

10-year plan for supporting Queenslanders with a disability

Have your say on how we can build inclusive and welcoming communities



Consultation paper

Tomorrow's Queensland:
strong, green, smart, healthy and fair

Foreword

The draft *10-year plan for supporting Queenslanders with a disability* has been developed in response to what people with a disability and those who advocate for them have been saying for a long time. It incorporates a vision about what Queensland could be like. It is a call to action. It is what we want to achieve by 2020.

The draft 10-year plan affirms that people with a disability are valued members of the community with aspirations and potential to participate and contribute to society.

The plan provides ideas and strategies about how we can create a community in which people with a disability can enjoy the same opportunities as others and experience a way of life that most of us take for granted. This includes everyday things like accessing buildings, businesses, restaurants, and sports and community groups as well as having access to housing, transport, education, employment and health care. People with a disability and their families and carers have raised a number of issues and concerns with the Queensland Government including extra help for families who have a child with a disability, supporting the transition of young people from school into work and training, and issues facing ageing carers.

Realising the plan's 2020 vision will require a shift in community views and expectations, and in the way specialist disability supports and services are provided. We will all need

to work together to ensure communities are welcoming and accessible to all their members. This includes state government agencies, local councils, businesses, community organisations, service providers, families, carers, people with a disability, neighbours and friends. People with a disability should enjoy the same opportunities and benefits as everyone else. They should have specialist services that are person centred and tailored to their individual needs. People with a disability should be in control of their own lives and of supports that will assist them to pursue their life goals.

The draft plan is underpinned by the Convention on the Rights of Persons with Disabilities to which Australia is a signatory. The draft plan also complements the evolving National Disability Strategy and supports the priorities identified in the National Disability Agreement between state and territory governments and the Commonwealth Government.

We have achieved much already. Over the last 10 years the Queensland Government

has significantly increased investment in disability services from \$179 million in 1999–2000 to \$726 million in 2009–10.

Over the next three years the Queensland Government will further increase investment in the disability service system by \$52.5 million to improve the quality of life and enhance the wellbeing of people with a disability and their families and carers. The injection of \$12.5 million in the State Budget in 2010–11 will bring the combined Commonwealth and state government funding for specialist disability services to \$1.054 billion. The new investment will deliver more services to more people with additional respite, early intervention and family support to families and their children with a disability, including children with autism; learning for life and accommodation support to young people with a disability; and support to enable adults with a disability enjoy greater access and inclusion in their community. New funding will also provide home modifications and personal support to people with a spinal cord injury.



This draft plan builds on what is already happening and on major reform agendas at the state and national level. It provides a way forward — a way to achieve the vision. It focuses on issues that are relevant to all people with a disability in Queensland, including children, young people and adults, as well as those who access, or who are eligible to access, specialist disability services and supports.

We commend the draft plan to you and look forward to your feedback and to shaping with you a strong plan for the future.

Anna Bligh MP
Premier of Queensland

Annastacia Palaszczuk MP
**Minister for Disability Services
and Multicultural Affairs**

Blue Skies

an alternate future for people with disability and their families

By Valmae Rose, State Manager, Queensland National Disability Services

In June of 2009, a committed team of people from the Queensland community developed a blue skies vision for an alternate future for people with disability and their families. The blue skies team comprised people with disability, parent advocates, systems advocates, service providers, an academic, an architect, senior members of government, and the disability peak body. The vision was launched in September and by 3 December (International Day of People with Disability), 1500 Queenslanders had engaged in conversation about elements of the vision that mattered to them.

The presentation of this 10-year plan for consideration by the people it will impact upon is timely. It acknowledges that the issue of how we respond to the needs of people with disability is complex and requires action at an individual, community, and systemic level. It acknowledges that an effective response starts from birth or immediately after an acquired injury, and must include a network of freely given relationships at its centre. It recognises that people are entitled, as citizens, to a home and the support they need to live and participate fully in a community of their choosing.

This 10-year plan, if implemented as intended, has the potential to address a range of policy, attitudinal, and other barriers to a decent life for people with disability and their families. It is broadly aligned with both the direction and spirit of the blue skies vision and we commend it to the sector for consideration.



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The vision

In 2020:

The community is truly inclusive and welcoming of all its citizens. Diversity is celebrated and embraced; everyone has the same opportunities to participate in the life of the community and the same responsibilities towards society.

Queenslanders with a disability are respected, enabled, included and supported and have equitable access to:

- the built environment and our great outdoors
- public and community transport
- child care, education and training
- employment and enterprise
- housing
- recreation, leisure, arts and cultural opportunities
- health care
- justice and legal protections
- specialist disability supports and services.

People with a disability are able to identify and make a good life for themselves, supported by family, carers and friends and community services and, if needed, by specialist disability services.

The principles and tenets of the Convention on the Rights of Persons with Disabilities are firmly established in the policies, programs and practices of all government and non-government agencies and are part of the lived experience of Queenslanders with a disability.



The plan

The plan sets out 10 priorities. Each is a statement of what we want to achieve by 2020 followed by a number of key strategies that are needed to get us there. Some of these strategies can be implemented within three years; others need lasting action over the life of the plan and beyond.



Convention on the Rights of Persons with Disabilities

By Kevin Cocks, Director, Queensland Advocacy Incorporated

The United Nations has acknowledged that the human rights of people with disability must be respected, protected and fulfilled under the universal declaration of human rights. The Convention on the Rights of Persons with Disabilities sets a very ambitious agenda for all governments and societies to respect, protect and fulfil the human rights of persons with disability.

This 10-year plan is a beginning for the Queensland Government to engage in cultural reform that eliminates discrimination and engenders equality and dignity in the lives of people with disability. The first step in this process is to engage with people with disability to be actively involved and create opportunities for people with disability to provide leadership in the cultural reform process.

The main challenge in the period ahead for governments, non-government organisations, communities and individuals is to translate the ‘majestic generalities’ of the Convention on the Rights of Persons with Disabilities into practice.

For many people, human rights are often thought about as the essence of humanity, civility, respect, dignity, justice — all characteristics that we aspire to. Eleanor Roosevelt, in 1936, articulated the meaning of human rights in the way that sets an agenda for this 10-year plan:

Where, after all, do human rights begin? In small places, close to home — so close and so small that they cannot be seen on any maps

of the world. Yet they are the world of the individual person, the neighbourhood he lives in; the school or college he attends; the factory, farm or office where he works. Such are the places where every man, woman and child seeks equal justice, equal opportunity, equal dignity without discrimination. Unless these rights have meaning there, they have little meaning elsewhere. Without concerted citizen action to uphold them close to home, we shall look in vain for progress in the larger world.

The 10-year plan provides a major opportunity, and a critical strategic policy instrument, for improving the lives of Queenslanders with disability. It will also complement the proposed National Disability Strategy being developed by all Australian governments. The 10-year plan can be a principal means of implementing the obligations to which Australia is now bound under the Convention on the Rights of Persons with Disabilities.

Thus, the challenge of translating what ‘ought to be’ into what ‘can be’ is something that affects us all. It is now our opportunity to be actively involved in crafting a plan that lays the foundation for all persons with disability to experience life that is dignified and free from discrimination. In the spirit of the Convention on the Rights of Persons with Disabilities, ‘nothing about us without us’.

Priority 1: Rights and responsibilities secured

The rights of people with a disability are supported and upheld. There is equal opportunity for each person to fully participate in the life of the community and to share responsibility for creating a better and more inclusive society.

In 2020:

1. The Disability Services Act has been reviewed to ensure that Queensland's laws are as effective as possible in supporting social inclusion and embedding the principles of the Convention on the Rights of Persons with Disabilities in the roles and responsibilities of government and services.
2. A nationally aligned disability quality framework based on the Convention on the Rights of Persons with Disabilities is outcomes focused, protects consumers' rights and supports the continuous improvement of disability services.
3. People with a disability have improved access to both individual and systemic advocacy, and to effective anti-discrimination and complaints and appeals mechanisms.
4. People with a disability who no longer require health treatment but who continue to live in health settings and younger people with a disability living in residential aged-care facilities are provided support to plan for and build lives that connect them to local neighbourhoods and communities.
5. People with a disability in or at risk of entering the criminal justice system are supported with increased early intervention, more diversionary strategies and more appropriate support programs and transitional arrangements.
6. People who have an intellectual or cognitive disability and challenging behaviours are supported through positive behaviour strategies to reduce or eliminate the use of restrictive practices and increase quality of life.

Focus question

- Will these strategies help achieve this priority?

A total of \$15.7 million will be allocated in 2010–11 to support younger people with a disability in, or at risk of entering, residential aged care to access more appropriate accommodation and support.



Priority 2: Inclusive communities

The gifts and talents of people with a disability are recognised and supported. People with a disability are welcomed and included in all aspects of society and enjoy greater participation in the life of the community.

In 2020:

1. Inclusion and participation of people with a disability in their local communities, including in employment, education, tourism, retail, and cultural, sporting and recreational events, is promoted through community awareness strategies.
2. A larger network of local area coordinators working locally to help create supportive, inclusive communities and address barriers to full participation for people with a disability, their families and carers is in place in both regional and urban areas.
3. Community organisations, businesses and local government are supported to develop publicly available Disability Action Plans to demonstrate the steps being taken to remove discrimination and improve access and inclusion of people with a disability.
4. Queensland Government agencies' Disability Service Plans are aligned with the priorities and strategies in the 10-Year Plan and outline the actions that each agency will take to support the plan's vision and goals.
5. Each state government agency has mechanisms in place to ensure leadership and accountability for policies, programs and services that are inclusive of people with a disability.

In 2010, through an additional investment of \$380 000, the existing network of 50 local area coordinators in rural and regional Queensland will be expanded to two urban areas — Inala and northern suburbs of Cairns. This new funding will bring the total investment in local area coordination close to \$6.5 million.

Focus question

- Will these strategies help achieve this priority?



Priority 3: Accessible places and spaces

People with a disability have equal access to information and to well-designed places and spaces across Queensland.

In 2020:

1. Information provided by government is available in accessible and multi-media formats and is culturally meaningful, simple and easily understood by any member of the community. A revamped Queensland Disability Information Service (phone, web, front-desk and kiosk) is in place and provides a gateway for information on inclusion, access, legislation, disability services and networking for people with a disability, families, carers and all members of the community.
2. Tourism and hospitality venues and events throughout Queensland are increasingly accessible, inclusive, safe and welcoming to people with a disability.
3. Queenslanders have appropriate transport choices and fair access to the transport system.
4. All levels of government and relevant industry and community groups are working together to deliver accessible public and private places and spaces that create welcoming and inclusive communities.
5. Queenslanders with a disability have improved access to accessible, affordable and safe housing that suits their needs and strengthens their family and community connections.

Focus question

- Will these strategies help achieve this priority?

The Queensland Government is investing a further \$1 million, bringing the 2010–11 total to \$2 million in initiatives to support an additional 47 people with a disability enjoy greater access and inclusion in their communities. This funding will increase to \$1.7 million from 2011–12 to enable support to be provided to 80 people.



Priority 4: Improved health and wellbeing

Health care and sporting, recreational, arts and cultural pursuits are accessible to people with a disability and result in improved quality of life.

In 2020:

1. People with a disability have better access to health and dental care, rehabilitation services and therapy.
2. There is more consistent access to aids and equipment to support people with a disability in day-to-day living, including in rural and remote areas.
3. Sporting and recreational programs, organisations and facilities support increased participation of people with a disability in the life of the community.
4. People with a disability have improved access to arts and cultural opportunities as audiences, performers and creators of art.
5. Targeted strategies recognise women with a disability to increase workforce participation, improve economic security, provide gender-specific health care and address issues of domestic and sexual violence.

Supports to assist people with a spinal cord injury to fully participate in their communities and access health, disability and housing services will be expanded across the state with an additional investment of \$3.2 million in 2010–11 and increasing to \$8.2 million in following years.

Focus question

- Will these strategies help achieve this priority?



Priority 5: Improved access to learning, skill development and employment

People with a disability acquire skills for learning and life and have increased workforce participation.

In 2020:

1. Children with a disability have improved access to intensive early skills and learning interventions in both mainstream (for example, early childhood education and care and prep/school) and specialist disability service settings.
2. A culturally appropriate strategy is in place to support the inclusion of children and young people with a disability into mainstream early childhood, education and care, prep/school and training settings.
3. Education and training programs have reduced the disadvantage experienced by many children and young people with a disability by supporting successful transitions to prep/school, work, further study or training and/or to other forms of meaningful participation.
4. Queensland public sector employment strategies provide better support, responsive training, workforce and skill development, recruitment and retention of people with a disability in the workforce.
5. Community awareness initiatives developed in partnership with all levels of government provide positive images of people with a disability in the workforce and build employer awareness of and capacity in the recruitment, retention and provision of employment opportunities for people with a disability.
6. Principles and strategies that support social inclusion are included in Queensland Government training programs for health professionals, educators and disability support workers.

Pathways for an additional 145 young people with a disability leaving school to acquire skills, learn, train and participate in the workforce will be enhanced in 2010–11 with a funding boost of \$2 million to learning for life. A further 36 young people will benefit from 2011–12 onwards through an increase to this funding to \$2.5 million.



Focus question

- Will these strategies help achieve this priority?

Priority 6: Families, carers and friends are valued

Natural relationships and networks are supported and strengthened.

In 2020:

1. Families, carers and friends are well recognised and affirmed as natural networks standing by and with people with a disability.
2. A statewide network of local area coordinators supports people with a disability and their families and carers through providing timely information, assisting with planning, helping with building enduring networks, linking to community activities, and by arranging access to mainstream and/or specialist disability services.
3. Each strategy in *Building bright futures: an action plan for children with a disability — birth to eight years 2010–13* has been fully implemented.
4. The Carer Action Plan includes specific initiatives for older carers and is renewed as appropriate and fully implemented.
5. Culturally appropriate strategies are in place to support families and carers with children with a disability including extra support to help children remain in the family home.

Focus question

- Will these strategies help achieve this priority?

In 2010–11, an additional \$2.9 million will support an extra 122 families and their children with a disability with high and complex needs. Funding for these essential services will be further increased to a total of \$3.4 million from 2010–12 onwards. Another \$1 million has also been allocated to establish new early intervention services to assist children with autism and their families in Bundaberg and Mackay.



Priority 7: Increased independence

Specialist disability services are strengths based and build individual capacity.

In 2020:

1. More Queenslanders with a disability have fair access to disability supports at the time and in the place that they are needed.
2. Early intervention responses build individual capacity and supplement and strengthen natural supports and networks.
3. Improved specialist disability service delivery, including the allocation of resources, has shifted disability services from being crisis driven to early intervention.
4. Growing Stronger reforms have ensured that specialist disability services are responsive and build individual capacity. Service delivery and funding are based on individual outcomes-focused service–client agreements.
5. Access to specialist disability services is easier and regular planning during important stages of a person’s life is supported.
6. A ‘no wrong door’ approach is in place — information about, and entry points to, specialist disability services are simplified and available from any entry point in the Department of Communities.
7. The specialist disability services system links effectively with mainstream and targeted services and complements, not replaces, those services.

In 2010–11, an additional \$2.4 million will support 24 young people leaving care, with accommodation support to assist them to develop their independence. This will increase to \$3.2 million from the following year to support eight more young people.

Focus question

- Will these strategies help achieve this priority?



Priority 8: Sustainable service system

The specialist disability service system is strong and sustainable.

In 2020:

1. The Queensland Compact, a partnership agreement between the government and the non-profit community sector to improve human services, is implemented and has been renewed.
2. There is a skilled workforce, supported by a Community Services Skilling Plan and the Queensland Compact.
3. Queensland has informed and supported the Productivity Commission's Inquiry into approaches to the long-term care and support of people with a disability and has also considered, and contributed to public debate about, the benefits and costs of a National Disability Insurance Scheme.
4. Growing Stronger has enabled funding and support to be provided in ways that promote flexibility, choice and independence while being economically sustainable. The principle of portability of funding within the Queensland specialist disability service system is in place.

Focus question

- Will these strategies help achieve this priority?

In recognition of the valuable work undertaken by the non-government community sector in supporting people with a disability and their families and carers, funds of \$46.7 million will become available in 2010–11.



Priority 9: Increased access to culturally capable services

Aboriginal and Torres Strait Islander people with a disability and people with a disability from culturally and linguistically diverse backgrounds are able to access services that meet their cultural needs.

In 2020:

1. Aboriginal and Torres Strait Islander people with a disability experience improved access to advocacy, housing, transport, education, health services, information, employment, justice, culturally competent services, and aids and equipment.
2. Representation from Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse communities is promoted on disability-related boards, governance committees, reference groups and working parties in government agencies.
3. There is strengthened participation and increased capacity of people from Aboriginal and Torres Strait Islander and culturally and linguistically diverse backgrounds in the disability service system and in other service sectors.
4. Service delivery approaches are responsive to the individual and community contexts of Aboriginal and Torres Strait Islander peoples and to people from culturally and linguistically diverse backgrounds.
5. Disability service providers demonstrate cultural capability and provide culturally appropriate services.

The participation of Aboriginal and Torres Strait Islander people with a disability and their families, carers and communities in policy, program and service development will be strengthened through \$60 000 funding in 2010–11 to the Aboriginal and Torres Strait Islander Queenslanders with a Disability Network.

Focus question

- Will these strategies help achieve this priority?



Priority 10: Stronger and more effective partnerships

People with a disability, their families, carers and friends, communities, all levels of government, service providers, business, and advocates collaborate and share responsibility for achieving the 2020 vision.

In 2020:

1. Effective engagement is in place — for citizens, consumers and communities — that involves people with a disability, families, carers and service providers at individual and systemic levels.
2. An active partnership with the Australian Government and other state and territory governments to progress the national reform agenda achieves the best outcomes for Queenslanders with a disability.
3. Whole-of-government arrangements for ensuring the inclusion of issues for people with a disability in policy, practice and service delivery have been reviewed and clear governance arrangements established to support the key strategies of this plan.



We will continue to support the Shared Visions conferencing program in 2010–11 to strengthen collaboration and partnerships between people with a disability and their families, carers, the non-government sector, the community, business and government.

4. Advisory bodies and committees for the Minister for Disability Services such as the Disability Council of Queensland, Regional Disability Councils, Carer Advisory Council and other ministerial and departmental arrangements to connect with the community are renewed as appropriate and provide regular input to key policy, program and service issues.
5. The biennial Shared Visions statewide conference and regional forums hosted by the Minister for Disability Services and Multicultural Affairs provide opportunities for discussions between Queenslanders with a disability, their families and carers, providers, policy makers, researchers and the broader community.

Focus question

- Will these strategies help achieve this priority?

Pictured on front cover: Members of the Disabled Surfers Association of Australia — Gold Coast, winner of the Community Association award at the 2009 Disability Action Week Awards.

The Department of Communities would like to thank all of the people whose images appear in this publication.

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* Calls from mobile phones are charged at applicable rates.

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Have your say

There are a number of ways through which you can provide your comments and contribute to developing a welcoming and inclusive community for Queenslanders with a disability.

- 1. Mail**

You can complete the pull-out section attached to this consultation paper and post to:

Policy Development and Coordination
Disability and Community Care Services
GPO Box 806
BRISBANE QLD 4001
- 2. Email**

Send your comments to:
10yearplan@communities.qld.gov.au
- 3. Online**

Complete an online form by visiting:
www.disability.qld.gov.au
www.getinvolved.qld.gov.au
- 4. Community workshop**

Participate in one of the Shared Visions regional forums being held at 19 locations throughout Queensland. You will find a schedule of dates and locations and information about registering to attend a forum on www.disability.qld.gov.au. You can also register to attend a workshop by ringing 1800 461 602.