



NSW Government
Disability Policy
Framework



Ageing &
Disability
Department

NSW HEALTH



NSW Government

Ministers' Foreword

This **Disability Policy Framework** (like the parallel **Healthy Ageing Framework**) is part of the NSW Government's strong commitment to social justice. It makes clear that State Government agencies are required to adjust the way they provide their services to better meet the needs of people with disabilities. It also provides a structure within which Local Councils can make equivalent adjustments. This makes possible a broad and integrated approach across government that responds to the needs of people with disabilities in our State.

In NSW more than one million people, or 17% of the population, have a disability. This proportion is likely to increase in the future. Most people's disabilities are not severe. Services available to the general community - such as transport, housing, education and health care - could be used by people with disabilities if:

- the way those services were provided was adjusted
- organisations whose services overlap worked together in planning
- the focus was on the needs of individual people with disabilities

These changes would benefit people with disabilities in NSW and the 490,000 partners, mothers, fathers, children, other relatives and friends who are their carers. Without the invaluable assistance of carers the goals that have been set by the community and by governments cannot be achieved. Improved access for people with disabilities to general services and improved coordination of those services will help ease the pressures on carers.

Disability Action Plans are required of State Government agencies by this **Disability Policy Framework**. In these Plans agencies will set out details of the adjustments they are making that are resulting in their services becoming accessible to people with disabilities.

The Disability Policy Framework sets down the parameters within which State Government agencies will do their planning and adjust their programs to better meet the needs of people with disabilities.

Our goal is a society in which individuals with disabilities and their carers live as full citizens with optimum quality of life, independence and participation.

Faye Lo Po'
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Minister for Ageing
Minister for Disability Services
Minister for Women

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Outline of the Disability Policy Framework

NSW Government agencies will work within this Policy Framework when developing their Disability Action Plans. Local Councils also may choose to develop Disability Action Plans within this Framework, and are encouraged to do so.

State Government agencies should read the **Disability Policy Framework** in conjunction with the booklet **Guidelines to assist Government Agencies and participating local councils to develop Disability Action Plans**.

Participating local councils should in addition read the Policy Framework in conjunction with the Department of Local Government's **Social/ Community Planning and Reporting Guidelines**.

Legal Underpinning

The NSW **Disability Services Act 1993** in **Section 9** requires most State Government agencies to develop and submit Disability Plans which spell out the ways that their services can be used by most people with disabilities.

The Commonwealth **Disability Discrimination Act 1992** makes discrimination on the ground of disability unlawful. It also requires all employers, educators and providers of services in the public and private sectors to make whatever adjustments are necessary and reasonable to allow people with disabilities to use those services to the same extent as other people.



Principles

The NSW Government has adopted the following principles of an inclusive society:

- People with disabilities are full and valued members of the community
- People with disabilities will have access to services provided to the general community
- In the provision of services to people with disabilities the focus will be on the whole of life needs of individuals in their own communities
- Better outcomes for people with disabilities will result from cooperation among service providers, with the active participation of people with disabilities
- Services will support and be sensitive to the diversity of people with disabilities
- The unique needs of people with disabilities of Aboriginal and Torres Strait Islander background will be recognised
- The legal rights of people with disabilities will be recognised and protected

Goal

A society in which individuals with disabilities and their carers live as full citizens with optimum quality of life, independence and participation

Objectives

1. The achievement of a planned, coordinated and flexible approach to policy and service provision in NSW for and with people with disabilities and their carers
2. The creation and promotion of opportunities, services and facilities which enable people with disabilities and their carers to participate in the wider community and to attain a better quality of life.
3. Provision of ways for State Government service providers to measure and report on their progress in increasing access for people with disabilities

Strategies

Priority Areas for Action by State Government agencies and participating Local Councils

The three objectives and the strategies needed to accomplish them

In all situations it will be necessary to incorporate initiatives to address specific needs related to gender, culture, language, religion, sexuality, geographical location and socio-economic circumstances.

Objective One

The achievement of a planned, coordinated and flexible approach to policy and service provision in NSW for people with disabilities and their carers.

There are a number of priority areas for joint planning between Government providers of services to the community and specialist providers of services to people with disabilities.

Action on joint planning is needed in the priority areas of:

- A.** Older people with disabilities
- B.** Accommodation and support
- C.** Training for people who work with people with disabilities
- D.** Early assistance
- E.** Respite
- F.** Equipment and appliances
- G.** Reduction of abuse
- H.** The justice system
- I.** Specialist disability services

Examples of Good Practice Strategies in this area can be found in the Booklet: **Guidelines to Assist Government agencies and participating local councils develop Disability Action Plans**



**Joint planning - mainstream and specialist services:
Priority areas for action**

A. Older people with disabilities

People with disabilities are living longer due to medical and technological advances. This places increased demand on support services. As more people with disabilities reach 'retirement' age, previously unconsidered issues of access to services and activities become relevant.

Objective One Action Area 1:

Develop a coordinated approach to meeting the needs of older people with disabilities, beginning with an emphasis on:

- supported accommodation options
- life long learning and education services

(Co-ordinating Agency: Ageing and Disability Department)

B. Accommodation and support

Ensuring that people with disabilities have appropriate accommodation and appropriate support while in that accommodation are two separate but intricately linked issues.

The NSW Department of Housing provides public housing for eligible people with disabilities. Currently, there are 128,511 public housing tenants in NSW. People with disabilities live in about 23% of these households.

The current waiting list for public housing is 96,707 and of these approximately 25% of the households have people with disabilities and require accommodation support.

Most people with disabilities do not have the means to fund their own support and accommodation. Accommodation support for public housing tenants requires the collaboration of the Departments of Housing, Health, Community Services and Ageing and Disability.

The Ageing and Disability Department funds the Disability Services Program (DSP) in the order of \$418 million per year. About 65.5% of this program is spent on supported accommodation and individual support packages. ADD funds a range of Government and non Government providers from large organisations like the Department of Community Services to many small local services.

In 1995 - 1996 the NSW Government made the first major investment in this area for a number of years when it directed a total of \$55 million to the provision of 300 Supported Accommodation Places. This recognises the importance of increasing the level and range of accommodation options.

Over 70% of funding under the Disability Services Program for supported accommodation is provided to people with an intellectual disability.

The Department of Housing makes available capital funds under its Supported Housing Initiatives Programs for organisations to provide housing linked to support services, so that people with long-term support needs can live independently in the community.

The private sector also provides supported accommodation for people with disabilities. This is mostly through boarding houses licensed by the Ageing and Disability Department under the **Youth and Community Services Act 1973**.



As many people with disabilities are vulnerable to abuse and exploitation, appropriate regulation is essential to ensure quality and to offer sufficient incentives to attract and retain a wide range of service providers.

Objective One **Action Area 2**

Develop a coordinated approach across Government to the planning of accommodation and support services to people with disabilities.

(Co-ordinating Agency: Ageing and Disability Department)

C. Promoting appropriate education and training for people who work with people with disabilities

Appropriate training and development for people working with people with a disability is an essential part of providing quality services.

The Department of Community Services and the Department of Education and Training have already done significant work in this area. However it is recognised that in some areas where people are working with people with disabilities, staff turnover can be high. It is also recognised that there is no systemic, standardised provision of training in disability awareness and in attitudinal change and appropriate skill development. Many people working in disability, including volunteers and carers, have not had the opportunity to be appropriately trained. The NSW Government will work with the Federal Government to maximise opportunities to apply the national training agenda to disability services.

Objective One **Action Area 3**

Develop coordinated training for disability service providers to promote best practice and encourage the development of standardised training outcomes. Training modules will specifically address:

- disability awareness issues and/or
- other specific training needs of people who work with
- people with disabilities

(Co-ordinating agencies: DET/ADD)

D. Providing appropriate coordinated and continuing assistance to people with disabilities and their carers, beginning at the earliest appropriate time

Intervention by providers of services to people with disabilities is needed:

- to help with rehabilitation as quickly as possible after an event that has caused a disability to a person of any age; or
- to provide support as early as possible to young children with disabilities and their families and carers.

The best outcome for people with disabilities and for the funders of services is achieved if appropriate and coordinated services are planned and provided early. For example:

- as soon as a diagnosis is made
- when a critical or transition point is approaching
- when an unexpected issue arises

Recent studies show that three quarters of the 178 families with children with disabilities surveyed in NSW did not want to place their children in alternative care out of their own family (Llewellyn, G. et al; 1996).

And yet the Minimum Data Set statistics in 1995 showed that in NSW 545 children aged 18 or under were in large residential facilities, hostels, or group homes. This suggests that had services been available as soon as they were required - services such as information, assessment, family support, counselling, respite options, attendant care and therapy - the pressure on families could have been reduced, and the disruption of having to leave the family home avoided.



The challenge is to reverse the historical policy and spending patterns which focus on responding to crisis rather than investing in prevention. This needs joint planning and implementation across Government.

Objective One **Action Area 4**

Develop coordinated approaches to early intervention in disability services, commencing with:

- a. children and young people with disabilities
- b. phased implementation of Support Coordination.

(Co-ordinating agencies: Ageing and Disability Department / Department of Education and Training)

E. Provision of appropriate respite services

For many people with disabilities it would be impossible to live in the community without the assistance of their carers. The consequent pressure on carers can be unrelenting. This can be lessened by the availability of respite services, either short or long term.

Short term respite is essential:

- when an emergency arises
- for older people caring for an adult person with a disability
- for younger people caring for either an adult or a sibling with a disability
- for occasional overnight and weekend breaks

Longer term respite is also required to meet the respite needs of a greater number of carers, and to allow more flexibility in the range of possible respite options. However a high proportion of respite beds are being used on a long term basis by people with disabilities whose needs would be better met if they were in the community in supported accommodation.

Objective One **Action Area 5**

Develop a coordinated approach to the provision of respite services.

(Co-ordinating agency: Ageing and Disability Department)

F. Ensuring the coordinated provision of equipment and appliances for people with disabilities

Availability of appropriate equipment, aids and appliances is fundamental if people with disabilities are to have the independence that comes with being able to undertake the tasks and activities of daily life.

In NSW the main scheme is the Program of Aids for Disabled People (PADP) which is administered by the Health Department. The goal of the scheme is to provide aids to daily living, equipment and appliances to enable people with disabilities of a permanent or long term nature to continue to live in the community and avoid premature or inappropriate institutional care. NSW Health has almost doubled the budget for PADP since 1988 and has redistributed funds to rural areas to more accurately reflect demand.

A new PADP Information System provides data for the analysis of costs, to improve purchasing, provision of equipment, the management of loan pools and waiting lists, and match demand with disability type.



Objective One **Action Area 6**

Develop a coordinated approach to the provision of equipment and appliances.

(Co-ordinating agencies: NSW Health/ADD)

G. Reduction of abuse against people with disabilities

All members of the NSW community have a right to live in an environment that is free from abuse. Abuse can be:

- physical
- emotional
- psychological
- sexual
- financial, or it can be a matter of
- neglect

Those people with disabilities who are dependent on the assistance of others are particularly vulnerable to abuse, and frequently are the most powerless to take action on their own behalf. This is further complicated in situations of multiple disadvantage.

NSW Government agencies have a responsibility to implement policies and procedures that prevent or rectify situations of abuse. For example, ADD's **Positive Approach to Challenging Behaviour** policy and guidelines apply to all disability services funded through the **Disability Services Act 1993**. ADD also is developing a **Policy on Prevention and Responding to the Abuse of People With Disabilities**.

Objective One **Action Area 7**

Finalise the Policy for the Prevention and Responding to Abuse of People With Disabilities.

(Co-ordinating agency: Ageing and Disability Department)

H. Ensuring that people with disabilities have access to the NSW justice system fairly and easily while their legal rights and individual needs are respected and addressed

People with disabilities face significant disadvantages when trying to access the justice system. They are under represented as witnesses, jurors and legal representatives and over represented as defendants (particularly if they are young, from an Aboriginal and Torres Strait Islander background or have an intellectual or psychiatric disability).

There are many barriers that people with disabilities experience in the justice system, including:

- an inaccessible physical environment (often resulting from the heritage status of court houses)
- the inflexibility of procedures within the court room.

A focus on the criminal justice system in particular shows that an estimated 13% of the NSW prison population are people with an intellectual disability, while they make up 2-3% of the general population (Hayes SC, McIlwain D; 1996).

The NSW Government is looking at ways to improve the delivery of services to people with disabilities to ensure:

- equal access to services and programs
- no discrimination against people with disabilities in the services or the workplace
- disability principles are incorporated into the Attorney General's Departmental policies and practices



Objective One **Action Area 8**

Develop a planned approach to serving people with disabilities who need to access the justice system through the NSW Attorney General's Disability Strategic Plan, with particular attention on the recommendations of the Law Reform Commission Report on People with an Intellectual Disability in the Criminal Justice System.
(Co-ordinating agency: Attorney General's Department)

I. Forward planning for specialist disability services

Soundly developed forward plans are required to improve the quality of life for people with a disability and ensure resources are used effectively.

Studies have documented significant unmet need for specialist disability services in NSW. Forward planning can reduce the unfairness and inequity which can occur when there is unmet need. It also enables better use of available resources.

Objective One **Action Area 9**

Develop a Specialist Disability Services Forward Plan.
(Co-ordinating agency: Ageing and Disability Department)

Objective Two

The creation and promotion of opportunities, services and facilities which enable people with disabilities and their carers to participate in the wider community and to attain a better quality of life. To accomplish Objective Two, action is needed by State Government agencies and participating Local Councils in the priority areas of:

- Physical access
- Transport
- Promoting positive community attitudes
- Training of staff in mainstream services
- Information about services for people with disabilities
- Lifelong learning
- Employment in the public sector
- Complaints procedures: mainstream services
- Sport, recreation and leisure

Examples of Good Practice Strategies in this area can be found in the booklet **Guidelines to assist government agencies and participating local councils Develop Disability Action Plans**



Whole of Government planning: Priority areas for action

A. Physical Access

Two aspects are critical for the access and mobility of people with disabilities. These are:

- to be able to pursue a path of travel in the same uninterrupted way as other people; and
- be able to take advantage of what is generally offered to other people.

This means being able to move around cities and neighbourhoods and buildings. It also means being able to use services because they are provided in appropriate ways.

Currently a myriad of Federal and State regulation covers mobility and access for people with disabilities. This includes:

- **Building Code of Australia**
- **Australian Standards**, especially AS 1428.1-1428.4
- Commonwealth **Disability Discrimination Act 1992** (of particular interest are the draft Disability Standards for Accessible Public Transport)
- The **NSW Local Government Act 1993 and Regulations**
- **The Environmental Planning and Assessment Act**, including State Environmental Planning Policy number 5
- **NSW Disability Services Act 1993**
- **NSW Anti-Discrimination Act 1977**

A major problem with the current arrangements is that while individual jurisdictions oversee their own areas, no-one is seen to be responsible for the overall outcome of physical access and mobility.

Also, whilst progress has been made and generally speaking buildings and public spaces are more accessible than say ten years ago, the access chain is only as strong as its weakest link. It only takes one set of steps to make a journey impossible for a person in a wheelchair.

Objective Two **Action Area 1**

All NSW Government agencies will ensure that people with disabilities have access to the buildings used in the provision of their services. 'Access' includes communications.

The 2000 Olympic and Paralympic Games present a major opportunity to focus attention on the need to improve access and mobility for people with disabilities. They also provide the ideal setting for effective partnerships between State, Commonwealth and Local Governments, informal networks of service providers, and the non-Government sector. The Olympic Coordination Authority has developed access guidelines for the 2000 Olympics and Paralympics which bring together best practice from around the world.

The task is to build on the good work underway in planning for the Olympics and Paralympics, and to apply this over time across the whole of NSW.

Objective Two **Action Area 2**

Develop a coordinated approach to physical access for people with disabilities in NSW. The Government will encourage all agencies to make, over time, the linkages necessary to enable people with disabilities to have access to their built environment.

(Co-ordinating agency: Ageing and Disability Department)



B. Transport

Many people with disabilities would take a much fuller part in community life if they were able to use public transport to the same extent and with the same independence as other community members. Barriers to use include:

- train platforms and ferries which can only be reached by stairs
- gaps between trains and platforms
- having to organise the day before a journey to have a ramp ready to go between train and platform
- lack of low floor buses
- buses with exits which do not match curbs
- aisles that are too narrow for wheelchairs
- toilet cubicles that are too small for wheelchairs
- lack of audible and tactile and symbol signs at transport stops
- lack of announcements of stops during journeys
- ticket boxes or machines that are too high or too awkward to use
- ticket boxes without hearing loops
- lack of one central source of information about all available public transport, in a range of languages and media
- reducing staff at country transport outlets, which makes that whole system of transport inaccessible to many people with disabilities

Some of these issues can be resolved by joint planning between service providers - for example between bus companies and the local councils which build the footpath curbs.

However some issues are a matter of replacing expensive infrastructure and this is inherently a gradual process.

The **draft Federal Standards for Accessible Public Transport** include a schedule for compliance which is staged over twenty years, a period determined by consensus process with support of the disability community, industry and government in recognition of the scale and cost of the task.

NSW transport agencies have played a strong leadership role in the development of these draft Transport Standards, with the aim of contributing to the progressive implementation of compatible accessibility measures across Australia.

In the meantime, transport providers can specify what they will do in the short and medium term and how progress will be measured.

Objective Two **Action Area 3**

Develop a coordinated approach to transport access, with short and medium as well as long term time frames and with measurable targets against which to plot progress

(Co-ordinating agency: Department of Transport)

C. Promoting positive community attitudes to people with disabilities

Increased participation of people with disabilities in the NSW community depends on many factors, including:

- ensuring opportunities that are available to the community are also accessible to people with disabilities
- a generally held attitude of unquestioning acceptance that people with disabilities are full members of the community, with all the consequent rights, responsibilities and opportunities

A change in attitude usually is linked to a change in behaviour. So, as people with disabilities are more able to use the services available to the rest of the community and are seen doing so, their presence will become accepted and then expected and eventually unremarked. Changes in attitude tend to be gradual. However education and the provision of accurate information can speed the process.



Objective Two Action Area 4

All NSW Government agencies will promote in their area positive attitudes to people with disabilities through the information and education they provide to their own staff, the users and potential users of their services.

D. Ensuring that staff in mainstream agencies are trained in providing services to people with disabilities

- ‘Don’t shout at me - it’s my vision that’s impaired, not my hearing.’
- ‘Don’t shout at me - my hearing’s impaired but it’s humiliating to be shouted at. Point me to a counter that has a hearing loop - or have a chart that gives me the information - or write it down - or have an Auslan signer. But don’t shout at me.’
- ‘Hey, I’m here! You can talk to me - that’s my dad, and he’s helping with my wheelchair, but it’s me who wants the information. Talk to me.’
- ‘I know it’s a nuisance for you but it’s no good being surly with me - it’s not my fault the train isn’t close enough to the platform. I’d much rather be able to get on without your help, just like everyone else.’
- ‘No I can’t read the form. If you haven’t got it in Plain English I’ll need someone to explain it.’
- ‘But how will I be able to tell when it’s my stop?’

Many people with disabilities are not in the position to feel free to say these things to providers of mainstream services. They may fear repercussions; they may be embarrassed or shy; their life experiences may simply have left them resigned to being ignored.

It is the responsibility of all people who provide services to ensure that people with disabilities are able to make use of the services in the same way as all other members of the community.

There already are some public and private sector sources for this training. For example TAFE NSW is involved in accredited training in disability through qualified staff in all Institutes and also can provide in-house training to Government agencies.

But more remains to be done in a broader context:

- identify skills needed to work with people with disabilities, for people in mainstream services (Government agencies)
- analyse the training needed to develop these skills, including the most effective way for it to be delivered.

Objective Two Action Area 5

All NSW Government agencies will ensure that employees who have or may have contact with the public have been educated adequately in what is required of them in their dealings with people with disabilities.

E. Providing information about services to people with disabilities and carers

There is a circular relationship between the creation and expansion of services, the provision of information about those services, and the degree to which those services are used.

Services will only be well used if people know about them. And people will only know about them if information is provided in appropriate ways. For many people with disabilities what is appropriate is influenced by the nature of their disability and their ease with the English language. For example:

- people with hearing impairments need print and graphics - and that can involve provision of Telephone Typewriters (TTY), easy to find timetables and direction signs, and captions on television programs and films



- people with vision impairments need information through sound and touch. That can involve beeping indicators at traffic signals, spoken announcements of timetables and of stops during journeys, Braille dots on buttons outside and inside lifts, and information about services provided on audio tape
- people with mobility impairments need information to come to them, through things like telephone or the Internet, or by being available at places they go to regularly
- people who have difficulty with reading English need information in their own language or in graphics and charts and through the use of universally accepted symbols

In addition, people with disabilities from special needs groups - such as people from Aboriginal and Torres Strait Islander background, or those who live in remote or rural areas, or those living with HIV/AIDS - need to be consulted about the ways in which information can best be provided to them.

Objective Two Action Area 6

All NSW Government agencies will develop appropriate ways of providing information about their services so that the information is accessible to people with a wide range of disabilities.

F. Promoting opportunities for people with disabilities to pursue lifelong learning

People have the potential to continue learning throughout their lives. Learning opportunities should be made available to people in ways that suit their learning styles, their goals, their social needs, their geographical location and - in addition for people with disabilities - the adjustments required by their disability.

In relation to people with disabilities the challenge is to ensure access to appropriate learning activities at all stages of life, ranging from pre school through primary and high school to post school years.

This will involve coordination of planning and flexibility of approach by Government and non Government providers of learning opportunities, in conjunction with the development of appropriate individual plans for people with disabilities.

Relevant providers of learning opportunities include:

- Pre schools and schools
- TAFE Institutes and Colleges
- Community colleges
- Day Centres
- Registered training authorities

Objective Two Action Area 7

Initiate a coordinated approach to access to lifelong learning covering:

- the pre school stage
- the school stage
- the post school stage
- the later life and retirement stage

with the first focus on the post school stage.

(Co-ordinating agencies: Department of Education and Training/ADD)

G. Increasing the rate of employment in the NSW public sector of people with disabilities

The NSW Public Sector Equal Employment Opportunity program was established in 1980 based on Part 9A of the NSW Anti-Discrimination Act 1977. It requires agencies to promote EEO for women, people from racial, ethnic and ethno-religious minority groups, Aboriginal and Torres Strait Islander people and people with disabilities.



Australian Bureau of Statistics data indicates that people with a disability of a working age make up 10% of the NSW population, while 4% require

some sort of adjustment to work effectively. These figures constitute the equity performance benchmarks set by the NSW Government for public sector agencies.

In 1996 the figure for average actual participation of people with disabilities in the NSW public sector was 2.6%, ranging from 3% in Departments and 3.1% in Authorities to 1.6% in Area Health Services. (Office of the Director of Equal Opportunity in Public Employment; 1996).

Objective Two Action Area 8

All NSW Government agencies will implement within a defined time frame the NSW Public Sector policy that requires the making of adjustments to all aspects of employment to accommodate the needs of people with disabilities.

The benchmarks are that 11% of each agency's workforce will be people with disabilities and 4% people with a disability requiring a workplace adjustment.

(Co-ordinating agency: Office of the Director of Equal Employment Opportunity in Public Employment)

H. Providing appropriate complaints handling services for mainstream services

There are various ways in which people with disabilities can make complaints about provision of services, depending on the nature of the complaint and the existence of a relevant organisation to receive it. Complaints can be made with a number of agencies including the NSW Anti Discrimination Board or the Commonwealth Human Rights and Equal Opportunity Commission, the NSW Community Services Commission, the Disability Complaints Service, the Disability Discrimination Legal Centre, Action for Citizens with Disabilities, the Disability and Physical Disability Councils, People With Disabilities, and Family Advocacy.

Less well developed are ways in which people with disabilities can have any complaints against a Government agency (or against organisations or individuals funded by them) dealt with by that agency itself. And yet this would be the quickest and in strategic terms the least provocative way to get relevant action. It would also provide the agency with valuable feedback on its progress towards making its services more accessible to people with disabilities.

Objective Two Action Area 9

All NSW Government agencies will include in their Disability Action Plans strategies for handling complaints by or for people with disabilities.

I. Providing sporting, recreational and leisure opportunities to people with disabilities as participants and as spectators

As with other members of the community, many people with disabilities have the time and interest to be involved as participants, spectators, administrators, officials, coaches or as volunteers in sport, recreation or leisure activities. The difference is that as yet people with disabilities do not have the same opportunities as other community members to take part in the activity of their choice. To overcome the barriers various things are needed:

- a general understanding that the range of activities in which people with disabilities may be interested include such things as theatre, elite or socially competitive sport, non-competitive sport, crafts, cinema, fitness, drama
- where necessary an adjustment to the thinking of organisers so that they incorporate people with disabilities in their planning and service delivery. This includes State and Local Government agencies, State sporting organisations, residential, day support and group home



support workers, community leisure centres and organisers of carnivals, competitions and vacation and out-of-school-hours programs

- training in disability for workers in the relevant areas
- where necessary adjustments to the venues for these activities to make them accessible to people with disabilities as participants and as spectators. For example this could involve hearing loops and low counters at ticket boxes; a choice of seating areas within the venue; hearing loops in the venue; signs and announcements which allow people to find their way around independently; accessible toilets and parking areas
- All of this will require acknowledgment of the diversity of people with disabilities; no one sort of adjustment will meet the needs of all types of disability.

Objective Two **Action Area 10**

Develop a coordinated approach to sport, recreation and leisure for people with disabilities.

(Co-ordinating agency: Department of Sport and Recreation)

Objective Three

Providing ways for State Government service providers to measure and report on their progress in increasing access for people with disabilities

The **Disability Policy Framework** sets the parameters within which State Government agencies will adjust the way they provide services to the community to make them accessible to those members of the community who have disabilities. The agencies will develop and implement their own strategies for accomplishing the necessary adjustments.

Change is an evolutionary and dynamic process. Service providers and the community - especially those members of the community with disabilities - need to be able to follow the progress of the strategies, so that successes can be shared, or necessary alterations can be made.

The adjustment process will occur at two levels, and each will need ways of measuring progress:

- within State Government agencies, via Disability Action Plans and Annual Reports. While local councils are not obliged to develop Disability Action Plans, they are encouraged to do so
- across the whole of Government via annual reports by the Ministers of Disability Services and of Health to the Social Justice Committee of Cabinet; and via the performance agreements of Chief Executive Officers and members of the Senior Executive Service.



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Ageing and Disability Department

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