

People with Disability Australia (PWDA)

Towards an all abilities Queensland consultation paper

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About People with Disability Australia

People with Disability Australia (PWDA) is a leading disability rights, advocacy and representative organisation of and for all people with disability. We are the only national, cross-disability

organisation - we represent the interests of people with all kinds of disability. We are a non-profit, non-government organisation.

PWDA's primary membership is made up of people with disability and organisations primarily constituted by people with disability. PWDA also has a large associate membership of other individuals and organisations committed to the disability rights movement.

We have a vision of a socially just, accessible, and inclusive community, in which the human rights, citizenship, contribution, potential and diversity of all people with disability are recognised, respected and celebrated. PWDA was founded in 1981, the International Year of Disabled Persons, to provide people with disability with a voice of our own.

PWDA is also a founding member of Disabled People's Organisations Australia ([DPO Australia](#)) along with Women With Disabilities Australia, First Peoples Disability Network Australia, and National Ethnic Disability Alliance. DPO's are organisations that are led by, and constituted of, people with disability.

The key purpose of DPO Australia is to promote, protect and advance the human rights and freedoms of people with disability in Australia by working collaboratively on areas of shared interests, purposes, strategic priorities and opportunities. DPO Australia has been funded by the Australian Government to be the recognised coordinating point between Government/s and other stakeholders, for consultation and engagement with people with disability in Australia.

PWDA has individual advocates across Australia, including Queensland (Logan, Sunshine Coast, Fraser Coast, Bundaberg and Mt Isa) as well as a Systemic Advocacy Unit that works across the nation including Queensland (Brisbane).

Introduction

At this time of significant change within disability policy and service delivery in Australia, PWDA welcomes the Queensland Government's consultation into the development of a new Queensland Disability Inclusion Plan – "Towards an All Abilities Queensland". It is critical that during this

period of transition, people with disability are at the centre of decision making and policy development – “nothing about us, without us”.

The National Disability Insurance Scheme (NDIS) takes this person-centred approach of choice and control one step further. We are approaching the next phase of transition to the NDIS, that will see from 2016 -2019, 90,000 people in Queensland become eligible for dedicated, individualised funding which allows them to purchase the supports they need. For many, this will be life-changing, as long as the disability services providing these supports are diverse, responsive and regulated to ensure the fulfilment of their human rights – this includes being fully included as part of the community in Queensland.

However, these 90,000 people represents just nigh on 10% of the estimated 830,000 people with disability in Queensland¹. As acknowledged in the “Towards an All Abilities Queensland Consultation Paper” – one in five Queenslanders has as disability. As State Disability Services (within the Department of Communities, Child Safety and Disability Services) winds back, the vast majority of people with disability in Queensland will require mainstream government and non-government agencies to meet their needs, ensuring community inclusion and access to all areas of civic and public life.

Method

PWDA consulted and liaised with our individual advocates in Queensland to draw on the lived experiences of our members and clients here in Queensland. Advocates contributed client case studies and their own experiences of navigating disability policy in Queensland across all areas of government inclusive of health, justice, transport and disability services. PWDA is pleased to provide a response based on the lived experience of people with disability in Queensland, combined with analysis from our Brisbane based officer as part of our national systemic advocacy unit.

Recommendations

1. That the new Disability Inclusion Plan for Queensland be structured under the six outcome areas of the National Disability Strategy, directly linked to implementation of the United Nations Convention on the Rights of Person’s with Disabilities (CRPD) and that the plan and policy be cohesive across all government agencies.

¹<https://www.cabinet.qld.gov.au/documents/2013/dec/disability%20plan/Attachments/QLD%20Disability%20Plan%202014-19.PDF>

- 2.** The Queensland Government to undertake a comprehensive evaluation of progress made under the QDP 2014-2019 and release this report for public feedback. The report, and subsequent feedback should feed directly into the development of Queensland's policy on full inclusion for all Queenslanders and provide the basis for a concrete Queensland Disability Inclusion Plan.
- 3.** The Queensland Government build in a robust and ongoing monitoring and evaluation framework in the new Queensland Disability Plan. That this framework be inclusive and always begin with consultations with people with disability and their representative organisations in the first instance.
- 4.** That the monitoring and evaluation framework for the Queensland Disability Inclusion Plan be structured under the six outcome areas of the National Disability Strategy. Subsequently, that all Disability Inclusion Action Plans also be required to directly address initiatives under each of the outcome areas.
- 5.** That the Queensland Government support resourcing for the implementation of the evaluation framework at all levels of government and across all government agencies, including government owned corporations.
- 6.** The monitoring and evaluation of the Queensland Disability Inclusion Plan be undertaken by an independent body, which is adequately resourced to report on progress annually and make ongoing recommendations regarding changes to the plan to improve outcomes for people with disability.
- 7.** A report be publicly released annually which summarizes progress made towards targets identified in the Queensland Disability Inclusion Plan. The report should identify where additional efforts are needed in order for milestones and targets to be reached. This report should be published in accessible formats.
- 8.** The QLD Government establish the office of a Minister for Disability Inclusion, with responsibility for oversight of activities related to the Queensland Disability Inclusion Plan.
- 9.** The Queensland Disability Inclusion Plan clearly identify the lead agencies, departments and partners involved in achievement of activities. At a local government and agency level, Disability Plans should assign responsibility of achievement of outcomes at a senior management level, and this accountability be reflected in performance expectations.
- 10.** That the office of the Minister for Disability Inclusion be responsible for reporting under the monitoring and evaluation framework for the Queensland Disability inclusion Plan, and that this Framework have clear expectations for reporting outcomes and achievements across all levels of Government.

- 11.** A report be publically released annually which summarizes progress made towards targets identified in the Queensland Disability Plan. The report should identify where additional efforts are needed in order for milestones and targets to be reached. This report should be published in accessible formats.
- 12.** The DIP be supported with a consultation framework which clearly articulates the expectations and processes through which people with disability and their representative organisations will be consulted throughout the development and monitoring of plans.
- 13.** This consultation framework clearly articulate strategies for consulting with the broad community of people with disability, including young people, elderly, Aboriginal and Torres Strait Islander and CALD communities, as well as those people who are hard to reach, such as people living in institutional settings and those in the justice facilities including forensic services. The consultation framework must be fully accessible to all people with disability who would like to provide input.
- 14.** The DIP identifies the essential role representative organisations have to play in the development and implementation of inclusive policies across government, and provide for appropriate, recurrent resources for these organisations to continue their role promoting inclusion for people with disability.
- 15.** That the new disability inclusion plan for Queensland fully support and identify methods of funding advocacy programs and representative organisations for people with disability across Queensland.
- 16.** The new DIP for Queensland should include and categorically state that rights protection, access to justice, consultation with legislation, and access to advocacy and complaints mechanisms be available to and secure for people with disability in Queensland
- 17.** That the Queensland Government introduce a Disability Justice Plan, similar to South Australia. In order to support people with disability's access to and recognition before the law and to align with priority two of the NDS. The Disability Justice Plan should be stated and acknowledged in the new DIP.
- 18.** That the Queensland Government invest in early intervention and prevention programs across Queensland, especially in remote and rural communities, including discreet Aboriginal and Torres Strait Islander Communities. Regarding, justice and people with acquired brain injury, intellectual disability, mental health and or dual diagnosis.
- 19.** That women with disability in Queensland, and their representative organisations be actively included in and consulted about policy and legislation regarding women and family and domestic violence in Queensland.
- 20.** The new DIP to specifically include strategies and mechanisms to support people with disability impacted by family and domestic violence, linking this to priority one of the

consultation paper – personal and community relationships and priority area two of the NDS – rights protection and justice.

- 21.** That the Queensland Government undertake a review into access to transport for people with disability in rural, regional and remote Queensland. That this review be fully consultative with people with disability, that the review report be made publicly accessible and open to feedback, and the findings inform the development of priority initiatives in this area under the DIP.
- 22.** That the Queensland Government commit to developing clear and accountable strategies under the DIP to develop fully accessible and inclusive infrastructure. That such strategies include direct consultation with people with disability and their representative organisations, and incorporate robust feedback mechanisms to support accountability.
- 23.** That the Queensland Government prioritise investment under the DIP towards accessible infrastructure across the state, especially in remote, regional and rural Queensland, to ensure full inclusion of all people with disability in Queensland.
- 24.** That the new Disability Inclusion Plan for Queensland fully address diversity amongst people with disability. This includes people with disability who identify as Lesbian, Gay, Bisexual, Trans, Intersex and Queer as well as people with disability from Aboriginal and Torres Strait Islander backgrounds and people with disability from culturally and linguistically diverse backgrounds.

Towards an All Abilities Queensland's place in National disability policy

The National Disability Strategy 2010-2020 (NDS²) is the Council of Australian Government's (COAG) mechanism through which Australia will progressively implement the UN Convention on the Rights of People with Disability (UNCRPD). Queensland signed onto the NDS under the Bligh Government and subsequently released in 2011, the 'Absolutely everybody: enabling Queenslanders with a Disability'³ Action Plan, which aligned with the six strategies of the NDS with strong links to the CRPD.

The consultation paper notes five areas, which according to the paper were derived from outcomes of the 2016 Queensland Disability Conference – while there are allusions to achieving the goals of the NDS a clear linkage to the strategy is not apparent. Furthermore, while the five priority points point to inclusion there are no direct linkages to the CRPD and its articles. There are

² <https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/government-international/national-disability-strategy>

³ <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>
<https://www.cabinet.qld.gov.au/documents/2011/Sep/Absolutely%20everybody/Attachments/Attachment%201%20-%20Absolutely%20everybody%20%20enabling%20Queenslanders%20with%20a%20disability.PDF>

critical policy areas that are entirely omitted from the consultation paper due to the fact it is not clearly linked to the CRPD, and the priorities under the NDS, for example, the prevention of violence against people with disability and rights protection and access to justice.

Clear links between the new Queensland Disability Inclusion Plan (DIP) and the strategies of the NDS, which underpin Australia's and thereby Queensland's commitment to the CRPD need to be clearly articulated in order that the Queensland policy framework on disability is consistent and robust. A fragmented or elusory approach will result in cursory policy outcomes, siloing across government agencies and confusion as to the role of the NDS and CRPD in underpinning disability policy and legislation in Queensland. To this end, we note that legislation in the form of a Disability Inclusion Act, such as exists in NSW to fully support and oversee the execution of the DIP currently does not exist in Queensland and had not been suggested as part of the consultation paper.

Disability Action Plans

The consultation paper makes note of local council disability action plans (DAP's), however there is no clear link between these local council plans, the new state disability plan and the NDS. Further clarification and elaboration of how these areas are to be linked, resourced and reported on, is required in the new Disability Inclusion Plan (DIP) for Queensland. This also needs to include a direct process of consultation with people with disability and their representative organisations on how these local council DAP's are to be developed.

The Queensland Disability Plan 2014-2019 - Enabling Choices (QDP⁴), devised under the Newman Government, was a plan targeted at the transition to the NDIS and was aimed at businesses, private and community sectors to support the plan's aim's – which included developing a 'strong work force'. The QDP, while nominally aligned to the NDS principles, is very much a plan based on "doing for" people with disability rather than "walking with" people with disability to determine and lead their own lives based on their own choices.

In addition, the Queensland section of the National Disability Strategy Progress Report 2014⁵, states that a prime outcome of the QDP was to implement disability action plans (DAP) across all government departments. These plans are also noted as part of the consultation paper. According to our feedback, to date evidence of the full roll out and uptake of DAP's across all areas of government is not yet fully apparent. However, there are no specifications regarding full consultation and feedback from people with disability about how these plans are to be devised, implemented or evaluated. In order for DAP's to be fully inclusive and to be effective full consultation with people with disability, and their representative organisations, must be part of the process of developing DAP's.

Recommendation:

⁴ <https://www.cabinet.qld.gov.au/documents/2013/dec/disability%20plan/Attachments/QLD%20Disability%20Plan%202014-19.PDF>

⁵ https://www.dss.gov.au/sites/default/files/documents/12_2015/nds_progress_report_2014.pdf

- That the new Disability Inclusion Plan for Queensland be structured under the six outcome areas of the National Disability Strategy, directly linked to implementations of the United Nations Convention on the Rights of Person’s with Disabilities and that the plan and policy be cohesive across all government agencies.

Monitoring and evaluation

Uniformity across policy at the national and state level is essential to adequately track progress towards overarching goals and priorities, linked to consistent national monitoring and evaluation frameworks. The consultation paper does not mention monitoring and evaluation frameworks for the new DIP for Queensland. Such mechanisms are essential in ensuring that any initiatives are evidence based and are being appropriately applied. Further, a program of continuous feedback and evaluation ensures that progress is monitored and any issues or gaps in the plan are identified and rectified.

PWDA commends the Queensland government for reprioritising people with disability as central to the consultation process, on policy which impacts and influences their daily lives. The Queensland Disability Conference 2016 was an excellent start in ensuring the voices of people with disability are brought to the table and are being heard. However, a comprehensive evaluation of progress made under the QDP is critical in order to identify where progress has been made under current initiatives and strategies, and inform all levels of Government where greater focus is needed. Such an evaluation would also serve to support the outcomes that will be derived from the current consultation “Towards an all abilities Queensland”. In addition, a cohesive alignment of all policy and legislation that relate to and impact people with disability (for example, housing, transport, family and domestic violence, education and employment) will ensure that Queensland is comprehensively fulfilling its obligations for the NDS and ultimately the CRPD.

This is particularly important, given that the “Towards an all abilities Queensland” is to be used as the vehicle to develop a policy framework for a new DIP for Queensland; and additionally, to support Queensland achieve all the aims and strategies of the NDS 2010-2020, thereby fulfilling Queensland’s commitment to the CRPD.

Recommendations:

- The Queensland Government to undertake a comprehensive evaluation of progress made under the QDP 2014-2019 and release this report for public feedback. The report, and subsequent feedback should feed directly into the development of Queensland’s policy on full inclusion for all Queenslanders and provide the basis for a concrete Queensland Disability Inclusion Plan.
- The Queensland Government build in a robust and ongoing monitoring and evaluation framework in the new Queensland Disability Plan. That this framework be inclusive and always begin with consultations with people with disability in the first instance.

- That the monitoring and evaluation Framework for the Queensland Disability Inclusion Plan be structured under the six outcome areas of the National Disability Strategy. Subsequently, that all Disability Inclusion Action Plans also be required to directly address initiatives under each of the outcome areas.
- That the Queensland Government support resourcing for the implementation of an evaluation framework at all levels of government and across all government agencies, including government owned corporations.
- Monitoring and evaluation of the Queensland Disability Inclusion Plan be undertaken by an independent body, which is adequately resourced to report on progress annually and make ongoing recommendations regarding changes to the plan to improve outcomes for people with disability.

Governance

Whilst the responsibility for the delivery of disability support services is shifting with the roll out of the NDIS from the state to the Commonwealth Government, the responsibility for ensuring inclusion of people with disability in mainstream services remains with the Queensland Government and its agencies. The DIP should clearly identify the lead and partner agencies responsible for activities related to outcome areas of the NDS, with accountability for implementation of actions of actions under the NDS outcome areas lying with the appropriate minister responsible for the particular portfolio, such as housing, education, health, justice etc.

The Department of Communities, Child Safety and Disability Services provides a crucial role in coordinating services for people with disability and acting as a focal point regarding disability expertise within the Queensland Government. This function is to be phased out with the introduction of the NDIA, but the NDIA has no responsibility for the coordination of disability services. There will be no other coordinating mechanism to provide expertise on disability issues or to coordinate the implementation of disability policy across Government.

Recommendations:

- The QLD Government establish the office of a Minister for Disability Inclusion, with responsibility for oversight of activities related to the Queensland Disability Inclusion Plan.
- The Queensland Disability Inclusion Plan clearly identify the lead agencies, departments and partners involved in achievement of activities. At a local government and agency level, Disability Plans should assign responsibility of achievement of outcomes at a senior management level, and this accountability be reflected in performance expectations.
- That the office of the Minister for Disability Inclusion be responsible for reporting under the monitoring and evaluation framework for the Queensland Disability inclusion Plan, and that this Framework have clear expectations for reporting outcomes and achievements across all levels of Government.

Opportunities for ongoing feedback

Disability Inclusion Plans at all level of Government, and across all agencies need to be flexible, relevant, adaptable and responsive to the changing needs of people with disability. This is particularly important as the disability landscape in NSW changes with the roll-out of the NDIS, and Department of Disability Services are transferred to the non-government sector.

The Qld DIP and subsequent plans at all levels of Government must clearly articulate how people with disability and their representative organisations can provide ongoing feedback regarding activities associated with the plans. Feedback mechanisms must be accessible and provide a genuine format through which people feel that their feedback and concerns are taken on board. This feedback should be reflected by proactive review of plans as issues arise.

An annual report with a summary of progress of actions provided to the Minister for Disability will not be sufficient unless this report includes data which directly relates to tangible outcomes for people with disability, as defined within the monitoring and evaluation framework. In addition, this report should be publicly available in accessible formats to ensure that the DIP is inclusive and transparent, and that people with disability can hold decision makers to account to progress towards goals and targets.

Recommendation:

- A report be publically released annually which summarizes progress made towards targets identified in the Queensland Disability Plan. The report should identify where additional efforts are needed in order for milestones and targets to be reached. This report should be published in accessible formats.

Stakeholder Engagement: consultation with people with disability

Consultation with people with disability in the development of policy and legislation, and the monitoring of implementation of such policy, is the only way to ensure that mainstream services are accessible and delivered to meet the preferences and needs of people with disability.

Consultation with people with disability is a principal requirement for state parties under the CRPD, as defined in Article 33 (3) and Article 4 (3). This requirement is relevant across all levels of Government agencies developing inclusion plans with an aim to implement the NDS.

However, if consultation is insincere or not genuinely representative of people with disability, the process in itself will undermine the intentions and goals of the NDS, and the plans developed will not deliver the desired outcomes.

It is encouraging that the discussion paper places emphasis on consulting people with disability, however the paper falls short in articulating how this consultation will be undertaken, and

resourced, apart from numerous references to the input from the Disability Conference 2016 and mention of a select number of Disability Advocacy organisations.

In addition, reaching groups identified as particularly vulnerable or warranting specific attention will require representative organisations that are culturally and socially appropriate and have knowledge and experience working with these communities.

The transfer of disability funding from Queensland to the Commonwealth with the NDIS has meant that funding for independent advocacy and representative organisations is at risk. If these organisations are not provided with recurrent funding over the long term, the DIP and all level of Government plans will be unable to meaningfully consult with people with disability.

Recommendation:

- The DIP be supported with a consultation framework which clearly articulates the expectations and processes through which people with disability and their representative organisations will be consulted throughout the development and monitoring of plans.
- This consultation framework clearly articulate strategies for consulting with the broad community of people with disability, including young people, elderly, Aboriginal and Torres Strait Islander and CALD communities, as well as those people who are hard to reach, such as people living in institutional settings and those in the justice facilities including forensic services. The consultation framework must be fully accessible to all people with disability who would like to provide input.
- The DIP identify the essential role representative organisations have to play in the development and implementation of inclusive polices across government, and provide for appropriate, recurrent resources for these organisations to continue their role promoting inclusion for people with disability.

Transition to the NDIS

As Queensland moves toward the full roll out of the NDIS and the Department of Disability Services winds back, there are very real risks of gaps in service provision for people with disability in Queensland. This is likely to be most profound in rural, regional and remote Queensland where services are already limited.

Of particular concern in remote communities is the challenge to recruit, supervise and maintain staffing in small communities. This has serious implications for people with disability living in smaller communities where support options were previously funded and or supported through the department.

For example, in regards to the roll out of the NDIS in Townsville, Charters Towers and Palm Island, a casualised workforce is the only workable solution the sector has been able to deliver. In

addition, people with disability (and their supporters) in these areas were not adequately supported to understand conceptual change from funding to service models, including that every interaction needs to be a billable service paid for through packages.

The community education and information available regarding details of the NDIS including service models has not extended far beyond main centres. This has left people with disability in remote areas (e.g. Doomadge) in confusion and in some cases entirely unaware of the NDIS. People with disability in these areas face the possibility of having their currently limited supports disappear and with limited or no knowledge of how to devise a plan and access an individual funding package. It is only through the support of individual advocates working in rural, regional and remote Queensland that people with disability in these areas have any chance of maintaining cohesive service provision.

Advocacy

As noted earlier, the transfer of disability funding from Queensland to the NDIS places funding for advocacy and representative organisations at risk. Both individual and systemic advocacy, especially that by self-advocates and through representative organisations, is a vitally important mechanism for people with disability to ensure that their concerns are brought forward, identified and addressed. The new DIP for Queensland does not discuss or elaborate on the need for or the importance of advocacy and representative organisations for people with disability outside of noting a few network organisations that have a role informing people about the NDIS (e.g QDN, CRU, Amparo).

Article 5 of the CRPD states that people with disability are entitled to equality and non-discrimination, this also means that people with disability have the right to access complaints processes and or be supported to access complaints processes. In Queensland, this includes being able to access or have support to access and appear before Queensland Civil and Administrative Tribunal, and as the NDIS rolls out people with disability have the right to access or have support to access the NDIA complaints review tribunal. A person with disability who has access to an advocate is likely to have much better outcomes, than a person with disability who does not have an advocate. In addition, Article 16, states that people with disability are to have freedom from exploitation, violence and abuse. This means that people with disability have the right to access social protection measures and support programs, such as individual advocacy, systemic advocacy and be supported to be self-advocates through representative organisations. As Queensland transitions to the NDIS advocacy and representative organisations for people with disability are required more than ever, in order to support their right to access complaints procedures and social protection measures to ensure the full inclusion of people with disability in the community across Queensland.

Recommendation:

- That the new disability inclusion plan for Queensland fully support and identify methods of funding advocacy programs and representative organisations for people with disability across Queensland.

Justice

Article 12 of the CRPD states that people with disability should have equal recognition before the law. In addition, the second priority area of the NDS states – Rights protection, justice and legislation—statutory protections such as anti-discrimination measures, complaints mechanisms, advocacy, the electoral and justice systems. The consultation paper makes no clear link between this aspect of the NDS and the need to secure ongoing access to justice and right protections for people with disability in Queensland.

Access to justice for people with disability in Queensland is problematic on a number of fronts, including lack of accessible information about the justice system and the courts (Braille, easy English brochures, Auslan). In addition, whilst the Department of Justice and Attorney General has a disability service plan, in accordance with the QDP 2014-2019, evidence of its implementation is not apparent (an exception is Southport Specialist Domestic Violence Court which now has Auslan embedded in its information videos). This further highlights the need for a cohesive, monitored and consultative approach around disability policy in Queensland and should also be inherent to the new Queensland DIP.

Queensland boasts high numbers of people with brain injury, and/or mental illness in the corrections system, as well as high numbers of people with intellectual disability and people with dual diagnosis. If the Queensland Government is serious about being inclusive, there needs to be an investment in early intervention and prevention to keep these people living safely in the community. This is especially the case in Mt Isa where there are a great deal of people living with Acquired Brain Injuries' (ABI's) in the Indigenous populations and there is limited means of supporting these people adequately.

Recommendation:

- The new DIP for Queensland should include and categorically state that rights protection, access to justice, consultation with legislation, and access to advocacy and complaints mechanisms be available to and secure for people with disability in Queensland.
- That the Queensland Government introduce a Disability Justice Plan, similar to South Australia. In order to support people with disability's access to and recognition before the law, to align with priority two of the NDS. The Disability Justice Plan should be stated and acknowledged in the new DIP.
- That the Queensland Government invest in early intervention and prevention programs across Queensland, especially in remote and rural communities, including discreet

Aboriginal and Torres Strait Islander Communities. Regarding, justice and people with acquired brain injury, intellectual disability, mental health and or dual diagnosis.

Family and Domestic Violence and women with disability

Women with disability in Queensland experience alarming rates of violence including family and domestic violence⁶. The Queensland government has led the nation with the “Not Now, Not Ever Report”⁷ and has made commendable efforts in the area of family and domestic violence prevention, including initiatives to address violence against women with disability. It is critical that the new DIP for Queensland links to the Queensland government’s broader policy on violence against women and domestic and family violence prevention. Linking to the broader Queensland policy framework indicates that the Queensland government takes seriously the inclusion of women with disability as part of the broader Queensland Community. This will be particularly apparent once the Department of Disability Services winds back with the NDIS, women with disability in Queensland ought to be included and represented by the Minister for Women and the Prevention of Family and Domestic Violence.

Recommendation:

- That women with disability in Queensland, and their representative organisations be actively included in and consulted about policy and legislation regarding women and family and domestic violence in Queensland.
- The new DIP to specifically include strategies and mechanisms to support people with disability impacted by family and domestic violence, linking this to priority one of the consultation paper - family and community relationships and priority area two of the NDS – rights protection and justice.

Key Services: Transport and Housing

The consultation paper notes that central to the success of the NDIS is the implementation of the NDS, which seeks to ensure people with disability can access universal services. The consultation paper correctly identifies that housing, infrastructure and transport are all areas that need to be addressed in regards to accessibility to ensure full inclusion for people with disability in Queensland. However, the paper does not outline any clear strategies as to how accessibility will be achieved across these key service areas. Developing a clear strategy that can be implemented via the DIP and links key services accessibility to the NDS will ensure that people with disability in Queensland will in fact be able to access universal services and not merely have it implied in a policy context.

⁶ Quan Farrant, F. (2016) *Women Living with Cognitive Disability and Domestic Violence, Submission to the Domestic Violence Prevention Strategy Implementation Council: Review on the Impact of Domestic Violence on People Living with a Disability*, Community Living Association Inc. (CLA Inc.); Brisbane, Australia.

⁷ <https://www.communities.qld.gov.au/resources/gateway/campaigns/end-violence/about/special-taskforce/dfv-report-vol-one.pdf>

As an example of gaps in strategy, the 2015 Department of Main Roads and Transport's Disability Action Plan Progress Report⁸, notes amongst other outcomes, that it held a number of Diversity Events, built pedestrian crossings in the South East of the State but was 'business as usual' in the North and North West of the state. Full inclusion of all people with disability across the state requires that serious assessment and investment must be made towards achieving accessible infrastructure, this includes, transport and housing.

In addition, while universal housing design is commended by the Department of Housing and the Disability Access to Premises Building Standards⁹ are noted as industry obligations, the consultation paper does not make a clear link between achieving accessible housing and buildings more broadly and the new DIP for Queensland.

Of note is the New South Wales Government's recent report (2016)¹⁰ into access to transport for seniors and disadvantaged people in rural and regional NSW. A similar such report for Queensland would make apparent the areas where needs are most critical for people with disability in areas outside the south-east corner of the state.

Recommendations:

- That the Queensland Government undertake a review into access to transport for people with disability in rural, regional and remote Queensland. That this review be fully consultative with people with disability, that the review report be made publicly accessible and open to feedback and the findings inform the development of priority initiatives in this area under the DIP.
- That the Queensland Government commit to developing clear and accountable strategies under the DIP to develop fully accessible and inclusive infrastructure. That such strategies include direct consultation with people with disability and their representative organisations, and incorporate robust feedback mechanisms to support accountability.
- That the Queensland Government prioritise investment under the DIP towards accessible infrastructure across the state, especially in remote, regional and rural Queensland, to ensure full inclusion of all people with disability in Queensland.

LGBTIQ, ATSI, CALD people with disability

People with disability in Queensland are as diverse as the wider community. Full acknowledgement of the diversity and potential intersectionality of people with disability is imperative as part of the new disability inclusion plan for Queensland. Thereby upholding the human rights of all people with disability in Queensland.

⁸ <https://publications.qld.gov.au/dataset/fbdad9a5-9935-4ad4-9dd5-6f6963236125/resource/6ef377b7-fd42-4270-b43e-a8a168791cfa/download/dspyear2progressreport1oct201430nov2015final.pdf>

⁹ <https://www.qld.gov.au/disability/business/building/>

¹⁰ <https://www.parliament.nsw.gov.au/committees/inquiries/Pages/inquiry-details.aspx?pk=2398>

- That the new Disability Inclusion Plan for Queensland fully address diversity amongst people with disability. This includes people with disability who identify as Lesbian, Gay, Bisexual, Trans, Intersex and Queer as well as people with disability from Aboriginal and Torres Strait Islander backgrounds and people with disability from culturally and linguistically diverse backgrounds.

Case studies

Priority Two: Recreation and Tourism

Recreation: Mt Isa

People with disability in Mt Isa and surrounds can't access the recreational areas very well at Lake Moondarra. If you don't have access to your own transport, the lake is 15 kms out of town and no transport available. It is our only outdoor recreational facility of any consequence other than the sporting club venues. While Council support is imperative, there needs to be a more considered state government policy to support people with disability in remote, rural and regional areas access recreational areas, this includes transportation but also importantly needs to see adaptation to certain recreational facilities so people with disability can actually access pools, lakes, beaches, sporting facilities and other recreational facilities.

Priority four: Key Services

Transport: Mt Isa and regional communities

In these areas, there is no public transport available, only taxis, which is cost prohibitive for people with disability. The weather out here precludes being able to commute without transport (as in walk or use a wheelchair) to any destination for about 8 months of the year due to the high heat. There are organisation specific buses available for medical appointments in town, but access outside the town area is non-existent. This leaves people with disability in remote, rural and regional areas of Queensland literally stranded and unable to access services let alone community activities.

An Indigenous client (female) 40 yrs., has had a stroke, suffers paralysis on left side (arm and leg) and has difficulty walking, fears crossing the road because of her instability (requires assistance), has no vehicle (can't afford one), has to walk approx. 2 kms. to attend her Newstart appointments at an employment service every fortnight. Centrelink is the same distance; Department of Housing is also the same distance and the terrain is not flat. This is a very major issue for her. Another client (male) 54 yrs., has numerous health issues, he also has to walk approx. 5 kms to attend the same venues, as he cannot afford taxis (he too in on Newstart) and has no personal transport options.

Priority four: Key Services

Housing, Health and Advocacy: Sunshine Coast

A client (woman) who has a significant disability and has also been in a Domestic Violence situation in Australia since she arrived from South Africa. Her marriage has since dissolved and she is currently appealing her visa application to allow her stay in Australia.

Due to the fact that she is not an Australian citizen she is not eligible for any benefits/housing or services as such. Due to her significant disability, she has been living in Caloundra hospital for the last 3 years. Recently, she has been transferred her to a nursing home until her visa is either approved or denied.