still experience discrimination in accessing goods, services and facilities. People with intellectual disability and psychosocial disability experience the highest rates of discrimination.

Experience of discrimination



In 2016-17,
39%
of total complaints lodged with the Australian Human Rights Commission were about the experience of disability discrimination

Source: Australian Human Rights Complaints Statistics 2016-2017; Australian Human Rights Commission 2017



8.6%
of people with disability in Victoria experienced disability discrimination in the last 12 months

This was highest for people aged 25-34 (19.4%) and for people with intellectual disability (20.4%) and psychosocial disability (21.9%)

Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015



The provision of goods, services and facilities made up
33%
of complaints under the Disability Discrimination Act

Source: Australian Human Rights Complaints Statistics 2016-2017; Australian Human Rights Commission 2017

8. Health services: State disability plan indicators – 2.2.1 Increase physical health; 2.2.2 Increase healthy living; 4.2.1 Increase employment

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>8.1 Assist health services to increase their capacity to provide training and workforce development opportunities that lead to an increase in the employment of people with disability in health services.</p> <p>8.2 Support the development and implementation of disability action plans within health services.</p> <p>Alignment: State disability plan – Key priority 5 (Health services)</p> <p>Owner: Health and Human Services Workforce, Strategy and Planning; Children, Families, Disability and Operations, Disability and NDIS</p>	<p>Victorians participate in the economy and have financial security.</p>

9. Health promotion: State disability plan indicators – 2.2.1 Increase physical health; 2.2.2 Increase healthy living

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>9.1 Dental Health Services Victoria will launch an online package about good oral health targeting people with disability living in community residential units.</p> <p>9.2 Through the department’s Under-screened Program, people with disability will be a priority group. Using policy levers and working with screening partners and key disability agencies we will work to strengthen access to safe, acceptable quality screening programs that meet the needs of people with disability.</p> <p>9.3 Family Planning Victoria will continue to promote the Relationships and Sexuality Education for Students with Disability resource on its website. A follow-up impact evaluation will be conducted with a sample of schools that received the resource and participated in the professional learning program.</p> <p>Alignment: State disability plan – Action 9 (Health promotion)</p> <p>Owner: Community Based Health Policy and Programs, Prevention, Population, Health and Place, Health and Wellbeing</p>	<p>Victorians have good physical health.</p>

10. Sport and recreation infrastructure: State disability plan indicator – 1.3.3
Increase spaces and places with universal design

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>10.1 Sport and Recreation infrastructure funding will include universal design requirements and will be applied across all 2018 projects.</p> <p>10.2 Design workshops will be held for all major sporting facility developments to educate and influence designers and project owners.</p> <p>10.3 Sport and Recreation will support the organisations that administer each of the state’s major sporting infrastructure precincts to understand universal design principles.</p> <p>10.4 Sport and Recreation will highlight for evaluation any significant new or innovative practices and technologies that could provide a better experience for people with disability to use or navigate state sporting facilities.</p> <p>Alignment: State disability plan – Action 13 (Sport and recreation), Key priority 2 (Universal design)</p> <p>Owner: Sports and Recreation, Housing, Infrastructure, Sport and Recreation</p>	<p>Victorians have good physical health.</p>

11. Sport and recreation programs: State disability plan indicator – 1.1.2 Increase activity in the community

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>11.1 Expand the reach of AAA Play (the first-point-of-contact service that connects people with disability to sport and active recreation opportunities) from a metropolitan service to a statewide service.</p> <p>11.2 Promote the Vicsport – Are You On Board? campaign to support the conversation around diversity and inclusion within Victorian sport for people with disability in community sport.</p> <p>11.3 Respond to sport and recreation-related recommendations of the parliamentary inquiry into services for people with autism.</p> <p>11.4 Engage relevant organisations to run inclusion awareness training for Sport and Recreation Victoria staff, with a focus on autism and deaf awareness in 2018.</p> <p>Alignment: State disability plan – Action 13 (Sport and recreation)</p> <p>Owner: Sports and Recreation, Housing, Infrastructure, Sport and Recreation</p>	<p>Victorians have good physical health.</p>

12. Emergency management: Indicator – Improve emergency preparedness, response and recovery outcomes for people with disability

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>12.1 Increase the resilience of vulnerable Victorians to emergencies, including those with disability, through person-centred emergency preparedness and planning and improved service continuity.</p> <p>12.2 Build the capability of the health and human services sector to support the emergency preparedness and planning arrangements of vulnerable Victorians, including those with disability. This will be underpinned by a robust departmental monitoring and assurance program.</p> <p>Owner: Emergency Management, Regulation, Health Protection and Emergency Management</p>	<p>Victorians act to protect and promote health.</p>

13. Housing: State disability plan indicator – 2.1.3 Increase suitable housing

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>13.1 Incorporate the Livable housing design guidelines (gold level) into housing estate renewal projects.</p> <ul style="list-style-type: none">• For more information visit the Livable Housing Australia website <http://www.livablehousingaustralia.org.au/> <p>13.2 Perform maintenance and upgrades on 700 department-run disability accommodation properties.</p> <p>Alignment: State disability plan – Key priority 6 (Housing)</p> <p>Owner: Property and Asset Services, Housing Infrastructure Sport and Recreation</p>	<p>Victorians have suitable and stable housing.</p>

Case study: Enhancing health services in the Loddon area

People with disability have greater healthcare needs than the general population, and are vulnerable to having their needs unmet in the healthcare system.

In 2016–17 Bendigo Health undertook a collaborative, multi-agency approach between key stakeholders from the primary and acute health sectors to identify opportunities and strategies to improve health service accessibility and responsiveness for people with disability with complex needs and challenging behaviours.

The project developed a number of positive initiatives to improve the healthcare experience for people with disability including:

- identifying a single point of contact at Bendigo Health, Echuca Regional Health and Cohuna District Hospital
- a client register of people with disability with complex needs and behaviours in the Loddon area
- a care plan pro forma or 'hospital passport' to be completed for each registered client
- guidelines for caring for people with complex needs and behaviours in hospital
- a photo library of relevant locations in Bendigo Health to facilitate access and communication
- videos with carers discussing their lived experiences to help educate healthcare staff
- a case study and guidelines for using 'telehealth' (using communication technology to connect people separated by distance) in urgent care
- health pathways (a web-based portal used by GPs that includes pathways for clinical care and referral guidance) developed in conjunction with Murray Primary Health Network on the NDIS, health assessments for people with intellectual disability and challenging behaviours.

The project developed a model of healthcare support for people with disability that optimises their health outcomes. The project has been extended to focus on the implementation and evaluation of this model of care, to ensure sustainability of the project outcomes for improved patient experiences.

Case study: Enhancing health services in the Loddon area (continued)

An example of how telehealth works

Ben* usually requires maximum assistance to visit the hospital or GP, often requiring a police and ambulance escort and sedation due to the complex needs and behaviours associated with his disability. A simple consultation requires a day of maximal effort from emergency services and his family. On this occasion Ben's father was able to have Ben assessed using telehealth. After a simple phone conversation and sending through some photos, diagnosis and treatment was initiated and Ben's father was able to come and collect the medication required.

Ben's father commented, 'For people who are not able to access the ED or even a GP easily ... like my son ... telehealth is the answer. Instead of calling police, ambulance and his carer to sedate and bring him to you ... this is easy.'

* Name has been changed.

Department outcomes framework domain: Victorians are safe and secure

Absolutely everyone pillar: Fairness and safety

Focus area 1: Internal capability and workplace

The following figures highlight that more work needs to be done to increase the employment of people with disability across the public sector including in our department. They also reinforce the need to improve the treatment of people with disability in our workforce.

Employment and economic participation within the Victorian Public Sector



Victorian public sector workers are twice as likely to experience discrimination compared to private sector employees (16% vs. 8%)

Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015

Employment rate of people with disability

9%
broader Victorian workforce

Source: ABS Survey on Disability, Ageing and Carers, Australia: Summary of Findings 2017

3%
in the Victorian Public Sector

Source: 'The State of the Public Sector in Victoria 2015 - 2016', State Government of Victoria Amended 2017



Experienced bullying at work



34%
people with disability

20%
Victorian Public Service as a whole

Source: Data Insights: Bullying in the Victorian Public Sector, Victorian Public Sector Commission 2017

14. Department of Health and Human Services Community of Practice on Disability: Indicator – Improve internal culture and capability

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>14.1 Establish a Community of Practice on Disability within the department to:</p> <ul style="list-style-type: none"> • maintain momentum and attention on the department’s disability action plan and disability employment strategy • provide a mechanism for ongoing staff engagement • identify areas of future action • drive culture change and build internal capability. <p>Owner: Disability and NDIS, Children, Families, Disability and Operations; People and Culture, Corporate Services; Systems Intelligence and Analytics, Strategy and Planning</p>	<p>Services are appropriate and accessible in the right place, at the right time.</p> <p>Services are inclusive and respond to choice, culture, identity, circumstances and goals.</p> <p>Services are safe, high quality and provide a positive experience.</p>

Spotlight on the department's Disability employment strategy

Senior leadership is fundamental for enabling a workplace culture of diversity and inclusion. Senior leaders model the organisation's values and role-model zero tolerance of discrimination. Disability Champions for Access and Inclusion provide leadership for driving disability employment initiatives and organisational change to create workplaces that value and support people with disability.

Example actions – Focus area 1: Profile and leadership

- Appointing Executive Disability Champions for Access and Inclusion
- Supporting and resourcing the VPS Enablers Network for allies of and people with disability.

Owner: People and Culture, Corporate Services

Creating a workplace that is free of discrimination and provides true career opportunities for people with disability requires managers and staff to feel disability-aware and disability-confident and to positively support any adjustments that may be required by employees with disability.

A strong knowledge of unconscious bias, workplace adjustment and flexible working policies are key to creating a barrier-free and disability-confident workplace. These resources help managers support staff to perform at their best, to ensure they have everything they need and to make certain they are able to thrive in their roles.

Example actions – Focus area 4: Inclusive workplaces

- Develop a guide for managers for inclusion of people with disability in the workplace
- Provide managers and teams with disability awareness training or experiences such as Auslan sign language classes
- Participating in the Australian Network on Disability Access and Inclusion Index to measure inclusive workplace outcomes.

Owner: People and Culture, Corporate Services

Focus area 2: Services and programs

The following figures highlight the disturbing rate of violence experienced by women with disability, including intimate partner violence. The experience of violence does not discriminate; services need to be accessible and inclusive for all.

Experience of violence against women with disabilities



Nearly 1 in 4 women and girls with disabilities is a reported victim of family violence

Source: 'Stop the violence: addressing violence against women and girls with disabilities in Australia', National Symposium on Violence Against Women and Girls with Disabilities in Australia 2013

**2x
more likely**

Women and girls with disabilities are twice as likely as women and girls without disabilities to experience violence throughout their lives

Source: 'Prevalence and risk of violence against people with and without disabilities: Findings from an Australian population based study', Krnjacki, Emerson, Llewellyn and Kavanagh, 2016



Nearly 1 in 5 or 529,700 Victorian women and girls have a disability

Source: 'Health Fact Sheet 4', Women with Disabilities Victoria 2016



Over one-third of women with disabilities experience some form of intimate partner violence

Source: 'Prevalence and risk of violence against people with and without disabilities: Findings from an Australian population based study', Krnjacki, Emerson, Llewellyn and Kavanagh, 2016

15. Family violence: State disability plan indicator – 3.2.2 Reduce experiences of interpersonal violence

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>15.1 Ensure Support and Safety Hubs are accessible and actively support people with disability to engage with the services on offer.</p> <p>15.2 Develop an integrated practice framework and operational guidelines for the Support and Safety Hubs. This will ensure quality, person-centred community services are provided to all, including people with disability.</p> <p>15.3 Replace 17 communal family violence refuges with new core and cluster facilities from 2018. They will incorporate the Livable housing design guidelines and be built to a gold standard, with at least one unit per facility built to platinum standard. The facilities will also include provisions to accommodate carers where needed.</p> <p>15.4 Phased over two years, provide diversity and intersectionality training. This will build the capacity of the specialist and mainstream workforce to better understand, recognise and respond to victim survivors from all diverse communities including people with disability.</p> <p>15.5 Expand eligibility for the Victorian Family Violence Crisis Response Initiative to ensure people with disability who are victims of family violence have access to the supports they need during both crisis and recovery.</p> <p>15.6 Redevelop and implement the Family Violence Risk Assessment and Management Framework. This will include a component addressing risk factors for people with disability and developing a training package for workforce sectors.</p> <p>15.7 Improve the collection and quality of data about the needs of people with disability who are experiencing or are at risk of family violence. This will include integrating the Standard Disability Identifier in the Support and Safety Hubs' Customer Relationships Management system.</p> <p>Alignment: State disability plan – Key priority 7 (Family violence)</p> <p>Owner: Family Safety Victoria, Support and Safety Hubs</p>	<p>Victorians live free from abuse and violence.</p>

Year 1 actions	Departmental outcomes that these actions will contribute to
Operations; Family Violence Policy and Programs; Centre for Workforce Excellence; System Policy and Reform and Diversity, Engagement and Strategy and Central Information Point/Customer Relations Management.	

16. Disability safeguards: State disability plan indicator – 3.2.4 Reduce prevalence and impact of abuse and neglect

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>16.1 Develop an online disability abuse prevention information hub for easy access to available resources and links to organisations such as advocacy services, the Office of the Public Advocate and the Disability Services Commissioner.</p> <p>Alignment: State disability plan – Action 19 (Safeguards)</p> <p>Owner: Disability and NDIS, Children, Families, Disability and Operations</p>	Victorians live free from abuse and violence.

17. Primary prevention of all forms of violence against women: State disability plan indicator – 3.2.2 Reduce experiences of interpersonal violence

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>17.1 Expand the capacity of the disability sector to respond to primary prevention of family violence and all forms of violence against women. This will include continuing Women with Disabilities Victoria’s Gender in the Workplace Program.</p> <p>17.2 Build the capacity of regional women’s health services to partner with the disability service systems. This will be to prevent violence against women with disabilities and model and promote inclusive actions/behaviours.</p> <p>Alignment: State disability plan – Key priority 7 (Family violence)</p> <p>Owner: Office of Prevention and Women’s Equality, Health and Wellbeing</p>	Victorians live free from abuse and violence.

18. Parents with disability: Indicator – Improve the responsiveness of child, youth and family services in supporting parents with disability

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>18.1 Deliver the NDIS Sector Development Fund project, which will provide tools and resources to build the capacity of the child, youth and family services (CYF) workforces (family services, out-of-home care services and child protection). This will assist families to successfully access the NDIS and develop and implement effective plans. The project will support improved collaboration between the CYF sector and parents with disability and disability advocacy groups.</p> <p>18.2 As part of the project, develop resources to support NDIS planners, support coordinators and Local Area Coordinators to work with vulnerable families with disability and to collaborate effectively with CYF services to integrate family and disability supports.</p> <p>Alignment: State disability plan – Action 11 (Vulnerable children and families)</p> <p>Owner: Children and Family Policy, Children, Families, Disability and Operations</p>	<p>Services are inclusive and respond to choice, culture, identity, circumstances and goals.</p> <p>Services are safe, high quality and provide a positive experience.</p>

19. Children with disability: State disability plan indicator – 3.2.4 Reduce prevalence and impact of abuse and neglect

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>19.1 Work with the National Disability Insurance Agency to establish effective partnerships with child and family services that respond to the urgent accommodation and family functioning needs of children with disability and their families during periods of crisis.</p> <p>19.2 Transition children and young people receiving out-of-home care through Victorian disability services to child and family services with no loss of quality or overall level of care and support.</p> <p>Alignment: State disability plan – Action 11 (Vulnerable children and families)</p> <p>Owner: Children and Family Policy, Children, Families, Disability and Operations</p>	<p>Services are inclusive and respond to choice, culture, identity, circumstances and goals.</p> <p>Services are safe, high quality and provide a positive experience.</p>

Disability advocacy

Disability advocacy plays a critical role in promoting the rights, fairness and safety of people with disability. The department, through the Office for Disability, oversees the Victorian Disability Advocacy Program. This provides approximately \$3 million annual recurrent funding to 24 organisations including two statewide resource units. In 2016–17, 21 initiatives were funded through the \$1.5 million fixed-term Disability Advocacy Innovation Fund. Initiatives focused on:

- self advocacy to support people with disability to speak up for their rights
- advocacy for Aboriginal communities
- improved advocacy in rural and regional areas
- advocacy for migrants, refugees and lesbian, gay, bisexual, trans or intersex (LGBTI) communities.

These initiatives were strongly aligned to actions in this plan including a focus on improving advocacy support for diverse and isolated groups.

The Victorian Government is also providing additional funding to support disability advocacy through the 2018–19 State Budget. This will extend the reach of disability advocacy organisations to assist an additional 300 people a year, and support the implementation of a plan for the future to guide longer term advocacy action and investment.

Improving the evidence base (Standard Disability Identifier)

Absolutely everyone: state disability plan 2017-2020 puts a strong emphasis on monitoring outcomes so that progress against objectives can be evaluated to inform future policy and service development. However, to improve outcomes we need to better understand the experience of people with disability using mainstream services, such as housing and healthcare.

Unfortunately the department's capacity to monitor outcomes for people with disability in mainstream services has been limited because information about the experience of disability is not collected in a consistent way. There is a well-recognised need to improve the collection and quality of data on the needs of people with disability. The data needs to be accurate, comparable and 'have a consistent approach to the definition and concepts related to disability across services and programs'.³

Under the **National Disability Strategy 2010–2020**, the Australian Institute of Health and Wellbeing has developed the Standard Disability Flag for Mainstream Services (the Standard Disability Identifier). The Standard Disability Identifier is a set of questions developed for use in mainstream service data collection to identify 'how people with disability are accessing mainstream services; and, in turn, can be used by providers of mainstream services to better understand how the provision of services to people with disability can be improved'.⁴

Ensuring mainstream services are responsive to the needs of people with disability is critical for the one million Victorians with disability who will not receive an NDIS plan, but who will still require supports from the department, mainstream service sector and their community.

A key priority of this disability action plan is to use the Standard Disability Identifier and to embed its collection into our administrative datasets. Over time, this will provide a better picture of mainstream service interactions to effectively assess and address the gaps people with disability experience in comparison with other Australians.

The Victorian Disability Advisory Council has identified this work as a priority. A Council member chairs a cross-departmental working group to identify opportunities to pilot the Standard Disability Identifier in mainstream health and human service settings.

For further information visit the [Australian Institute of Health and Wellbeing website](https://www.aihw.gov.au/reports-statistics/health-conditions-disability-deaths/disability/links-other-information) <<https://www.aihw.gov.au/reports-statistics/health-conditions-disability-deaths/disability/links-other-information>>.

³ Australian Institute of Health and Welfare 2016, 'Standard Disability Flag: data collection guide', p. 1

⁴ [National disability strategy second implementation plan driving action 2015–2018](https://www.dss.gov.au/disability-and-carers/programs-services/government-international/national-disability-strategy-second-implementation-plan) <<https://www.dss.gov.au/disability-and-carers/programs-services/government-international/national-disability-strategy-second-implementation-plan>> , p. 9

Department outcomes framework domain: Victorians have the capabilities to participate

Absolutely everyone pillar: Contributing lives

Focus area 1: Internal capability and workplace

20. Procurement: State disability plan indicator – 4.2.1 Increase employment

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>20.1 Support the implementation of a whole-of-government social procurement framework to enhance economic opportunities for people with disability across the Victorian economy.</p> <p>Owner: Procurement and Contract Management, Corporate Services</p>	<p>Victorians participate in the economy and have financial security.</p>

Spotlight on the department's Disability employment strategy

The retention of staff is strongly linked to how included, safe and valued they feel in the workplace. Access to varied experience, skills and education increases career development opportunities and job satisfaction, which in turn leads to increased retention.

Example actions – Focus area 5: Retention

- Create more professional development programs
- Develop a secondment program for long-term employees with disability
- Improving access to internal and external training and e-courses.

Owner: People and Culture, Corporate Services

Focus area 2: Services and programs

The following figures highlight that more work needs to be done to increase the employment and economic participation of people with disability across the board.

Employment and economic participation

Victorians (aged 15-64 and living in households) in the labour force



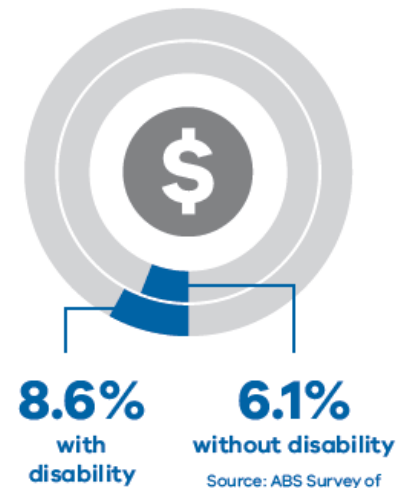
Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015



44% of people with disability live in or near poverty

Source: 'Sickness, disability and work: breaking the barriers – a synthesis of findings across OECD countries', OECD 2011

Victorians working part time



Source: ABS Survey of Disability, Ageing and Carers, Australia: Summary of Findings 2015

21. Changing Places: State disability plan indicator – 1.3.3 Increase spaces and places with universal design

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>21.1 Fund a network of 26 new Changing Places across Victoria. People with disability have been consulted about the preferred locations of these facilities. Construction will commence in 2018. For the full list of new Changing Places locations visit the Victorian Health and Human Services Building Authority website <https://vhhsba.vic.gov.au/health-infrastructure/changing-places>.</p> <p>21.2 Continue to promote the Changing Places concept across government and the private sector and advocate for the inclusion of Changing Places in the national building code.</p> <p>21.3 To make its office buildings more accessible, the department will negotiate with building owners to include Changing Places facilities in its city and regional offices. This will improve customer and visitor experiences and will open up employment opportunities for people with disability wishing to pursue a career within the department.</p> <p>For more information visit the Changing Places website <https://changingplaces.org.au/>.</p> <p>Alignment: State disability plan – Key priority 2 (Universal design)</p> <p>Owner: Victorian Health and Human Services Building Authority, Housing, Infrastructure, Sport and Recreation</p>	<p>Victorians participate in the economy and have financial security.</p>

22. Voice and leadership: State disability plan indicators – 4.4.1 Increase involvement in civic activities; 4.4.2 Increase leadership opportunities

Year 1 actions	Departmental outcomes that these actions will contribute to
<p>22.1 Fund the Self Advocacy Resource Unit to deliver the Voice at the Table initiative to increase the representation of people with cognitive disability on boards, committees, policy development and service planning, delivery and evaluation.</p> <p>22.2 Through Voice at the Table, build the capacity of department areas and provide pathways for people with disability including with:</p> <ul style="list-style-type: none"> • Safer Care Victoria in the context of the Partnering in healthcare framework • Screening and Prevention to improve the inclusion of people with cognitive disability in cancer screening initiatives <p>22.3 Lead an initiative to increase the number of people with disability on Victorian public sector boards and committees.</p> <p>Alignment: State disability plan – Action 9 (Health promotion); Action 24 (Voice and leadership)</p> <p>Owner: Disability and NDIS, Children, Families, Disability and Operations; Prevention, Population, Health and Place, Health and Wellbeing; Consumers as Partners, Safer Care Victoria</p>	<p>Victorians participate in learning, education and employment.</p>

Case study: Voice at the Table

The Voice at the Table (VATT) initiative aims to identify and address some of the barriers people with cognitive disabilities face in exercising their right to civic, social and political participation. The project is run by the Self Advocacy Resource Unit (SARU) which builds and maintains self-advocacy groups so that people with disability know about, and speak up for, their rights. The focus of VATT is building the capacity of people with cognitive disabilities to be on boards and committees and the capacity of organisations to include them.

The program assists people with cognitive disability by working with government and community organisations to change the attitudes and perceptions of people in leadership positions. VATT will build capacity in the department to support increased civic participation of people with cognitive disabilities by:

- providing opportunities for mentoring, skills development, training and hands-on experience
- developing and promoting a bank of civic and community participation inclusive practice resources, speakers and training for use by people with disabilities, governments, services and mainstream organisations.

VATT participant Peta explained, 'Voice at the Table is such an important initiative. It empowered everyone who attended and it is so important. Disabled people in the past [have] had government legislators and academics and people who claim to know all about it pontificating and legislating, but really nothing about us without us and our opinion is so important. The lived experience is necessary.'

Another VATT participant Fran described that, after acquiring a brain injury that affected her speech, she became very self-conscious and avoided situations where she had to communicate with people. She spent much of the first three years feeling trapped in her own house. Fran said that participating in VATT transformed her life. 'Before I did do Voice at the Table I had never spoken in public or had the guts to or the confidence. And doing the Voice at the Table gave me tips and little things I can do to just remember and so I've done many speeches. I've been on committees and I've also travelled around Australia and spoken in public and that has given me so much confidence ...

'I think it's excellent if government do it [Voice at the Table] because they get to see exactly how it is for people with a disability and they can hopefully learn to be a bit more inclusive.'

For further information visit the [VATT website](http://voiceatthetable.com.au/) <<http://voiceatthetable.com.au/>>.

Monitoring and accountability

There will be a comprehensive approach to the monitoring of and accountability for this disability action plan:

- The Office for Disability will seek updates from lead areas annually (around July) to review progress.
- The disability action plan will be a regular agenda item for the department's Committee on Disability, which includes senior staff across relevant areas. This will enable the department to identify emerging issues and opportunities that will inform annual updates of the plan.
- Progress regarding actions for employees will be monitored in the context of the department's **Disability employment strategy 2018–2020**.
- The Enablers Network will continue to provide valuable input into the disability action plan (and the disability employment strategy). This will include discussions through the Department of Health and Human Services Community of Practice on Disability (Action 13).
- Updates on the disability action plan will be provided through departmental communication channels to maintain momentum and to ensure a continued focus on disability inclusion.
- The Quality, Safety and Experience Sub Committee of the department's Executive Board will oversee implementation of the disability action plan. The subcommittee will receive regular updates on the disability action plan including as part of the annual review process.

We acknowledge the leadership and vision of people with disability in setting the directions of this plan. We look forward to the voices of people with disability being amplified as the department continues to improve access to its services and programs and creates a more accessible, equitable, inclusive and safe workplace.

Further information

Contact the Office for Disability by phoning 1300 880 043 or [emailing the Office for Disability](mailto:ofd@dhhs.vic.gov.au) <ofd@dhhs.vic.gov.au>.