



Absolutely everybody: enabling Queenslanders with a disability



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Message from the Premier

Absolutely everybody: enabling Queenslanders with a disability sets out the Queensland Government's commitments to people with a disability as valued members of our communities.

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Through *Toward Q2: Tomorrow's Queensland*, we are working hard to deliver on our vision for the future, and this plan is an important part of achieving our goal for a fair Queensland and for safe and caring communities.

The Queensland Government has demonstrated its ongoing commitment to people with a disability and their families and carers. In 2011–2012 we invested a record \$1.181 billion for disability services in Queensland. This significant investment is providing a range of supports for children, young people and adults to live their lives to the full.

Absolutely everybody takes these initiatives further. It is a call to action for all Queenslanders. It will drive and inform social policy across government over its duration. It will seek all levels of government, business, industry, community organisations, people with a disability, families, carers, neighbours and friends, to work together to ensure that people with a disability have access and opportunities in our communities on an equal basis with others.

A Queensland that is inclusive and accessible to all community members will be better for everyone.

A handwritten signature in black ink that reads "Anna Bligh". The signature is fluid and cursive, with a period at the end.

Anna Bligh MP

Premier and Minister for Reconstruction



Message from the Minister

Absolutely everybody, the Queensland Government's plan for enabling Queenslanders with a disability, looks beyond the specialist disability sector to transform Queensland into a society that is truly inclusive and enabling of people with a disability.



Absolutely everybody has been developed after extensive community consultation around the state and reflects the clear message from consultation that social inclusion in Queensland is everybody's business.

It includes strong and bold strategies that will enable children, young people, and adults with a

disability to enjoy all the benefits our community has to offer and to have their contribution to society recognised and supported. This means people having opportunities to achieve goals for learning in settings of their choice and having opportunities to take up valued roles in the community and employment. It also means having places, spaces, transport and information that are accessible and enable participation in everyday life.

One of the things we heard loud and clear during consultation was that technology and innovation will be key enablers to participation, particularly into the future. *Absolutely everybody* includes a 'Technology and Innovation' priority to achieve a future in which people have access to mainstream and assistive technologies to support greater

independence and participation at home, in educational, training settings and in workplaces.

Absolutely everybody comes at an exciting time with important reforms in the area of disability underway. The National Disability Strategy outlines a clear commitment from all Australian governments to work together to build an inclusive Australian society that enables people to fulfil their potential as equal citizens. *Absolutely everybody* supports this commitment and establishes Queensland-specific priorities to achieve its vision.

The Queensland Government has also provided support for the policy reforms to the disability service system as part of the Productivity Commission's proposal for a

National Disability Insurance Scheme. *Absolutely everybody* will lay the foundations for reforms to the delivery of disability support services and position Queensland into the future.

Absolutely everybody is a plan for absolutely all Queenslanders and I welcome state and local government agencies, businesses, community organisations, service providers, families, carers, people with a disability, neighbours and friends across the state to take action and support us to achieve our shared vision for an inclusive and enabling Queensland.

A handwritten signature in black ink, appearing to read 'C. Pitt'.

Curtis Pitt MP

Minister for Disability Services,
Mental Health and Aboriginal and
Torres Strait Islander Partnerships

Absolutely everybody: enabling Queenslanders with a disability

Since 1998, the Queensland Government has pursued a wide-ranging agenda to include and support Queenslanders with a disability, their families and carers.

The government has:

- created and maintained a dedicated disability services ministerial portfolio
- increased funding for specialist disability services by 495 per cent
- established Disability Action Week and the Disability Action Week Awards to promote inclusion and celebrate people's abilities and achievements
- established Queensland Disability Advisory Councils
- required government departments to develop and action Disability Service Plans (DSPs)
- supported Australia's ratification of the [Convention on the Rights of Persons with Disabilities](#)
- introduced a Translink Access Pass to give people with a disability unrestricted and affordable access to all Translink services
- worked with local governments to construct all-abilities playgrounds
- created Australia's first "[Disability Online www.qld.gov.au/disability](http://www.qld.gov.au/disability)" — the Queensland Government's portal for disability information and services
- launched important initiatives in housing, transport, education, health, employment, justice and community safety
- enacted the *Carers Recognition Act 2008* and established the Queensland Carers Advisory Council.

These reforms have made a significant difference to Queenslanders' quality of life and opportunities.

However, there is more to be done. It is time to build on these achievements, brought about by thousands of Queenslanders with a disability and their families and carers, advocates, departments and elected representatives, and within communities across the state.

Absolutely everybody: enabling Queenslanders with a disability has grown from the government's direct engagement with citizens, people with a disability, carers and communities. The title confirms that enabling people with a disability to participate in all aspects of community life is everybody's business. *Absolutely everybody* and the related whole-of-government action plan 2011–14 reflect the many great ideas arising from [consultation](#).

Absolutely everybody sets out the Queensland Government's commitments to Queenslanders with a disability, to promoting their human rights, to building community awareness about disability issues, and to partnering with others to make a difference.

Absolutely everybody is a blueprint for change and a call to action. Creating a Queensland that is inclusive of all citizens and where Queenslanders with a disability are enabled to lead valued and fulfilling lives requires dedicated leadership and effort at all levels across governments, the private and community sectors, local communities, families and individuals. *Absolutely everybody* in Queensland can contribute towards making Queensland a better place for everybody.





National and state context

Absolutely everybody is the vehicle for Queensland to deliver on the [National Disability Strategy](#) endorsed by the Council of Australian Governments (COAG) in February 2011.

The [National Disability Strategy](#) sets out six priorities that over 10 years will improve access and participation by people with a disability in the social and economic life of the community. These are:

- inclusive and accessible communities
- rights protection, justice and legislation
- economic security
- personal and community support
- learning and skills
- health and wellbeing.

Absolutely everybody has also been developed considering the national inquiry by the Productivity Commission into Disability Care and Support as well as the [National Health Reforms](#) agreed to by the Council of Australian Governments in April 2010 and August 2011.

State and national reforms to the mental health system have also been taken into account, including the Queensland Plan for Mental Health 2007–17 and a Ten Year Roadmap for Mental Health Reform, which is to be developed by the Australian, state and territory governments by the end of 2011.

Within Queensland, major reforms to the disability service system, Growing Stronger, were rolled out across the state from September 2010 to July 2011. These reforms provide a stronger, fairer and easier way for Queenslanders with a disability to access available support and specialist services.

Absolutely everybody commits the Queensland Government to the next wave of disability services reform, with a focus on greater choice and control, as well as improved pathways between disability and other services and systems.

What you told us

Consultation on a draft 10-year plan for supporting Queenslanders with a disability was held during the second half of 2010. Full-day forums were hosted in 21 locations across the state, including rural and remote areas; 12 targeted focus groups were held with population groups that were harder to reach; and online and written submissions were invited.

More than 1300 people, groups, organisations and businesses participated and a full report on the [consultation](#) is available on the [Department of Communities website](#) (www.communities.qld.gov.au).

People said:

- The final plan should focus on people first and foremost. A hope was expressed that, in 10 years time, people would be embracing diversity rather than talking about disability.
- The support system should recognise and respond to people's unique needs and backgrounds including gender, sexual orientation, cultural background and geographic location.
- It is important to ensure that additional discrimination experienced due to race, gender, age and sexual orientation is addressed throughout the plan.
- Raising community awareness about the issues, barriers and rights of people with a disability is fundamental to the goal of equitable participation.
- Everybody needs to work together to bring about change in our communities.
- Families, carers, extended networks and communities are the greatest safeguard to the lives of people with a disability and are central to their wellbeing.
- Education and employment are key determinants of a good life.
- Health should be a priority in its own right.
- Inclusion should happen from birth or from the point of diagnosis.
- Reduce silos — government departments and services need to work better together.
- Universal design in places and spaces will be better for everyone.
- Mainstream services should be accessed first and disability services as required.
- People with a disability should be able to access services, supports, aids and equipment, and communication support as a right.
- Technology and innovation are important enablers of participation.

The Queensland Government has listened to Queenslanders.

Absolutely everybody has been informed by feedback from Queensland's Disability Advisory Council, input from Queenslanders to the Productivity Commission's Inquiry into Disability Care and Support, the views expressed in Blue Skies, a community initiative for an inclusive society, and Queenslanders' efforts in the Every Australian Counts campaign in support of a National Disability Insurance Scheme.

Absolutely everybody endeavours to respond to Queenslanders' aspirations, concerns and suggestions.





Vision and principles

Absolutely everybody has an ambitious and challenging vision:

In 2021, Queensland is inclusive of its citizens, and Queenslanders with a disability are enabled to lead valued and fulfilling lives.

This vision is designed to inspire commitment and effort. It's about where we want to be a decade from now, and how we want to get there.

It is underpinned by core and common values specifically that:

- building an inclusive society is a shared responsibility
- diversity is celebrated and embraced
- there is equitable opportunity to participate in and contribute to the Queensland community
- people with diverse abilities can plan for and make a good life for themselves, supported by family, carers, friends, neighbours and communities
- people with diverse abilities can access opportunities, activities and services that are generally available to all, and to disability services where needed.

By 2021, we expect that the principles and tenets of the [Convention on the Rights of Persons with Disabilities](#) will be embedded in policy and practice in government, business and the community, and be part of the lived experience of people with diverse abilities in Queensland.

Absolutely everybody adopts the principles in the Convention's Article 3:

- respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons
- non-discrimination
- full and effective participation and inclusion in society

- respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- equality of opportunity
- accessibility
- equality between men and women
- respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.¹

All levels of government, business, and community need to work together to progress this vision, and the Convention's principles.



Everybody has a part to play

Everybody has a role in making Queensland an inclusive and enabling community for people with a disability.

The Queensland Government will play an important role in leading, facilitating and communicating a vision and strategies for the future, and in supporting people to connect across sectors to share ideas and work together to bring about change.

Individuals will, where possible, be in control of their own lives and will identify their unique vision for a good life and the kind of support that will make the most difference when pursuing their life goals. Individuals also have roles as active participants and contributors to the community and have a say in shaping and directing the policies, programs and services that affect their lives.

Families, carers, neighbours and friends provide freely given, reciprocal and trusted relationships that support loved ones to envision, plan for and pursue hopes and

dreams. Families, friends and social networks can also provide an enduring link between the person with a disability, the community and support system.²

Community provides social connectedness by genuinely welcoming, respecting, valuing and actively inviting and involving people with a disability. Community also has a role to play in individually and collectively breaking down barriers to participation, watching out for each other as neighbours and citizens, and in providing safe environments for all.

Disability organisations have a role to be responsive to the unique needs of each person and their families and supporters, recognise and promote the rights of people with a disability from all backgrounds and communities, and enable and support the pursuit of life goals, community inclusion and participation.

Educators and employers have a key role in identifying pathways for children, young people, and adults with a disability to reach

their potential through learning, personal and skills development, and work.

Businesses, academic institutions and community groups play a vital role in building an inclusive and welcoming community through leadership, the sharing of ideas, investment and participating in partnerships to deliver social and economic outcomes. These sectors also support social inclusion by providing goods and services, accessible venues and events, and offering employment and volunteering opportunities.

All levels of government — state, local and Australian have a role in working together to develop and deliver coordinated policies, programs, services and infrastructure that build inclusive and enabling communities. Queensland's state departments and local governments also have a role in influencing and supporting the organisations they fund or contract to contribute to the goals of *Absolutely everybody*.



Key priority areas

Absolutely everybody sets out priority areas to help achieve the vision of inclusive communities where people with a disability are enabled to lead valued and fulfilling lives.

Each priority has a goal and outlines strategies to achieve the goal. Some goals will be achieved quickly; others will take longer.

Priority areas are:

1. Rights and responsibilities
2. Inclusive communities
3. Accessible information, places and spaces
4. Healthy lives
5. Technology and innovation
6. Life-long learning
7. Valued roles in the community and in employment
8. Strong natural networks
9. Responsive and effective disability support system
10. Partnerships.

Each priority is of equal value. They are also closely connected; progress in one area will have benefits in others.

Realising our vision requires work and progress in all priority areas.

The vision, priorities and strategies identified by Queenslanders to create inclusive and enabling communities align with priority areas for action identified in the [National Disability Strategy](#). Where strategies in *Absolutely everybody* are consistent with, and will deliver on, actions within the [National Disability Strategy](#), this is recognised through numbered notation that corresponds to the relevant area of the strategy.

Specific actions for each priority and strategy will be rolled out in three-year action plans from 2011. Our first set of actions is located in [Absolutely everybody: enabling Queenslanders with a disability whole-of-government action plan 2011–14](#).

Priority 1: Rights and responsibilities

What we want

Queenslanders with a disability have every opportunity to participate fully in the economic, civic and social life of the community, enabled by all Queenslanders and sectors to exercise their rights and responsibilities.

Why is the priority important?

Australia has focused on the rights of people with a disability for many years and is a signatory to the [Convention on the Rights of Persons with Disabilities](#).³

The Queensland Parliament is committed to the rights of people with a disability. The recently added Preamble to the *Constitution of Queensland 2001* refers to all the people of Queensland as ‘free and equal citizens of Australia’.

Queensland’s *Disability Services Act 2006* specifically acknowledges the rights of people with a disability, sets out human rights and service delivery principles to promote inclusion in the life of the community, and ensures that disability services are safe, accountable and responsive.

The state government has also prohibited discrimination on the basis of disability since the introduction of the *Anti-Discrimination Act 1991*.

While recent legislative and policy commitments have provided a strong platform for promoting and protecting rights⁴, the National Disability Strategy Consultation Report [Shut out: the experience of people with](#)

[disabilities and their families in Australia](#) (2009) highlights that further action is required. It revealed that widespread misconceptions and stereotypes inform attitudes and behaviours across all sectors in our community and that as a result⁵:

‘Virtually every Australian with a disability encounters human rights violations at some point in their lives and very many experience it every day of their lives.’

Consultation identified the need to do more. Queenslanders said the core of a fair and just society is the assurance of equitable rights for all citizens and that a stronger commitment to the [Convention on the Rights of Persons with Disabilities](#) is required.

To ensure the Convention becomes a lived reality, governments need to raise awareness about rights and obligations, embed human rights in legislation, policy and practice, and recognise that some people need support to exercise their rights.

Consultation also identified the over-representation of people with an intellectual disability, both as victims and offenders, in the criminal justice system as a priority for action. The Disabled Justice report (2007) identified that between 4.4 and 14.8 per cent of prisoners in Queensland adult correctional facilities may have an intellectual disability.⁶ Further, the experience of intellectual disability may compound disadvantage already experienced in the criminal justice system by Indigenous people.

What we will do

1.1 Promote rights

When people are aware of and understand the rights of people with a disability, barriers are more likely to be removed and people are more likely to be treated with respect and dignity.

- 1.1.1 Raise awareness of and commitment to the rights of people with a disability. (NDS 2.1)
- 1.1.2 Build the capacity of all sectors and services to be respectful and responsive to people with diverse abilities. (NDS 2.1, 1.1, 2.8)

1.2 Protect rights

Legislation that people understand and are committed to upholding will protect people's rights in our community. We also need to ensure the right strategies are in place to provide access to justice for people with a disability who are over-represented in the criminal justice system as victims and offenders.

- 1.2.1 Ensure that Queensland legislation complies with the principles and articles in the [Convention on the Rights of Persons with Disabilities](#). (NDS 2.2, 2.4)
- 1.2.2 Improve support for people with an intellectual disability or cognitive impairment in or at risk of entering the criminal justice system, and on leaving it. (NDS 2.7, 2.9)
- 1.2.3 Strengthen programs and supports that reduce violence, abuse, neglect and exploitation of people with a disability. (NDS 2.3, 2.12)

1.3 Enable rights and responsibilities to be exercised

Effective advocacy, complaints, review and appeal mechanisms, and access to information and communication support and technologies, will enhance people's abilities to make their choices known, safeguard their rights, and overcome barriers to participation.

- 1.3.1 Enable people with a disability to exercise their rights through self advocacy and through improved access to information, individual and systemic advocacy, and to complaints, review and appeal mechanisms. (NDS 2.11, 2.6)
- 1.3.2 Improve access to communication support and assistive technologies that enable people to exercise and safeguard their rights.



What change will have taken place if this priority is achieved?

- Human rights and fundamental freedoms are promoted, protected and fulfilled.
- Access to advocacy is improved.
- Access to and responsiveness by the justice system is effective.

Priority 2: Inclusive communities

What we want

Queenslanders with a disability are welcomed and included in all aspects of the community, and their contributions are recognised, valued and supported.

Why is this priority important?

Toward Q2: Tomorrow's Queensland sets out the government's vision for Queensland in 2020 to be 'strong, smart, green, healthy and fair'. This includes Queenslanders with a disability living well in the community, with choices and opportunities equal to others.

In Queensland, the Blue Skies Scenario prepared by a community-based network sets out a vision for an inclusive community that is '...strong, vibrant and embraces diversity'.⁷

Despite the strong impetus and a clear vision for an inclusive society, *How Australia is faring*, the social inclusion report commissioned by the Australian Government in 2010, identifies a number of barriers preventing social inclusion for people with a disability. The report found that 29 per cent of people with a disability whose employment or schooling was restricted were likely to experience greater levels of social isolation.⁸

Consultation identified that an inclusive community is one where everyone can participate fully in the community and not be excluded because of attitudinal or environmental barriers⁹, and that this will be

achieved by raising awareness and changing attitudes towards people with a disability. Ensuring that people with a disability are visible in our communities and always part of community life has a positive effect on community attitudes.

Consultation also identified the importance of recognising that 'community' is diverse and that people with a disability want to express their identity by being celebrated as part of the various communities they identify with. This might include Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, and/or lesbian, gay, bisexual, transgender or intersex communities.

Consultation also noted that the best way to create inclusive communities is for people with a disability to be 'in community'. The consultation also noted that people need access to services and activities to ensure inclusion, and that identifying champions in the community who would promote the rights of people with a disability would make a difference.

What we will do

2.1 Promote inclusive communities

When leaders in government, industry, business and community promote the participation of people with a disability and champion the message of inclusive communities, attitudes in the general population will shift.

- 2.1.1 Work with high-profile and respected champions to promote human rights and social inclusion and facilitate change in their communities. (NDS 1.1, 2.1, 2.8)

2.2 Build community capacity

Practical support and information about how to improve access and respond to diversity in workplaces, educational and community settings will support social inclusion.

- 2.2.1 Provide information and resources to further support access and inclusion through [Disability Online www.qld.gov.au/disability](http://www.qld.gov.au/disability). (NDS 1.8)
- 2.2.2 Build a network of community navigators to connect people with a disability to their community and break down barriers to participation. (NDS 1.2, 4.8)

2.3 Increase opportunities to participate

When attitudinal, environmental or practice barriers are removed, opportunities to participate in cultural and community life will be created and people with a disability will be welcomed and invited.

- 2.3.1 Provide timely access to affordable aids, equipment and technologies (suited to an individual's needs) that support participation in the community. (NDS 4.4, 1.1)
- 2.3.2 Support disability service providers to develop and implement services that enable Queenslanders with a disability to be valued members of and participants in their communities. (NDS 4.5, 4.7, 1.1)

- 2.3.3 Partner with local government, sport and recreation, and cultural and artistic groups, to maximise the participation of people with a disability in all aspects of community life. (NDS 1.1)
- 2.3.4 Partner with tourism providers and facility and event managers to maximise the participation of people with a disability in tourism and hospitality by increasing access and inclusion at attractions, events and venues in built and natural environments. (NDS 1.1)



What change will have taken place if this priority is achieved?

- Capabilities and contributions are recognised, respected and valued.
- Inclusion and participation in the community is enabled.

Priority 3: Accessible information, places and spaces

What we want

Queenslanders with a disability have access to information and Queensland's places and spaces are well designed and accessible.

Why is this priority important?

Being able to receive information in easily understood formats is fundamental to making choices and taking up opportunities. In recent years, new web accessibility standards have been set, and Queensland has created Australia's first [disability online portal](#) as a one-stop-shop for access to government and other information.

Being able to move around one's home, local community and other parts of Queensland safely and easily is also fundamental to one's quality of life. Nationally, significant and positive steps have been taken to improve access to the physical environment, transportation, information and communications and other facilities and public services.¹⁰

Recent actions include the introduction of the Commonwealth Disability Standards for Accessible Public Transport 2002 and the Disability (Access to Premises — Buildings) Standards 2010. The Access to Premises Standards highlight a commitment to advance the social inclusion agenda by providing all Australians, particularly people with a disability, with better access to public buildings.¹¹

The release of the National Dialogue on Universal Housing Design — Strategic Plan 2010, co-signed by the Australian Local Government Association and key peak bodies and industry groups, signifies a new understanding and commitment to build universally designed houses that can meet the changing needs of people throughout their lifetimes.¹²

The Queensland Government has demonstrated its support for universal design by establishing a Universal Housing Design Advisory Group to raise awareness and monitor progress in achieving the National Dialogue targets.

Consultation identified the need to think creatively about ways to increase the development of universally designed and affordable housing in our communities, including through partnerships with business and corporate sectors.

Consultation also noted strongly that accessibility refers to the whole journey, from people's homes to their destinations, and that accessible transport and physical access to places makes inclusion possible. Consultation also highlighted the need for public information to be accessible to all people.

What we will do:

3.1 Improve accessible built environments

Improving access to the built environment, including public places and housing, will enhance opportunities to access employment, education and services, and connect with family, friends and the community¹³.

- 3.1.1 Develop approaches to increase the provision of universal design in public and private housing in both new builds and modifications of existing stock. (NDS1.5, 1.7)
- 3.1.2 Develop housing and financing solutions that increase access to affordable housing, including home ownership. (NDS 1.6, 3.6)
- 3.1.3 Promote a shared commitment and expertise among planners, designers, architects, builders and developers to create communities that incorporate universal design principles. (NDS 1.6, 1.3)

3.2 Make information accessible

When information is provided in accessible formats, people with diverse communication needs find it easier to participate in community life, contribute to public debate on important community concerns, and be safer in emergency situations.

- 3.2.1 Provide public information, including safety information during emergency situations, in a range of accessible formats, modes and technologies that are appropriate to the diverse communication needs of people with a disability. (NDS 1.8)

- 3.2.2 Enable people with a disability to give and receive information, opinions and ideas and participate in citizen engagement and community consultation on an equal basis with others.

- 3.2.3 Promote the provision of information and services in accessible formats, including through the internet.

3.3 Improve access to transport

Accessible public and community transport enables people with a disability to move freely and easily around the community and carry out their daily business on an equal basis with others.

- 3.3.1 Increase the range and availability of accessible transport options, including in regional areas. (NDS 1.3)



What change will have taken place if this priority is achieved?

- Access to information and Queensland's places and spaces is equitable.

Priority 4: Healthy lives

What we want

Queenslanders with a disability have improved access to health care, and health outcomes consistent with the rest of the population.

Why is this priority important?

Australian governments are committed to addressing health outcomes for people with a disability through the [National Disability Strategy](#) and [National Health Reforms](#).

The [National Health Reforms](#) include actions to achieve a sustainable, high-quality, responsive health system for all Australians, and improve connections and pathways between health, community and disability services. The [National Disability Strategy](#) identifies health and wellbeing as a key policy area.

This commitment recognises and aims to address the disparity between Australians with a disability and those without a disability. In 2007–08, almost half (46 per cent) of people aged 15 to 64 years with a severe or profound disability reported poor or fair health, compared with 5 per cent for those without a disability.¹⁴ The health and access inequalities experienced by people with a disability, particularly people with an intellectual disability, are also highlighted in Australian research showing that only 29 per cent of health conditions are diagnosed and appropriately treated in people with an intellectual disability, with this group having very high rates of dental disease, obesity or underweight, and a life expectancy up to 20 years lower than the general population.¹⁵

Consultation identified health care for people with a disability as a key priority with actions required to improve health outcomes, access to health services and understanding of healthy living.

Improved access to routine health screening and dental care, and support to navigate the health system were identified in consultation as key to achieving better health outcomes. Raising awareness of health matters and improving health professionals' skills in communicating and working with people with a disability were also considered important to improving health outcomes. It was highlighted that coordination and links between health, disability and other services, including education, is very important to people with a disability and families living in regional, rural and remote areas.

What we will do

4.1 Improve access to health care

Improved access to health care, including diagnosis, treatment and ongoing health maintenance and review, will enhance health outcomes.

- 4.1.1 Close the health gap for people with a disability by increasing access to quality health services, including health screening, dental care, therapy and rehabilitation. (NDS 6.5)

- 4.1.2 Facilitate effective and timely service responses to people with acquired disabilities, including foetal alcohol spectrum disorder and acquired brain injury.

4.2 Skill health professionals

Health outcomes will be improved when health professionals understand and respond to the barriers faced by people with a disability when accessing health care.

- 4.2.1 Improve health professionals' skills and experience to meet the needs of people with a disability, including people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander peoples. (NDS 6.3, 6.4)

4.3 Health promotion and prevention

Health promotion and prevention will assist in improving health outcomes for people with a disability, and can assist in reducing future care and support costs.

- 4.3.1 Present health promotion and prevention strategies and health care information in a range of formats that are culturally relevant and inclusive of people with a disability from diverse backgrounds. (NDS 6.6)

4.4 Improve coordination, referral and transition pathways

Effective coordination, referral and transition pathways, with care provided in supportive environments, will improve health outcomes.

- 4.4.1 Facilitate approaches to share healthcare information across agencies and other jurisdictions to improve and streamline service coordination and referral.

- 4.4.2 Use the review points of national health and partnerships agreements to strengthen health care responses to people with a disability. (NDS 6.2)

- 4.4.3 Explore alternative community-based support models for people with a disability residing in healthcare or residential aged-care facilities.

4.5 Responsive health programs

Strong engagement with and representation of people with a disability, family members, carers and advocates on health advisory bodies will result in healthcare initiatives and programs responding better to the needs of people with a disability.

- 4.5.1 Enable representation of and by people with a disability, family members or carers on health advisory and health consumer bodies. (NDS 6.1)
- 4.5.2 Support the involvement of informal and supported decision-makers or advocates in preventative, diagnostic and treatment programs. (NDS 6.7)

What change will have taken place if this priority is achieved?

- People with a disability experience a high standard of health.

Priority 5: Technology and innovation

What we want

Queenslanders with a disability have improved access to mainstream and assistive technologies to enable their participation, independence, and connectedness at home and in educational, training, work and community settings.

Why is this priority important?

Access to assistive and mainstream technologies and universally designed technologies leads to greater levels of engagement between people with diverse abilities.¹⁶ Research indicates that access to assistive technologies increases independence, improves health, reduces hospitalisation, lessens physical and attitudinal barriers between people with and without a disability, and extends social and community participation.¹⁷

The National Broadband Network will provide an opportunity to review and change service delivery modes to improve access and choice, and offer options to deliver a range of services via telephone, mobile devices, broadband and videoconferencing directly to people in their homes, regardless of distance or location.

Consultation identified that technology will continue to be central to everyone's lives and has the potential now and in the future to deliver a range of benefits to people with diverse abilities. Technology's role in enabling people who may otherwise be silent to have a voice was a key issue raised in consultation. It was also identified that assistive, rehabilitative and mainstream technologies should be affordable and available to people from all socioeconomic groups and across Queensland.

What we will do

5.1 Promote digital equity

When developments in mainstream technologies, services, products and applications are designed to accommodate people's diverse needs, everyone can enjoy greater opportunities to participate and communicate with others.

- 5.1.1 Optimise developments in broadband and digital technologies to improve the range of services, products and applications available to people with diverse abilities. (NDS 1.9, 4.4)
- 5.1.2 Promote opportunities for Queenslanders with a disability to shape developments in broadband and digital technologies. (NDS 1.9, 4.4)

5.2 Improve technology literacy, access and availability

When widely available technologies and services are integrated into the daily lives of people with a disability, access and participation in the community will be enhanced.

5.2.1 Raise awareness about the use of technologies by people with a disability in everyday life, and influence providers to make services and products more affordable and accessible. (NDS 1.8, 4.4)

5.2.2 Increase the availability of accessible mainstream and assistive technologies in public places and services such as libraries, education and training facilities, and Queensland and local government services and agencies. (NDS 1.8)

5.3 Improve access to disability services and supports through technology

Widespread and effective connectivity to broadband and current and emerging information and communication technologies will enable people to enjoy better access to disability services and supports, particularly in regional, rural and remote communities.

5.3.1 Use the National Broadband Network development as an enabling technology platform to improve health, wellbeing and independence through remote delivery of information, monitoring, therapy and rehabilitative services. (NDS 1.9)



What change will have taken place if this priority is achieved?

- People with a disability are able to access mainstream and assistive technology.
- Technology improves wellbeing, participation and inclusion.

Priority 6: Life-long learning

What we want

Queenslanders with a disability achieve learning goals in settings of choice from early childhood, schooling, training, higher education and beyond.

Why is this priority important?

High-quality education early in life gives children the best start¹⁸ and life-long learning opportunities build the personal capacity of all individuals to participate in, and contribute to, the communities in which they live.¹⁹

Inclusive education is recognised as an important step in ensuring equitable access to quality education for people with a disability and is viewed as an essential tool in building an inclusive society and achieving education for all.²⁰

National and state-based policy and legislative frameworks establish strong drivers for equity and social justice within the education system. Other broad education reforms and reviews at the national level, such as the development of the Australian Curriculum and the Review of Funding for Schooling, also provide opportunities to strengthen outcomes and options for students with a disability.

While these policy shifts are significant, research has identified that gaps between policy and practice remain, with exclusion from education and

learning still the reality for many^{21,22}. Other evidence²³ also highlights the need for a stronger focus on supporting people with a disability to move from education to post-school life and to transition between education settings and phases of learning. Improvements in planning and support for people with a disability during these transitions is identified as a priority at both the national and the state level.

Consultation confirmed the need for an approach that supports learning for life, is responsive to diversity and provides equitable opportunity and outcomes for all people. Overwhelmingly, people identified the need for better access to education for people with a disability in settings of their choice. Consultation also highlighted that school buildings, training and higher education campuses needed to be accessible to support the equitable participation of students with a disability, including in rural and remote communities.

What we will do

6.1 Inclusive education

Inclusion will be achieved where there is a strong vision, leadership, a welcoming culture and practical support.

- 6.1.1 Promote inclusive education in all learning settings to create equitable educational opportunities and outcomes and foster communities that recognise and welcome the contributions of all people. (NDS 5.1)

- 6.1.2 Provide information, mentoring and practical support to all members of the educational community, including teachers, parents and students, to support inclusive education. (NDS 5.1, 5.3)

6.2 Early intervention and learning support

Learning outcomes will improve when the right support is provided in time and in place.

- 6.2.1 Provide the support required within universal educational settings to maximise learning and social development. (NDS 5.1, 5.3)

6.3 Plan for success

When there is an expansive vision of what children, young people and adults with a disability can achieve, coupled with support to aspire and plan for the future, then people with a disability can assume their rightful place in society.

- 6.3.1 Raise aspirations and higher expectations in students, families, care givers and educators about the learning and employment outcomes that are possible for children, young people and adults with a disability. (NDS 5.3, 5.8)
- 6.3.2 Enable students and parents, care givers or guardians to plan for and successfully transition through each phase of learning and into employment, in conjunction with educators and employers. (NDS 5.5)

6.4 Accessible learning environments

When learning is accessible, in the built environment and through communication, people with a disability will have choice about where they learn and greater opportunity for improved learning outcomes.

- 6.4.1 Provide assistive and information technologies that facilitate learning and communication, and support educators and other students to understand and use alternative communication systems.
- 6.4.2 Ensure access to buildings and campuses in educational and training settings as required across Queensland. (NDS 5.1)



What change will have taken place if this priority is achieved?

- Education is inclusive at all levels of the education system.
- People with a disability have access to a range of learning opportunities throughout their lives.

Priority 7: Valued roles in the community and in employment

What we want

Queenslanders with a disability are enabled to pursue life goals and assume roles as active citizens and workers.

Why is this priority important?

Employment and opportunities to occupy valued roles in the community are intrinsic to physical, mental and personal wellbeing, create a sense of belonging and provide economic security for all people.²⁴ Government initiatives to improve opportunities for people with a disability in the Australian labour market in recent years have improved the participation rate of people with a disability. However, there is still a significant gap between the participation rates of people with a disability (53.2 per cent) and people without a disability (80.6 per cent).²⁵ The evidence also shows that while the level of unemployment for people without a disability has fallen, the rate of unemployment for people with a disability has risen.²⁶

In addition, the unemployment rate for people with severe or profound disability is twice as high compared to people without a disability, and three times as high for people who do not need help with core activities but have schooling or employment restrictions.²⁷ The Australian Human Rights Commission also reports that where people with a disability are employed, they earn less than people without a disability.²⁸

Consultation identified that a range of issues affect participation rates of people with a disability in employment, including a lack of information about how to work alongside and support people with diverse abilities, and limited understanding about the capacities of people with a disability.

Opportunities identified to improve participation rates included setting employment targets, having government lead by example, supporting social firms run by or employing people with a disability, and providing outreach programs to assist employers to create inclusive workplaces.

The need for targeted actions to improve the educational and employment attainment of women with a disability and Aboriginal and Torres Strait Islander people with a disability was considered important, as was the need to develop local employment solutions using local resources.

What we will do

7.1 Increase employment opportunities

When people with a disability can find and retain rewarding and appropriately paid jobs, and pursue a chosen career path, economic security and a sense of wellbeing follow.

- 7.1.1 Increase recruitment, retention and career opportunities for people with a disability in the public sector through setting targets, and specific strategies to address the additional barriers for Aboriginal and Torres Strait Islander peoples and women with a disability. (NDS 3.4)
- 7.1.2 Facilitate social enterprises as a means of raising employment and enterprise opportunities in the private and community sectors for people with a disability. (NDS 3.3)
- 7.1.3 Raise awareness of the capacity and contribution of people with a disability as workers and volunteers, and provide information and assistance to employers to support workforce participation. (NDS 3.1)

7.2 Career planning and mentoring

When people are encouraged to aspire to a better future, and are mentored and supported to plan for it, hopes and dreams can become a reality.

- 7.2.1 Encourage and prepare people with a disability to seek out employment, enterprise and higher learning opportunities by providing career planning, education, advocacy and mentoring from an early age. (NDS 3.3)

7.3 Working together

People with a disability will have greater opportunities to find and retain employment when policies and programs across all levels of government are complementary and gaps and disincentives are removed.

- 7.3.1 Partner with the Australian Government to ensure employment programs are complementary, streamlined and flexible, and that disincentives to work are removed. (NDS 3.4, 3.2)



What change will have taken place if this priority is achieved?

- People with a disability have equitable opportunity to gain a living and contribute to the community in valued roles.

Priority 8: Strong natural networks

What we want

Natural networks around people with a disability, especially families and carers, are enabled, respected, supported and valued.

Why is this priority important?

The [Convention on the Rights of Persons with Disabilities](#) recognises that natural networks and relationships are essential to social inclusion, care and support for people with a disability.

The Australian Government has prioritised recognition of the role of carers through the [National Disability Strategy](#) and the National Carer Recognition Framework, which comprises its *Carer Recognition Act 2010* and a [National Carer Strategy](#).

The Queensland Government is also strongly committed to improving recognition and support for carers, especially through the *Carers (Recognition) Act 2008*. The Act includes the Queensland Carers Charter and establishes the Carers Advisory Council. It also requires public authorities to ensure employees are aware of and understand the Charter, and to take action to reflect the Charter's principles when providing services affecting carers and the persons for whom they care.

These measures are complemented by Queensland Government carer action plans which establish actions to support carers in meeting their

responsibilities and maintaining a balance between their caring role and their life outside caring; and by increased funding for carer services and respite and planning initiatives for older carers.

Almost 500 000 Queenslanders (11.4 per cent of the state's population) undertake some form of ongoing, unpaid care or support for family members or friends who need help with everyday tasks.²⁹ This assistance provides invaluable support, nurturing and friendship for people who cannot sometimes or always independently perform daily activities or readily access community or public spaces. However, many people in this role struggle financially, find themselves socially isolated and have difficulties accessing appropriate services.³⁰

Consultation affirmed that connection to families, carers and social networks is integral and perhaps the most important resource in the lives of people with a disability. People with a disability stressed the need for their families and carers to be well recognised, respected, supported and in good health.

Consultation also indicated that the rights of people with a disability need to be balanced with the rights of families and carers, and that the rights of people with a disability to form personal relationships, explore and express sexuality and have families of their own need to be recognised. It was also highlighted that services need to embrace and respect the different expressions of family and kinship across Australian society.

What we will do

8.1 Strengthen and support natural networks

Having strong, enduring social networks around people with a disability safeguards rights, creates a sense of wellbeing and belonging and enables community connections.

- 8.1.1 Support people with a disability, their families and carers to build and strengthen supportive networks that will assist people with a disability to vision and plan for the future and create an enduring link with the community. (NDS 1.2)

8.2 Recognise carers

Carers and the people for whom they care will benefit when there is adequate recognition and support for the role of caring, as well as opportunities to explore other roles and interests.

- 8.2.1 Build and strengthen partnerships across governments, non-government organisations, businesses and individuals which will:
- acknowledge that supporting carers is everybody's business, including through mechanisms such as carer action plans
 - recognise carers have varying needs and come from all walks of life and backgrounds
 - assist carers to meet their caring responsibilities and maintain a balance between their caring role and other life activities. (NDS 4.8)

8.3 Recognise people with a disability as partners and parents

When people with a disability are recognised, valued and supported as partners and parents, they will be able to enjoy these roles to their fullest potential alongside family members and loved ones.

- 8.3.1 Support people with a disability to have access to human relationship education, sexual and reproductive health care, family planning, and parenting resources. (NDS 6.6)



What change will have taken place if this priority is achieved?

- People with a disability do not experience discrimination relating to marriage, family, parenthood and relationships.
- People with a disability, their families and carers are effectively supported with timely intervention, information, and services and support.

Priority 9: Responsive and effective disability support system

What we want

Queenslanders with a disability are enabled to access and exercise choice and control over the supports that best assist them.

Why is this priority important?

During the past 13 years, major improvements have been made to disability services in Queensland. State expenditure has increased by 495 per cent; the rights-focused *Disability Services Act 2006* has been introduced; mandatory quality accreditation for government and funded non-government disability services is required; all Queensland Government departments must develop disability service plans; and reforms now provide Queenslanders with a disability with an easier and fairer way to access available disability services.

However, despite the positive effect of budget increases and new initiatives, the demand for Queensland disability services outstrips supply. This situation is mirrored across the nation, as indicated by the [Shut out report](#)³¹ and the Productivity Commission Inquiry into Disability Care and Support.

Consultation on the draft 10-year plan identified features of a responsive and effective disability support system:

- fair
- certain
- needs and strengths based
- provides choice and control
- provides timely intervention
- provides life-long support
- culturally capable
- easy to navigate
- strengthens natural networks and community supports
- links well with education, employment, housing, health and other services
- facilitates people's community connections.

The Queensland Government will continue to drive state and national reforms that provide such a system for Queenslanders with a disability, and their families and carers.

What we will do

9.1 Establish a blueprint for change

Queensland will take a proactive approach to engaging with the Australian and other governments, and with key stakeholders, to advance consideration of the Productivity Commission's proposals for a National Disability Insurance Scheme (NDIS) and National Injury Insurance Scheme.

- 9.1.1 Engage with the Australian and other governments to advance reforms of disability services in Australia through a National Disability Insurance Scheme.

9.2 Continue to improve disability and community care services

Queensland will build on the 2011 Growing Stronger reforms so that more people with a disability will receive disability and community care services.

- 9.2.1 Transition to individual funding arrangements to improve control and choice. (NDS 4.3)
- 9.2.2 Build the capacity of individuals, families, service providers and the workforce to provide greater choice and control, and contemporary service models. (NDS 4.3)
- 9.2.3 Improve the cultural responsiveness of disability and community care services and improve access to appropriate services for Aboriginal and Torres Strait Islander Queenslanders with a disability, and those from culturally and linguistically diverse communities.



What change will have taken place if this priority is achieved?

- Supports are fair, timely, certain and respond to individual needs.

Priority 10: Partnerships

What we want

That action and collaboration across all sectors and levels of government, business and community enables Queenslanders with a disability to participate, contribute and enjoy a sense of belonging and welcome.

Why is the priority important?

The [National Disability Strategy](#) identifies that people with a disability, their families and carers expect governments to work together across all sectors and with the wider community to devise shared solutions to the challenges faced by people with a disability in our communities.³²

Consultation in Queensland confirmed that partnerships and shared responsibility across all levels of government, business, industry and community are vital to achieving the vision of inclusive and enabling communities. Queenslanders also said that the Australian, state and local governments need to work together better to deliver policies, programs and services that complement each other and contribute to common goals.

The success of *Absolutely everybody* will be built on individual action and strong partnerships across the community. The small actions of a neighbour, friend or colleague or the large-scale actions of a community to create universally designed environments will all make a difference.

A shared agenda and commitment to *Absolutely everybody's* vision will be created during the life of the plan by:

- 10.1 Building awareness and understanding across Queensland of what needs to change to enable people with a disability to fulfil their potential as equal citizens.
- 10.2 Working closely with local governments, the Queensland Disability Advisory Council and the seven regional disability advisory councils to bring *Absolutely everybody* to life in ways that are real and relevant across Queensland's diverse communities.
- 10.3 Partnering with the Australian Government and with other state and territory governments to deliver national reforms that will improve outcomes for Queenslanders with a disability.
- 10.4 Creating opportunities through partnerships with business and industry to share ideas, harness innovation and facilitate corporate responsibility to achieve social goals.
- 10.5 Embedding Queensland Compact principles in partnerships between the Queensland Government and the non-profit community services sector to achieve a better quality of life and a fair community for all Queenslanders.

Partnerships are central to achieving the priority outcomes in *Absolutely everybody*. Actions to build connection and commitment across sectors and communities are spread throughout *Absolutely everybody* and the [whole-of-government action plan](#), rather than being centred in one priority area.

Interested public, private and community organisations are invited to partner in realising the vision and goals of *Absolutely everybody*.

What change will have taken place if this priority is achieved?

- Partnerships contribute to the plan's goals.
- Queensland Compact principles will be reflected in how the government and community sector work together.





How will we deliver *Absolutely everybody*?

Absolutely everybody will be delivered through three-year, whole-of-government action plans and individual department's disability service plans (DSPs).

The whole-of-government action plans will set out cross-government commitments for each three-year period. It will also identify which department has lead responsibility for the action and with whom they will partner to deliver the outcome. Partners may be external, including the Australian Government, local governments, business, industry and community organisations.

Each Queensland Government department will take a lead role in driving and supporting the ambitious agenda for change through the implementation of *Absolutely everybody* within their portfolio area. Specific commitments for each department will be outlined in each department's DSP. Each department is legally required to have a DSP, a plan that describes how a department is working towards providing appropriate services and facilities for people with a disability, their families and carers. *Absolutely everybody* will drive DSPs until 2021.

The Department of Communities will support the implementation of *Absolutely everybody* by raising awareness about the plan across all sectors and communities in Queensland, supporting statewide and local action through the Queensland Disability Advisory Council and regional disability advisory councils, and facilitating partnerships across government, business, industry and community to deliver *Absolutely everybody's* vision of inclusive and enabling communities.



Monitoring, reporting and evaluation

It is important to know if *Absolutely everybody*'s implementation is achieving its goal of delivering inclusive and enabling communities, and if it is contributing to better lives for people with a disability, their families and carers. It is also vital to ensure that *Absolutely everybody* is delivering on Queensland's commitments to the [National Disability Strategy](#) and the [Convention on the Rights of Persons with Disabilities](#).

Performance indicators have been identified for each priority. These outline the change/s to occur if the priority has been successful. Progress in working towards these indicators will be assessed through performance measures based on existing data sources available through Australian Bureau of Statistics population surveys and annual reports from state government departments about their DSPs. The measures identified, which are set out in the [Absolutely everybody: enabling Queenslanders with a disability whole-of-government action plan 2011–14](#), correspond with those agreed to by Australian governments in the [National Disability Strategy](#).

During *Absolutely everybody*'s implementation, the Queensland Disability Advisory Council, along with people with a disability, their families, carers, and advocates, will be asked for feedback on progress. Data collection and analysis will also be improved to support robust reporting.

During the first year, an evaluation framework, including benchmarks, will be developed in partnership with key stakeholders.

A mid-term review will be conducted at end of the second whole-of-government action plan.



Glossary

Access or accessibility The degree to which an environment, service, or product allows access by as many people as possible, in particular people with a disability.¹

Acquired Brain Injury Any damage to the brain that occurs after birth. That damage can be caused by an accident or trauma, by a stroke, a brain infection, by alcohol or other drugs, or by diseases of the brain like Parkinson's disease.

Advocacy (systemic) Action that introduces, influences or produces broad change in the community to ensure the rights of people with a disability are attained and upheld. Strategies may include the pursuit of changes in legislation, policy and practices of agencies providing services to people with a disability, advocacy development, influencing community development, community education, and working with groups.

Advocacy (self) Action taken to encourage and assist individuals with a disability to achieve and maintain their rights as citizens and to achieve equity of access and participation in the community. Strategies may include speaking on behalf of or representing the person with a disability, supporting the person to represent their own interests through increasing opportunities on the different ways they can have a say. May also be referred to as individual advocacy.

Assistive technology Any device designed, made or adapted to help a person perform a particular task. Products may be specifically produced or generally available for people with a disability. May also be referred to as enabling, adaptive and rehabilitative devices.²

Australian Human Rights Commission (AHRC) An independent statutory organisation that works to protect and promote the human rights of all people in Australia. The AHRC has statutory responsibilities under the following federal laws:

- *Age Discrimination Act 2004* (Cwlth)
- *Disability Discrimination Act 1992* (Cwlth)
- *Australian Human Rights Commission Act 1986* (Cwlth)
- *Sex Discrimination Act 1984* (Cwlth)
- *Racial Discrimination Act 1975* (Cwlth)

The AHRC also has major responsibilities to the international Convention on the Rights of Persons with Disabilities, and specific responsibilities under the *Native Title Act 1993* (Cwlth) and the *Workplace Relations Act 1996* (Cwlth).

Barriers Factors in a person's environment that, through their absence or presence, limit functioning and create disability. For example, inaccessible physical environments, a lack of appropriate assistive technology, and negative attitudes towards disability.³

Blue Skies Scenario A vision for an inclusive community developed by people with a disability, parents and funded advocates, service providers, and government representatives.

Carers Advisory Council A Queensland advisory body that provides advice on matters relating to carers to the Minister for Disability Services and makes recommendations on enhancing compliance by public authorities with the Queensland Carers Charter.

Citizen A participant in or member of a community, as expressed through various rights, obligations and institutions. Citizenship can take various forms depending on the type of community. Not restricted to the definition of citizen found in the *Australian Citizenship Act 2007* (Cwlth).⁴

Community-based support models

Accommodation options based in a community setting for people with a disability, including private rental properties, shared accommodation and support, or public housing.

Convention on the Rights of Persons with Disabilities An international treaty developed by the United Nations that identifies the rights of persons with disabilities as well as the obligations of governments to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all people with disabilities and to promote respect

for their inherent dignity. Australia ratified the Convention on 7 July 2008, thereby signalling the intention to undertake the legal rights and obligations set out in the treaty.

Council of Australian Governments (COAG)

The peak intergovernmental forum in Australia, comprising the Prime Minister, State Premiers, Territory Chief Ministers and the President of the Australian Local Government Association.

Culturally and linguistically diverse (CALD) backgrounds

Individuals who identify as having a specific cultural or linguistic affiliation by virtue of their place of birth, ancestry, ethnic origin, religion, preferred language, language(s) spoken at home, or because of their parents' identification on a similar basis.⁵

Disability People who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.⁶

Queensland Disability Advisory Council

Provides strategic advice to the Minister for Disability Services on a range of issues that affect the broader community in relation to disability services. The state advisory council is supported by seven regional disability advisory councils.

Disability Services Act 2006 (Qld) Taking effect on 1 July 2006, the Act focuses on safeguarding rights and improving services for people with a disability in Queensland.

Disability Service Plans Under the *Disability Services Act 2006* (Qld) every government department is required to develop a disability service plan that describes the way each department is working towards providing appropriate services and facilities for people with a disability and their families and carers.

Discrimination (disability) Any distinction, exclusion or restriction on the basis of disability that has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise on an equal basis with others, of all human rights and fundamental freedoms, including denial of reasonable accommodation.⁷

Diverse communication needs

Communication is the act of giving or receiving information, and includes languages, display of text, braille, tactile communication, large print, accessible multimedia, as well as written, audio, plain-language, human-reader and augmentative and alternative modes, and means and formats of communication, including accessible information and communication technology.⁸

Equitable Refers to ensuring all individuals are able to access the community, including services, the built environment, education, and technology in a manner that is fair, impartial, without bias and appropriate for them regardless of their background or circumstances.

Foetal alcohol spectrum disorder An umbrella term that describes a continuum of disabilities and effects related to the consumption of alcohol during pregnancy, including foetal alcohol syndrome and foetal alcohol effect. It also includes issues such as neuro-developmental disorders and alcohol-related birth defects.

Growing Stronger A four-year program of reform, which was implemented on 15 July 2011, to deliver a better specialist disability service system for Queensland. The new system will include easier ways to apply for services funded by the Queensland Government, a professional assessment process, tailored service responses, and better information systems to ensure fair and sustainable service delivery.

Health facilities Facilities providing accommodation and support to individuals through a medical model of care, and may be described as a hospital, rehabilitation unit, and acute, non-acute or sub-acute facility.

National Broadband Network (NBN) An initiative of the Australian Government for a new, wholesale-only, open-access, high-speed broadband network that will deliver high-speed broadband to all Australians. The government has established a new company, NBN Co, Limited to design, build and operate the NBN.

National Dialogue on Universal Housing Design A national approach, convened in 2009, that is focused on increasing awareness of the issues around universal housing design, and which sets out a program to help all Australians realise the benefits of universal design in their own homes.

A key outcome of the National Dialogue was the development of the Livable Housing Design Guidelines, which describe the core easy-living features that make a home more responsive to the changing needs of home occupants over their lifetime. These guidelines have been developed to assist the residential design and construction industry and governments, and in conjunction with the National Dialogue on Universal Housing Design Strategic Plan provide an incremental program for the uptake of livable housing design across Australia.

National Disability Strategy A 10-year national plan for improving life for Australians with disability, their families and carers. It represents a commitment by all levels of government, industry and the community to a unified, national approach to policy and program development. This new approach will assist in addressing the challenges faced by people with disability, both now and into the future.

National Health Reforms A commitment, which was announced by the Council of Australian Governments on April 2010 and August 2011, to deliver major structural reforms that will secure the future of Australia's public health system.

National Carer Recognition Framework An Australian Government commitment to better recognise carers, comprising the *Carer Recognition Act 2010* (Cwlth) acknowledging the significant role of carers, and a National Carer Strategy, which complements state and territory government strategies, policies and plans to support carers.

Non-profit community services A broad range of social or community-based service providers that are neither commercial nor governmental.

Performance indicators and measures Indicators are how we will know if we have achieved the outcome sought under each of the key priority areas in the plan.

Measures report on the activities undertaken to achieve the overall outcome sought under each of the key priority areas in the plan. Measures align to indicators.

Productivity Commission inquiry into Disability Care and Support A public inquiry into a long-term disability care and support scheme commissioned by the Australian Government. An Inquiry Report, which was released on 10 August 2011, proposes a new national scheme — the National Disability Insurance Scheme (NDIS) — that provides insurance cover for all Australians in the event of significant disability as well as a no fault National Injury Insurance Scheme (NIIS).

Quality accreditation Independently monitored state disability service standards which ensure which people with a disability and their family members and carers receive high-quality disability services that enhance their quality of life and support community participation.

Queensland Compact A partnership agreement that commits the Queensland Government and the not-for-profit community service sector to actions that improve human services and the sector's contribution to the economy through employment and volunteering.

Residential aged-care facilities Provide accommodation and support using an aged-care model of support. Facilities may vary from low care, high care (nursing home) or aging-in-place facilities which are designed to provide additional services to individuals as their care needs change.

Social firm (enterprise) A business or service with primarily social objectives whose profits are largely reinvested in the community, rather than being driven by the need to maximise profit for shareholders and owners.

Social inclusion A society where all people feel valued, their differences are respected, and their basic needs are met so they can live in dignity. Social exclusion is the process of being shut out from the social, economic, political and cultural systems which contribute to the integration of a person into the community.⁹

Terms including social inclusion, community inclusion, social connectedness, normalisation, social integration or social citizenship all relate to the importance of the links between the individuals of our society and the role of each person as a member of this group.

Technologies (mainstream) Refers to any technology that is intended for general use, including items such as pens and pencils, personal computers, kitchen gadgets and appliances, cash machines, automobiles, cell phones, alarm clocks, trains, microwave ovens and elevators.

Universal design The design of products, environments, programs and services that can be used by all people to the greatest extent possible, without the need for adaptation or specialised design. Universal design does not exclude assistive devices for particular groups of persons with disabilities where this is needed.

Universal housing design Homes designed to meet the changing needs of occupants across their lifetime, which should be easy and safe to enter and to move in and around, capable of easy and cost-effective adaptation, and designed to anticipate and respond to the changing needs of home occupants.



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Further information

Freecall: 1800 177 120*

Fax: 3896 3471

Telephone typewriter (TTY): 1800 010 222

Email disabilityinfo@communities.qld.gov.au

Website: www.communities.qld.gov.au/disability

*Calls from mobile phones are charged at applicable rates.

National Relay Service

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service.

- TTY users phone 1800 555 677 then ask for 1800 177 120.
- Speak and Listen users phone 1800 555 727 then ask for 1800 177 120.
- Internet relay users connect to the NRS (www.relayservice.com.au) and then ask for 1800 177 120.

Translating and Interpreting Service: 13 14 50

(Ask to be connected to the Disability Information Service.)

