

# Section 1

ACT DISABILITY ADVISORY COUNCIL - COUNCIL IN CONFIDENCE

Attachment A

ACTIONS ARISING FROM THE COUNCIL MEETING OF  
22 June 2010

**ACT DISABILITY ADVISORY COUNCIL**

**Draft Minutes of the 8th Meeting for 2009-11**

**Tuesday 22 June 2010 – Level 8 Board Room, 11 Moore Street**

**EXTRACT ONLY**

**Agenda No. Discussion/Resolution**

**1. ACKNOWLEDGEMENT OF TRADITIONAL OWNERS**

A/g Chair Lauren Kish opened the meeting with the Acknowledgment of the Traditional Owners and noted the apologies below.

**2. ATTENDANCE AND APOLOGIES**

**CONFIRMATION OF PREVIOUS MINUTES**

Members noted that confirmation of the draft minutes of the previous DAC meeting held on

**MATTERS ARISING FROM PREVIOUS MINUTES**

4.1 DAC Operating Manual and Work Plan

4.2 DAC Secretariat

4.3 Assistance to DAC members during meetings

4.4 DAC Work plan

**AGENDA PAPERS**

5.1 The City Chronicle "Garden of Dreams"

5.2 Clearance process of DAC agenda items and public awareness of DHCS projects

5.3 ISPs and other forms of funding

**REPORT BACK FROM OTHER MEETINGS**

6.1 Strategic Governance Group (SGG)

6.2 Blind Citizens Australia

**OTHER BUSINESS**

**NEXT ACTDAC MEETING AND CLOSE**

Members were asked to note that next meeting of the ACT Disability Advisory Council would be held on Tuesday 27 July 2010.

The meeting closed at 7.10pm

**ACT | DAC**  
**ACT | DISABILITY**  
**ADVISORY COUNCIL**

**ACTDAC MEETING AGENDA**

**Tuesday 24 August 2010**

**5:00pm – 7:00pm**

**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(A/g Chair Vincent McCormick)
- Item 2**      **Attendance, Introduction of Guests and Apologies**  
(A/g Chair Vincent McCormick)
- Item 3**      **Confirmation of Previous Minutes** (A/g Chair Vincent McCormick)  
3.1      Confirmation of Draft Minutes from 22 June 2010 – *please note due to the training nature of the July 2010 meeting, minutes were not compiled.*
- 
- Item 4**      **Actions Arising** (A/g Chair Vincent McCormick)  
4.1      Actions arising from 22 June 2010 ACTDAC meeting  
4.2      Actions arising from previous minutes (May 2010).
- 
- Item 5**      **Mental Health Review Options Paper - 5pm**  
Richard Bromhead ACT Health and  
Victor Martin, Justice and Community Safety
- Item 6**      **ACT Health's Implementation of the Keen Review - 6pm**  
Mr Grant Carey-Ide, Executive Director ACT Health  
Mr Michael Keen, Director of Client Support Services, ACT Health
- Item 7**      **DAC Budget Update** (Deputy Chair Jan Kruger)
- Item 8**      **Other Business** (Deputy Chair Jan Kruger)  
7.1      Disability Advisory Council Work Plan  
7.2      Disability ACT update  
7.3      For Information – Correspondence received
- Item 9**      **Next ACTDAC Meeting – 21 September 2010**

**ACT DISABILITY ADVISORY COUNCIL**  
**Minutes of the 11th Meeting for 2009-11**  
**Tuesday 28 September 2010 – Level 8 Board Room, 11 Moore Street**  
**EXTRACT ONLY**

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**Agenda No.      Discussion/Resolution**

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Meeting opened at 5:07pm

- 1. Acknowledgement Of Traditional Owners**
- 2. Attendance, Introduction Of Guests And Apologies**
- 3. Confirmation of Previous Minutes**
- 4. Actions Arising**

**ACTION 1 - Confirmation of Draft Minutes from 22 June 2010**

**ACTION 2 - Investigate access of Council meeting papers through the Internet**

**ACTION 3 - Updated contact list for members**

**ACTION 4 - Special Education Review –update on the internet**

**ACTION 5 - Addition of wheelchair accessible taxis to September 2010 agenda.**

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**ACTION 5 - Council would monitor the development of the web-based portal for young people with disabilities and their carers.**

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- 4.3 Action 8 Accessibly of Disability Service Providers Funded through the Disability ACT, Department of Disability, Housing and Community Services (**

- 5. Update on the implementation of Future Directions**

- 6. Agenda Papers**

- 6.1 Work Plan**

- 6.2 2010-2011 Budget**

- 6.3 Essay Competition**

- 6.4 Discussion Paper – Restructure of Disability Advisory Council**

- 7. Report from Other Meetings**

- 7.1 Action Accessible Transport Group**

- 7.2 Cabxpress and Taxi Review**

- 7.3 Access in Phillip**

- 8. DAC Budget Update**

- 9. Other Business**

**ACT | DAC**  
**ACT | DISABILITY**  
**ADVISORY COUNCIL**

**ACTDAC MEETING AGENDA**

**Tuesday 26 October 2010**  
**5:00pm – 7:00pm**

**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**     **Welcome and Acknowledgement of the Traditional Owners**  
(A/g Chair Ms McKenzie)
- Item 2**     **Attendance, Introduction of Guests and Apologies**  
(A/g Chair Ms McKenzie)
- Item 3**     **Confirmation of Previous Minutes** (A/g Chair Ms McKenzie)  
3.1     Confirmation of Draft Minutes from 28 September 2010
- 
- Item 4**     **Actions Arising** (A/g Chair Ms McKenzie)  
4.1     Actions arising update September 2010 meeting
- 
- Item 5**     **Presentation**  
Update on the new Australian Disability Parking Scheme  
Karen Greenland - General Manager Transport regulation and Planning  
Michelle Fiedler - Project Officer  
Territory and Municipal Services (TAMS)
- Item 6**     **Agenda Papers**  
6.1     BLITS Tick  
6.2     Update on Accessibility at Arboretum  
6.3     Discussion – Restructure of Disability Advisory Council
- Item 7**     **Report from Other Meetings**
- Item 8**     **DAC Budget Update**
- Item 9**     **Other Business**  
7.1     Correspondence In  
7.2     Correspondence out
- Item 9**     **Next ACTDAC Meeting – Tuesday 23 November 2010**

**ACT | DAC**  
**ACT | DISABILITY**  
**ADVISORY COUNCIL**

**ACTDAC MEETING AGENDA**

**Tuesday 23 November 2010**  
**5:00pm – 7:00pm**

**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(Chair)
- Item 2**      **Attendance, Introduction of Guests and Apologies** (Chair)
- Item 3**      **Confirmation of Previous Minutes (Chair)**  
3.1      Confirmation of Draft Minutes from 26 October 2010
- Item 4**      **Actions Arising** (Chair)  
4.1      Actions arising update October 2010 meeting
- Item 5**      **Work plans - Discussion** – Members to bring action / project plans
- Item 6**      **Report from Other Meetings**  
6.1      Canberra 2030 – Disability  
6.2      Remuneration Tribunal - Discussion on DAC Submission  
6.3      Strategic Plan for 'Special' Education  
6.4      Action Accessible Transport Group
- Item 7**      **DAC Budget Update**
- Item 8**      **Other Business**  
8.1      Correspondence In - 2011-12 Budget Consultation Process  
8.2      Correspondence In - BLITS employment tick, brainstorming session  
8.3      Correspondence In – Resignation letter – Ms Kruger  
8.4      Correspondence Out – DAC submission to the draft guidelines of  
Engaging Canberrans: A guide to community engagement
- Item 9**      **Next ACTDAC Meeting – provisionally Tuesday 22 February**  
**2011**

**ACT | DAC**  
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**ACTDAC MEETING AGENDA**

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**Tuesday 22 February 2011**  
**5:00pm – 7:00pm**

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**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**     **Welcome and Acknowledgement of the Traditional Owners**  
(A/g Chair Ms Bannister)
- Item 2**     **Attendance, Introduction of Guests and Apologies**  
(A/g Chair Ms Bannister)
- Item 3**     **Introductions of New Deputy Chair and Members**  
(A/g Chair Ms Bannister)
- Item 4**     **Confirmation of Previous Minutes** (A/g Chair Ms Bannister)  
3.1     Confirmation of Draft Minutes from 23 November 2010
- 
- Item 5**     **Actions Arising** (A/g Chair Ms Bannister)  
4.1     Actions arising update November 2010 meeting
- 
- Item 6**     **Presentation – Ms Sherry McArdle English**  
**National Arboretum Canberra**
- Item 7**     **Work Plan – Moving ahead into 2011**
- Item 8**     **Reports from Other Meetings**  
None at this stage.
- Item 9**     **DAC Budget Update**
- Item 10**    **Other Business**  
7.1     Review of Disability Standards for Education  
7.2     Revised draft ACT Public Service Employment Strategy
- Item 11**    **Next ACTDAC Meeting –Tuesday 22 March 2011**

**ACT | DAC**  
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**ADVISORY COUNCIL**

**ACTDAC MEETING AGENDA**

**Tuesday 22 March 2011**  
**5:00pm – 7:00pm**

**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**     **Welcome and Acknowledgement of the Traditional Owners**  
(A/g Chair Mr McCormick)
- Item 2**     **Attendance, Introduction of Guests and Apologies**  
(A/g Chair Mr McCormick)
- Item 3**     **Confirmation of Previous Minutes** (A/g Chair Mr McCormick)  
3.1     Confirmation of Draft Minutes from 22 February 2011
- Item 4**     **Actions Arising (A/g Chair Ms Bannister)**  
4.1     Actions arising update February 2011 meeting
- 
- Item 5**     **Presentation – Mr Frank Crews - BLITS Tick**
- 
- Item 6**     **Work Plan**  
6.1     Compilation of initial comments provided – initial draft  
6.2     Accommodation for People with Disability - Discussion  
6.3     Presentations Plan for 2011
- Item 7**     **Reports from Other Meetings**  
7.1     Review of Disability Standards for Education Forum  
7.2     BLITS Tick Working Groups - Discussion  
7.3     Strategic Governance Group
- Item 8**     **DAC Budget Update**
- Item 9**     **Other Business**  
9.1     Comments on the revised draft ACT Public Service Employment Strategy  
9.2     Remuneration Tribunal Determination (November 2010) - Information  
9.3     Quarterly meeting with Disability & Community Services Commissioner - information  
9.4     Carer's ACT's proposed Ethics Committee - information
- Item 10**    **Next ACTDAC Meeting –Tuesday 19 April 2011**

**ACT | DAC**  
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**ACTDAC MEETING AGENDA**

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**Tuesday 19 April 2011**  
**5:00pm – 7:00pm**

**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(A/g Chair Mr McCormick)
- Item 2**      **Attendance, Introduction of Guests and Apologies**  
(A/g Chair Mr McCormick)
- Item 3**      **Confirmation of Previous Minutes** (A/g Chair Mr McCormick)  
3.1      Confirmation of Draft Minutes from 22 March 2011
- Item 4**      **Actions Arising (Chair Mr Long)**  
4.1      Actions arising update March 2011 meeting
- 
- Item 5**      **Work Plan**  
5.1      Compilation of initial comments provided  
5.2      Accommodation for People with Disability – Discussion  
5.3      Workforce Strategy discussion – documents sent out of session
- Item 6**      **Reports from Other Meetings**  
6.1      Revised draft ACT Public Service Employment Strategy  
6.2      BLITS Tick Working Groups - Discussion
- Item 7**      **DAC Budget Update**
- Item 8**      **Other Business**  
8.1      Correspondence out – Comments on the revised draft ACT Public Service Employment Strategy  
8.2      Launch of ACT Public Service Employment Strategy  
8.3      Correspondence in – Launch of National Disability Strategy  
8.4      Feedback re a Proposal from Carer's ACT Ethic Committee
- Item 9**      **Next ACTDAC Meeting –Tuesday 24 May 2011**

# ACT | D A C

## ACT | DISABILITY ADVISORY COUNCIL

### ACTDAC MEETING AGENDA

**Tuesday 24 May 2011**

**5:00pm – 7:30pm**

**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**     **Welcome and Acknowledgement of the Traditional Owners**  
(A/g Chair Mr McCormick)
- Item 2**     **Attendance, Introduction of Guests and Apologies**  
(A/g Chair Mr McCormick)
- Item 3**     **Confirmation of Previous Minutes** (A/g Chair Mr McCormick)
  - 3.1     Confirmation of Draft Minutes from 19 April 2011
- Item 4**     **Actions Arising (Chair Mr Long)**
  - 4.1     Actions arising update March 2011 meeting

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- Item 5**     **Presentation – Productivity Commission Inquiry Draft Report**

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- Item 6**     **Presentation – 2011-12 ACT Budget**

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- Item 7**     **Work Plan**
  - 7.1     Consultation/ Research Plan - Workforce Strategy
  - 7.2     Accommodation for People with Disability – Discussion
  - 7.3     'Meet the Council' Event

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- Item 8**     **Reports from Other Meetings**
  - 8.1     BLITS Tick Working Groups - Discussion

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- Item 9**     **DAC Budget Update**
  - 9.1     Update
  - 9.2     Report back on budget queries / actions from April meeting

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- Item 10**    **Other Business**
  - 10.1    Correspondence in – TADACT Newsletter – copies provided at meeting

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- Item 11**    **Next ACTDAC Meeting – Tuesday 28 June 2011**

**ACT | D A C**  
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**ACTDAC MEETING AGENDA**

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**Tuesday 28 June 2011**  
**5:00pm – 7:00pm**

**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(A/g Chair Mr McCormick)
- Item 2**      **Attendance, Introduction of Guests and Apologies**  
(A/g Chair Mr McCormick)
- Item 3**      **Confirmation of Previous Minutes** (A/g Chair Mr McCormick)  
3.1      Confirmation of Draft Minutes from 24 May 2011
- 
- Item 4**      **Actions Arising** (Chair Mr Long)  
4.1      Actions arising update May 2011 meeting
- 
- Item 5**      **Introduction – Neil Finch – Minister Burch’s Advisor**  
(Chair Mr Long)
- 
- Item 6**      **Work Plan**  
6.1      Consultation/ Research Plan – further discussion  
6.2      ‘Meet the Council’ Event – July meeting - plan
- Item 7**      **Consolidated Comments**  
7.1      Change of Ministerial title to not include Disabilities - discussion
- Item 8**      **Reports from Other Meetings**  
8.1      Update from meeting with Minister’s Advisor
- Item 9**      **DAC Budget Update**  
9.1      Update
- Item 10**     **Other Business**  
10.1     Access to the new Kambah Village Creek Centre – discussion
- Item 11**     **Next ACTDAC Meeting –Tuesday 26 July 2011**

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**ACTDAC MEETING AGENDA**

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**Tuesday 26 July 2011**  
**5:00pm – 7:00pm**

**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(A/g Chair Mr McCormick)
- Item 2**      **Attendance, Introduction of Guests and Apologies**  
(A/g Chair Mr McCormick)
- Item 3**      **Confirmation of Previous Minutes** (A/g Chair Mr McCormick)  
3.1      Confirmation of Draft Minutes from 28 June 2011
- 
- Item 4**      **Actions Arising** (Chair Mr Long)  
4.1      Actions arising update June 2011 meeting
- 
- Item 5**      **Presentation – Audit Results from Service Provider Audit Program - Mr Austin Kenney**  
(Introduction - Chair Mr Long)
- Item 6**      **Work Plan**  
6.1      Consultation/ Research Plan – Accommodation – further discussion  
6.2      Workforce / Carers – further discussion – Paper: *A Perspective on Support Care Services*
- Item 7**      **Consolidated Comments**  
7.1      Access to the new Kambah Village Creek Centre
- Item 8**      **Reports from Other Meetings**  
8.1      Update from meeting with Minister Burch
- Item 9**      **DAC Budget Update**  
9.1      Update
- Item 10**     **Other Business**
- Item 11**     **Next ACTDAC Meeting –Tuesday 23 August 2011**

**ACT | DAC**  
**ACT | DISABILITY**  
**ADVISORY COUNCIL**

**ACTDAC MEETING AGENDA**

**Tuesday 23 August 2011**

**5:00pm – 7:00pm**

**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**     **Welcome and Acknowledgement of the Traditional Owners**  
(A/g Chair Mr McCormick)
- Item 2**     **Attendance, Introduction of Guests and Apologies**  
(A/g Chair Mr McCormick)
- Item 3**     **Confirmation of Previous Minutes** (A/g Chair Mr McCormick)  
3.1     Confirmation of Draft Minutes from 28 June 2011
- Item 4**     **Actions Arising** (Chair Mr Long)  
4.1     Actions arising update June 2011 meeting
- 
- Item 5**     **Accommodation Options Project**  
5.1     Discussion  
Guest- Laura Green, Housing Options Officer, Disability ACT
- Item 6**     **Disability Champions** (Chair D Long)  
6.1     Presentation of paper and discussion
- Item 7**     **Work Plan**  
7.1     Review  
7.2     Workforce / Carers
- Item 8**     **Reports from Other Meetings**  
8.1     National Disability Strategy Development Officials Working Group  
(NDS DOWG) meeting for Disability Advisory Bodies (Chair - D Long)
- Item 9**     **DAC Budget Update**  
9.1     Update
- Item 10**    **Other Business**  
10.1    Correspondence in – Evaluation of the services relocated to Village  
Creek Centre  
10.2    Correspondence out - Submission to the community consultation  
about the possible inclusion of economic, social and cultural rights in  
the ACT Human Rights legislation.
- Item 11**    **First ACTDAC 2011-2013 Meeting –Tuesday 27 September**  
**2011 (provisionally)**

**ACT | DAC**  
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**ACTDAC MEETING AGENDA**

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**Tuesday 25 October 2011 - 5:00pm – 7:30pm**

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**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(Chair Mr Long)
- Item 2**      **Introduction and Welcome to new Council Members–  
Drinks and Nibbles – Board Room Foyer** (Chair Mr Long//Dep Chair Ms  
Bannister)
- History and Overview of Disability Advisory Council (Ms Ford)
  - Direction of 2011-2013 Disability Advisory Council (Mr Long / Ms Bannister)
- 5.45pm*      **Retire to Board Room for formal part of the Meeting**
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- Item 3**      **Feedback from the National Disability Strategy Development  
Officials Working Group (NDS DOWG) meeting for Disability  
Advisory Bodies (August 2011)-** Mr David Long Chair and  
Mr Austin Kenney Director Disability ACT
- Item 4**      **Work Plan**
- 4.1      Accommodation for People with Disability - Discussion
    - Community Consultation Proposal
  - 4.2      Raising the Council's profile; web presence; DAC newsletters,  
out of session meetings via teleconferences
  - 4.3      Discussion on issues to be included in new Work Plan
- Item 5**      **Reports from Other Meetings**
- 6.1      Village Creek Focus Group (Ms Bannister)
  - 6.2      Meeting with Ms Mary Durkin and Ms Kelly Swan 2 Sept 2011 (Mr Long)
- Item 6**      **DAC Budget Update**
- Item 7**      **Other Business**
- Item 8**      **Items to be considered Out of Session** (Chair Mr Long)
- 11.1      Confirmation of Draft Minutes from 23 August 2011
  - 11.2      Actions outstanding update 2009-2011 Council
- Item 9**      **Next ACTDAC Meeting –Tuesday 22 November 2011**

**ACT | DAC**  
**ACT | DISABILITY**  
**ADVISORY COUNCIL**

**ACTDAC MEETING AGENDA**

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**Tuesday 22 November 2011 - 5:00pm – 7:30pm**  
**Level 8 Board Room, 11 Moore Street, Civic**

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- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(Chair Mr Long)
- Item 2**      **Attendance, Introduction of Guests and Apologies**  
(Chair Mr Long)
- Item 3**      **Confirmation of Previous Minutes** (Chair Mr Long)  
3.1      Confirmation of Draft Minutes from 25 October 2011
- Item 4**      **Actions Arising** (Chair Mr Long)  
4.1      Actions arising update October 2011 meeting
- Item 5**      **Presentation – Provisional – Implementation of the ACTPS  
Employment Strategy for People with Disabilities –  
Justin Le Couteur**
- 
- 
- Item 6**      **Secretariat outsourcing proposal – Presentation of request for quote  
(RFQ) documentation for council consideration in preparation to  
formal requests for quote.** (Chair Mr Long)
- Item 7**      **Actions Outstanding Update 2009-11 – Review all outstanding items  
from the previous council in preparation of a new work plan.**  
(Chair Mr Long)
- Item 8**      **Work Plan**  
8.1      Accommodation for People with Disability – Update of meeting with  
Laura Green and Discussion  
8.2      Community Consultation Proposal – discuss possible first meeting  
either Jan or Feb 2012  
8.3      DAC newsletter discussion of possible format and story list for  
potential first edition in late Jan or early Feb 2012  
8.4      Discussion on issues to be included in new Work Plan
- Item 9**      **Reports from Other Meetings**  
9.1      Meeting with Ms Mary Durkin and Ms Kelly Swan 2 Sept 2011  
(Ms Bannister)
- Item 10**      **DAC Budget Update**
- Item 11**      **Other Business**
- Item 12**      **Next ACTDAC Meeting – Discussion on appropriate date for  
December meeting given normal Christmas holiday scheduling.**

**ACT | DAC  
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**ACTDAC MEETING AGENDA**

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**Tuesday 20 December 2011 - 5:00pm – 7:00pm  
Meeting room, Canberra Club 45 West Row, Civic**

- Item 1 Welcome and Acknowledgement of the Traditional Owners**  
(Chair Mr Long)
- Item 2 Attendance, Introduction of Guests and Apologies**  
(Chair Mr Long)
- Item 3 Confirmation of Previous Minutes** (Chair Mr Long)  
3.1 Confirmation of Draft Minutes from 22 November 2011
- Item 4 Actions Arising** (Chair Mr Long)  
4.1 Actions arising update November 2011 meeting
- 
- Item 5 Work Plan**  
5.1 Accommodation for People with Disability - discussion  
5.2 DAC March newsletter - Call for stories and / or papers
- 
- Item 6 Three Potential Projects for consideration** (Mr Brown)
- Item 7 Reports from Other Meetings**  
7.1 Meeting with Ms Mary Durkin and Ms Kelly Swan 13 Dec 2011  
(Ms Bannister)  
7.2 NDSDOWG Advisory Bodies Meeting (Mr Long)  
7.3 Meeting with Westfield Belconnen (Ms Kish)
- Item 8 DAC Budget Update**
- Item 9 Other Business**  
9.1 Correspondence In – Letter from Mr Simon Corbell MLA on WAT central booking tender outcome and next steps
- Item 10 Next ACTDAC Meeting – provisionally 28 February 2011 room to be confirmed.**

**ACT | DAC**  
**ACT | DISABILITY**  
**ADVISORY COUNCIL**

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**ACTDAC MEETING AGENDA**

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**Tuesday 28 February 2012 - 5:00pm – 7:00pm**  
**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(Chair Mr Long)
- Item 2**      **Attendance, Introduction of Guests and Apologies**  
(Chair Mr Long)
- Item 3**      **Confirmation of Previous Minutes** (Chair Mr Long)  
3.1      Confirmation of Draft Minutes from 20 December 2011
- Item 4**      **Actions Arising** (Chair Mr Long)  
4.1      Actions arising update December 2011 meeting
- 
- Item 5**      **Presentation - Community attitudes: ACTDAC work and new  
SPRC report – Mr Craig Wallace**
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- Item 6**      **Work Plan**  
6.1      DAC March newsletter - Call for stories and / or papers  
6.2      Accommodation for People with Disability - discussion  
6.3      Three Potential Projects for consideration – further discussion
- Item 7**      **Reports from Other Meetings**
- Item 8**      **DAC Budget Update**
- Item 9**      **Other Business**  
9.1      Correspondence In – Invitation to comment on the ACT curriculum  
resource re disability awareness program.  
9.2      Correspondence In – Strong women, great city - a survey for ACT's  
women with disabilities.  
9.3      Correspondence In – Letter from Director General of Health Directorate  
re Kambah Village Creek Centre Report.  
9.4      Correspondence In – Letter from Minister for Health re Kambah Village  
Creek Centre Report.  
9.5      Possible reintroduction of acting chair arrangements and a focus to  
develop council members.
- Item 10**     **Next ACTDAC Meeting – Tuesday 27 March 2012**

**ACT | DAC**  
**ACT | DISABILITY**  
**ADVISORY COUNCIL**

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**ACTDAC MEETING AGENDA**

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**Tuesday 27 March 2012 - 5:00pm – 7:00pm**  
**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(Chair Mr Long)
- Item 2**      **Attendance, Introduction of Guests and Apologies**  
(Chair Mr Long)
- Item 3**      **Confirmation of Previous Minutes** (Chair Mr Long)  
3.1      Confirmation of Draft Minutes from 28 February 2012
- Item 4**      **Actions Arising** (Chair Mr Long)  
4.1      Actions arising update February 2012 meeting
- 
- Item 5**      **Presentation – Wheelchair Accessible Taxi booking system  
update – Ms Kerry Bell and Mr Wayne Daly Territory and  
Municipal Services Directorate**
- 
- Item 6**      **Presentation - Community attitudes: ACTDAC work and new  
SPRC report – Mr Craig Wallace**
- Item 7**      **Presentation – Intensive Treatment and Support Program,  
Disability awareness training – Mr David Addison Disability ACT**
- Item 8**      **Work Plan**  
6.1      DAC March newsletter – Draft for endorsement
- Item 9**      **Reports from Other Meetings**
- Item 10**     **DAC Budget Update**
- Item 11**     **Other Business**
- Item 12**     **Next ACTDAC Meeting – Tuesday 24 April 2012**

**ACT | DAC**  
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**ACTDAC MEETING AGENDA**

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**Tuesday 24 April 2012 - 5:00pm – 7:00pm**  
**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(Chair Mr Long)
- Item 2**      **Attendance, Introduction of Guests and Apologies**  
(Chair Mr Long)
- Item 3**      **Confirmation of Previous Minutes** (Chair Mr Long)  
3.1      Confirmation of Draft Minutes from 27 March 2012
- Item 4**      **Presentation – Ms Mary Durkin Disability and Community  
Services Commissioner and Ms Kelly Swan Senior Disability  
Advisor - ACT Human Rights Commission**
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- Item 5**      **Actions Arising** (Chair Mr Long)  
5.1      Actions arising update March 2012 meeting
- Item 6**      **Work Plan – DAC Newsletter**
- Item 7**      **Work Plan – Community Meeting – June 2012**
- Item 8**      **Reports from Other Meetings**
- Item 9**      **DAC Budget Update**
- Item 10**     **Other Business**  
10.1 Supporting participation by representatives of people with disability in key  
international forums on human rights – Invitation for proposals:  
Capability building program (Chair Mr Long)  
10.2 National Disability Research and Development Agenda (Chair Mr Long)
- Item 11**     **Next ACTDAC Meeting – Tuesday 22 May 2012**

**ACT | DAC**  
**ACT | DISABILITY**  
**ADVISORY COUNCIL**

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**ACTDAC MEETING AGENDA**

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**Tuesday 22 May 2012 - 5:00pm – 7:00pm**  
**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(Chair Mr Long)
- Item 2**      **Attendances, Introduction of Guests and Apologies**  
(Chair Mr Long)
- Item 3**      **Confirmation of Previous Minutes** (Chair Mr Long)  
3.1      Confirmation of Draft Minutes from 27 March 2012
- Item 4**      **Actions Arising** (Chair Mr Long)  
4.1      Actions arising update March 2012 meeting
- 
- Item 5**      **Work Plan – DAC Newsletter**
- 
- Item 6**      **Work Plan – Accommodation Options**  
6.1      Proposed Surveys
- Item 7**      **Work Plan – Community Meeting**
- Item 8**      **Reports from Other Meetings**
- Item 9**      **DAC Budget Update**
- Item 10**     **Other Business**
- Item 11**     **Next ACTDAC Meeting – Tuesday 26 June 2012**

**ACT | DAC**  
**ACT | DISABILITY**  
**ADVISORY COUNCIL**

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**ACTDAC MEETING AGENDA**

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**Tuesday 26 June 2012 - 5:00pm – 7:00pm**  
**Level 8 Board Room, 11 Moore Street, Civic**

- Item 1**      **Welcome and Acknowledgement of the Traditional Owners**  
(Chair Mr Long)
- Item 2**      **Attendance and Apologies**  
(Chair Mr Long)
- Item 3**      **Confirmation of Previous Minutes** (Chair Mr Long)  
3.1      Confirmation of Draft Minutes from 22 May 2012
- Item 4**      **Actions Arising** (Chair Mr Long)  
4.1      Actions arising update May 2012 meeting
- 
- Item 5**      **Paper-Community Liaison Plan**
- 
- Item 6**      **Reports from Other Meetings**
- 
- Item 7**      **DAC Budget Update**
- 
- Item 8**      **Other Business**
- 
- Item 9**      **Next ACTDAC Meeting – Tuesday 24 July 2012**

## Section 2

Your name:	Trevor Robinson
Name of the meeting:	Access in Phillip
Meeting convened by:	Citizen's Advice Bureau ACT
Date held:	Tuesday 31 <sup>st</sup> August 2010

**Were you attending on:**

Official business (i.e., asked by Council): As Chair  
Observer:  
Other capacity:

**Please provide a brief description of the meeting you attended?**

- Meeting convened by Adrian at Citizen's Advice Bureau following access report by Chair.
- Attending was Adrian (Citizen's Advice Bureau), Slobodan Paunovic (Major Events Officer, Roads ACT) and Trevor Robinson (DAC).

**What were the key issues discussed? (Dot points pls)**

- Ramps and the number and location of accessible car parks in the Phillip commercial region.
- Use of term 'Disabled' in road signage.

**If appropriate, please list any representations/commitments made on behalf of Council**

- Roads ACT have a policy or attitude to install accessible parking bays on demand i.e. only if a request is made. This is contrary to legal standards and whole-of-government approach to social inclusion.
- Phillip has many narrow footpaths preventing the installation of ramps.
- Disabled road sign located at 47 Maclaurin Crescent, Chifley. What is the purpose of including the word 'Disabled'? Roads ACT inform that the sign adheres to the standard.

**Are there any recommendations or issues that you need direction or advice from Council on?**

- Council should ask authorities responsible for the stand to either validate the need for using the word 'Disabled' in road signs or remove the word from the standard completely.

**Additional information or comments**



Thanks for attending and reporting back to Council.

Your name:	Trevor Robinson
Name of the meeting:	Action Accessible Transport Group
Meeting convened by:	Action Buses
Date held:	Thursday 2 <sup>nd</sup> September 2010
Were you attending on:	
Official business (i.e., asked by Council):	As Chair
Observer:	
Other capacity:	

**Please provide a brief description of the meeting you attended?**

- Meeting a regular bimonthly meeting to discuss ACT public transport (i.e. Action buses)
- A number of disability organisations attend, as well as Housing ACT and Roads ACT.

**What were the key issues discussed? (Dot points pls)**

- Timetables in various formats.
- Issues of animals on buses (companion, attendant, therapy and guide dogs).
- Driver training.
- Wheelchair restraints.
- Bus stops (multiple buses stopping).
- Linking Action managed toilets to other websites

**If appropriate, please list any representations/commitments made on behalf of Council**

- Pre-testing of any education, awareness or marketing campaigns.
- Disappointment in Roads ACT approach to prioritising construction of bus shelters.

**Are there any recommendations or issues that you need direction or advice from Council on?**

- N/A

**Additional information or comments**

- N/A

Thanks for attending and reporting back to Council.

Your name:	Trevor Robinson
Name of the meeting:	Cabxpress & Taxi Review
Meeting convened by:	John Tam
Date held:	Monday 6 <sup>th</sup> September 2010

Were you attending on:

Official business (i.e., asked by Council): As Chair

Observer:

Other capacity:

**Please provide a brief description of the meeting you attended?**

- Meeting requested by John Tam, owner/operator of Cabxpress to discuss Taxi Review and recommendations of consultants. Annie Tam (Mr Tam's sister-in-law and business manager) also attended.
- John was of the belief that I also chaired the WATs Consortium.

**What were the key issues discussed? (Dot points pls)**

- Cabxpress does not believe the centralised booking system, recommended by the consultants, will work. The cost of system will negate the financial viability of WATs.

**If appropriate, please list any representations/commitments made on behalf of Council**

- I drew parallels with another mode of transport I'm familiar with that has many similarities – air taxis.
- Cabxpress should endeavour to understand the perspective of the WATs consumer.
- Discussed various issues such as greater frequency of feedback (including secret shoppers), universal design taxis, wheelchair accessible buses and their impact, driver training and improving taxi-consumer relationships.
- Discussed different models such as universal design model (all taxis accessible), stand alone model (as recommended by WATs Consortium), single and multiple operator networks.

**Are there any recommendations or issues that you need direction or advice from Council on?**

- Would Council be interested in having Cabxpress attend a meeting to answer criticisms and concerns?

**Additional information or comments**

- N/A

Thanks for attending and reporting back to Council.

Your name:	Trevor Robinson
Name of the meeting:	Action Accessible Transport Group
Meeting convened by:	Action Buses
Date held:	Thursday 18 <sup>th</sup> November 2010
Were you attending on:	
Official business (i.e., asked by Council):	As Chair
Observer:	
Other capacity:	

**Please provide a brief description of the meeting you attended?**

- Meeting a regular bimonthly meeting to discuss ACT public transport (i.e. Action buses)

**What were the key issues discussed? (Dot points pls)**

- Action has tentatively agreed to pre-test any communication campaigns via the Accessible Transport group.
- Installation of hearing loops at interchanges.
- Using PDF files that are 'unlocked', thereby allowing different readers to be used effectively.
- Policy of companion animals (except guide dogs, who are allowed on all transport modes) should be out by the end of the year.

**If appropriate, please list any representations/commitments made on behalf of Council**

- I asked what the protocol on people with disabilities entering or disembarking buses. Action driver training has no specific protocol, as what occurs depends on specific conditions (i.e. weather, passenger numbers, disability type, etc).
- I enquired about the procedure in the case of emergencies (accidents, bus breakdown, etc). Driver training ensures majority of passengers are looked after, while those injured, pregnant, or with disability are assisted next. (Trevor comment: this is standard across numerous transport modalities).
- I enquired about Actions acceptance of companion cards, and that one DAC member was challenged regarding use of her son's companion card. Action stated that while every effort is made to educate drivers, unless people complain, little can be done to address the issue.
- I asked what was the protocol on who has preference to the wheelchair area on buses? With more strollers, many large, using buses, the potential for disagreement is high. This scenario has occurred in Sydney. Adding to the problem, with no restraints on buses, there is potential for a 120kg power chair or scooter to crash into a stroller. Action has taken this on advisement.
- Action is attempting to list their MLAK toilets on the TAMS website.
- The issue of locating bus stops was discussed. I suggested that Roads ACT use initiative to locate bus stops at places where people with disabilities were likely to congregate (e.g. hospitals, medical centres, special ed schools, Independent Living Centre, age care facilities,

etc). Not rocket science to find these locations. However, Roads ACT want people to submit to them locations. This isn't an inclusive approach to solving a straightforward problem.

**Are there any recommendations or issues that you need direction or advice from Council on?**

• N/A

**Additional information or comments**

- The issue of restraints in buses arose. Restraints that require passenger action are inappropriate for use for passengers with severe to profound disabilities. I suggested the use of a sliding barrier, which corrals the wheelchair, stroller, scooter or guide dog. This form of restraint is easy to retrofit to existing vehicles, inexpensive, simple in design, easy for those with poor hand control to use and does not encroach on passenger floor space. More discussion with the disability community is required before getting engineers involved.

Thanks for attending and reporting back to Council.

Your name:	Trevor Robinson
Name of the meeting:	Canberra 2030 – Disability
Meeting convened by:	Canberra 2030
Date held:	Thursday 28 <sup>th</sup> October 2010
Were you attending on:	
Official business (i.e., asked by Council):	As Chair
Observer:	
Other capacity:	

**Please provide a brief description of the meeting you attended?**

- Meeting part of the overall Canberra 2030 consultation process. This meeting concentrated on disability issues.
- Meeting attended by approximately 40 people from the disability community, representing most disability segments (mental health, physical, hearing, wheelchair, vision, guide & attendance dogs, disability organisations).

**What were the key issues discussed? (Dot points pls)**

- Consultants attempted to focus discussion on aspirational issues of environmental sustainability and visual presentation. Fortunately, the audience looked at issues such as lack of representation, under-employment, accessibility, transportation, accommodation and cost of living, to name just a few of the issues.
- The audience was sceptical that planning for Canberra in 20 years time was occurring when known issues that exist today are not being addressed, today.

**If appropriate, please list any representations/commitments made on behalf of Council**

- As Chair, I use forums such as this as a tuning fork for the issues DAC is presenting to the Minister and government executives. These forums enable me to ascertain if DACs ideas and thoughts are in-step with community attitudes and opinion.
- DACs view that the ACT requires a disability advisory body protected by law (a statutory body) is strongly echoed by the disability community.

**Are there any recommendations or issues that you need direction or advice from Council on?**

- N/A

**Additional information or comments**

- I strongly encourage DAC members to go on-line and submit comments on the Canberra 2030 consultations.

Thanks for attending and reporting back to Council.

Your name:	Jan Kruger
Name of the meeting:	Strategic Plan for 'Special' Education
Meeting convened by:	Lindy Abbott (Acting Disability Education Manager) Department of Education.
Date held:	Wednesday 17th 2010
Were you attending on:	
Official business (i.e., asked by Council):	As Deputy Chair
Observer:	
Other capacity:	

**Please provide a brief description of the meeting you attended?**

To gain a progress update of the ACT Strategic Plan in Disability Education As inclusive education is a work plan objective I feel it is important for council members to be abreast of what progress is being made within the Department of Education. Relevant literature and resources are the Strategic Plan for Public Schools –

- <http://www.parliament.act.gov.au/downloads/reports/7th%20ETYA%2005%20disability%20student.pdf>

Special Education Review

- [http://www.det.act.gov.au/data/assets/pdf\\_file/0014/105341/Review\\_of\\_Special\\_Education\\_ACT\\_2009\\_Final\\_Report.pdf](http://www.det.act.gov.au/data/assets/pdf_file/0014/105341/Review_of_Special_Education_ACT_2009_Final_Report.pdf)

The Standing Committee Inquiry into the Needs of Students with a Disability at-

- <http://www.parliament.act.gov.au/downloads/reports/7th%20ETYA%2005%20disability%20student.pdf>
- 

**What were the key issues discussed? (Dot points pls)**

- I spoke with Lindy Abbott (Acting Disability Education Manager) regarding the progress of the implementation plans of Future Directions and the Strategic Plans for ACT, Catholic and Independent schools. Of particular interest was the training that is being developed for Learning Support Staff (LSA), which apparently will not be mandatory.
- The Department are looking to adapt training that is currently offered in the Catholic system, however Ms Abbott could not give me many details around this topic. Ms Abbott could not give me a clear timeframe for the training to begin however she did indicate the training may be offered late next year or early 2012. Professional development (PD) for staff is being catered for now, however I provided examples where this is not the case. There seems to be a

lot of PD on Autism; however when PD is offered that is appropriate for the staff to attend that will provide strategies and a deeper understanding of a particular student needs in the school this is not taken up. Perhaps the Department need to look at PD catering for a diverse range of disabilities that people have. Additionally the Department need to take into consideration of what areas teachers and LSA's are interested in attending.

- Training for teachers on how to work with LSA's is also being addressed. This is an important step as learning how to work with LSA's is not catered for in a B of Education degree. Whilst the theory of the LSA is that 'they are there to assist the teacher' this does not translate into practice where you often find the LSA attached to the student with a disability.
- I asked if an induction for LSA's was being developed. Ms Abbot indicated that there is currently an induction around basic safety, however the induction depends on the school. At present anyone (once they have had a police check) can become an LSA.
- With the lack of training for teachers to work with LSA's and the lack of basic accreditation required to become an LSA's it is in the schools, staff and students best interest for the Department to enforce a lengthy induction. I would go further to encourage the Department to bring in a mandatory certificate training for LSA's that staff can achieve while working.

**If appropriate, please list any representations/commitments made on behalf of Council**

- NA

**Are there any recommendations or issues that you need direction or advice from Council on?**

- That the Council invite an appropriate representative from the Department of Education to present and update the Council with the progress of the Strategic Plan particularly regarding the LSA training in 2011.

**Additional information or comments**

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Thanks for attending and reporting back to Council.

Your name: Louise Bannister  
Name of the meeting: On site meeting to discuss disability access for “Voices in the Forest” Event on 12 November 2011.  
Present: Louise Bannister, Sue Salthouse, Sherry McArdle English and the Arboretum Events Organiser, Damiana.  
Date held: 2 May 2011  
Were you attending on:  
Official business (i.e., asked by Council): Yes  
Observer:  
Other capacity:

**Please provide a brief description of the meeting you attended?**

The Friends of the Arboretum contacted Sue Salthouse earlier this year with a request for some wheelchair users to undertake a site visit to the Arboretum as part of preparation for an event to be held there on 12 November 2011.

The Friends member, Sherry McArdle-English, was a disability advocate and lobbyist in Canberra for a number of years, and has been raising the matter of accessibility of the Arboretum site and of events since becoming involved on the inaugural Board in 2004.

The Arboretum’s hilly terrain has a natural concave semi-circular area and this is going to eventually be developed into a modern adaptation of a Greek Amphitheatre. The proposed Amphitheatre will have all mod-cons including lifts. This is a very long term project and I understand that the Greek Community has undertaken to raise the many millions of dollars that are needed to undertake it’s construction.

However, before any development is complete, an inaugural community concert “**Voices in the Forest**” will be held at the Amphitheatre on 12 November 2011 from 2pm to 7.30pm. The feature artist is a mezzo-soprano from Sweden.

To check out the wheelchair accessibility, Sue Salthouse (representing Women With Disabilities ACT) and I met with Sherry and the official Arboretum Events Organiser, Damiana, on Thursday 2 May 2011.

**What were the key issues discussed? (Dot points pls)**

- The site will not have been developed by this date – it really will be opera in the raw, exposed environment. Specially commissioned seating will be staggered down the hill and porta-loos will be provided . A performing stage and VIP Marquee will be situated at the bottom of the Amphitheatre bowl.
- The events area at the top of the Amphitheatre will eventually be fully paved, but right now, it is flat and very corrugated dirt platform with random grass tufts – quite a challenge in a manual chair. It is this area at the very top of the hill that will be designated wheelchair seating. (It does have amazing views across the lake)
- The nature of the site means that your friends and relations who wish to picnic with you on that evening will have to forgo seating in the Amphitheatre seats if they wish to sit with you.

**If appropriate, please list any representations/commitments made on behalf of Council**

Sue and I both requested that major grading be done, the week prior to the concert to create a smooth wheelchair seating zone and also to smooth pathways from the designated disability car parking area to the designated wheelchair seating area, with additional smooth pathways made to access the disabled porta-loos and if possible also to the VIP Marquee.

**Are there any recommendations or issues that you need direction or advice from Council on?**

I would like to recommend that the DAC take responsibility/take on the role of keeping track of the accessibility developments at the Arboretum as the site is developed.

**Additional information or comments**

Sherry will give provide Sue and I with updates as improvements are made.

Even if the access is a challenge it will be worth it, to be at the first ever Amphitheatre concert, in an Arboretum that is being constructed in our time, as an amazing legacy for our descendants.

For further information visit [www.voicesintheforest.com.au](http://www.voicesintheforest.com.au)

Ticketing is available from 1 July, and people with disabilities are advised to contact Canberra Ticketing on 6275 2700.

Concession price tickets will be available for people with disabilities.

Thanks for attending and reporting back to Council.

Your name:	Philip Brown
Name of the meeting: Information Session	Disability Community Visitor Scheme:
Meeting convened by:	Disability ACT (at Nature Conservation House)
Date held:	Tuesday 17 April 2012

Were you attending on:

Official business (i.e., asked by Council):

Observer: YES

Other capacity:

**Please provide a brief description of the meeting you attended?**

The session was facilitated by Kate Starick and Craig Wallace. It provided information about the proposed scheme and an opportunity to provide initial input into its function, scope and co-design process. It was essentially an open ended exploration of the scheme's potential functions and processes. Twenty to twenty five people attended the session mainly if not exclusively from government and non-government organizations. The potential of the proposal clearly generated keen interest among audience members.

**What were the key issues discussed? (Dot points pls)**

Of particular interest was the proposal to develop the scheme using a co-design process through which people with disabilities and other stakeholders will have comprehensive input into its design. Discussion during the session included a focus on how vulnerable people can be given a 'voice' in this process.

**If appropriate, please list any representations/commitments made on behalf of Council**

. N/A

**Are there any recommendations or issues that you need direction or advice from Council on?**

. No

**Additional information or comments**

In my view Disability ACT is to be commended for its intention to develop the scheme from within its existing resources if the current proposal by the Greens in the ACT Legislative Assembly is not adopted by the ACT Government in some form. The interest shown and input provided by those attending this session justifies this decision. The moral leadership shown by Disability ACT in this matter is laudable.

The co-design process of the scheme is a matter of potential interest to members of the council. When opportunities arise, periodic information updates by Kate Starick or Craig Wallace would be useful.

Thanks for attending and reporting back to Council.

## Section 3

ACT DISABILITY ADVISORY COUNCIL

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Engaging Canberrans: A guide to  
community engagement

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Response to draft guidelines

Chair: Trevor Robinson

November 2010

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This paper is in response to the draft guidelines of *Engaging Canberrans: A guide to community engagement* sponsored by ACT Chief Ministers Office.

The response provides a collective overview by the ACT Disability Advisory Council of the draft guidelines, and offers an insight into what constitutes broad effective and efficient engagement of the ACTs disability community.

## GLOSSARY

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Australian Capital Territory	ACT
Disability Advisory Council	DAC
People with Disabilities <sup>1</sup>	PWD

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## RESPONSES

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- 1) The ACT has numerous advisory bodies that provide government cogent advice on their area of expertise. These advisory bodies, including the Disability Advisory Council (DAC), should be used in the early stages of planning to validate that any community engagement is appropriate and adequate. They can be used for;
  - i) Profiling – ensuring the profile of stakeholder group being engaged matches the profile of government;
  - ii) Scoping – ensuring that the topic of consultation is appropriate to the stakeholders;
  - iii) Media and Marketing – ensuring the media used and marketing approach for announcing any engagement activity is appropriate for the stakeholder group;
  - iv) Influencers – identifying individuals and groups that accurately portray community sentiment;
  - v) Methodology – advising on appropriate approach i.e. qualitative or quantitative, and methodologies i.e. focus group, questionnaire, roundtable, etc;
  - vi) Respondent burden – are stakeholders fatigued by excessive engagement.
- 2) The draft community engagement guidelines are silent on the issue of ethics in community engagement. Community engagement, like any social research, has the potential to cause emotional distress and anxiety. The guidelines must reiterate this point, ensuring that marginal and vulnerable are provided the necessary support should any consultation cause distress.
- 3) While on ethics, the issue of incentives needs to be examined. In order to participate in community engagement, those in the ACT disability community require nominally greater incentive to participate in external (outside the home) engagement due to the increased financial and physical burden of travel and participation.
- 4) More emphasis needs to be attributed to the cultural and religious sensitivities of various ethnic groups, particularly Aboriginal and Torres Strait Islanders. Due to cultural protocols, asking the wider community without first seeking the permission and guidance of senior community members (e.g. elders, cultural councils, religious leaders) can be viewed as insensitive.
- 5) A sizeable amount of community engagement is pitched using 'government speak', using meaningless and non-measurable words and terms such as strategic, systemic, framework and synergy, to name a few, and are based on an existing knowledge of the status quo. Community engagement should be based a novice understanding of the topic.
- 6) Community engagement should contain more pictorial commentary, with flow charts and other more visual, less textual evidence. This would assist those with literacy, language and vision issues, as well as those that are time poor.
- 7) When community engagement occurs, participants should be informed at what stage of the project/consultation the engagement is taking place. Is the engagement at the early stages, is it a review, or is it a post-project assessment, etc? This knowledge would allow participants to shift their responses accordingly, from a wish-list approach to critical analysis approach.

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<sup>1</sup> Although this document refers to disability in the singular, plural is inferred.

- 8) The metrics of any community engagement must be clear, unambiguous and easily conveyed. Vague or indistinct performance indicators only lead to vague and indistinct responses from the community, and an overall poor consultation result.
- 9) Any concept, questionnaire, policy direction or research question must be pre-tested with a sample audience before general release to the community. This prevents many of the mistakes that currently occur, and imparts a better understanding to the government department of the stakeholder group.
- 10) Valuing the local knowledge alongside engaging experts is important and critical for a quality consultation approach. This is considered a bottom up approach that will continue to drive community participation.

## SUMMARY

Despite people with disabilities representing 18 per cent of the ACT population, it is unfortunate that they represent only 1.5 per cent of the ACT workforce and have practically no democratic voice in many areas of ACT government, business or recreational/community groups. To this end, it is critical that any form of community engagement take particular attention to ensure disability groups are engaged in an expert and competent manner.

The points in this submission distil into a clear statement; consult with the disability community **first** before embarking on community engagement, no matter how well intentioned or simple the engagement may be. The rush to engage and consult has a great chance to cause frustration, distress and distrust than it has to alleviate any problem.





Mr Trevor Robinson  
Disability Advisory Council Chair  
PO Box 129  
WODEN ACT 2606

department  
of disability,  
housing &  
community  
services.

Dear Mr Robinson *Trevor*

I am writing to invite you to a brainstorming session on the development of a recognition scheme for inclusive employers in the ACT – the BLITS employment tick.

ACT Business Leaders, Innovative Thoughts and Solutions (BLITS) and Disability ACT are looking at innovative ways to enhance the accessibility of our community for people with disability, including employment opportunities.

As you might be aware BLITS promotes initiatives that value and engage people with disabilities as customers, suppliers, employees and employers in business, the arts and sport. Further information about BLITS can be found at [www.blits.org.au](http://www.blits.org.au). The development of partnerships to enhance employment opportunities for people with disability is a key commitment under the ACT Government's disability policy framework *Future Directions : Towards Challenge 2014* which can be found at [www.dhcs.act.gov.au/disability\\_act/sgg](http://www.dhcs.act.gov.au/disability_act/sgg).

BLITS are developing a series of self audit access tools for ACT businesses and Government services. As part of our background research, we have been looking at the 'two ticks' disability symbol which is awarded to employers in the UK who are committed to employing, keeping and developing the abilities of staff with disability. Employers who use the disability symbol make five commitments regarding recruitment, training, retention, consultation and disability awareness.

These commitments are:

- to interview all disabled applicants who meet the minimum criteria for a job vacancy and to consider them on their abilities
- to discuss with disabled employees, at any time but at least once a year, what both parties can do to make sure disabled employees can develop and use their abilities
- to make every effort when employees become disabled to make sure they stay in employment



- to take action to ensure that all employees develop the appropriate level of disability awareness needed to make these commitments work
- to review these commitments each year and assess what has been achieved, plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans.

Further information about the two ticks disability symbol can be found at [http://www.direct.gov.uk/en/DisabledPeople/Employmentsupport/LookingForWork/DG\\_4000314](http://www.direct.gov.uk/en/DisabledPeople/Employmentsupport/LookingForWork/DG_4000314).

BLITS would like to establish a similar recognition scheme for inclusive employers in the ACT under the name of BLITS employment tick. We would like to invite you to a brainstorming session on:

1. What employer commitments do you think should be part of a BLITS employment tick?
2. What features / benefits could we include in the BLITS employment tick scheme to make this attractive to people with disability and employers? For example, a central point which advertises jobs from inclusive employers, information for people with disability and their parents about enabling the best chance of employment.
3. How could we successfully inform, educate and promote the BLITS employment tick to people with disability, family members and employers?

The brainstorming session will be held at the Belconnen Arts Centre on Thursday 18 November 2010 between 10 and 12 pm, and will be facilitated by Ms Kate Pickering, Deputy Chair BLITS.

If you would like to attend this session, please contact Fiona McIntosh on 6207 5594 or [fiona.mcintosh@act.gov.au](mailto:fiona.mcintosh@act.gov.au) by Monday 15 November 2010.

Yours sincerely



Ms Leanne Power  
a/g Executive Director  
Disability ACT  
5 November 2010



# REVIEW OF THE DISABILITY STANDARDS FOR EDUCATION

## ROUNDTABLE DISCUSSION NOTES

<b>Meeting type</b>	<i>Users</i>			
<b>Date</b>	28 February 2011			
<b>Time</b>	10am			
<b>Location</b>	Canberra			
<b>Venue</b>	50 Marcus Clarke St			
<b>Host</b>	Susan Thomson			
<b>Scribe 1</b>	Anne Napier			
<b>Scribe 2</b>	Kadi Ibrahim			
<b>Attendees</b>	<b>Name</b>	<b>Position</b>	<b>Organisation</b>	<b>Representing</b>
	Helen Walton	Senior Vice President	NSW Federation of Parents and Citizens	Australian Council of State Schools Organisations
	Jane Brownbill	Business development Manager	Carers Australia	Carers Australia
	Vanessa Whelan	Director	Early Childhood Australia	Early Childhood Australia
	Andrea Simmonds	CEO	Disability Advocacy Network	Disability Advocacy Network
	Joan Gilbert	Manager Education Policy and Special Needs	Defence Community Organisation	Defence Community Organisation
	Sue Salthouse		Women with Disabilities Australia	AFDO
	Dr John McIntyre			Adult Learning Australia
	David Long	Member		Disability Advisory Council
	Louise Bannister			

## SUMMARY OF ISSUES RAISED IN RELATION TO THE TERMS OF REFERENCE FOR THE REVIEW

Note: many of these issues relate to the administration or guidance on the Standards rather than the substance of the Standards themselves.

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### 1. PROVIDING CLARITY AND SPECIFICITY

Participants were concerned that more guidance is required, particularly definitions using case studies and examples of what does not meet the Standards. A greater emphasis is needed on culture of inclusion, rather than narrow procedural approaches to compliance with the Standards/ DDA.

### 2. ASSISTED ACCESS ON THE SAME BASIS

Great variability between institutions and jurisdictions. A general view that primary schooling was better than secondary both in terms of support and inclusion. Certain schools had a reputation for being better than others and access to these schools often limited by catchment area or funding. As such, less choice is available to students with disability. Reports of students with disability being asked to attend school for less hours than other students.

### 3. ASSISTED IN ELIMINATING DISCRIMINATION

Discrimination still present with reports of harassment and victimisation of students and families. Subtler forms of discrimination were reported such as schools asking to meet students prior to accepting enrollments.

### 4. PROMOTING PRINCIPLE OF SAME FUNDAMENTAL RIGHTS

High level of awareness of the existence of the Standards or general obligations arising from the Standards/ DDA, but difficulty in the application. Greater emphasis needed on principles underpinning Standards, either embedded or as part of guidance materials.

### 5. COMPATIBILITY WITH CURRENT SYSTEM

Concerns expressed that disability and modified curriculum have not been taken into account in the development of the National Curriculum. States and territories have done so to varying degrees. Non-compulsory professional development for teaching professionals in the Standards. Funding for supports needs to reflect the aspirations under the Standards.

## THEMES ARISING FROM THE SESSION

### AWARENESS OF THE STANDARDS

- People may be aware of the Standards but are not reading them or they may be perceived as too hard.
- Concern was expressed that school principals may be well versed on the application of procedures arising out of the Standards but not focused on the principles underpinning them. There is a need for the 'human' reasons why the Standards are important.
- Elements of accessibility sometimes disjointed illustrating a commitment in principle but a lack of knowledge in practice (ie a ramp provided, but no cutaway preventing wheelchairs getting onto it).
- Disability support people in education institutions are where the Standards manifest.
- Gaps exist between knowledge of the Standards and their application.
- Guidance required, with examples, about terms such as 'reasonable adjustment' and 'on the same basis'.

### EXPERIENCES WITH THE STANDARDS

#### *Accessing schools with good support*

- Some schools have developed reputations for providing more extensive support programs than others (and parents seek them out). Turner PS was one example (Note Turner has an ongoing history having been collocated with a special school, now integrated)
- Families/ carers can't always access these schools or have to try to move into a catchment area (not always possible, DCO indicated this as an issue with Defence families).
- Issues relating to mobile children (children that move with family employment):
  - portability of funding (and generally for a range of reasons)
  - cut off dates for funding.
- Parents/ carers selecting segregated schools for secondary education.
- Primary schools more successful at implementation, possibly due to:
  - single teacher
  - younger students not expected to be as independent

#### *Appropriate curriculum*

- Set curriculum and pathways for mainstream that are not well adapted for students with disability.
- In some cases, there needs to be an alternative curriculum and assessment available so students with disability are not set up to fail (ie life skills for some students with intellectual or cognitive disability)
- Curriculum that is flexible to the individual.
- Interpretation of 'on the same basis' potentially problematic in that it prevents individualisation.
- Some states and territories have catered for modified curriculum but the National Curriculum process doesn't.
- Equality is about providing opportunities to succeed.
- The development of Individual Learning Plans is a detailed process (taking up to 5 weeks, requiring expert opinions and completion of lengthy documentation).
- Need mutual recognition between states and territories (ST noted development of a national definition of disability).

#### *Accountability*

- Need accountability auditing or reporting to motivate compliance.

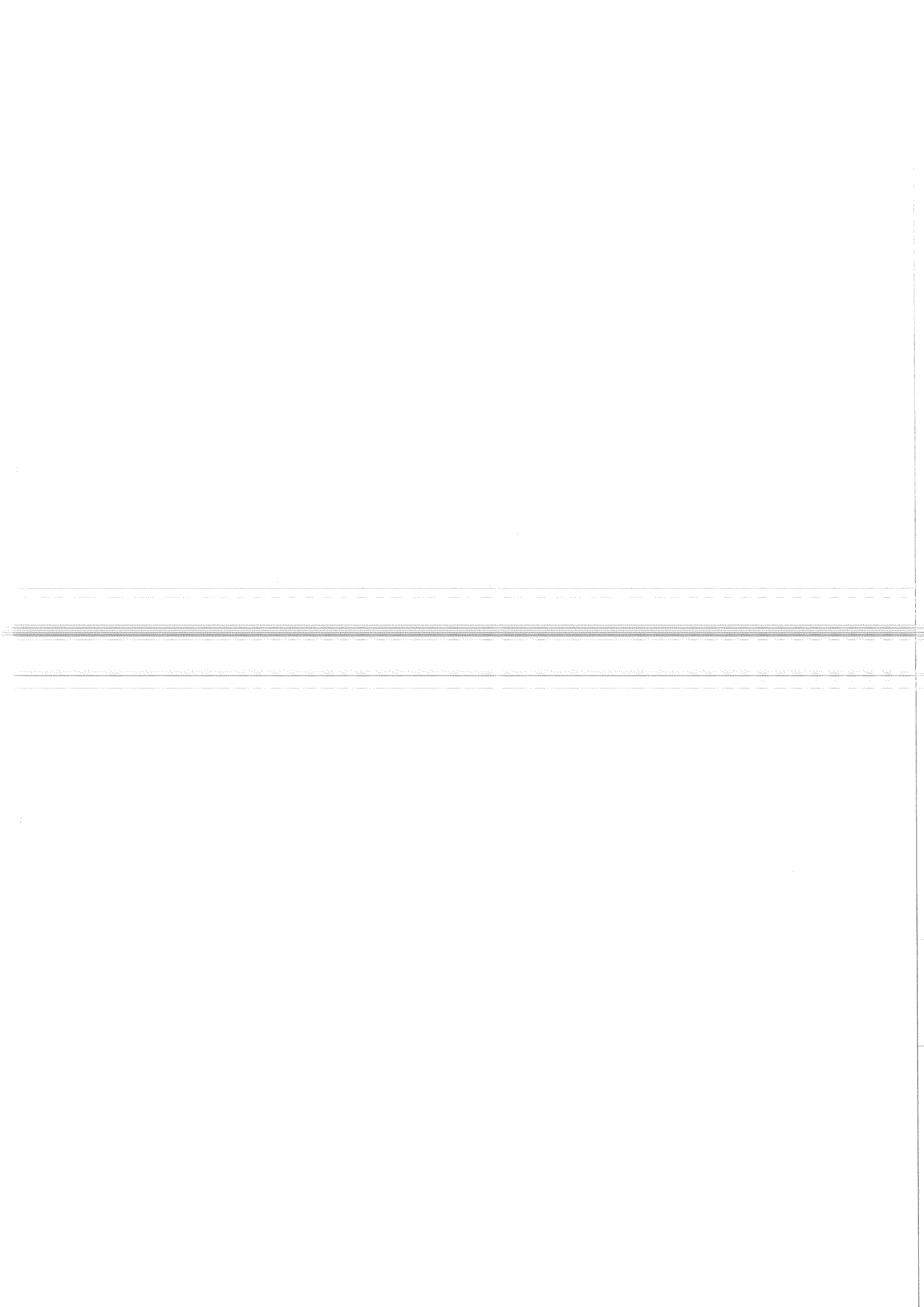
- Outcomes are not measured. Need performance indicators supported by data collection, perhaps developed by the AIHW through the NDS process.
- Complaints based/ adversarial system discourages people from taking action.
- Different degrees of difficulty in resolving complaints at the state and territory level.

### **Clarity**

- ~~Provide interpretive material that provides concrete examples for teaching staff to work from.~~  
For example in relation to definitions such 'on the same basis': what it means and what it does not. Terms highlighted by participants:
  - 'on same basis'
  - 'reasonable adjustment'
  - 'providers'
  - 'institutions'
- Relationship with *Privacy Act* (so that people only have to tell their story once).

### **Cultural change**

- Provide a stronger emphasis of the principles underpinning the Standards and the cultural environment for them to be successful.
- Compulsory professional development required pre-service and on an ongoing basis for staff not just on release of the Standards (or rerelease).
- Recognise place of school in the community, particularly in small rural and remote communities where the school is at the centre, great opportunities but also sensitivity. (example provided of a family with a student whose disability gave rise to behavioural issues was ostracised in a small community and was forced to move).
- Need to see the Standards as applying to students that have not been formally diagnosed with a disability (functional approach), but also seeing all students as having individual needs.
- Activities to educate communities:
  - educating students early about diversity
  - role models (community, sporting, etc) to speak at schools focusing on talents of people with disability
  - parent and citizen association activities
  - target parents (children's attitudes often reflect those of parents)
  - social media
  - commitments in behavior contracts (regarding discrimination, harassment and victimization)
  - Standards documentation on schools portals
  - guidance on how the Standards/ DDA confers rights and how to enforce them.



## McKeon, Heather

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**From:** David Long [davidlong.vio@inet.net.au]  
**Sent:** Monday, 28 March 2011 3:00 PM  
**To:** Gilding, Louise  
**Cc:** louise\_bannister@yahoo.com.au; McKeon, Heather  
**Subject:** ACTDAC comments on the draft of the ACT Public Service Employment Strategy for People with Disability  
**Attachments:** ACTDAC comments revised draft ACT Public Service Employment Strategy.pdf

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Dear Ms Gilding,

I am writing in regards to the letter from Ms Catherine Hudson, Commissioner for Public Administration, on 7 March 2011, in relation to the consultation on the revised draft of the ACT Public Service Employment Strategy for People with Disability. I would like to thank you for providing the Council with the opportunity to provide comments on the revised draft.

Please find these comments attached. Should you have any further questions, please give me a call.

Thank you  
David Long  
Chair  
ACT Disability Advisory Council  
Ph: 0414 884 645

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# ACT | DAC ACT | DISABILITY ADVISORY COUNCIL

Ms Louise Gilding  
Chief Minister's Department  
[louise.gilding@act.gov.au](mailto:louise.gilding@act.gov.au)

Dear Ms Gilding

I am writing in regards to the letter from Ms Catherine Hudson, Commissioner for Public Administration, on 7 March 2011, in relation to the consultation on the revised draft of the ACT Public Service Employment Strategy for People with Disability. I would like to thank you for providing the Council with the opportunity to provide comments on the revised draft.

It is very positive to see the ACT Public Service becoming a leader in supporting people with disability and this proposed framework offers support for both the employee and employer. It is important that both parties are supported in the workplace, and assuming the draft is implemented and followed through correctly it will be a 'win-win' for all concerned.


The proposed Strategy covers the issues that people with disability face in a place of employment, allowing for the employer to be supported in their role. The knowledge of effective implementation of the draft Strategy would increase confidence of a prospective employee with disability seeking employment with the ACT Public Service that their specific needs would be considered.

The Strategy provides a good selection of references for further support. The Council suggests that the inclusion of 2 additional references:

- ACT Government Work Safety, [http://www.worksafety.act.gov.au/health\\_safety](http://www.worksafety.act.gov.au/health_safety); and
- JobAccess is an information and advice service funded by the Australian Government. It offers help and workplace solutions for people with disability and their employers. JobAccess has an easy to use website and offer a telephone information and advice service where expert advice on the employment of people with disability. Their website is <http://www.jobaccess.gov.au/Home/Home.aspx>.

The Council would like to stress the importance of ongoing disability awareness training in the workplace, at all levels of management, and would like to see an employee evaluation of the effectiveness of the online disability toolkit and induction programs on staff attitudes.

The Council would like to take the opportunity of a presentation / discussion with Ms Hudson, or representative, in particular on how these changes will be implemented. I look forward to this discussion, to arrange this meeting please contact the Council Secretariat, Ms Heather McKeon at [disabilityadvisorycouncil@act.gov.au](mailto:disabilityadvisorycouncil@act.gov.au).

David Long   
Chair, ACT Disability Advisory Council  
28 March 2011



# ACT DISABILITY ADVISORY COUNCIL

# 2009-2011 Work Plan - Criteria

2

- Assessment criteria
  - Potential duplication – community consultation, existing programmes
  - Possible conflict – reviews, inquiries, other jurisdictions
  - Resource requirements – financial, govt. agencies
  - Probability of completion by July 2011
- Topic project management
  - Each subcommittee ≥ 3 members
  - Monthly status reports
  - Council approval
    - Objective/goal
    - Course of action
    - Required resources
    - Project management (task allocation, timelines, benchmarks, evaluation)

# 2009-2011 Work Plan - Priorities

## □ Priorities

Max. 5 topics for Work Plan

- approved and resourced by DAC

Approx. 5 topics for individual(s) action

- in-principle DAC support
- not resourced

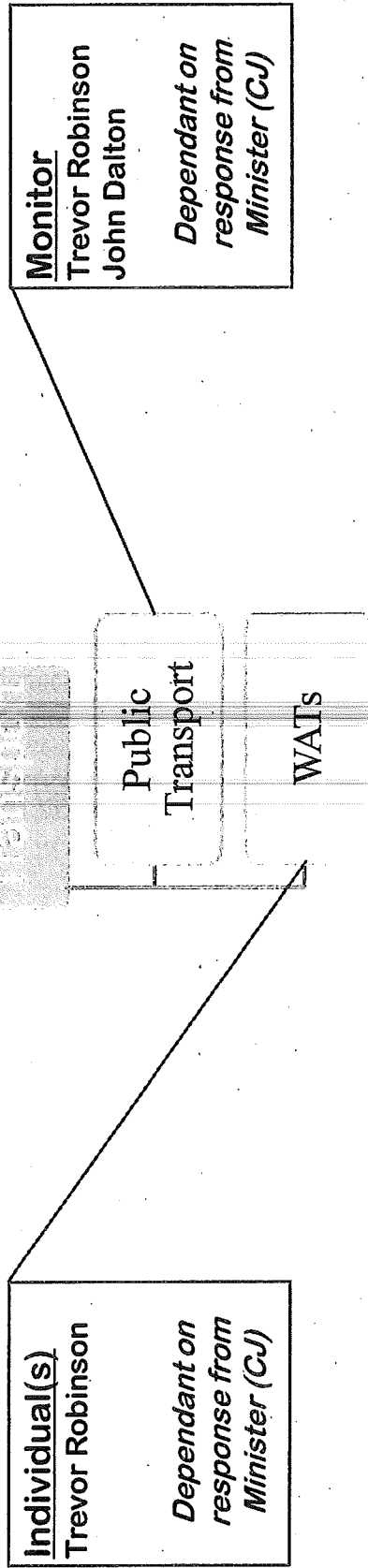
Approx. 5 topics for general monitoring

- likelihood and consequence of risk or detriment, real or implied, to people with a disability, their family, carers and service providers

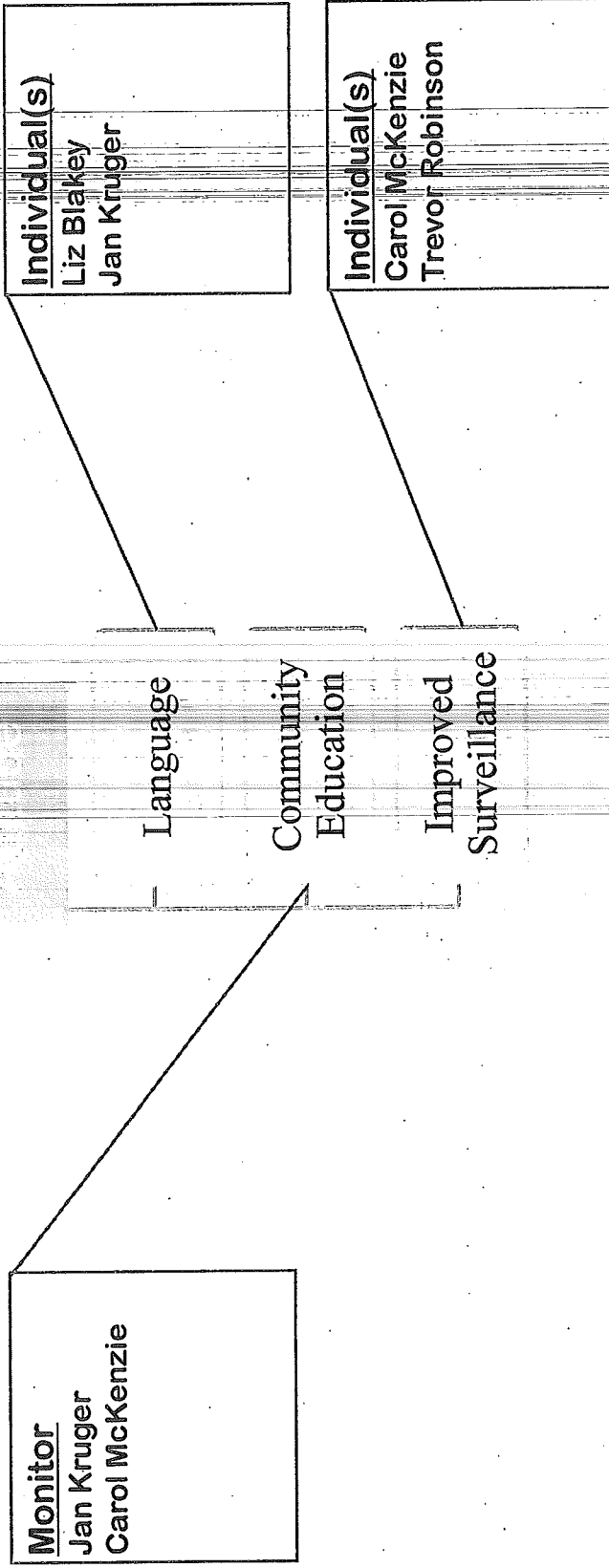
*It's more beneficial to achieve quality from few tasks than mediocrity from many.*

*Mediocrity helps no-one. Quality helps many.*

# 2009-2011 Work Plan - Transport

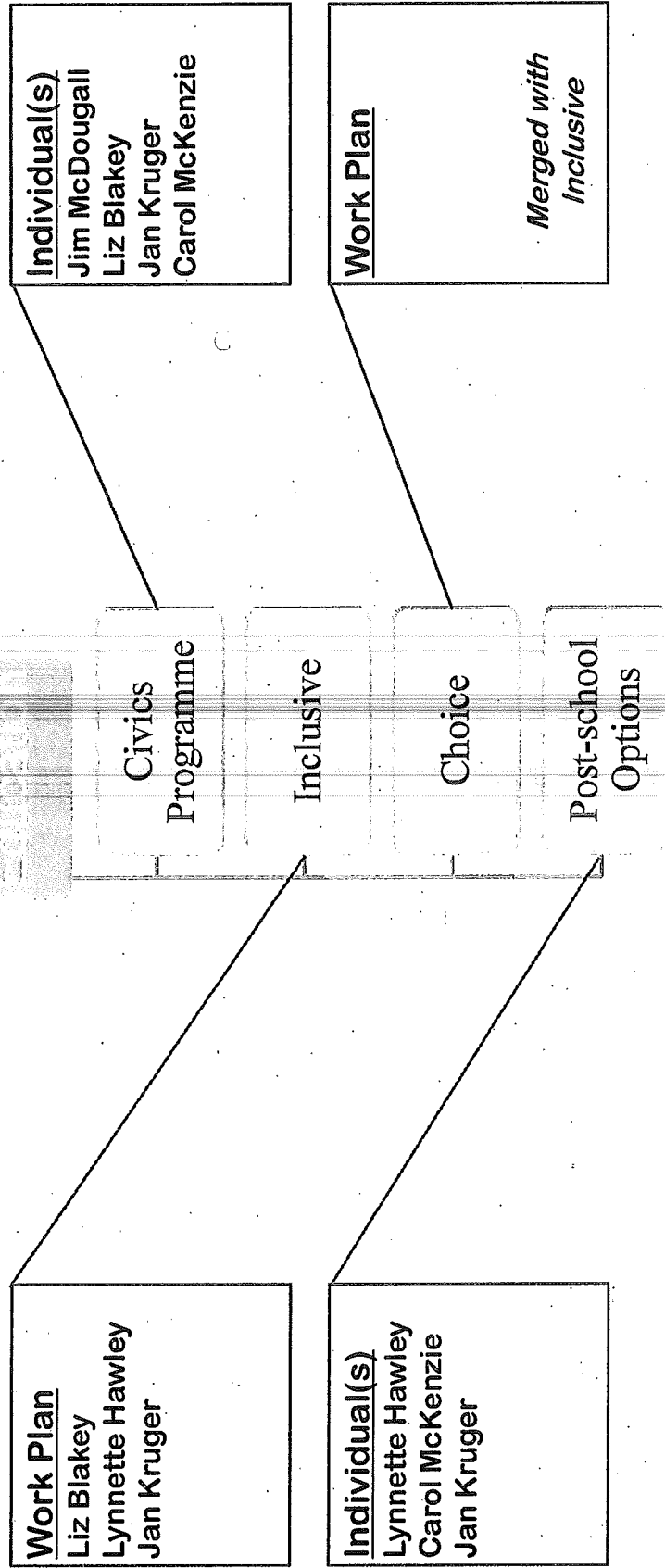


# 2009-2011 Work Plan - Attitude

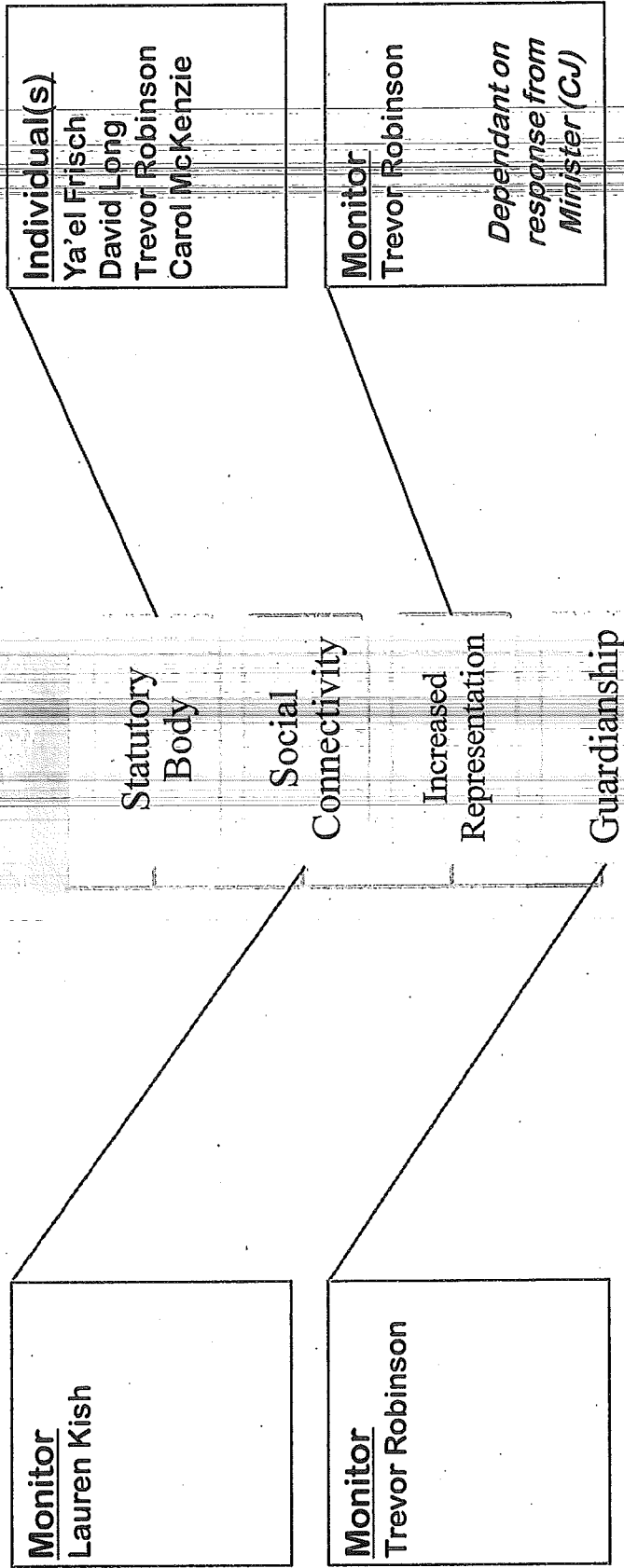


# 2009-2011 Work Plan - Education

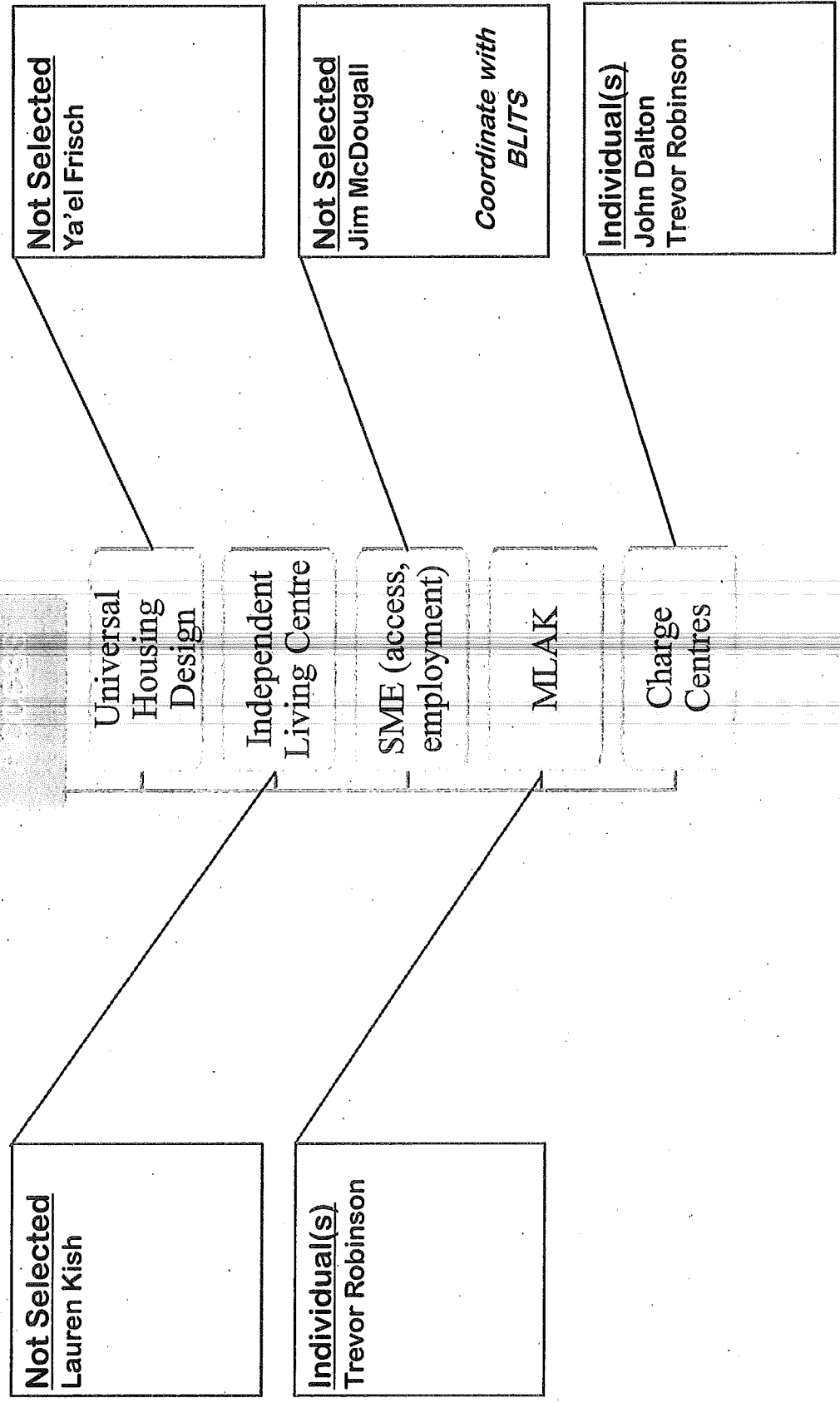
TIC



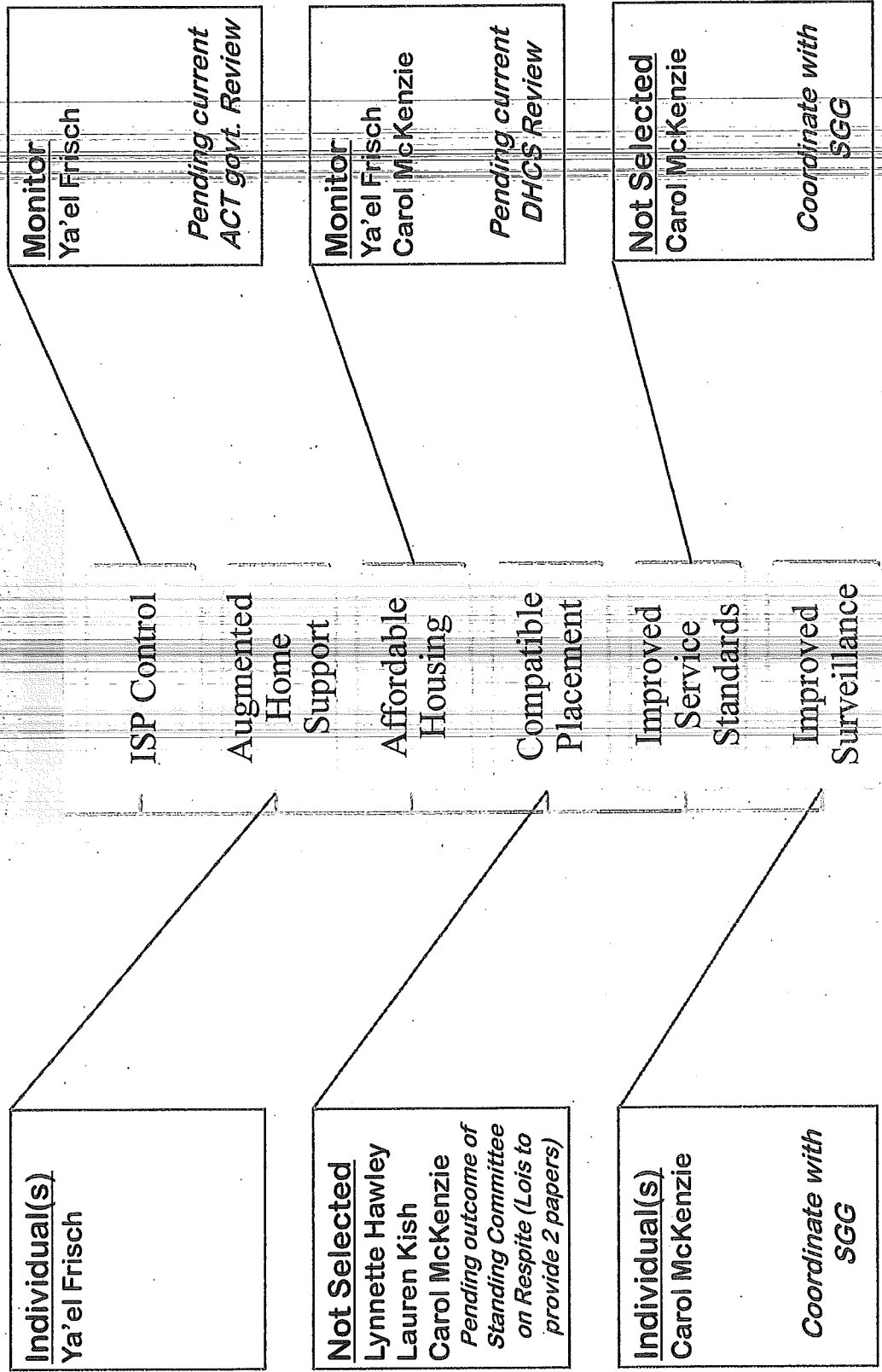
# 2009-2011 Work Plan - Civil Rights

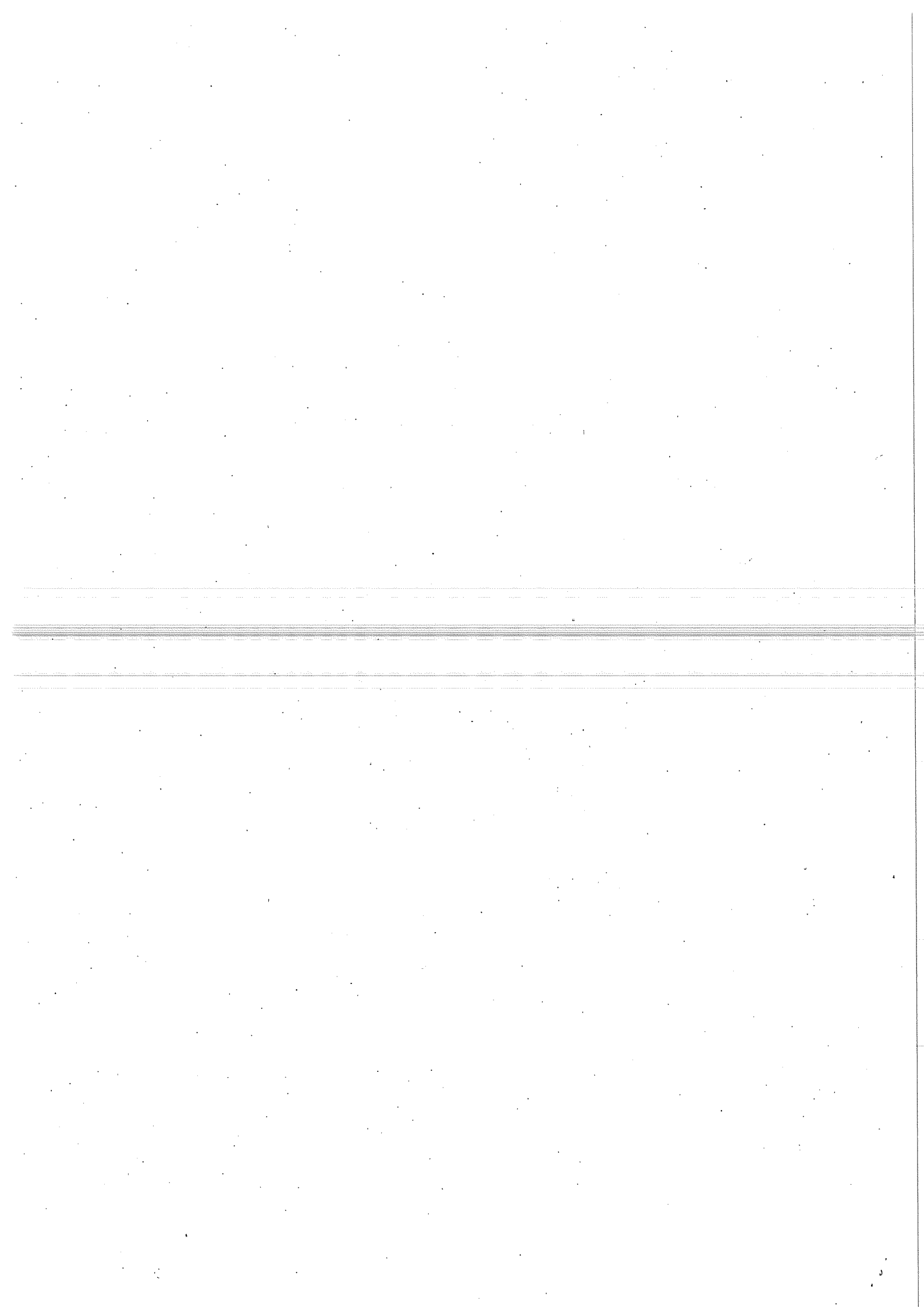


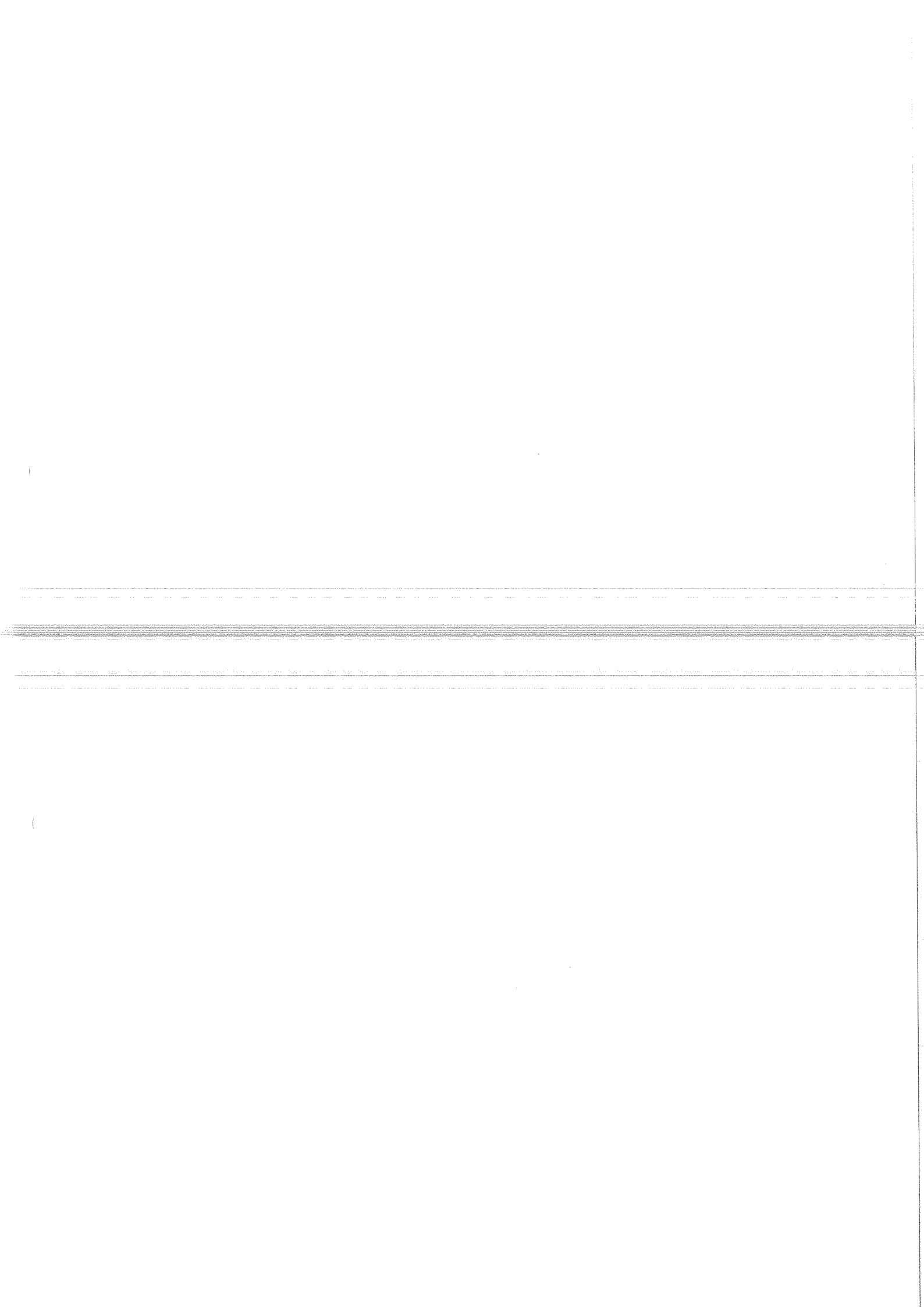
# 2009-2011 Work Plan - Access



# 2009-2011 Work Plan - Accommodation









**ACT**  
Government

Justice and Community Safety

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ACT Disability Advisory Council  
Mr David Long  
Chairperson; Disability Advisory Council Secretariat  
GPO Box 158  
Canberra City ACT 2601

Dear Mr Long

**Possible inclusion of economic, social and cultural rights in the ACT**

I am writing to invite your organisation to participate in community consultation on the possible incorporation of economic, social and cultural rights into the ACT *Human Rights Act 2004*.

Economic, social and cultural rights (ESCR) are human rights that belong to individuals, including the rights to housing, health, education, work, and to take part in cultural life. ESCR are recognised and protected in the International Covenant on Economic, Social and Cultural Rights. Australia is a party to ICESCR.

In 2009 the ACT government committed to further consider the inclusion of ESCR in the Human Rights Act. To inform this, the government partnered with the Australian National University and University of New South Wales to undertake a research project on the possible effect of inclusion. The independent research report, *ACT Economic, Social and Cultural Rights Research Project Report*, made 15 recommendations and supported including ESCR in the Human Rights Act. You can find a copy of the report and the recommendations at <http://acthra.anu.edu.au/PESCR/Publications/>.

On 9 December 2010 the Attorney-General, Mr Simon Corbell, tabled the Report into the Legislative Assembly, highlighting that the government would be undertaking community consultation to inform its response to the Report.

We believe your organisation could provide valuable input on the question of inclusion and we would be eager to receive your views. You can provide your input through a written submission or the online survey. If you would prefer, an officer from the Human Rights Unit would be available to meet with you and your staff.

To assist you in taking part in the consultation, the background paper *Economic, Social and Cultural Rights – A good idea for inclusion in the ACT?* provides information on the scope and potential application of economic, social and cultural rights in the ACT. You can access the background paper and online survey at [www.justice.act.gov.au/review](http://www.justice.act.gov.au/review).

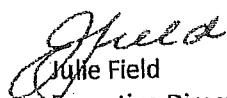
**The consultation period ends on Friday, 19 August 2011.**

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If you would like further information about ESCR or would like to arrange an appointment, please contact the Human Rights Unit in the Justice and Community Safety Directorate on telephone number (02) 6207 0534 or email [escr.consultation@act.gov.au](mailto:escr.consultation@act.gov.au).

Kind regards,



Julie Field  
Executive Director  
Justice and Community Safety Directorate

2 August 2011

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## McKeon, Heather

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**From:** David.Long@health.gov.au  
**Sent:** Friday, 19 August 2011 3:11 PM  
**To:** escr.consultation  
**Subject:** ACTDAC submission to consultation on the Possible inclusion of economic, social and cultural rights in the ACT  
**Attachments:** ACTDAC submission - economic social and cultural rights.pdf

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**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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Dear Human Rights Unit

Thank you for the opportunity to provide a submission to the consultation on the possible inclusion of economic, social and cultural rights in the ACT. Please find attached a copy of the submission from the ACT Disability Advisory Council. I will also post a hard copy version.

If you have any further questions, please contact me.

Yours sincerely  
David Long

Chair ACT Disability Advisory Council

Ph: 02 6289 5824

Fx: 02 6289 1633

Mob: 0414 884 645

Em: [david.long@health.gov.au](mailto:david.long@health.gov.au)

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# ACT | D A C

Australian Capital Territory | Disability Advisory Council

Human Rights Unit  
Legislation and Policy Branch  
Justice and Community Safety Directorate  
GPO Box 158  
Canberra ACT 2601

Dear Human Rights Unit

The ACT Disability Advisory Council (the Council) would like to thank the Justice and Community Safety Directorate for the opportunity to provide a submission to the community consultation about the possible inclusion of economic, social and cultural rights in the ACT Human Rights legislation.

The Council is very supportive of the proposal to include economic, social and cultural rights (ESCR) in the ACT Human Rights Act 2004. We believe that the right to housing, health, education, work, and to take part in cultural life are fundamental human rights that are particularly important to people with a disability.

Of special importance will be the obligation that will be placed on public authorities, including government agencies and organisations that are providing services on behalf of the government. We feel that having to consider human rights when making policy decisions will be an important mechanism that will drive change in government and deliver better outcomes for people with a disability in the community.

Whilst we agree that progressive realisation of such a fundamental change to human rights legislation is likely, we nevertheless feel that a fast implementation is possible and the Council stands ready to provide any support that would expedite the transformation of policy into practice.

We are supportive of the five proposed areas of the right to education, housing, health, work and taking part in the cultural life of the community. In addition, we would also like to see a right to self determination, which would include a right to have people with disability as representatives on key decision making and consultative bodies.

This would place an obligation on government and other official bodies to ensure that representation is available to people with disabilities to participate in these key decision making bodies and processes affecting the wider community.

The concepts included in the proposal are sound and the Council does not believe that the risk of increased litigation warrants their exclusion. If the inclusion of these concepts leads to an increased workload for the Human Rights Commission, the Council would ask the government to commit to increased funding to support this.

Furthermore, if the proposed changes are included, the ACT Government would be under an immediate obligation to take deliberate, concrete and targeted steps towards progressively realising the elements of the rights within the limits of available resources. Again, the Council would hope that this would be the current policy with reference to the existing legislation.

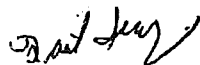
PO Box 158  
Canberra City ACT 2601  
Secretariat: [disabilityadvisorycouncil@act.gov.au](mailto:disabilityadvisorycouncil@act.gov.au)  
[www.dhcs.act.gov.au/disability-act/disability-advisory-council](http://www.dhcs.act.gov.au/disability-act/disability-advisory-council)

So, while the specific inclusion of rights to education, housing, health, work and cultural life to the legislation are well understood and supported, there needs to be a clearer picture of the probability of increased beneficial outcomes beyond what is achievable in the existing legislation.

Increased expectations will demand greater action and resources by the ACT Government who is currently finding it difficult to achieve the existing level of demand. On this basis, the Council would like to see further analysis of the implementation of the proposals to ensure that there is a reasonable possibility of government achieving the outcomes.

As with many matters of principal, the value will lie with how the proposal is taken from theory to practice. The proposed changes are an important mechanism for providing additional protection to the most vulnerable people in our community and allowing the territory to take the national lead in human rights reform.

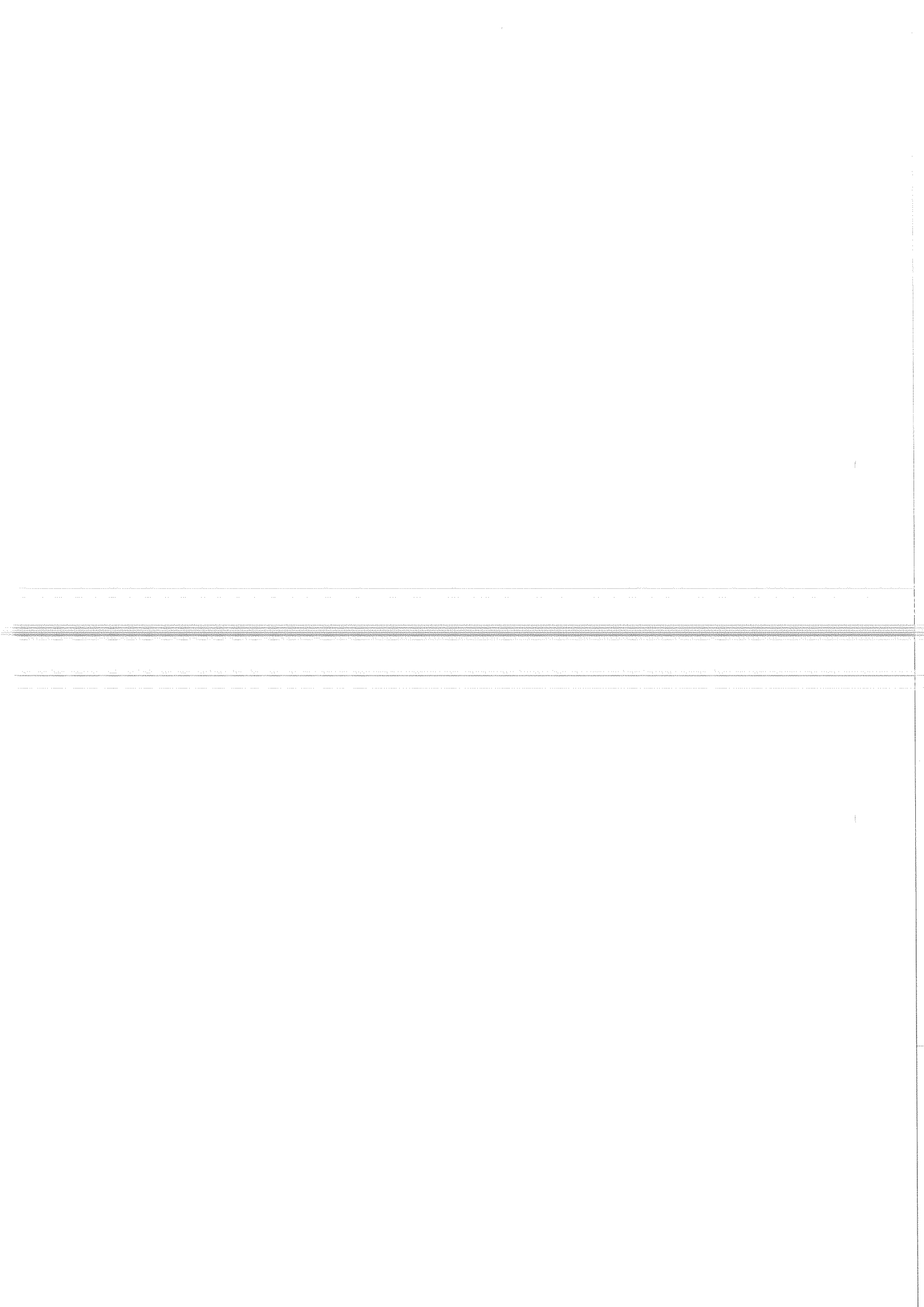
Yours sincerely



David Long

Chair, ACT Disability Advisory Council

18 August 2011



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# Procedures Manual

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ACT Disability Advisory Council

Disability ACT  
GPO Box 158  
Canberra ACT 2601

Master Copy

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This manual describes the operational procedures for the ACT Disability Advisory Council. Based on a previous document 'Operating Guidelines' (Sept 2007), and including quality management principles, this manual demonstrates compliance with Ministerial intent for a Disability Advisory Council. This Procedures Manual is divided into three parts:

Part 1 - Management

Part 2 - Operation

Part 3 - Appendices

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**Procedures Manual Amendment Record**  
List of Effective Pages

Amendment No.	Effective Pages	Details of Amendment	Date	Signature Chair/Deputy Chair
Original Issue	1 to 16	Revision of original-DAC Operating Guidelines	01/07/2010	Trevor Robinson
1	1-15	To reflect changes from Minister for Disability to Minister for Community Services, DHCS to Community Services Directorate, and Chair / Deputy Chair	1/8/2011	
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**Procedures Manual Distribution List**

This manual is available in PDF format on the ACT Community Services Directorate website at [http://www.dhcs.act.gov.au/disability\\_act/disability\\_advisory\\_council/terms\\_of\\_reference](http://www.dhcs.act.gov.au/disability_act/disability_advisory_council/terms_of_reference). A hard copy is retained by Council's secretariat.

## Part 1 Management

### 1. Vision Statement

- (1) To advise the ACT government, via the Minister of Community Services, factors that impinge on the integration, independence and equity of people with disabilities and their support mechanisms
- (2) The Council is established by Ministerial authority and operates within its Mission Statement

### 2. Mission Statement

- (1) Advise the ACT government, via the Minister for Community Services
  - (a) Issues, policies and practices, real or inferred, that influence people with disabilities, their families, their carers and service providers
  - (b) Monitor progress of *Challenge 2014*
  - (c) Issues arising out of community consultations, complaints and feedback mechanisms
- (2) Work in partnership with the Community Services Directorate (CSD) in developing and implementing projects that influence the lives of people with disabilities, their families, their carers and service providers
- (3) Promote the needs of people with disabilities, their families, their carers and service providers across the ACT government, business and community sectors about the needs of people with disabilities, their families, their carers and service providers
- (4) Receive advice from, and providing information to, different communities to ensure that a divergence of perspectives and creeds are heard and considered
- (5) Establish links with the National People with Disabilities and Carer Council to ensure coordination of advice to the ACT government

### 3. Key Personnel

Minister for Community Services	Joy Burch
Council Chair	David Long
Council Deputy Chair	Louise Bannister
Director General of CSD	Martin Hehir
Executive Director of DACT	Lois Ford

### 4. Duties and Responsibility of Key Personnel

#### i) Minister for Community Services

The Minister for Community Services is responsible for:

- Appointing Council members, including Chair and Deputy Chair
- Determine the commencement of Council terms
- Receiving Council advice
- Accepting Leave of Absence, resignations or termination of Council members
- Approving amendments to Council's Procedures Manual
- Allocating and approving the Council's budget.

#### ii) Chair

The Chair is responsible for:

- Conduct of Council business

- Presiding over Council meetings
- Approving meeting agendas
- Providing advice to Minister of Community Services on behalf of Council
- Approving outgoing Council correspondence
- Determining issues of Conflict of Interest
- Suspending Council members on Code of Conduct grounds
- Approving content for Council's webpage
- ~~Employment and management of Council secretariat~~
- ~~Development and management of Council budget~~
- Delegating tasks and responsibilities to Council members
- Ensuring Council's Procedures Manual is germane and amended as required
- Developing end of term report

Criteria for Chair:

- The Chair must be a person with a disability

### iii) Deputy Chair

The Deputy Chair is responsible for:

- Content management of Council's webpage
- Developing and submitting Council's Work Plan
- Training program (including induction) of appointed members

The Deputy Chair will undertake:

- ~~Duties and responsibilities delegated by Chair, either as directed or in the Chairs absence~~

Criteria for Deputy Chair:

- ~~The Deputy Chair must be a carer of a person with a disability, preferably a family member, or a person with a disability.~~

### iv) Ex officios

The ex officios are responsible for:

- Providing information on government policy development, projects and initiatives, consultation and research
- Acting as a communication conduit between Council and government departments

### v) Secretariat

The Secretariat is responsible for:

- Secretarial support, including minute taking, agenda preparation, managing incoming and outgoing correspondence, meeting room preparation and presentation, managing meeting attendance register, assist Council members with agenda papers and the CSD Community Engagement Claim Form;
- Providing administrative support to ACT government ex officio representatives of Council;
- Ensuring compliance with Council procedures on presentation of business, including progress of action items;
- Providing financial information to the Chair to support budget planning and expenditure;
- Working directly on up to two projects each year that have been agreed to by Council and the Minister within the allocated full time equivalent (fte) of this position;
- Records Management, including archiving;
- Administrating taxi vouchers allocated to Council members;
- Arranging refreshments for meetings; and
- Supporting Council hosted events.

Any other duties will require the approval of the Executive Director, Disability ACT.

#### **5. Procedures Manual Amendment Procedure**

- (1) The Chair is responsible for ensuring all information in this Procedures Manual is valid, correct and reflects the manner in which Council conducts itself
  - (2) The Chair is responsible for advising Council members and Key Personnel of amendments
  - (3) Any Council member or Key Personnel can request an amendment to the Procedures Manual after consultation with the Executive Committee
  - (4) Amendments to this manual do not come into effect until approved by the Minister
-

## Part 2 Operation

### 1. Council Composition

- (1) 9-14 members (7-12 appointed members, 2 *ex officio* members)
- (2) Appointed members must be ACT residents
- (3) Only appointed members are eligible to vote on Council resolutions
- (4) Appointed members are drawn from people with disabilities, their family members, their carers, service providers and people who work with people with a disability
- (5) Majority of appointed members shall be people with disabilities and family members of people with disabilities
- (6) Appointed membership must be gender balanced
- (7) One (1) position is reserved for a suitable representative from the ACT Aboriginal and Torres Strait Islander communities
- (8) The two (2) *ex officio* members are
  - (a) the Director General or Deputy Director General of the Community Services Directorate (CSD)
  - (b) either the Executive Director or acting Executive Director of Disability ACT (DACT)
- (9) One (1) observer position is reserved, at the Chair's discretion, for a delegated member of a authority as detailed in schedule 1 of the *Remuneration Tribunal Act 1995*

### 2. Membership Criteria and Conditions

#### i) Term of Appointment

- (1) Council terms are two (2) years, commencing at the Minister's discretion
- (2) No appointed member can serve more than two (2) terms.
- (3) The Minister can fill casual vacancies in consultation with the Executive Committee
- (4) An appointed member may resign, in writing, from Council at any time, provided
  - (a) Resignation letters detailing the intention to resign are submitted a minimum of four (4) weeks prior to date of resignation
  - (b) Resignation letters should be addressed to the Minister and copied to Chair and Executive Director of DACT
- (5) A casual vacancy exist if an appointed member dies, resigns, has an approved Leave of Absence greater than two (2) months or, in the opinion of Council, they can no longer effectively fulfil their Council duties
- (6) Repeated failure to abide by the provisions of this procedures manual may annul membership of the Council

#### ii) Leave of Absence

- (1) Applications seeking a Leave of Absence less than three (3) months must be accepted by Council resolution to be effective
- (2) Applications seeking a Leave of Absence greater than three (3) months are at the discretion of the Minister

#### iii) Apologies

- (1) An apology should be sent to the Secretariat prior to, or immediately after, a meeting stating reason for the absence
- (2) Appointed members who submit apologies for three (3) consecutive meetings shall show cause, in writing, explaining the reasons for their prolonged absence, before further apologies are accepted
- (3) Proxies and/or observers are not permitted in lieu of an absent appointed member
- (4) Appointed members who are absent from two (2) meetings without an effective Leave of Absence or apology are deemed to have resigned from Council

#### iv) Code of Conduct

Council members are obliged to follow the same Code of Conduct principles as observed by all ACT Members of the Legislative Assembly, public servants and statutory office holders, as well as adhering to the ACT Code of Ethics detailed in section 9 of the *Public Sector Management Act 1994*. This includes;

- (1) Performing duties impartially, uninfluenced by fear or favour
- (2) Being frank and honest in official dealings with colleagues
- (3) Conflicts of Interest:
  - (a) Avoid situations which private interests might conflict with the discharge of public duty
  - (b) Disclose private interests that conflict with the discharge of public duty
  - (c) Disclose private interests of family members that might conflict with the discharge of public duty
  - (d) Divest private interest that may conflict with the discharge of public duty
- (4) Members should not:
  - (a) Use information obtained in the course of official duties to gain an advantage for themselves or other persons
  - (b) Discuss or disclose information obtained in the course of official duties
- (5) Members should not:
  - (a) Solicit or accept remuneration or benefit for the discharge of their duties over and above official remuneration
  - (b) Solicit or accept benefit, advantage or promise of future advantage for themselves, their family or business concerns from persons who are in, or seek to be in, business with government
  - (c) Except as permitted, accept any gift, hospitality or travel in connection with the discharge of their duties
- (6) Members should be scrupulous in their use of private property and service, and should not permit misuse of these by other persons

*Note: Under strict liability, this Code of Conduct applies to all Council members, Council Secretariat, DACT Support Officer, Observer (section (8) viii) 'Council Composition', invited guests, presenters and support staff for members.*

### **3. Meetings - Business and Conduct**

#### **i) Meetings**

- (1) Ten (10) meetings are held each calendar year
- (2) A meeting quorum is one-half the active appointed membership of the Council or five (5) appointed members, whichever is less
- (3) The draft agenda, Agenda Papers and related documents shall be submitted to the Executive Committee for approval at least ten (10) working days before a Council meeting
- (4) The draft agenda, Agenda Papers and related documents are to be distributed to members by the Secretariat five (5) working days prior to the meeting
- (5) The Chair (or delegate) shall preside at all Council meetings
- (6) Unless otherwise indicated, all official documents are to be treated as confidential

#### **ii) Agenda Papers and Motions**

- (1) Matters seeking Council action, excluding procedural items, should be accompanied by a completed Agenda Paper using the DAC Agenda Paper Template
- (2) Matters canvassing Council's opinion may be submitted as an Agenda Paper for consideration under general business at the Chair's discretion
- (3) The member presenting the Agenda Paper has responsibility for its development, presentation and submitted motion (Secretariat support is available)
- (4) Process for submitting an Agenda Paper
  - (a) Agenda papers to be a maximum of two (2) pages
  - (b) Agenda papers must include the purpose of the submission, explaining why the matter is being presenting to Council and what action is being sought

(c) Agenda Papers must include a draft resolution

*Note: Agenda Papers seeking 'For Comment', 'For Information' or ambiguous outcomes will be rejected.*

- (5) Motions seeking Council resolution can only be moved, seconded and voted by active appointed members
- (6) Motions requires the majority of votes from active and present appointed members
- (7) In the event of a tied vote, the Chair has the discretion to cast a deciding vote

### iii) Media (excluding webpage)

- ~~(1) All contact with the media on behalf of Council requires prior consultation with the Minister~~
- (2) Information released to the media on behalf of the Council requires prior clearance from the Minister
- (3) Formal speeches and papers delivered by an appointed member on behalf of the Council requires clearance from the Chair and approval from the Minister prior to presentation, and a copy made available to the Secretariat.

## 4. Reimbursement of Expenses

### i) Sitting Fees

- (1) Appointed members are paid a meeting sitting fee or *per diem* in accordance with the latest determination in section 10 of the ACT *Remuneration Tribunal Act 1995*
- (2) Sitting fees are in recognition of the active contribution undertaken by appointed members in attending meetings and achieving Councils Mission Statement and Work Plan

### ii) Travel

- ~~(1) Appointed members may be issued taxi vouchers for travel to and from Council meetings and to represent Council on officially sanctioned business~~
- ~~(2) Travel receipts, including taxi vouchers, must be sent to the Secretariat within 30 days of travel~~
- ~~(3) Lost, stolen, unused or misused taxi vouchers must be reported to the Secretariat as soon as practicable~~
- (4) Other legitimate expenses incurred while representing Council on officially sanctioned business may be reimbursed after consultation with the Chair, compliance with Council's Finance policy and upon submission of DHCS Community Engagement Claim Form and presentation of receipts
- (5) Appointed members representing Council on officially sanctioned business detailed in (1) must complete a DAC Meeting Attendance template and submit to the Secretariat before next Council meeting
- (6) Appointed members representing Council on officially sanctioned business must complete a DAC Meeting Attendance template and submit to the Secretariat before reimbursement of expenses in item (4)

### iii) Allowances

- (1) Appointed members may claim up to \$100 per annum to cover the costs of printing, printer paper, cartridges and printing in alternate formats related to officially sanctioned Council business upon submission of CSD Community Engagement Claim Form and presentation of receipts
- (2) Appointed members may claim up to \$50 per annum as a subsidy for telephone, fax, photocopying, internet connection and administrative expenses related to officially sanctioned Council business upon submission of CSD Community Engagement Claim Form and presentation of receipts

## 5. Committees

### i) Executive Committee

- (1) Comprised of Chair and Deputy Chair

- (2) Approval of draft agendas, Agenda Papers and related documents
- (3) Responsible for oversight of Council's Work Plan
- (4) Responsible for development of annual budget
- (5) The Executive Committee meets regularly with
  - (a) CSD and DACT Executives
  - (b) Commissioner for Disability and Community Services
  - (c) Strategic Governance Group
  - (d) National People with Disabilities and Carer Council
  - (e) Other entities as applicable
- (6) The Executive Committee reports to the Minister every six (6) months or as directed by Minister

ii) Subcommittees

- (1) Council may form subcommittees by resolution for specific projects or tasks
- (2) Subcommittees may not make decisions or expend Council resources without Council approval
- (3) All subcommittees will have either the Chair or Deputy Chair as a member

## 6. Work Plan

- (1) At the beginning of its term, Council will develop a Work Plan
- (2) The Work Plan is comprised of projects, research, consultation or other actions that fulfils the intent of Council's Mission Statement
- (3) Work Plan items must also contain draft financial estimates
- (4) The tasks in the Work Plan must be completed within Council's term
- (5) The Work Plan must operate within the boundaries of Councils Mission Statement, resources and Finance policy
- (6) The Work Plan must be approved by Council as an Agenda Paper by the Deputy Chair
- (7) The Minister must approve the Work Plan for it to be effective

## 7. Records Management

The Secretariat is responsible for all records management of official Council document

## 8. Finance

i) Budget

- (1) The Executive Committee is to develop an annual budget within the allocation agreed to by the Minister
- (2) Council must formally approve the annual budget by a resolution from the Chair
- (3) Council must formally approve budget updates by resolution moved from the Deputy Chair

ii) Expenditure

- (1) Expenses related to employment of Secretariat, Council administration, meeting refreshments, member training and items listed in Reimbursement of Expenses are approved by the Chair
- (2) Expenses related to Work Plan requires prior Council approval for payment
- (3) Contingencies in excess of the sum equal to a members *per diem* requires Council approval for payment
- (4) Contingencies less than the sum equal to a member *per diem* payment can be approved by the Chair

## Part 3 Appendices<sup>1</sup>

### 1. DAC Letter Template

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# A C T | D A C

Australian Capital Territory | Disability Advisory Council

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---

<date>  
<name of addressee>  
<title>  
<company>  
<address>  
<address>  
Dear <name>  
Subject: <subject of letter (in bold)>  
<body of letter>  
Kind Regards

---

<Chair>  
Chair, ACT Disability Advisory Council

P.O. Box 158  
Canberra City, ACT 2601  
Secretariat: [disabilityadvisorycouncil@act.gov.au](mailto:disabilityadvisorycouncil@act.gov.au)  
[www.dhcs.act.gov.au/disability\\_act/disability\\_advisory\\_council](http://www.dhcs.act.gov.au/disability_act/disability_advisory_council)

---

<sup>1</sup> These are examples only. Templates are available from the Secretariat or DACT Support Officer, as applicable.

## 2. DAC Agenda Paper Template

ACT Disability Advisory Council – <meeting date>

**Agenda Item: X**  
**Title: Name of item**

**Purpose of item and Key Result Area (KRA)**

- To seek DAC's approval/comment/agreement etc  
(Strike non applicable):
  - Human Rights Watch,
  - Inclusion and community engagement,
  - Services,
  - Previous Council.

**Background**

Plain text here

**Issues / discussion points**

- Insert main issues here.
  
- List key points:
  - Include up to 4-5 main points

• **MAIN ISSUE TO CONSIDER:** One sentence summary stating the main issue that you are seeking DAC members views on

**Attachments:**

List them A, B, etc

**Recommendation/s to DAC:**

1. That DAC etc

**Submitted by: Your name, title if appropriate, phone**

---

DAC Secretariat use only:

Agreed/Not Agreed    Amended:    Comments:

**3. DAC Meeting Attendance template**

ACT Disability Advisory Council – <meeting date>

Your name:

Name of the meeting:

Meeting convened by:

Date held:

Were you attending on:

Official business (i.e., asked by Council):

Observer:

Other capacity:

**Please provide a brief description of the meeting you attended?**

.

**What were the key issues discussed? (Dot points pls)**

.

**If appropriate, please list any representations/commitments made on behalf of Council**

.

**Are there any recommendations or issues that you need direction or advice from Council on?**

**Additional information or comments**

**Thanks for attending and reporting back to Council.**

4. DHCS Community Engagement Claim Form



Department of Disability, Housing and Community Services



AUSTRALIAN CAPITAL TERRITORY

Community Engagement Payment CLAIM FORM

Maximum claim of \$50 per form\*

Return Address: (Insert section name), DHCS, GPO BOX 158 CANBERRA ACT 2601

Community Member Details:

Name: \_\_\_\_\_  
 Forum/ working group: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Preferred payment:

Cheque   
 Electronic Funds Transfer (EFT)   
 (please complete EFT details below)

Address:

\_\_\_\_\_

Electronic Funds Transfer Details:

Bank Name: .....  
 Account Name: .....  
 Account Number: .....  
 BSB Number: .....

Item	Date	Forum Attended	Engagement Fee and/or Detailed Description of Expenses Claimed	Amount \$
1				
2				
3				
4				
5				

All claims for expenses must be supported by receipts or the below Statutory Declaration.

I, \_\_\_\_\_, of \_\_\_\_\_, (Occupation) do solemnly and sincerely declare by virtue of the *Statutory Declaration Act 1959* as amended and subject to the penalties provided by that Act for the making of false statements in statutory declarations, conscientiously believing that the expenses contained above to be true in every particular.

Signature of person making the declaration .....

Declared at (place).....

Signature of person before whom the declaration is made .....

Title of person before whom the declaration is made .....

Secretariat Assessed Claim

Has the Executive Director approved this person for assistance:

Approved for community engagement fee Yes  No

Name of secretariat .....

Approved for reimbursement of expenses Yes  No

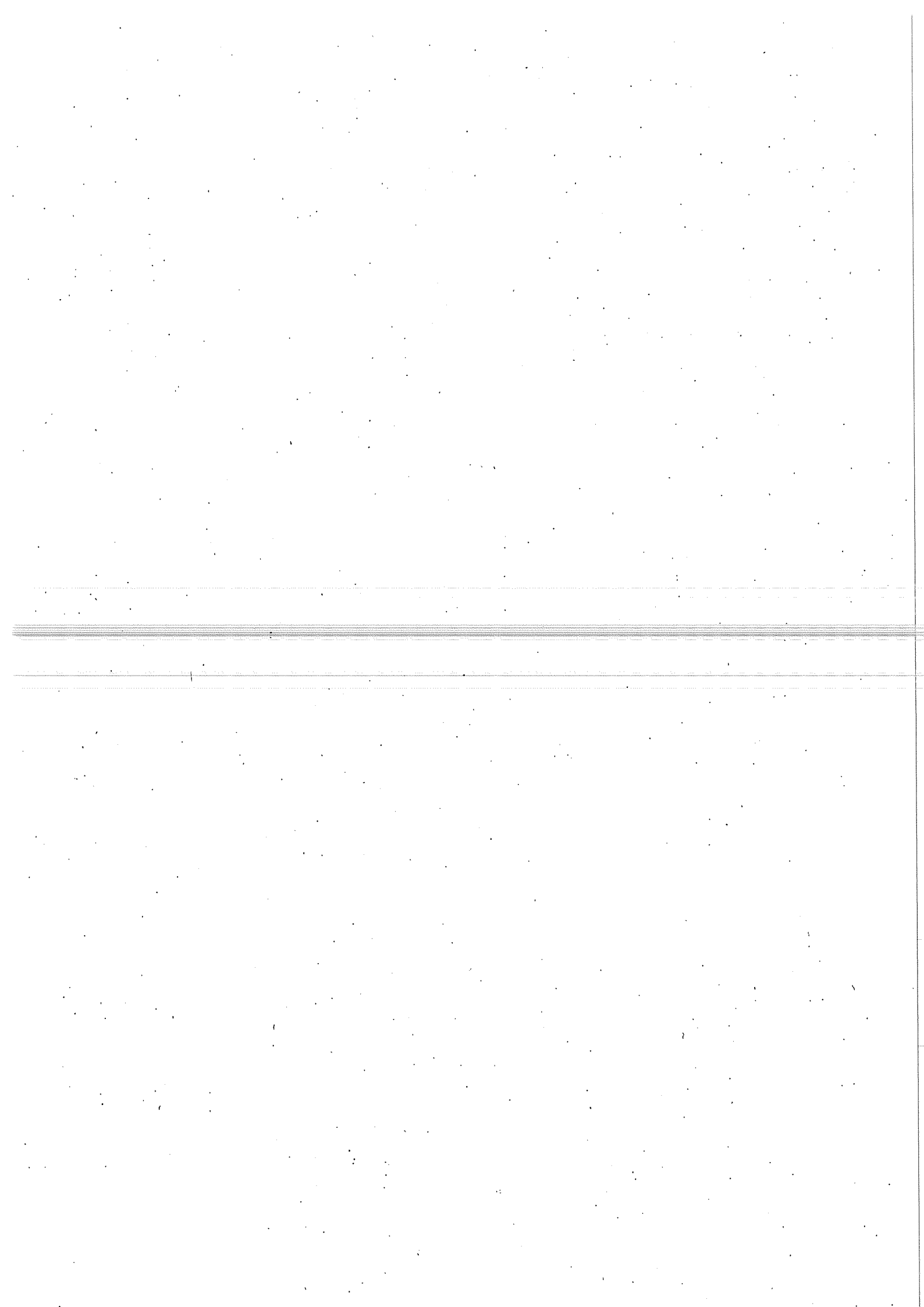
Signature .....

Date approved by Executive Director..... Date .....

Entity	Cost Centre	Natural Account	Project	Output	Trading	GST Tax Name	Total Amount
			(finance)				

\*Please Note:

- Payment to be made 14 days from receipt of claim.
- If you claim payments on this form exceeding \$50, you need to supply DHCS with an ABN number or DHCS is required to withhold 48.5% of the payment.
- You should declare any engagement fees received for income taxation purposes, but you should seek your own financial advice in relation to this issue.



Section 4.



## Joy Burch MLA

MINISTER FOR DISABILITY, HOUSING AND COMMUNITY SERVICES  
MINISTER FOR CHILDREN AND YOUNG PEOPLE  
MINISTER FOR AGEING  
MINISTER FOR MULTICULTURAL AFFAIRS  
MINISTER FOR WOMEN

MEMBER FOR BRINDABELLA

Mr Trevor Robinson  
Chair  
Disability Advisory Council  
PO Box 129  
WODEN ACT 2606

COPY

Dear Mr Robinson

I am writing to you regarding the Disability Advisory Council Citizen's Jury Report 2009 you presented to me on 18 December 2009. Once again, I congratulate the Council on producing this document and I would like to offer my feedback to the Council in relation to the 'Areas requiring more attention or intervention' component and the four key areas that came out of the Citizen's Jury.

### In the broader community

- 1) Increasing community awareness of issues facing the disability sector via the education system.
- 2) The number of people with disabilities actively participating in the workforce, both in the public and private sectors

### Feedback

- 1) Business Leaders – Innovative Thoughts and Solutions (BLITS) is a voluntary Board of general disability business and sports people and voluntary participation of champions and activity sponsors. Business Leaders – Innovative Thoughts and Solutions have been preparing a proposed three year awareness program starting with a youth civics program being linked to school curriculum, for children aged 4 – 17 years of age (preschool to Year 12). The program is aimed to embed disability awareness into the Civics and Citizenship curriculum of schools. The Department of Education and Training is also in the process of undertaking a review of special education arrangements. Disability ACT and the Department of Employment and Training are working together to ensure timely transition from school to adult life by Year 12.
- 2) The ACT has the second highest employment rates for people with a disability. Of these people with a profound or severe core activity

ACT LEGISLATIVE ASSEMBLY

London Circuit, Canberra ACT 2601 GPO Box 1020, Canberra ACT 2601

Phone (02) 6205 0020 Fax (02) 6205 0495 Email BURCH@act.gov.au

limitation in the labour force, 95.7% were employed. Nationally the average was 93.2%.

#### In mainstream services

- 1) Reliable and accessible transport.
- 2) Appropriate accommodation for people with disabilities.

#### Feedback

- 1) There are currently 115 wheelchair accessible buses with a further 100 coming on line over the next three years; there are 3,195 members of the Taxi Subsidy Scheme; a regional bus service augments regular services and has 6 wheelchair accessible mini buses; the amount of disabled parking permits has increased from 1% of all drivers in 2001 to 6% in 2007; and 25 wheelchair accessible taxis and a new complaints system dedicated to wheelchair accessible taxis has been established.
- 2) Since 2002/03 there has been an increase of 31% in the number of supported accommodation places in the ACT. Since 2007/08 the ACT Government has funded an additional 54 accommodation places.

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#### In specialist disability services

- 1) Low funding increase to disability services
- 2) Improving the value and respect for carers and support staff
- 3) Registered Training Organisations having difficulty securing placements for people with a disability.

#### Feedback

- 1) The Disability ACT budget has grown by 61 per cent from 2002-2003 to 2009-2010. This Growth in funding has delivered a 31 per cent increase in the number of accommodation places; a 55 per cent increase in community support places; a 70 per cent increase in community access hours; an 11 per cent increase in centre based respite bed nights and a 96 per cent increase in flexible respite hours that are provided by Disability ACT.
- 2) The Commonwealth Productivity Commission will investigate the feasibility of new approaches, including a social insurance model, for funding and delivering long-term disability care and support for people with severe or profound disabilities however they are acquired. This will include detailed modelling and analysis to determine if a long-term disability care and support scheme would be appropriate, practical, economically responsible and whether it would fit with Australia's health, aged care, income support and injury insurance systems.
- 3) As mentioned above, the ACT had the second highest employment rates for people with a disability. Of these people with a profound or severe core activity limitation in the labour force, 95.7% were employed. Nationally the average was 93.2%.

## In Government

- 1) Lack of representation by people with disabilities in positions of authority and on decision making bodies in both private and public sectors.
- 2) ~~Loss of pension/health care card once income exceeds a particular threshold.~~
- 3) Lack of work experience opportunities and post school options.
- 4) Insufficient access to existing buildings and community facilities.

## Feedback

- 1) *Future Directions: Towards 2014 - 12 Month Implementation Plan - Action 30:* Further develop a framework to enhance engagement of people with disability in government consultation and decision making. *Key performance indicators include:* Public Access Consultation Guidelines refreshed and expanded; Consultation register for people with disability established; Consultation opportunities promoted to people with disability; Baseline measure of number of people with disability engaged in consultation mechanisms, including boards and committees established.
- 2) ~~The Federal Government is looking at different areas of funding, including the social insurance model mentioned above.~~
- 3) Disability ACT provides transitional and ongoing support to school leavers who are not yet able to undertake full time employment or further study, or access Australian Government employment and services. Disability ACT has met with (2009) school leavers, and their families and carers, to provide information and to assist their planning around the direction they want to take after they leave school. This includes identifying the personal, universal and disability-specific supports that might assist them to establish and implement their plans. Disability ACT is also working with employers and community support agencies around the responses they can make to improve the transitional outcomes for students as they move from the education system into their adult life.
- 4) *Future Directions: Towards 2014 - 12 Month Implementation Plan - Action 37:* Refresh and update the Access to Government Strategy. *Key performance indicators include:* Strategy developed and agreed to across government; building modifications undertaken to improve accessibility; and ACT government websites are made accessible.

With this feedback in mind, and as discussed with you previously, I look forward to advice from my Council regarding which areas are considered a priority for inclusion in your 2010-11 work plan.


I know that there are areas where we can do better and that there is always a need for continuous improvement.

I look forward to receiving your draft work plan and working with you and the Council to improve the position of people with disability in the ACT.

Yours sincerely



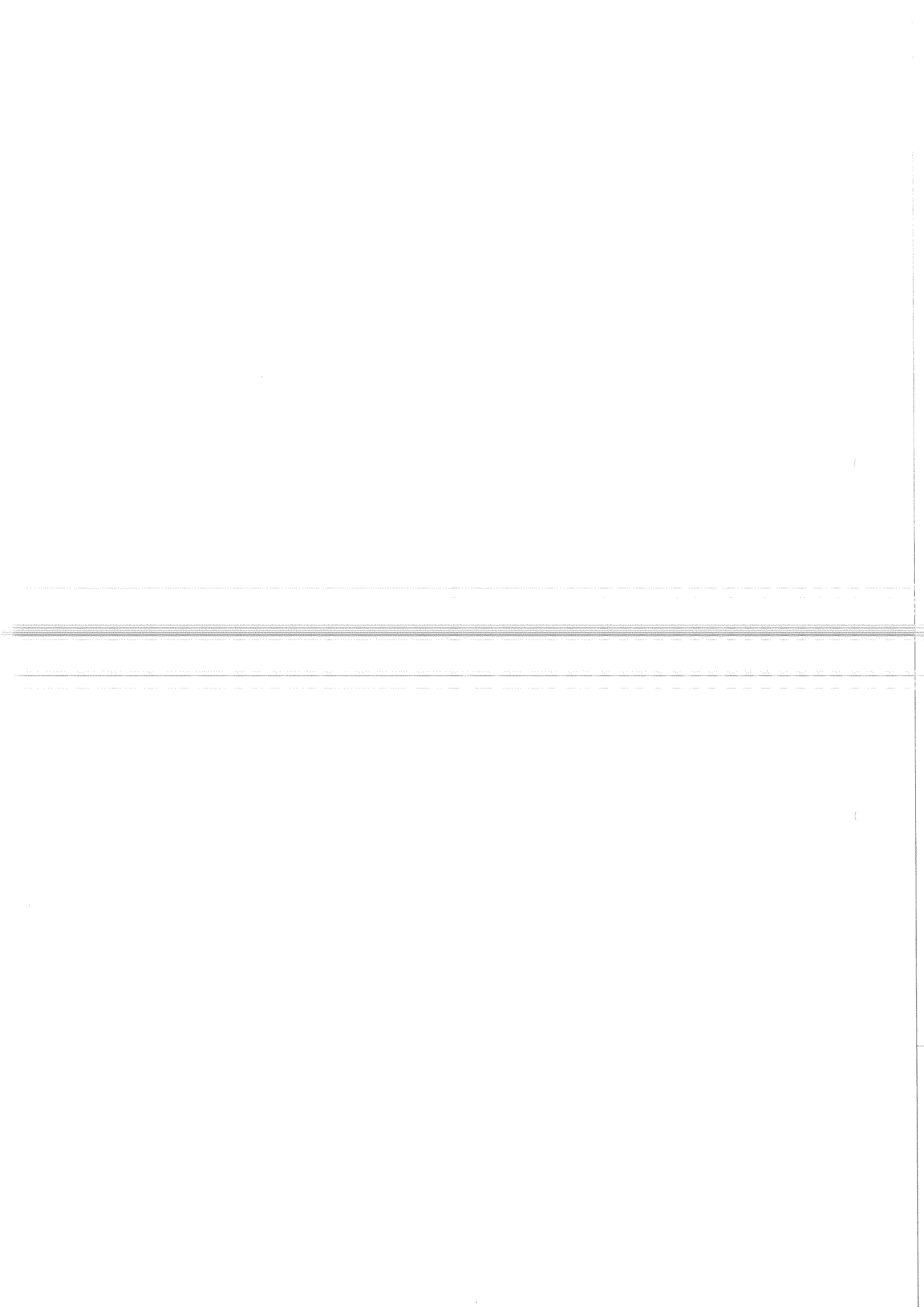
Joy Burch MLA  
Minister for Disability, Housing and Community Services



June 2010

# Citizen's Jury 2009

**ACT | DAC**  
**ACT | DISABILITY**  
**ADVISORY COUNCIL**



14 - 11/1/11

# ACT | DAC

Australian Capital Territory | Disability Advisory Council

*Response to include:-  
- Acknowledge receipt of report  
- Thank you for issues identified in report & will be discussing with Directorate & Ministerial colleagues.*

Ms Joy Burch MLA  
ACT Legislative Assembly  
GPO Box 1020,  
Canberra, ACT 2601

Dear Minister,

I am writing to you as the chair of the ACT Disability Advisory Council to seek your advice and support in an issue of great importance to people with a disability the ACT region.

The Health Village Creek Centre (VC Centre) brings together a number of Aged Care & Rehabilitation Services providing a "one stop shop" to improve the coordination of services for clients. It is located in the refurbished Village Creek Primary school, 37 Kingsmill Street, Kambah.

The Council is cognisant that the Health Village Creek Centre is a joint venture between a number of government departments and the council is very pleased to see a move to a "one stop shop" service. We understand that there will be teething problems inherent with any such new development and believe that it will only take one final concerted push to fix some problems that are currently stopping the centre from becoming the best practice model that it could be.

We realise that the issues will affect a number of portfolios, departments and service delivery agencies. This is why we feel that having a senior minister championing and coordinating a concerted final push will bring a speedy and successful outcome.

The Council asks that you consider the recommendations attached to this report and liaise with your Ministerial and directorate colleagues to champion a quick resolution to the issues raised here in.

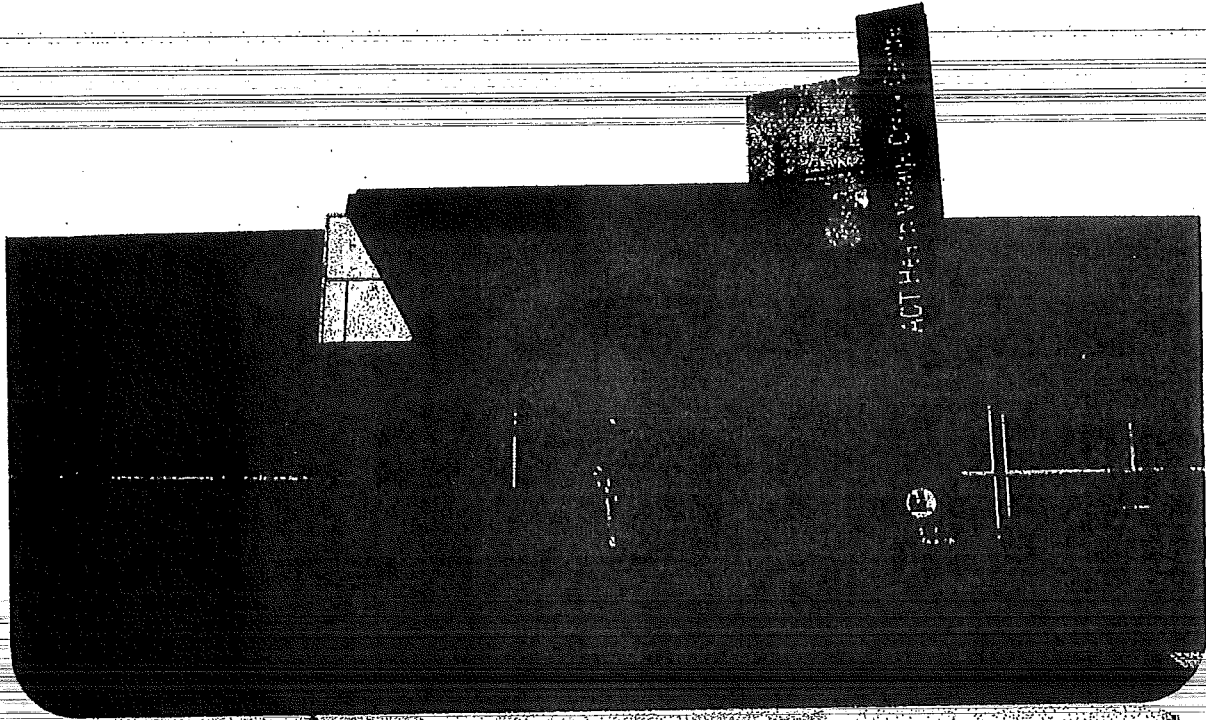
The Council stands ready to provide any further advice or support that will help expedite a favourable outcome. Please contact me directly if you require any further information.

Yours sincerely

David Long  
Chair  
ACT Disability Advisory Council  
25 July 2011

PO Box 158  
Canberra City, ACT 2601  
Secretariat: [disabilityadvisorycouncil@act.com.au](mailto:disabilityadvisorycouncil@act.com.au)  
[www.dhcs.act.gov.au/disability\\_act/disability\\_advisory\\_council](http://www.dhcs.act.gov.au/disability_act/disability_advisory_council)

# **ACT Disability Advisory Council**



**ACT Health Village Park Centre**

**A Centre of Excellence for Rehabilitation  
and Aged Care**

**37 Kingsmill Street Kambah**

## Preamble

The ACT Health Village Creek Centre (VC Centre) brings together a number of Aged Care & Rehabilitation Services providing a "one stop shop" to improve the coordination of services for clients. It is located in the refurbished Village Creek Primary School, 37 Kingsmill Street, Kambah. The services that have relocated to the Centre are:

- ACT Domiciliary Oxygen and Respiratory Support Scheme
- Clinical Technology Service
- Equipment Loan Service
- Prosthetics and Orthotics (P&O)
- Transitional therapy
- ACT Equipment Scheme (ACTES)
- Driver Assessment and Rehabilitation Services
- Equipment Services
- Specialised Wheelchair and Posture Seating Service
- Vocational Assessment and Rehabilitation Service

The Independent Living Centre was also to be located at the new Centre but this has been put on hold/shelved for the time being.

The VC Centre is promoted as a 'centre of excellence for rehabilitation and aged service community services' and the ACT Disability Advisory Council (the Council) agrees that once you are inside the facility the service and 'one stop shop' concept is of high quality and has improved on the services provided to people with a disability since the move and co-location from the hospital environment.

The Council is concerned about the large numbers of issues which are being raised by consumers with disabilities and others about the VC Centre, in particular, around the issues of accessibility and access using public transport.

The Council is aware that feelings are running very high over these issues. Moreover, the current situation leaves consumers in considerable danger in accessing the VC Centre. It is a matter of urgency that negotiations with the ACT Government are renewed to strengthen the access and accessibility. The

ACT Government could then not only promote a centre for excellence but also become a leader in excellence around accessibility.

Overall the issues raised fall under the four categories of:

- Access
- Food Services
- Health and Safety
- Transportation

The purpose of this paper is to outline the issues that have been raised with the Council and suggest recommendations that would alleviate the difficulties some people are facing in accessing the VC Centre.

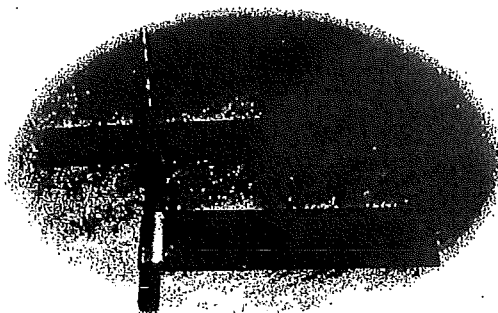
The newly formed single ACT Government Public Service provides the opportunity for a seamless approach to address ongoing access and accessibility issues. The Council feels a comparison of the figures for the use of each service before and after the relocation to the VC Centre would be productive and beneficial to measure the success of the transition to the one stop concept. This comparison would need to consider the costs involved to the consumers and ACT Health in using the VC Centre before and after the relocation of the VC Centre.

**Recommendation 1:**

That a comparison be conducted on the number of people accessing each of the services before and after relocation to the VC Centre with a further comparison of a breakdown of scheduled and 'drop in' appointments.

**Recommendation 2:**

That a comparison be conducted of the cost to the user to accessing the services before and after relocation.



## Getting There

The Council has received some positive comments from consumers of the VC Centre who use private transport. These consumers found it much easier to access parking close to the Centre compared to when they had to access services at TCH and other sites.

A number of concerns have been noted in regards to getting to the VC Centre using public transport.

*Note: It would also be useful to know what mode of transport consumers used to attend the Aged Care and Rehabilitation services provided by ACT Health, before and after the services were co-located at the VC Centre.*

## Transport issues

*Note: The solutions listed for covering transportation costs for consumers would only cover consumers with scheduled appointments to the VC Centre.*

*Unfortunately it would preclude consumers who were just "dropping in".*

*Currently the VC Centre does not optimally serve all consumers.*

## Getting There By ACTION Buses

From the ACT Government Health Directorate website<sup>1</sup>, ACTION buses provide access to the VC Centre via route 62 (off peak times) and 162 (peak times) on the ACTION timetable. Buses are scheduled at between 30 and 60 minutes dependant on the time of the day. The ACTION buses on these routes are not always accessible to people with reduced mobility. The two stops located on Summerland Circuit, noted as being within 300 metres of the front entrance of the ACT Health Village Creek Centre, deliver consumers only to the side of the VC Centre via parkland. See *Bus Stops And Roadways Access* section and *Pathway From Bus Stop To VC Centre* section below.

ACTION indicates on its website its commitment to providing an accessible bus service for all Canberrans. The Council notes that by 2022<sup>2</sup> the ACTION's fleet replacement strategy will ensure that all buses are wheelchair accessible.

<sup>1</sup> <http://health.act.gov.au/health-services/aged-care-and-rehabilitation-service/acrs-services/community-based/act-health-village-creek-centre/act-health-village-creek-centre>

<sup>2</sup> [http://www.action.act.gov.au/accessible\\_travel.html](http://www.action.act.gov.au/accessible_travel.html)

According to the ACTION website, as at 31 May 2011 ACTION's bus fleet included 201 easy access buses. These easy access buses are specifically designed for people with reduced mobility. "Easy access" means there are no steps, so getting into and out of the bus is easier for everyone. Each of these buses is equipped with an extendable ramp, a wide front entrance, and space in the bus to accommodate wheelchairs or prams. Currently these 'easy access' buses service high frequency routes which includes weekday routes 300, 312, 313, 314, 315, and weekend route 900.

**Anecdotal example from a consumer:** For a person traveling from Dickson by bus to the VC Centre it takes three buses and almost all day to get to and from the facility. Waiting for accessible buses meant the consumer started out before 10am and was getting home after dark.

To reduce the impact of accessing the ACTION bus to travelling to the VC Centre the Council make the following recommendation.

### **Recommendation 3:**

That all scheduled buses on the route accessing the VC Centre are from the accessible fleet.

## **BUS STOP and ROADWAY ACCESS**

With regards to the current bus route and bus stop servicing the VC Centre, a number of concerns have been raised in regards to the bus stop on both sides of Summerland Cct.

The issues raised fall into the categories of Access and Security (Health and Safety). The issues relating to Access include:

- The lack of a pedestrian crossing or cutaway from the bus stop on opposite side of Summerland Cct to the VC Centre (See Figures 1 and 2 in the Appendix section).
- The cutaways on opposite sides of the road do not line-up, they are further down the street and are far too steep, have a 3cm "lip" (see Figures 3, 4, and 5 in the Appendix section).
- The new bus timetable displays are only accessible for non-disabled users.
- There is no signage at the bus stop to indicate the direction/location of the VC Centre (See Figure 6a and 6b in the Appendix section).

The issues relating to Security (Health and Safety) include:

- The lighting around the bus stop is not sufficient to see clearly and navigate the bus stop and surrounding area, particular in winter months after 4.00pm.
- Having to access the VC Centre via a large tract of parkland is potentially intimidating and dangerous for women and vulnerable persons (those needing rehab, aged, or with a disability).

The Council notes that following previous concerns being raised regarding the lack of sufficient Tactile Ground Surface Indicators (TGSIs) for people who are blind or vision impaired at the bus stops, this issue was addressed and TGSIs have been installed. However, there are still no direction TGSIs to indicate which pathway to proceed along from the bus stop to access the VC Centre.

To eliminate the bus stop and road way access issue the Council make 2 recommendations.

---

#### **Recommendation 4:**

That the existing Bus Route (62) be changed to include Kingsmill Street.

**Suggested modification to route:** Extend Bus 62 to include Kingsmill Street (allowing closer drop off to the front of the VC Centre and eliminates the need to walk across the parkland). It may be possible to put the Kingsmill Street stop in the grounds of the VC Centre. This can be done with minimal interruption to anyone travelling on current route down Summerland Circuit. From 9.00am Bus 62 goes every ½ hour until 6.00pm.

*Note: Although Mason and Kingsmill Streets are narrow – three full sized commercial buses were observed parked in the driveway of a residence diagonally opposite the VC Centre (See Figure 7 in the Appendix section). This is evidence that a normal size bus can travel along the streets in question.*

If Kingsmill Street can be used as a modified route, proper cutaways into the VC Centre will need to be installed (see Figures 18 and 19 in the Appendix section). This would not be necessary if the bus stop is in the VC Centre grounds.

Should it not be possible to modify the bus route, the access and security issues above will need to be addressed.

#### **Recommendation 5:**

That the access / security (health and safety) issues above be reassessed following modification to the bus route.

### **Getting There By Community Transport**

The ACT's Regional Community Services operate flexible Regional Community Bus Services for ACT residents who are isolated because of a lack of other viable transport options.<sup>3</sup> The Council notes that the previous invisible north / south boundary of Hindmarsh Drive has been abolished for Community Bus users. The removal of this boundary is a benefit to those travelling from the Northside to the VC Centre. To use the Community Bus Service the person must register as a user of the Service. To register the person needs to be assessed by the Regional Community Service in their area.

The issue facing consumers of the VC Centre when travelling by Regional Community Bus Services is the booking and priority aspect. Consumers who are able to travel in a regular vehicle can book a number of days in advance. However, wheelchair and scooter users are not guaranteed the availability of the larger accessible vehicle. This vehicle is set up for recreational / social activities and is booked a considerable time ahead. The access to the vehicle is not prioritised for such appointments as attending the VC Centre. This is not to say that it could not be booked in advance if it is available.

The need for prior booking of the Community Bus Services precludes users dropping in to the VC Centre and limits users to prearranged appointments when vehicles are available.

To improve the availability of the accessible regional community vehicle to people travelling to the VC Centre the Council make the following recommendation.

<sup>3</sup> [http://www.dhcs.act.gov.au/wac/community/community\\_bus\\_services](http://www.dhcs.act.gov.au/wac/community/community_bus_services)

**Recommendation 6:**

That Regional Community Bus Services sees appointments such as attending the VC Centre as equal priority to other activities when allocating seating on the accessible community vehicle.

**Getting There By Taxi Service**

Users accessing the VC Centre by taxi service have raised the cost factor of travelling to Kambah as being prohibitive, in particular for multiple visits, for example, to have equipment fitted.

**Anecdotal example from a consumer:** to catch a taxi from Dickson to VC Centre would cost approximately \$65. Applying a 75% Taxi Subsidy Voucher reduces the cost to the consumer to approximately \$40, resulting in an \$80 cost per round trip to the individual.

The Council notes that a suggestion of issuing Cab Charge vouchers for appointments has the potential to be fraught with difficulties as they can easily be misused and abused. The Council also notes that a suggestion of a Shuttle Bus service to run between TCH, Calvary and VC Centre may not be workable as it may not be economically viable to run half-hourly services.

The Community Services Directorate oversees the Taxi Subsidy Scheme (TSS). The TSS assists people who have a severe disability that prevents them using public transport for a minimum period of 6 months. The scheme provides a subsidy towards the cost of taxi transport. Travel can be by regular taxi or a wheelchair accessible taxi where required<sup>4</sup>. Vouchers are issued to approved Members, and are used towards the partial cost of the taxi fare. A client of the Taxi Subsidy Scheme can normally use one voucher per trip and cannot use 2 vouchers without ending one trip, exiting the cab, and then commencing a second trip (re-entering the cab).

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[http://www.dhcs.act.gov.au/data/assets/pdf\\_file/0019/5248/Application\\_for\\_the\\_ACT\\_Taxi\\_Subsidy\\_Scheme.pdf](http://www.dhcs.act.gov.au/data/assets/pdf_file/0019/5248/Application_for_the_ACT_Taxi_Subsidy_Scheme.pdf)

To reduce the impact of the cost of using the taxi service to travel to and from the VC Centre, the Council makes two recommendations. *Of the two recommendations the Council notes that Recommendation 6 would not be an ideal solution as even for 75% vouchers a consumer could still be out of pocket by \$36 (2 x \$9 per \$35 fare per direction of travel) or more depending on their destination. With 50% vouchers this out of pocket cost would be even greater.*

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**Recommendation 6:**

That consideration is given to allowing the use of 2 Taxi Subsidy Scheme vouchers to travel to the VC Centre and then allow use of another 2 vouchers on the return trip without having to exit from the Taxi.

**Recommendation 7:**

That the Taxi Subsidy Scheme create Village Creek specific travel vouchers which could be included/sent out with an appointment confirmation letter. These vouchers could pay 90% of the taxi fare per trip and would only be valid for VC Centre appointments. A precedent for printing special vouchers already exists with the TSS Lift Fee Only Vouchers.

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## **At the Centre**

### **Access issues**

As noted earlier the Council has received some positive comments from consumers of the VC Centre on access using private transport stating the increased ease of access to parking and close distance to the facilities in comparison to the problems they had experienced when accessing services prior to relocation to the VC site.

There is some issues that have been raised by users of the VC Centre around accessing the facility from the bus stop and the Centre car park.

### **PATHWAY FROM BUS STOP TO VC CENTRE**

With the current bus route travelling on Summerland Cct access to the VC Centre from the bus stop is via a pathway through a large tract of parkland (see Figures 8 and 9 in the Appendix section). This pathway in its present state

does not conform to Australian Standard 1428<sup>5</sup> in that it is too narrow for larger wheelchairs; the gradient exceeds a 1:14 ratio and line of travel is not horizontal (See Figure 10 in the Appendix section).

In addition the pathway joins the VC Centre at the corner of the building, with no signage or Tactile Ground Surface Indicators on this corner to indicate the direction to Reception (See Figure 11 in the Appendix section).

To increase the access from the bus stop on Summerland Cct the Council makes the following recommendations. The Council notes that if Recommendation 4 is agreed to and the bus route 62 is modified to include Kingsmill St then these actions would be less of a priority to accessing the VC Centre.

**Recommendation 9:**

If Recommendation 4, involving the rerouting of Bus Route 62, is not agreed to then the Council recommends modification of the pathway between the bus stop on Summerland Cct and the VC Centre so it complies with Australian Standard 1428.

**Recommendation 10:**

That large clear signage on the side of building and Tactile Ground Surface Indicators be installed where pathway joins up with the VC Centre.

**PARKING AND FRONT ACCESS OF VC CENTRE**

While there have been positive comments around the increased ease of parking by private vehicle at the VC Centre in comparison to before the relocation, there is a small number of accessibility issues that have been raised by people using wheelchairs.

The accessible parking bays do not conform to the new transport standards, requiring each car park to have 1.5m unloading space between car parks for wheelchair access (See Figures 12 and 13 in the Appendix section).

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<sup>5</sup> Design for access and mobility - General requirements for access - New building work  
<http://www.aph.gov.au/house/committee/laca/disabilitystandards/exhibits/exhibit02.pdf>

The gradient of the cutaways from car park to entrance footpath and railed ramp are too steep (see Figures 14 and 15 in the Appendix section). In addition the railed ramp from the front car park to main entrance does not factor in resting spaces and slopes sideways (see Figures 16 and 17 in the Appendix section). These issues create sustained increase exertion for a person accessing the building by wheelchair.

The Council makes two recommendations to reduce the impact to a person accessing the VC Centre in a wheelchair from the car park.

**Recommendation 11:**

That the car park spaces are repainted to conform to the new standard. *This may mean that some of the existing standard car spaces be converted to disabled car parking spaces to maintain the same number of car park spaces for people with disabilities.*

**Recommendation 12:**

That the railed ramp is re-positioned across the front of the building entrance in a switchback/zigzag style to decrease the gradient and allow "rest" spaces.

## **FOOD AND DRINK**

As noted by the Council in the Preamble the VC Centre is promoted as a 'centre of excellence for rehabilitation and aged service community services'. Once people access the facility the services are of high quality. The Council would like to see the VC Centre incorporate some food service area within the facility to cater for people that are accessing the centre over a sustained period of time.

Currently there is no suitable food or drink available for people with dietary problems such as people with diabetes. There is also no shop within easy walking distance of the Centre. The current offer of tea/coffee and a biscuit does not cater to the needs of users of the VC Centre. The Council notes there is the occasional visit from a mobile coffee van but that due to the appointment nature of the VC Centre this does not provide a consistent service.

There is a small supermarket and bakery located in Mannheim Street but this is too far away from the VC Centre to be a viable option for people with disabilities, the elderly or other people with mobility issues.

*Note: People who visit the Independent Living Centre in Weston often make it a social outing with a visit to Coleman Court for a drink or a meal.*

The Council makes two recommendations to increase access of users of the VC Centre to refreshments, reducing the potential impact on people with dietary needs.

**Recommendation 13:**

That the Health Directorate explores a similar partnership arrangement to the partnership between Disability ACT and Social Ventures Inc. to establish a café at the VC Centre, modelled on "Café Ink".

**Recommendation 14:**

That any café facility be promoted to the wider Kambah community to ensure its viability.

## **Conclusion**

There are many issues to be addressed in order to make the new VC Centre fully accessible for its consumers. As a facility promoted as a 'centre of excellence for rehabilitation and aged service community services' the VC Centre **should** be a leading example in accessibility. It is imperative that the best solutions possible be implemented to address these issues. It is also important that consumers continue to be fully engaged in this consultation process from start to finish.

# Appendix

Figure 1: No pedestrian crossing or cutaways at either bus stop.

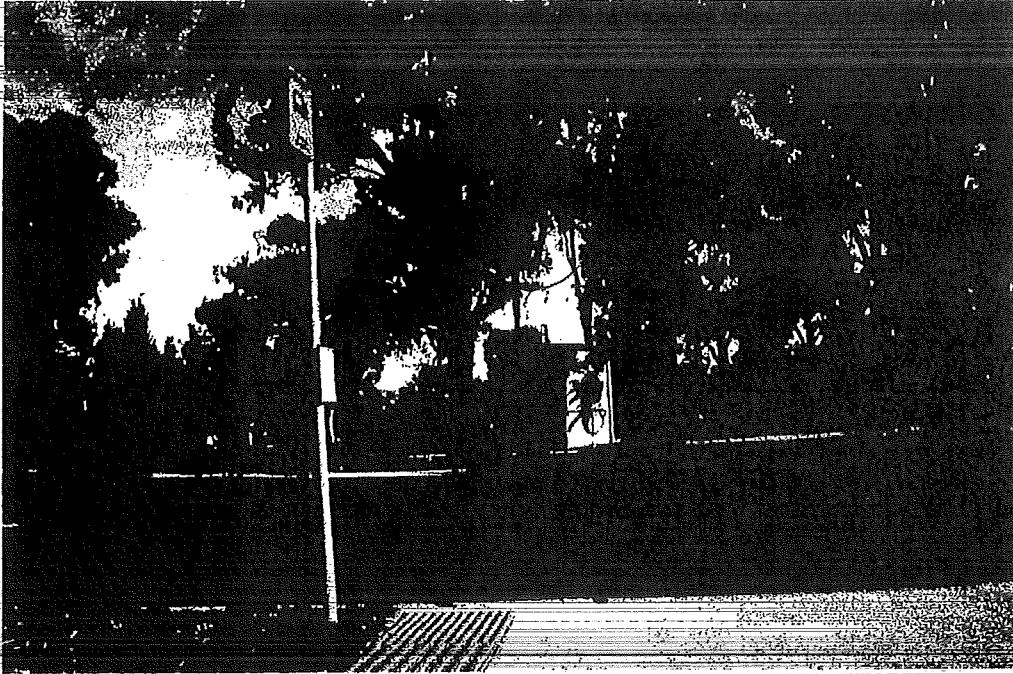


Figure 2: No cutaway at either bus stop.

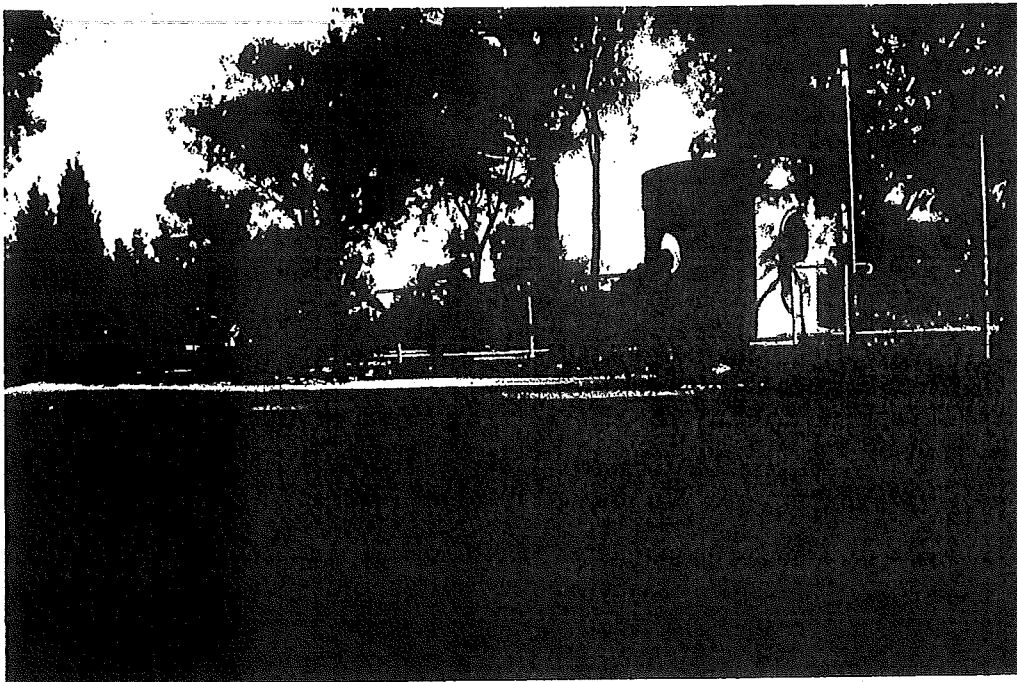


Figure 3: Cutaways on opposite sides of the road do not line up

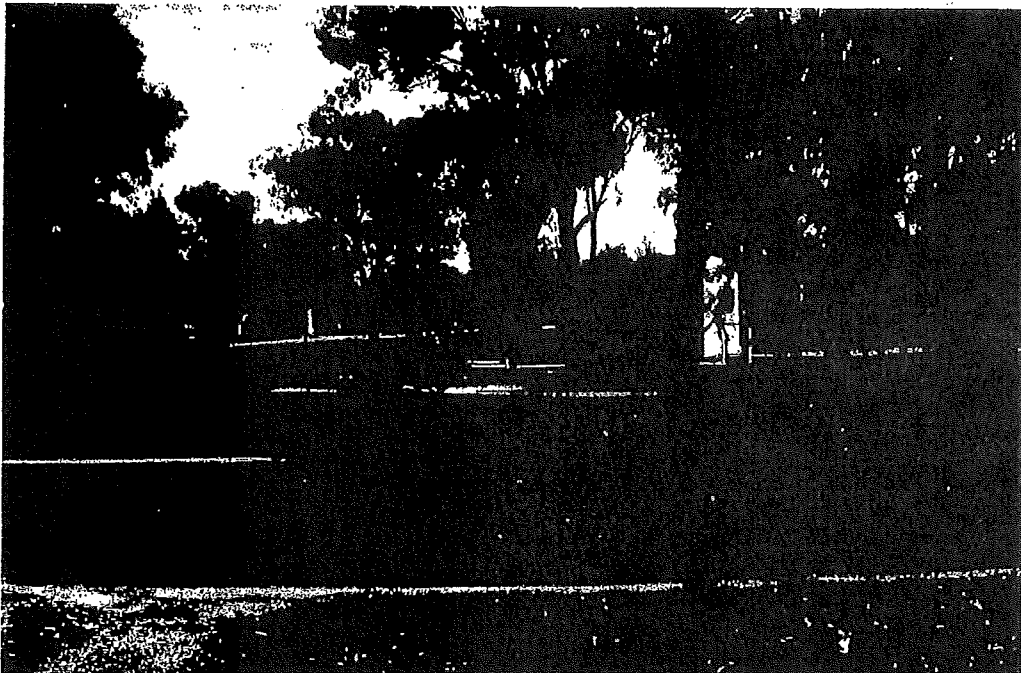


Figure 4: Cutaways do not comply with Australian Standards. Too narrow and steep with 3cm "lip".



Figure 5: Cutaways further down the block are too steep for safe access.

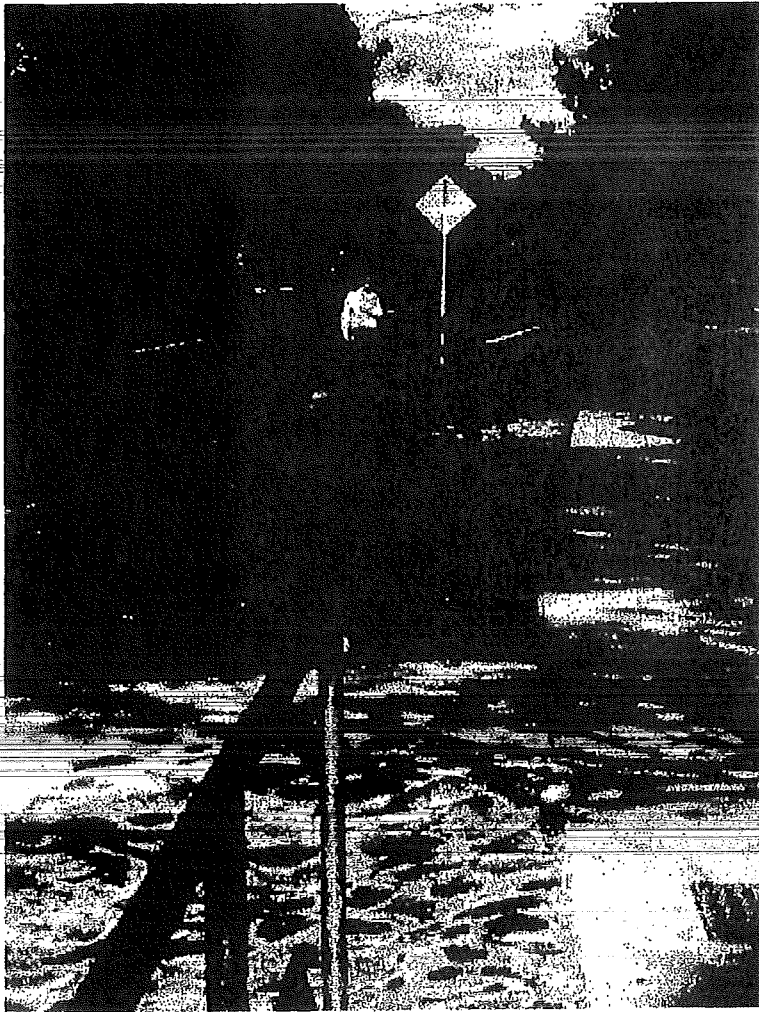


Figure 6a: No signage at Bus Stop for direction to VC Centre



Figure 6b - Photo taken from north side bus stop looking toward south side bus stop with village creek path. Note blue stone infill. Note gutters and no ramp.

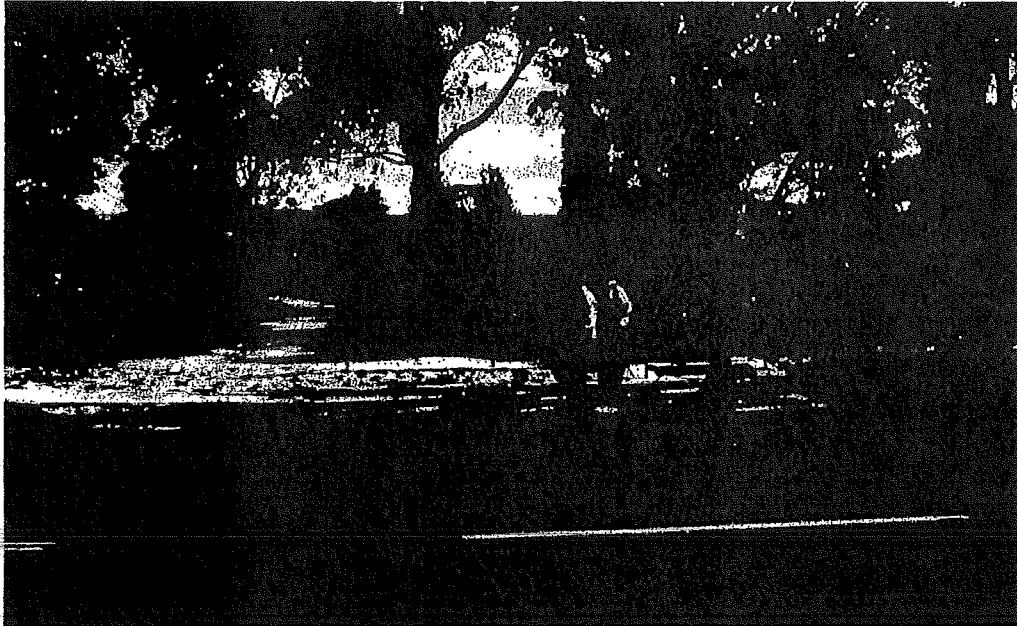


Figure 7: Bus parked at private residence, evidence of commercial buses having access along both Mason and Kingsmill Streets



Figure 8: long distance from the bus stop to the VC Centre through a large tract of parkland (view towards bus stop).

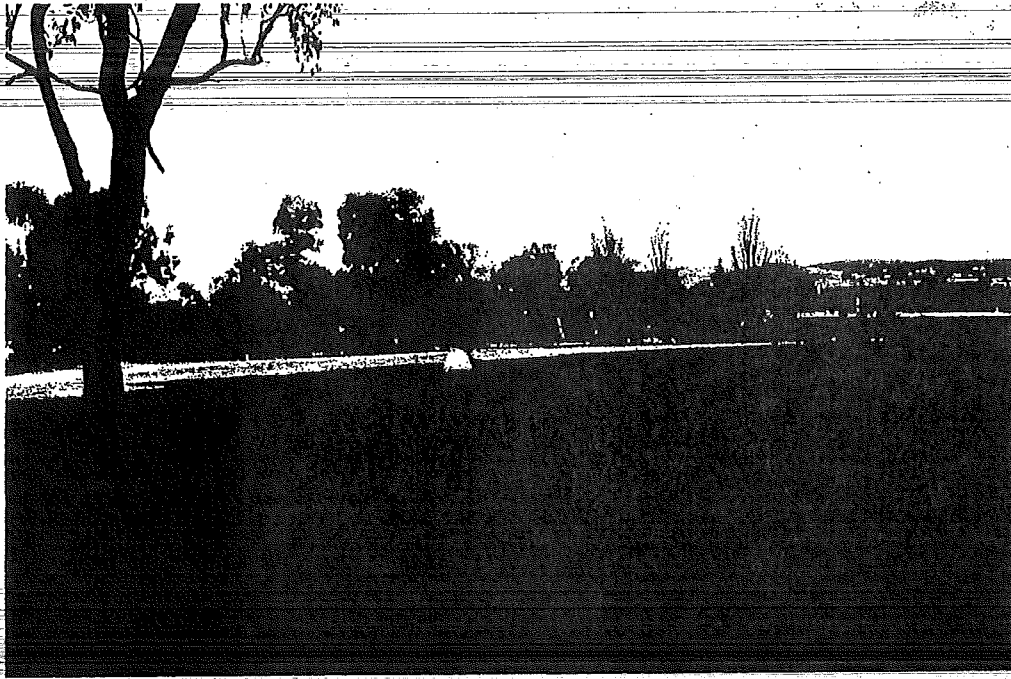


Figure 9: Pathway through parkland continued (view towards VC Centre)

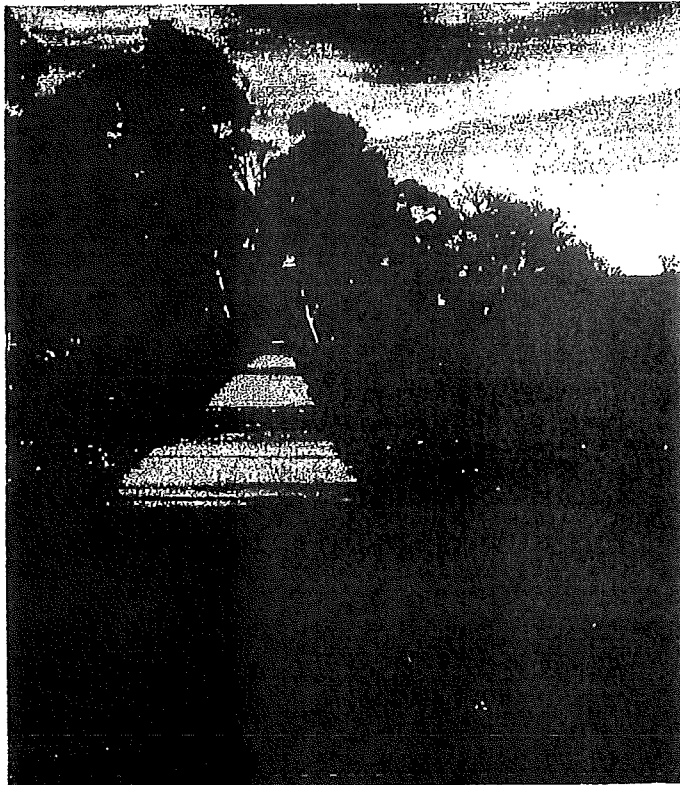


Figure 10: Pathway does not conform to Australian Standard 1428.

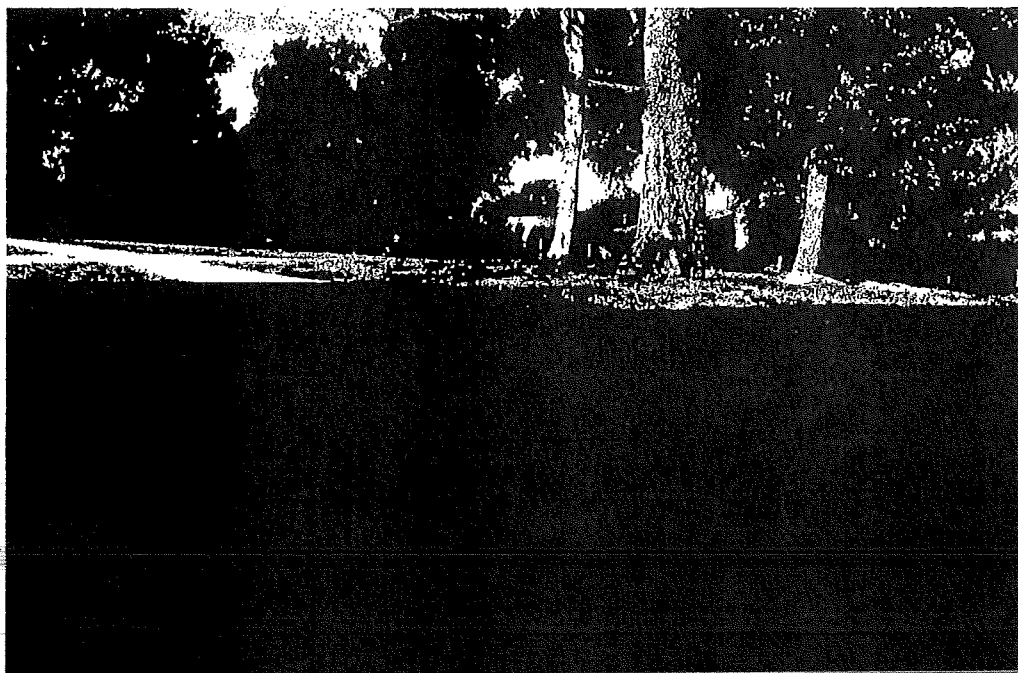


Figure 11: Pathway joins the VC Centre at the corner of building, but there is no signage or TGSIs to indicate which way to go to Reception



Figure 12: Disabled car park spaces do not conform to the new transport standards



Figure 13: Further disabled spaces alongside standard spaces.

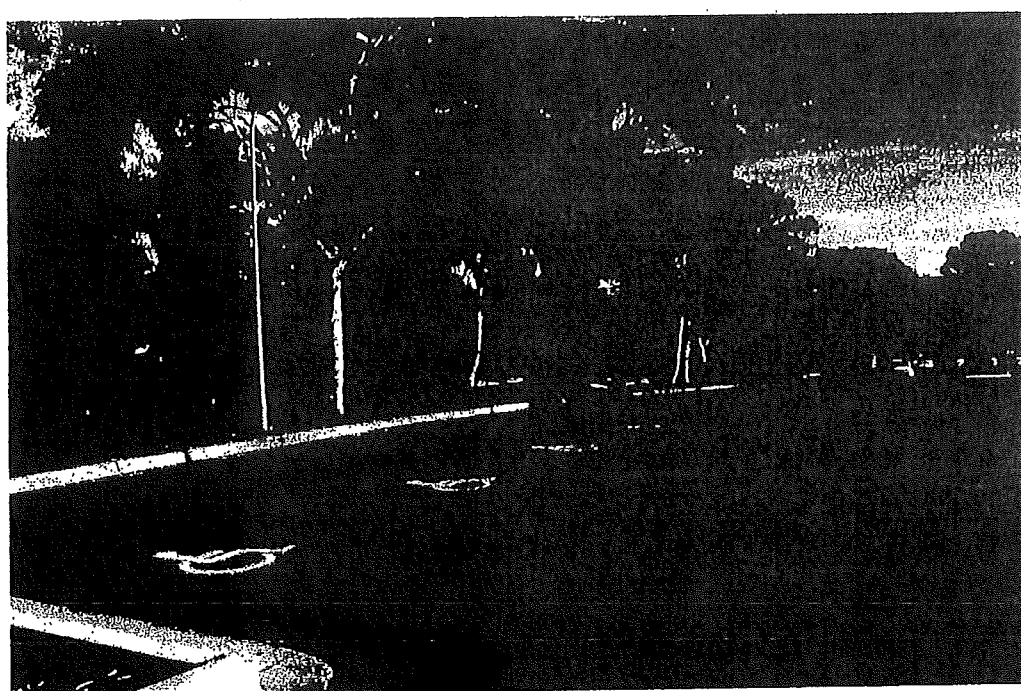


Figure 14: Cutaways from car park to entrance footpath and railed ramp too steep (view 1)

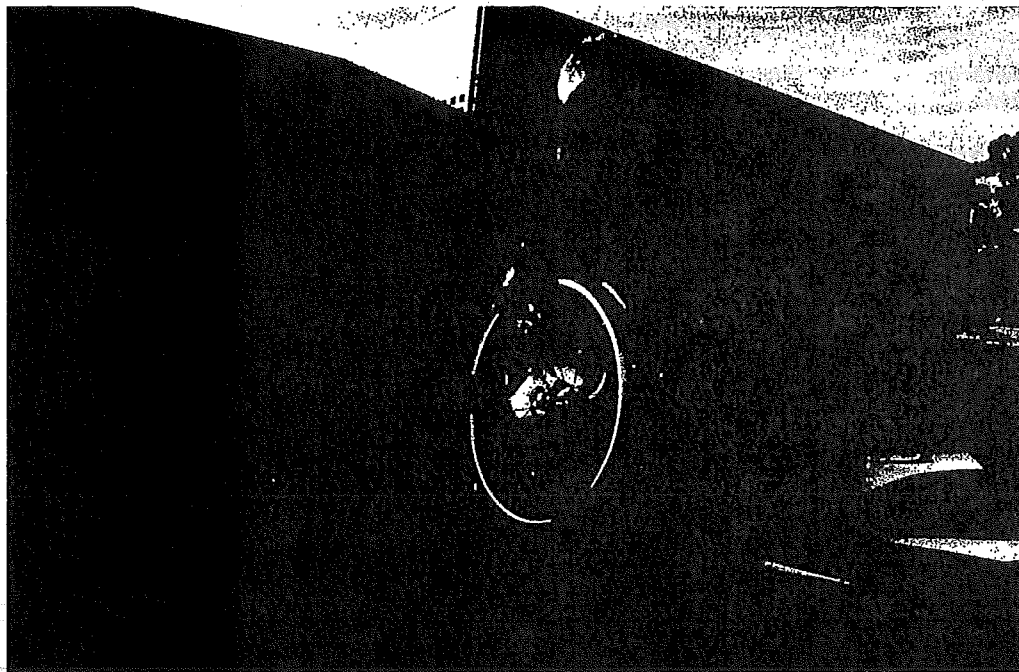


Figure 15: Cutaways from car park to entrance footpath and railed ramp too steep (view 2)

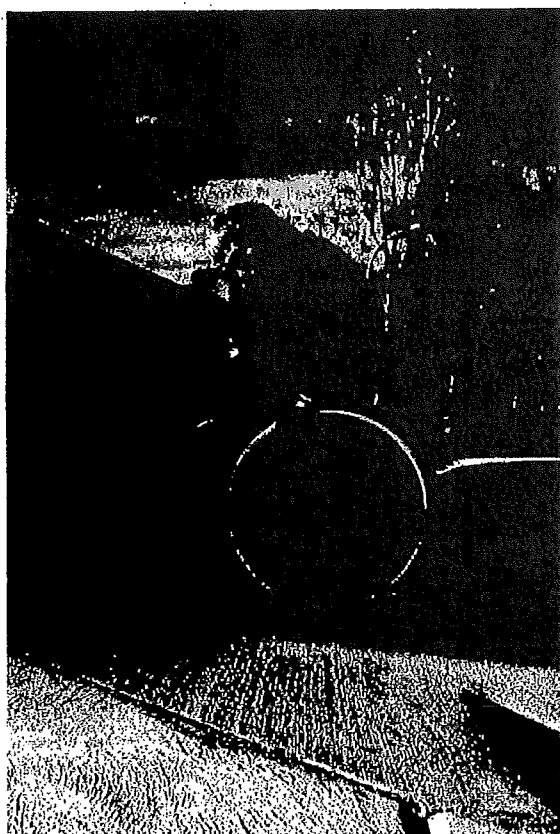


Figure 16: The new ramp gradient is too steep and slopes sideways.

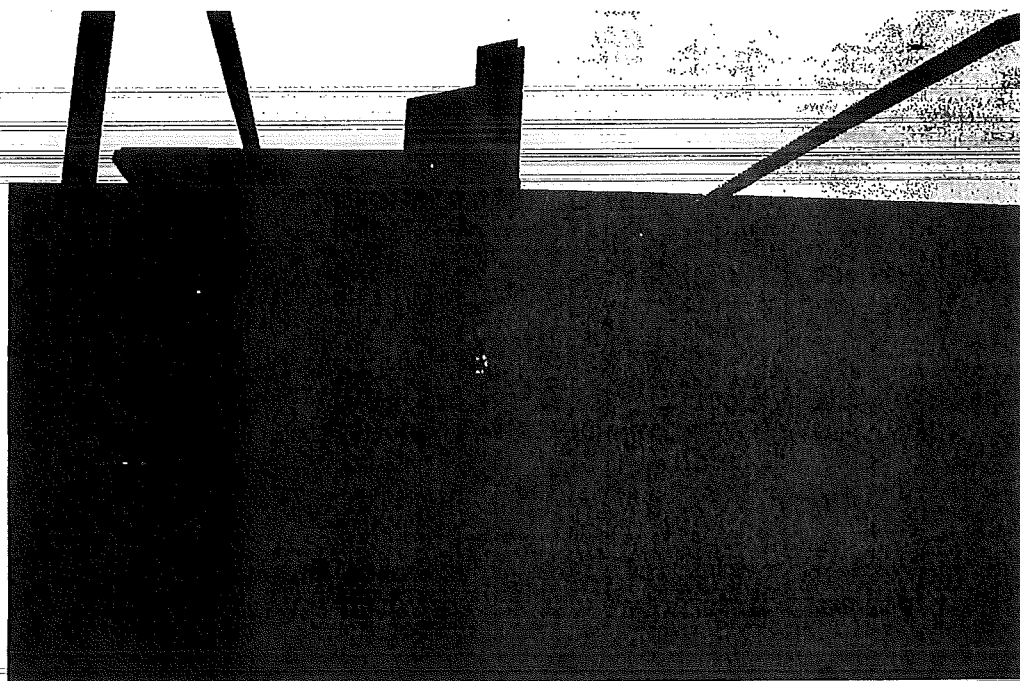


Figure 17: There is no resting stage in the ramp

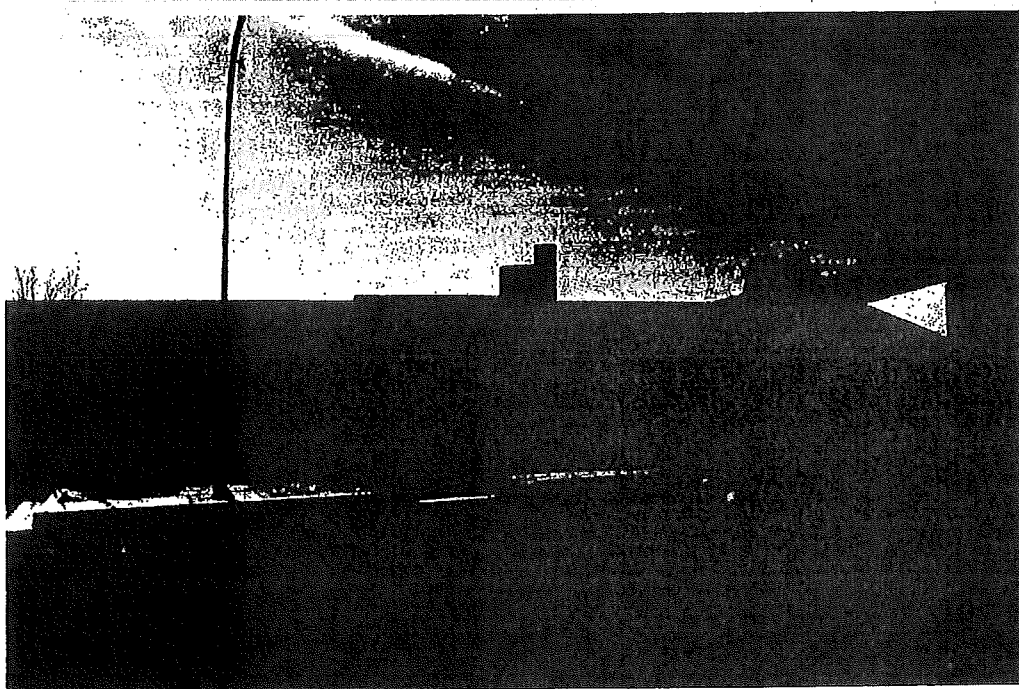


Figure 18: steepness of the cutaways from Kingsmill Street footpath which joins up with the pathway from the bus stop at the corner of the VC Centre.

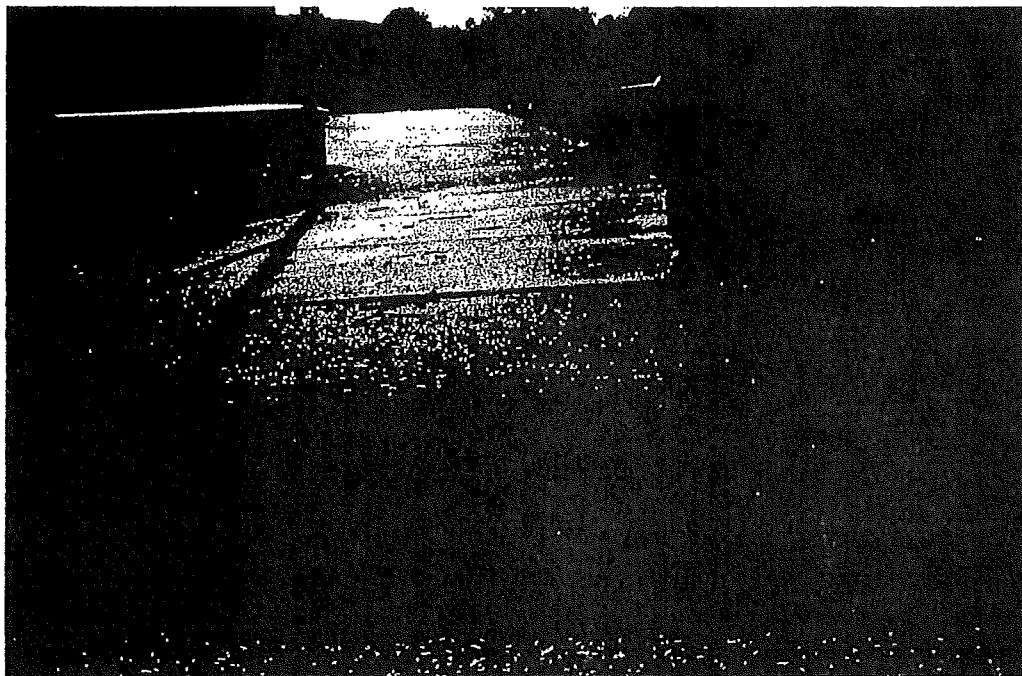


Figure 19: Shoe used to indicate slope of cutaway from road to footpath.





## Joy Burch MLA

MINISTER FOR COMMUNITY SERVICES  
MINISTER FOR MULTICULTURAL AFFAIRS

MINISTER FOR AGEING

MINISTER FOR WOMEN

MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER AFFAIRS

MINISTER FOR THE ARTS

MEMBER FOR BRINDABELLA

Mr David Long  
Chair  
ACT Disability Advisory Council  
32 Liffey Circuit  
KALEEN ACT 2617

[david.long@health.gov.au](mailto:david.long@health.gov.au)

Dear Mr Long

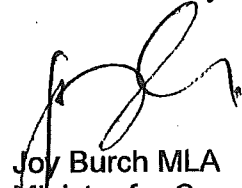
Thank you for your letter of 25 July 2011 on behalf of the Disability Advisory Council, highlighting a number of issues regarding the Health Village Creek Centre in Kambah. The Council's issues paper titled '*A Centre of Excellence for Rehabilitation and Aged Care*' clearly conveys the concerns around accessibility, transport and safety for people with a disability accessing the Centre.

I am committed to improving services for people with a disability in the ACT community and have instructed the Community Services Directorate to negotiate a resolution of the issues identified.

I understand that the Council has recently participated in a focus group organised by the Health Directorate as part of their evaluation of the relocation of services to the Village Creek Centre. The involvement of the Council in promoting the needs of people with disability accessing the Village Creek Centre further raises the profile and considerations needed for effective service planning and delivery in the ACT.

I would like to thank the Council again for raising these issues with me.

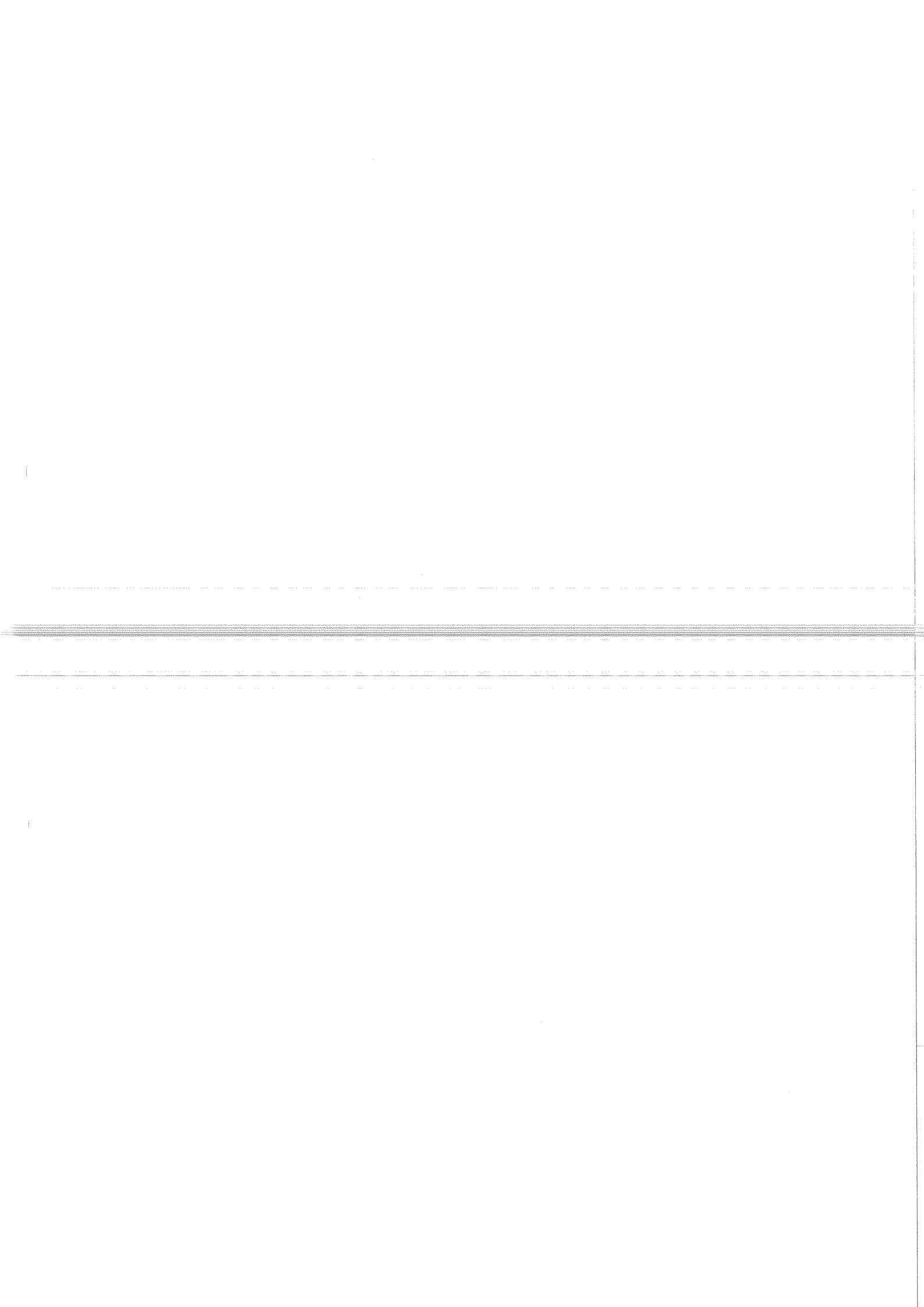
Yours sincerely



Joy Burch MLA  
Minister for Community Services  
2 September 2011

ACT LEGISLATIVE ASSEMBLY

London Circuit, Canberra ACT 2601 GPO Box 1020, Canberra ACT 2601  
Phone (02) 6205 0020 Fax (02) 6205 0495 Email BURCH@act.gov.au





**ACT**  
Government

Community Services

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**Date** 20 July 2011

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**To** Minister for Community Services

Director-General *20/7/11*

N/A Deputy Director-General

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**From** Executive Director Disability ACT

**File no** M-11/1155

**Subject** Meeting with David Long and Louise Bannister – ACT Disability Advisory Council

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**Critical Date**

HIGH PRIORITY – Meeting with Mr David Long, Chair and Ms Louise Bannister Deputy Chair of the ACT Disability Advisory Council (the Council) is on Monday 25 July 2011 at 4.30pm.

**Sensitivities**

Both Mr Long and Ms Bannister have indicated a desire to remain on the Council for the next term, the outcomes of the expression of interest process may result in a change to the appointed Chair and Deputy Chair.

**Purpose**

To provide you with information about the Council and identified agenda items prior to your meeting with Ms Pollard on 28 July 2011.

**Background/Issues**

The current Chair of the Council, Mr David Long, was appointed in March 2011 following the resignation of the former Chair. Ms Louise Bannister was appointed to the role of Deputy Chair in February 2011 to replace former Deputy Chair after their resignation. Your advisor, Mr Neil Finch, met with the Chair and Deputy Chair in May 2011.

The proposed planned agenda for the meeting is:

1. Reconstituting the Council.
2. Identifying Supported Accommodation Options.
3. What are the Minister's priorities for people with a disability and how the Council can help?
4. Working with government and promoting work with government.

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Further information is at **Attachment A**.

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Mr Long and Ms Bannister plan to raise the following items:

- Health Directorate Village Creek Centre, Kambah;
- National Disability Insurance Scheme (NDIS); and
- Removal of 'Disability' from your Portfolio Titles.

The second and third points were discussed at the Council meeting on 24 May 2011.

Further information is at **Attachment B**.

#### Media Issues

The expression of interest for the new 2011-2013 ACT Disability Advisory Council attracted minimal media attention through the local radio.

#### Consultation

Mr Long and Ms Bannister have been consulted prior to preparing this Brief.

#### Financial Implications

Nil.

#### Recommendation

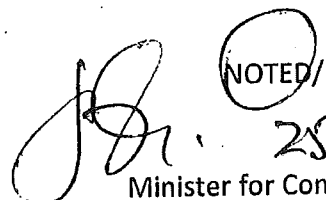
That you:

- Note the information in the Brief.



**Kate Starick**

Executive Director, Disability ACT



NOTED/ PLEASE DISCUSS  
/July/2011  
25 Joy Burch MLA  
Minister for Community Services

Further Information On Agreed Agenda Items

**Reconstituting the Council**

The Disability Advisory Council was setup as a requirement under an earlier Commonwealth State Territory Disability Agreement (comparable to the National Disability Agreement) and a commitment in the ACT Government response to recommendations 11 and 12 from the 2001 Report of the Board of Inquiry into Disability Services. The current term (2009-2011) of the Council is due to expire on 6 September 2011. Terms are generally for a 2 year period.

You agreed to an expression of interest being made for a new 2011-2013 Term (M-11/1133 refers). On Saturday 9 July 2011 the Expression of Interest for the 2011-2013 ACT Disability Advisory Council appeared in the Canberra Times ACT Government Community Noticeboard. As of 14 July 2011 there has been interest from 5 members of the community.

In the selection of a new Council the selection panel would aim to balance the membership to ensure you receive sound advice on issues facing:

- Young people with disability;
- People with disability from culturally and linguistically diverse backgrounds;
- People with intellectual disability;
- People with physical disability;
- People with sensory impairments;
- People with an acquired disability; and
- People with disability with Aboriginal and Torres Strait Island background.

The mission statement according to current Council's Operations Manual is:

1. "Advise the ACT Government, via the Minister for Disability.
  - a. Issues, policies and practices, real or inferred, that influence people with disabilities, their families, their carers and service providers.
  - b. Monitor progress of *Challenge 2014*.
  - c. Issues arising out of community consultations, complaints and feedback mechanisms.
2. Work in partnership with the Department of Disability, Housing and Community Services (DHCS) in developing and implementing projects that influence the lives of people with disabilities, their families, their carers and service providers.
3. Promote the needs of people with disabilities, their families, their carers and service providers by across the ACT government, business and community sectors about the needs of people with disabilities, their families, their carers and service providers.
4. Receive advice from, and providing information to, different communities to ensure that a divergence of perspectives and creeds are heard and considered.
5. Establish links with the National People with Disabilities and Carer Council to ensure coordination of advice to the ACT Government."

## Identifying Supported Accommodation Options

The Council has discussed the Disability ACT *From House to Home Report* and are keen to do further work on accommodation support options for people with disability. The *From House to Home Report* was a commitment under the 2009-10 Implementation Plan of *Future Directions: Towards Challenge 2014*. The objectives of this initiative were to:

- Anticipate future housing, tenancy and support options for people with complex needs related to their disability;
- Investigate best practice for housing, tenancy and support options for people with complex needs related to their disability; and
- Develop a range of specific housing designs, tenancy and support options.

For this project, Disability ACT worked with the Canberra Institute of Technology to have first and second year students develop interior designs and functional requirements for homes for people with high and complex needs as part of their course work.

Disability ACT has recruited a Housing Options Facilitator who will be responsible for supporting clients with their housing, tenancy and support options. Other duties of this position include:

1. The development of a range of tools and information systems that support people with disabilities to access current information on housing options available to them;
2. Working with stakeholders to identify and potentially develop new housing options for people with disabilities;
3. Undertaking research and policy analysis to contribute to the on-going development of flexible and innovative housing options for people with disabilities; and
4. Participating in the development of a sector wide demand management process.

The ACT is developing an Intentional Community. The Intentional Community is a new social housing model that will co-locate a small group of young adults with disability with about 20 public housing tenants who elect to be part of the medium-density housing complex. The intent of the Intentional Community is to build informal supports and networks through formal supports and practices.

Disability ACT has been approached to consider funding the Community Living Project, a concept that proposes the establishment of an urban village providing housing, tenancy and a supported living environment for 100–150 adults with a mild to core profound intellectual disability. Many residents are proposed to be from outside the Territory. The proposal does not address national objectives for greater independence and a more inclusive and accessible community.

## Working with government and promoting work with government.

Ms Lois Ford, Executive Director Disability ACT, has offered the option of joint projects with the Council in discussions about work to be undertaken.

The National Disability Strategy Developmental Officials Working Group has set up a meeting with all the Chairs of Disability Advisory Councils / Boards to discuss how the National Disability Strategy can be implemented and the role the Advisory Councils / Board can take. This meeting is on 12 August 2011. Mr David Long, Chair of the Council, will be attending with Mr Austin Kenney, Director Disability ACT.

Health Directorate Village Creek Centre, Kambah

A number of issues around accessibility and access to the Village Creek Centre have been raised. The Council is preparing an information paper and will forward this to you prior to the meeting.

National Disability Insurance Scheme (NDIS)

Discussion Points of the Council Members from Council Meeting held 24 May 2011 following a presentation on the Productivity Commission Report by a Disability ACT policy officer.

- The language around this insurance scheme could create misunderstandings around the difference between perception and reality of the National Disability Insurance Scheme i.e. the perception that the Scheme will cover funding for all items, similar to Medicare.
- Eligibility to the National Disability Insurance Scheme; with the proposed tightening of the eligibility, it could exclude people that have previously been eligible and further exclude people who have not met criteria in the past or for someone with episodic disability i.e. Dual Diagnosis.
- How the definition of severe / profound disability is derived and whether it will be transparent decision making.
- The suggestion of linking the National Disability Insurance Scheme through Medicare due to the complexity of organising a national scheme or whether a new organisation will need to be set up. A suggestion of a 2-tiered system linked to Medicare was raised with services, aids, rehabilitation and early intervention 'elective surgery' being covered fully.
- The move of service provider funding to user pays from block funding, safeguarding users and organisations. How this may affect the capacity of small service providers in regards to infrastructure costs. If a gap payment may be charged for services.

Removal of 'Disability' from Your Portfolio Title

Points raised by Council Members following discussion at Council meeting held on 24 May 2011.

- The removal of specific reference to 'disability' in your titles may be a result of simplification following machinery of government changes following the recent change in ACT Chief Minister.

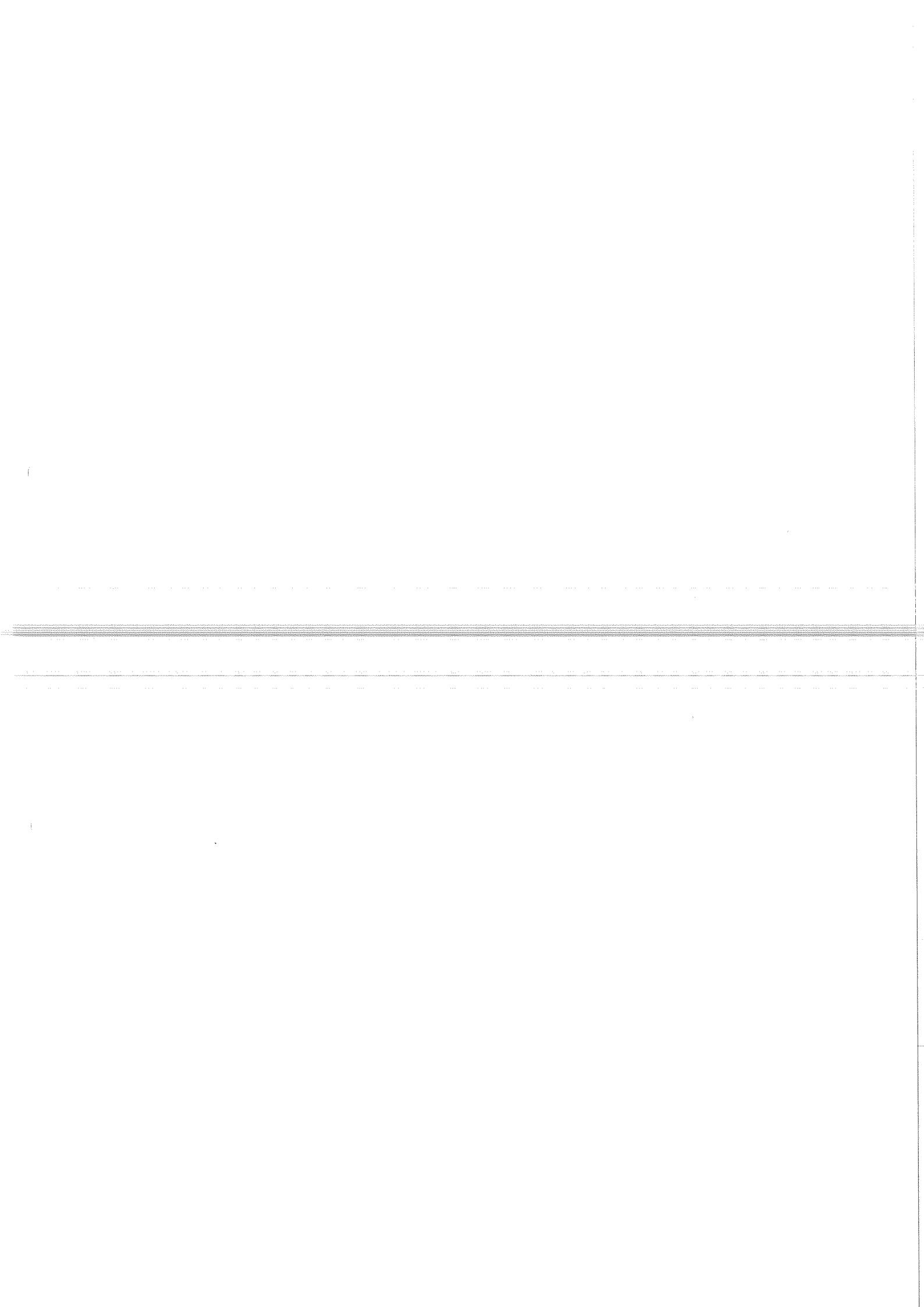
- The Council advised the following opportunities and risks of the change, which may include:
  - Opportunities for diversification of funding sources through increased linkages with the community services portfolio – *see additional information below- list of Grants through Community Services Directorate;*
  - ~~Risk of disability funding being redirected to other areas (eg: mental health, youth services etc);~~
  - Risk of disability losing political focus;
  - Opportunities to promote an attitude of inclusion of disability as an issue which should be considered in broader community services contexts; and.
  - Risk that constituents will not be able to access you if the term "disability" is excluded from your title. Many elderly and disabled people do not use the internet and would therefore not have access to search engines which can readily identify contacts with "disability" in their title. Reliance on alternative tools such as the Yellow Pages for information on disability matters is likely to be less transparent without "disability" in the Portfolio title.

Additional Information regarding Grants offered through Community Services Directorate

Grants available through the Community Services Directorate include:

- Audrey Fagan Post Graduate Scholarships
- Audrey Fagan Churchill Fellowship Grants
- Audrey Fagan Young Women's Enrichment Grants - Enrichment Grants of up to \$2,000 will provide young women aged 13 to 18 years with an opportunity to receive financial support to further their interests in a particular area and to participate in a mentoring relationship.
- Community Support and Infrastructure Grants - The Community Support and Infrastructure Grants program provides funding for projects, undertaken by community organisations that provide key services to ACT residents, under the 3 target areas of: community support and capacity projects, non-fixed infrastructure and equipment funding and capital works and fixed infrastructure funding to community owned facilities.
- Childcare Centre Grants
- Innovations Grants
- International Day of Persons with a Disability (I-Day) Grants
- Multicultural Grants - enhance the ACT community through the development of innovative projects that contribute to sustainable communities by highlighting and promoting cultural diversity and social harmony.
- Multicultural Community Language Grants
- Multicultural Radio Grants

- Quality of Life Grants - A one-off grant of up to \$5000 allocated to individuals for goods and services that will make a real difference to the lives of people with disabilities under 65 years of age including those living in residential aged care.
- Good Life Planning Grants - A one-off grant allocated to people who are not linked to a government-funded service provider able to assist them to develop and/or implement their plan. Applications for a Good Life Planning Grant can be submitted at any time throughout the year.
- Return to Work Grants - is an ACT Government initiative providing women returning to the paid workforce with financial assistance, information and resources to assist them to reach this goal.
- Seniors Grants and Sponsorships
- Schools as Communities | Strategic Projects Grants
- Tenant Initiated Grants
- Women's Directors Scholarships
- Women's Grants
- Young People in Residential Aged Care Quality of Life Grants
- Youth interACT Grants and Scholarships
- Schools as Communities  
Strategic Projects Grant Program - provides non recurrent financial assistance to schools and community organisations for community development initiatives that build resilience in children and support families in their role as parents.



# A C T | D A C

Australian Capital Territory | Disability Advisory Council

23<sup>rd</sup> February 2010

Ms Joy Burch MLA  
Minister for Disability  
GPO Box 1020  
CANBERRA ACT 2601

Dear Minister Burch,

**Subject: Recommendation for People First language**

At the commencement of its 2009-2011 term, the ACT Disability Advisory Council (DAC) unanimously chose '*Awareness of Need*' as its central theme to highlight and identify the needs of people with a disability in the ACT.

As you would appreciate, '*Awareness of Need*' is an ambitious and ubiquitous goal. Transportation, education and physical access are just some of the areas where '*Awareness of Need*' is a fundamental right for people with a disability. However, not all areas of need are so tangible or obvious. One subtle yet crucial area DAC would like to see government leadership towards is '*Awareness of Need*' in the use of language when relating to people with a disability.

Language persuasively influences the way in which people think and react. An inapt phrase or badly chosen word not only has the potential to propagate erroneous connotations, but can be downright hurtful and condescending to those it was describing. Disappointingly, in media interviews many of the ACT's influential public figures continue to refer to people with a disability speciously (e.g. disabled child, the Down syndrome man, the intellectually disabled) despite a tireless campaign to educate. People should never be considered disabled; they have a disability.

In keeping with its theme '*Awareness of Need*', DAC, through you as Minister of Disability, requests that the ACT government adopt **People First** language standard for whole-of-government communication. **People First** places the person before the disability, describing what a person *has*, not who a person *is*. Children who have a disability are children first, with their disability consequential (e.g. children who have autism are playing on the swings). Use of **People First** language prevents any *faux pas* from occurring, instead portraying people with a disability in a positive, affirmative light.

Complementing **People First** is DAC's recommendation for government to re-designate objects incorrectly labelled as disabled, specifically toilets and car parking bays. Since neither the toilets nor car parking bays are unserviceable or disabled, a more accurate nomenclature would be accessible toilet and accessible car parking bay. The rationale behind this relabelling is three-fold; 1) it destigmatises the word disabled; 2) it accurately reflects the status and intent of the object; and 3) acknowledges that other cohorts (elderly, parents of young children) also utilise these objects.

The above recommendations are neither fervent political correctness nor change-for-change sake. Language is a powerful tool; it controls our thoughts and determines our actions. If people with a disability are to be considered societal peers, change need to occur in fundamental areas; egalitarian language is a good start.

Please contact me if you wish to further discuss **People First** language or any of the recommendations.

Kind Regards

---

Trevor Robinson  
Chair  
ACT Disability Advisory Council

PO Box 129  
Woden ACT 2606  
Secretariat: 0400 628 656  
dacsecretariat@ozemail.com.au  
[www.dhcs.act.gov.au/DisabilityACT/AdvisoryCouncil/Council.htm](http://www.dhcs.act.gov.au/DisabilityACT/AdvisoryCouncil/Council.htm)



Date June 2010

To Minister for Disability, Housing and Community Services

dhcs | ACT

department  
of disability,  
housing &  
community  
services

- ~~▪ Chief Executive~~
- Deputy Chief Executive *18/6/10*
- Executive Director Disability ACT

community partners

From Executive Director Disability ACT

File no

Subject Disability Advisory Council 2009-2011 meeting  
25 May 2010

### Critical Date

You attended the Disability Advisory Council meeting on 25 May 2010.

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### Purpose

- To provide you with information across a number of issues relating to the Disability Advisory Council that you discussed with Council members at the meeting on 25 May 2010.
- To seek your approval on:
  - People First language letter to the Chief Minister (**Attachment B**);
  - A letter to the Council Chair addressing various issues (**Attachment C**);
  - Proposed arrangements for new secretarial arrangements for the Disability Advisory Council (**Attachment D**);
  - New Procedures Manual for the Disability Advisory Council (**Attachment G**) to come into effect 1 July 2010; and
  - A response to Disability Advisory Council (**Attachment I**) regarding the Citizen's Jury.

### Background/Issues

#### Recommendation for People First language

At your meeting with the Chair and Deputy Chair of the Council in April, you were provided with a letter from Mr Robinson as Council Chair entitled Recommendation for People First language (**Attachment A**).

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**Disability Advisory Council Secretariat**

Outside Scope

You discussed this proposal with the Council at its meeting of 25 May 2010 which you attended.

### Disability Advisory Council Work Plan

At the meeting in April between yourself and the Chair and Deputy Chair of the Council, you were provided with the ACT Disability Advisory Council 2009-2011 Work Plan (Attachment E).

The work plan is a diagrammatical outline listing topics under six headings of:

1. Transport;
2. Attitude;
3. Education;
4. Civil Rights;
5. Access; and
6. Accommodation.

Based on the Work Plan it is not clear what activities the Council will actively engage in or what outputs they would be producing. Against most of the topics is a list of individuals from the Council.

As a proposed example Disability ACT has taken the six headings and aligned them to actions that will be part of the new four year implementation plan for Future Directions. At (Attachment F) is the example table entitled Disability Advisory Council Work Plan Application. The table is an attempt to provide Council with more specific actions in 'Influencing', 'Developing' and 'Implementing' strategies across their range of headings which are consistent with outcomes that will be targeted in the new implementation plan for Future Directions.

At the Council meeting on 25 May 2010 you provided the Council members with a copy of the example and discussed the Work Plan.

As a part of this plan you requested the Council consider and provide you advice on the implication of the Productivity Commission's Inquiry into the Long Term Care and Support arrangements. Disability ACT has forwarded the Chair with a copy of the discussion paper.

### Procedures Manual

The Chair and the Deputy Chair of the council provided you with a proposed new Procedures Manual for the Council at their meeting with you in April 2010.

Following a review of the manual and discussions between yourself and Disability ACT officers an amended version of the manual has been developed.

You discussed the manual and provided copies of the revised version to the Council members at the Council meeting you attended on 25 May 2010.

It is proposed that the revised version of the Disability Advisory Council Procedures Manual (**Attachment G**), be approved and come into effect as of 1 July 2010.

### **Citizen's Jury**

The Disability Advisory Council held its second Citizen's Jury on 17 October 2009. A brief was provided to you in January 2010 which provided background information and Disability ACT responses to the Jury recommendations (refer M-09/2120).

On 18 December 2010, you met with the Chair and the Deputy Chair Disability Advisory Council, to formally receive the Citizen's Jury 2009 Report. A copy of this report is at (**Attachment H**) and a formal response to the Report is at (**Attachment I**).

The recommendations of the Citizen's Jury are being broadly addressed through the implementation of *Future Directions: Towards Challenge 2014* and will also be considered in the context of developing the four year implementation plan for the strategic framework.

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Outside Scope

### **Media Issues**

Nil

### **Consultation**

You attended the Council meeting on 25 May 2010 and discussed many of the issues covered in this brief with Council members.

Outside Scope

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**Recommendation**

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That you:

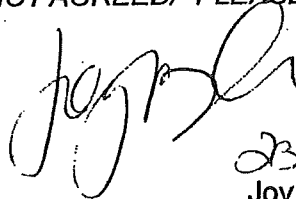
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Lois Ford  
Executive Director Disability ACT

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NOTED/  AGREED/  NOT AGREED/ PLEASE DISCUSS



23 June 2010  
Joy Burch MLA

Minister for Disability, Housing and Community Services



## Joy Burch MLA

MINISTER FOR DISABILITY, HOUSING AND COMMUNITY SERVICES  
MINISTER FOR CHILDREN AND YOUNG PEOPLE  
MINISTER FOR AGEING  
MINISTER FOR MULTICULTURAL AFFAIRS  
MINISTER FOR WOMEN

MEMBER FOR BRINDABELLA

Mr Jon Stanhope  
Chief Minister  
GPO Box 1020  
CANBERRA ACT 2601

Dear Mr Stanhope

I have recently received a letter from Mr Trevor Robinson, Chair of the ACT Disability Advisory Committee. In his letter Mr Robinson outlines the concept of People First Language. A copy of Mr Robinson's letter is attached.

Part of Mr Robinson's proposal is that the ACT consider greater usage of People First Language and has made two specific recommendations:

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The first recommendation is a matter for the Chief Minister's Department as they oversee whole of government communication standards and processes. The second recommendation is primarily a matter for the Department of Territory and Municipal Services who manage the territory's public amenities and parking.

As both these Department's report to you I am writing to you seeking your responses to these proposals.

Yours sincerely

Joy Burch MLA  
Minister for Disability, Housing and Community Services

*JB* June 2010

ACT LEGISLATIVE ASSEMBLY

London Circuit, Canberra ACT 2601 GPO Box 1020, Canberra ACT 2601  
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## Joy Burch MLA

MINISTER FOR DISABILITY, HOUSING AND COMMUNITY SERVICES  
MINISTER FOR CHILDREN AND YOUNG PEOPLE  
MINISTER FOR AGEING  
MINISTER FOR MULTICULTURAL AFFAIRS  
MINISTER FOR WOMEN

MEMBER FOR BRINDABELLA

Mr Trevor Robinson  
Chair, ACT Disability Advisory Council  
4 Rowallan Place  
DUFFY ACT 2611

Dear Mr Robinson

I write further to a number of issues you have provided advice to me on over the past two months and whilst I have discussed and provided comment on many of them at the meeting of the Disability Advisory Council on 25 May 2010, I wish to provide you with a formal response on an issue by issue basis.

### 1. *Appointment of new members and the Deputy Chair*

Thank you for your advice in relation to the appointment of new members and the Deputy Chair. I am advised that the recruitment, selection and appointment of the current Disability Advisory Council was publically advertised and 51 applications were received. I understand that 12 people were offered and accepted positions on the Council.

I have considered the unsuccessful applicants and identified a number of people that I believe to be suitable for appointment to the Council. I have asked my Advisor, Mr Neil Finch to discuss these applicants with you at the next Executive meeting and to seek your input prior to my final selection.

In relation to the Deputy Chair role, I agree that an expression of interest using the criteria from the new procedures manual is a transparent and equitable approach. As the Deputy will work closely with you, I suggest that you undertake the expression of interest and advise me of at least two people who could undertake the role. Once agreed, I will make a formal offer.

### 2. *Recommendation for People First Language*

I agree that language is a powerful tool that significantly impacts on how people perceive and interact with others and is therefore very relevant to people with a disability.

The two specific recommendations in your letter are:

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## Section 36

The first recommendation is a matter for the Chief Minister's Department as they oversee whole of government communication standards and processes. The second is primarily a matter for the Department of Territory and Municipal Services who manage the Territory's public amenities and parking.

As both these Department's report to the Chief Minister I have forwarded a letter to him seeking his view on Council's recommendations. I will advise you when I have any further information.

## Outside Scope

### *4. Disability Advisory Council Procedures Manual*

As discussed, agreed and tabled at the Council meeting, I have attached the final agreed version of the Procedures Manual to take effect from 1 July 2010. I have asked Ms Ford to forward you the final tracked changes version.

### *5. Attendance of Youth Advisory Council members and FaHCSIA representatives at Disability Advisory Council meetings*

I understand that the initial request for Youth Advisory Council members to attend the Disability Advisory Council meetings emanated from a previous Council decision to ensure that the views of young people with a disability are considered. I am keen to ensure that the voices of younger Canberrans with a disability are heard by the Council but will leave it to you, as Chair, to decide how the Council will interact with this age group.

In relation to FaHCSIA, I suggest that you invite officials on an as needs basis.

## Outside Scope

Outside Scope

#### *7. Disability Advisory Council Work Plan*

As discussed and tabled at the abovementioned meeting I requested Disability ACT to map your work plan, by way of example, to *Future Directions – Towards Challenge 2014*. I would appreciate you discussing the way forward with the Executive of Disability ACT and agree on the tasks that will be undertaken by the Disability Advisory Council. I suggest you also discuss and agree on what, if any additional resources you may require over and above the budget allocation.

As part of this plan I specifically requested the Council to consider and provide advice to me on the implications of the Productivity Commission's Inquiry into the Long Term Care and Support arrangements. I understand that Ms Ford has forwarded a copy of the discussion paper to you.

#### *8. Citizens Jury 2009*

Whilst I have discussed my view on this in previous meetings I attach a formal and considered response to the recommendations.

#### *9. Statutory Body*

As discussed I have no intention for the Disability Advisory Council becoming a statutory body in the foreseeable future.

I will respond separately to Councils outgoing correspondence to the Department of Territory and Municipal Services (TAMS) in relation to Maintenance, Motorcycle parking on footpaths and the outdoor cafe policy.

Notwithstanding the above I trust that this correspondence addresses all the advice provided to me thus far. I thank the Council for their diligence in advising me on matters that affect the lives of people with a disability in the ACT and look forward to a continued positive working relationship.

Yours sincerely

  
Joy Burch MLA  
Minister for Disability, Housing and Community Services

 June 2010



# Jon Stanhope MLA

CHIEF MINISTER

MINISTER FOR TRANSPORT MINISTER FOR TERRITORY AND MUNICIPAL SERVICES  
MINISTER FOR BUSINESS AND ECONOMIC DEVELOPMENT MINISTER FOR LAND AND PROPERTY SERVICES  
MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER AFFAIRS  
MINISTER FOR THE ARTS AND HERITAGE

MEMBER FOR GINNINDERRA

Ms Joy Burch MLA  
Minister for Disability, Housing and Community Services  
GPO Box 1020  
CANBERRA ACT 2601

Dear Minister

Thank you for your letter of 23 June 2010 on behalf of Mr Trevor Robinson, Chair of the ACT Disability Advisory Committee, regarding the concept of People First language.

I agree that this is an important issue that needs to be addressed within Government.

I am informed that Disability ACT is currently refreshing the Access to Government Strategy. As part of this work, Disability ACT has begun development of an online ACT Access Resource Guide that will contain information on international, national and local resources to assist Government, community and business to be more accessible to people with disability.

Requirements on Government in relation to access are being further considered in the context of the development of the four year implementation plan for *Future Directions: Towards Challenge 2014*, the ACT Government's policy framework to improve outcomes for people with disability.

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Most of the permissive parking signs in the ACT do not have language displayed. Parking signage for people with a disability is typically identified with a capital 'P'; the international disability parking 'wheelchair' symbol; the words 'only' and 'display permit'. This indicates a limitation on who may use the parking space and advises that a disability parking permit must be displayed.

ACT LEGISLATIVE ASSEMBLY

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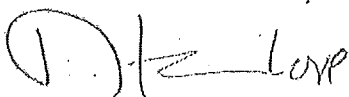
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In the meantime, I have asked that TAMS liaise with the Disability Advisory Council to implement the People First language standard for newly established facilities or as existing toilets are upgraded.

Yours sincerely



Jon Stanhope MLA  
Chief Minister

26 JUL 2010