

# Bundaberg Disability Sector

## ATTACHMENT 1: ACTION PLAN

2009



2012



Sponsoring Organisations: Bundaberg Regional Council and Bundaberg Community Development  
Project Support: Members of the Disability Sector Network and Working Party



## EXECUTIVE SUMMARY

PRIORITY ACTION AREAS	KEY ISSUE	KEY STRATEGIES	Pg
<b>1. Respite</b>	Provision of adequate respite to meet the needs of people with a disability, their families and carers	<ol style="list-style-type: none"> <li>1. Identify, map and prioritise respite needs</li> <li>2. Increase funding available targeting respite</li> </ol>	5
<b>2 Carers</b>	Enhance Community and Government recognition of carers and their contribution to our community  Ensure adequate, accessible regional services for people with a disability, their families and carers	<ol style="list-style-type: none"> <li>1. Develop processes for the ongoing recognition of family carers, and proactive planning for lifetime services</li> <li>2. Develop activities to celebrate carers</li> <li>1. Identify and prioritise the needs of carers</li> <li>2. Establish the current and future care requirements for people with a disability in our region</li> <li>3. Address identified priorities and unmet need</li> <li>4. Provision of carer recruitment, mentoring and professional development</li> </ol>	8
<b>3. Housing</b>	Increase community housing options for people with a disability	<ol style="list-style-type: none"> <li>1. Improve standard, availability and quantity of housing for people with a disability</li> <li>2. Research and identify appropriate housing models</li> <li>3. Develop a business plan</li> </ol>	12
<b>4. Social Inclusion</b>  <b>4.1 Engagement and Participation</b>          <b>4.2 Community Attitudes</b>	Facilitate effective engagement, participation and representation of people with a disability within their community          Facilitate recognition and respect for people with a disability	<ol style="list-style-type: none"> <li>1. Address factors and issues to enhance social inclusion</li> <li>2. Give people a chance to have their say and get involved</li> <li>3. Provide specialised support to service providers to develop skills in initiating and facilitating activities to enhance engagement and participation by people with a disability, their families and carers</li> <li>1. Development and implement social inclusion strategy</li> <li>2. Enhance community awareness and acceptance of people with a disability</li> </ol>	15

<b>4.3 Social Connectedness</b>	<p>Create opportunities for people with a disability, their families and carers to engage in activities that increase their health and wellbeing through social connections Maintain connection post school</p>	<ol style="list-style-type: none"> <li>1. Greater engagement between the community and people with a disability, their families and carers</li> <li>1. Enhance and promote life after school options</li> <li>2. Centralised service to coordinate Post School Services/ life after school options</li> </ol>	
<b>5. Built Environment</b> <b>5.1 Physical Access</b>  <b>5.2 Transport</b>	<p>Achieve an accessible built environment that enables people with a disability to participate in the community</p> <p>Access in its broadest sense both within Bundaberg and across the region</p>	<ol style="list-style-type: none"> <li>1. Enhance community access by people with a disability to ensure a safe, accessible path of travel</li> <li>2. Provide accessible playgrounds and open spaces</li> <li>3. Provide suitable and accessible parking.</li> <li>4. Increase awareness by residents and visitors/ tourists of accessible facilities</li> <li>1. Review Community Transport options</li> <li>2. Enhance availability &amp; accessibility of public transport</li> <li>3. Create a set of access points/hubs with appropriate connecting pathways</li> <li>4. Enhance linkages and awareness between urban networks and service providers</li> <li>5. Enhance funding in regional areas for service providers</li> <li>6. Transport assistance</li> </ol>	22
<b>6. Advocacy</b>	<p>Ensure the establishment of Regional Advocacy Services in the interests of people with a disability, their families and carers</p> <p>Enhance the availability, quality, flexibility and co-ordination of services for people with a disability, their families and carers</p> <p>Fragmentation of services and funding between Governments and their Departments</p>	<ol style="list-style-type: none"> <li>1. Establish a local funded Advocacy service</li> <li>1. Highlight and be responsive to issues</li> <li>1. “Whole of Government” approach</li> <li>2. Targeted Advocacy to address priority issues for people with a disability, families and carers</li> </ol>	28
<b>7. Services</b> <b>7.1 Information</b>	<p>Ensure easy community access to information, services and activities</p>	<ol style="list-style-type: none"> <li>1. Identify the needs of services &amp; community capacity building opportunities</li> <li>2. Ensure information about local disability services easily accessible to everyone</li> <li>3. Establish an effective, direct link between Community and Disability Services Queensland</li> </ol>	31

<b>7.2 Coordination and Collaboration</b>	Enhance sector coordination, collaboration and communication to avoid fragmentation of services	<ol style="list-style-type: none"> <li>1. Enhance coordination of services through strengthening Disability Sector Network</li> <li>2. Build relationships amongst sector workers</li> <li>3. Implement a Continuous improvement model</li> <li>4. Undertake targeted Sector Capacity Building-</li> <li>5. Ensure regular Communication between government, services providers &amp; community</li> </ol>	
<b>8. Trends</b> <b>8.1 Mental Health</b>  <b>8.2 Early Intervention</b>  <b>8.3 Ageing</b>	<p>Recognition of the growing trend of mental health as a disability</p> <p>Supporting children in the community with special needs to minimise the impact of their disability</p> <p>Recognition of premature ageing and its impacts on the disability sector</p>	<ol style="list-style-type: none"> <li>1. Support mental health initiatives</li> <li>1. Provide early intervention to support people with a disability, their families and carers</li> <li>2. Establish a multidisciplinary response to the needs of children with attention deficit disorder, hyperactivity autism and learning disorders in the Bundaberg Region</li> <li>3. Enhance education / awareness of the needs of children with special needs</li> <li>4. Undertake targeted advocacy including political lobbying</li> <li>1. Establish understanding of premature ageing and impacts on people with a disability</li> </ol>	36
<b>9. Resources</b>	Targeted resources to address current, unmet/gaps and future trends	<ol style="list-style-type: none"> <li>1. Review Disability Action Plan on an annual basis</li> <li>2. Gather and analyse sector statistical data on a regular basis</li> <li>3. Enhance linkages and partnerships with DSQ, other Government Departments &amp; Service Providers</li> <li>4. Enhance advocacy/ broker role in accessing funds &amp; other resources</li> </ol>	40
<b>10. Education, Training and Employment</b>	Ensure opportunities for people of all abilities to participate in education, employment and training	<ol style="list-style-type: none"> <li>1. Educate employers about the benefits of employing people with a disability</li> <li>2. Create a smooth transition pathway from school into the workforce</li> <li>3. Ensure equitable access to training opportunities relevant to the local labour market</li> <li>4. Expand disability employment program</li> </ol>	42



	<p>B. Identify need –how often, when, where and emergency need for people with a disability, families and carers in the following age ranges (This would cover all the different needs of the groups and pick up all forms of disabilities)</p> <ol style="list-style-type: none"> <li>a. 0-8yrs</li> <li>b. 8-18</li> <li>c. 18-40</li> <li>d. 40-65</li> <li>e. Young carers</li> <li>f. ageing disabled people</li> <li>g. ageing family carers (i.e. parents, siblings, partners and grandparents)</li> <li>h. high need time- 3till 8pm for sports</li> <li>i. emergency and crisis respite</li> <li>j. disabled carers</li> </ol>	Service Providers	<p>Quarterly Investigation into un-met needs every 1-2 years.</p> <p>Once survey is completed each organisation could provide information as to the number of clients on their waiting list ie monthly which could be reviewed by the DSN at meetings</p>	
	<p>2. Develop and implement identified tailored models of respite in our community through the mapping process</p> <ul style="list-style-type: none"> <li>• Collaborate and coordinate services when and where possible for the best outcome of the person accessing service</li> <li>• Engage all levels of government to obtain better linking and knowledge of existing programs, funding and un-met need</li> <li>• Allocate agenda for one DSN meeting each year to be dedicated to innovative solutions and innovative service models.</li> <li>• Consider the needs of individual persons at sector network meetings similar to the way ACAT meetings with service providers</li> </ul>	Service Providers, Carers, DSQ DSN	Bi-monthly	

<b>2. Increase funding available targeting respite</b>	<p>1. Lobby for increase in funding to enhance respite care to people with a disability, their families and carers  Recognising unique family situations</p> <ol style="list-style-type: none"> <li>a. Aged carers</li> <li>b. More than one child with a disability</li> <li>c. More than one sibling</li> <li>d. Working parents</li> <li>e. Grandparent carers</li> <li>f. Young carers</li> <li>g. Single parents</li> <li>h. Foster Carers</li> <li>i. Sibling Carers</li> <li>j. Level of need of person with a disability</li> <li>k. disabled carers</li> <li>l. crisis care</li> </ol>	BCD in conjunction with service providers who are part of the DSN		
	<p>2. Advocacy funding to enhance availability and quality of respite to people with a disability, their families and carers</p>			

## 2. CARERS

**KEY ISSUE: Enhance Community and Government recognition of carers and their contribution to our community**

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<p><b>1. Develop processes for the ongoing recognition of family carers, and pro-active planning for lifetime services</b></p>	<ol style="list-style-type: none"> <li>1. Assist parents in advocating for one on one support for children with disabilities in accessing child care centres, pre-school and family day care and respite centres</li>   <li>2. Legislative recognition of carers through               <ul style="list-style-type: none"> <li>• Working with key State Government agencies, and other carer groups to adopt formal carer legislation to ensure carer impacts are considered in the drafting of legislation by all State and Federal policy makers for lifetime services.</li> </ul> </li>   <li>3. Enhance linkages with existing State and Federally funded Advocacy, Family Support, Disability and Carer Organisations ie               <ul style="list-style-type: none"> <li>• Queensland Advocacy Incorporated</li> <li>• Parent to Parent</li> <li>• Queensland Disability Network</li> <li>• Queensland Council of Carers</li> </ul> </li> </ol>	<p>QCC Aged Care &amp; Services Providers QADA CRCC Carers Qld - Wide Bay Disability Service Providers DSN carer working group DSN carer working group  CRCC Carers Qld Wide Bay(Dani Runnalls QADA (Margo Matthews)</p>		

	<p>4. Use these networks and establish a local advocacy network to provide information to carers about:-</p> <ul style="list-style-type: none"> <li>• available services</li> <li>• succession planning</li> <li>• guardianship/legal matters</li> <li>• welfare processes (i.e. Centrelink etc)</li> <li>• young carers</li> <li>• sibling impacts</li> <li>• aging carers</li> <li>• foster carers</li> <li>• carers with a disability</li> </ul>	<p>DSN Carer Working Group BCD</p>		
<p><b>2. Develop activities to celebrate carers</b></p>	<p>1. Encourage and engage all levels of government to ensure acknowledge and be responsive to the carer contribution to our community.</p> <p>2. Involve local carers on carer week planing and how they want it to run. Not redirecting any valuable resources</p> <p>3. Establish an annual regional “carers” award and incorporate this award into Disability Action Week,</p> <p>4. Obtain corporate sponsorship to promote the contribution of carers to our community.</p> <p>5. Recognition during Carers Week</p>	<p>DSN Carer Working Group Oct</p> <p>Carers Qld Wide Bay (Dani Runnalds) Chamber of Commerce Rotary Lions Clubs Carer's Expo Committee - Gracie Dixon Respite Centre, Janelle - Impact, Carers Qld Wide Bay.</p>		

**KEY ISSUE: Ensure adequate, accessible regional services for people with a disability, their families and carers**

<b>KEY STRATEGIES:</b>		<b>Who and What will make It happen?</b>	<b>When should this occur?</b>	<b>Status</b>
<b>What has to be done?</b>	<b>How will this be done?</b>			
<b>1. Identify and prioritise the needs of carers</b>	1. Pro- active use of the family carer surveys (See technical papers) which identified the following priorities <ul style="list-style-type: none"> <li>• respite</li> <li>• aged care</li> <li>• supported accommodation</li> <li>• post-school services</li> <li>• in home support</li> <li>• transport.</li> </ul>			
<b>2. Establish the current and future care requirements for people with a disability in our region</b>	1. Ensure sector keeps abreast of the current data and it implications for service delivery for people with a disability, families and carers, including <ul style="list-style-type: none"> <li>• data from CSTDA, DSQ, Centrelink, Service Providers</li> <li>• annual community survey</li> </ul> 2. Interpret data to assess quality met and unmet need			
<b>3. Address identified priorities and unmet need</b>	1. Disability Sector to incorporate identified priorities and targets into individual services strategic and operational plans. 2. Disability Sector to report to the community on their status Use systemic and individual advocacy networks locally, (refer Advocacy section) and at other levels of Government. 3. Enhance collaborative networks with Disability Services Queensland and Commonwealth Carers and respite to achieve <ul style="list-style-type: none"> <li>• Increase in people registering their current and future needs with Disability Services Queensland</li> <li>• Reduction of duplication</li> <li>• Enhance better use of limited resources</li> </ul>			

	<ol style="list-style-type: none"> <li>4. Strengthen networks with the local Disability Sector Network, Bundaberg Regional Council, service providers and representatives of other levels of Government <ul style="list-style-type: none"> <li>• Acknowledgement and understanding of the role of carer and impacts on the family</li> <li>• Jointly address quality met and unmet need</li> </ul> </li> <li>5. Use resources to address identified priorities ie ageing carer support packages</li> </ol>			
<p><b>4. Provision of carer recruitment, mentoring and professional development</b></p>	<ol style="list-style-type: none"> <li>1. Support existing carers through implementing a mentoring and professional development program <ul style="list-style-type: none"> <li>• Ensure better dissemination of information about available supports for ageing carers</li> </ul> </li> <li>2. Develop recruitment strategy <ul style="list-style-type: none"> <li>• Aging carers</li> <li>• “Grand-parenting” roles for retirees who live away from families</li> <li>• Foster care</li> <li>• Linking families with similar needs</li> <li>• Access Family Day Care as a childcare option</li> </ul> </li> <li>3. Provide professional support service made up of psychologist, social workers, and volunteers for carers to provide counselling, intervention and resilience training.</li> </ol>			

### 3. HOUSING

**KEY ISSUE:** Increase community housing options for people with a disability

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<p><b>1. Improve standard, availability and quantity of housing for people with a disability</b></p>	<ol style="list-style-type: none"> <li>1. Advocate for the development a working relationship with existing regional housing groups, ie Bundaberg Housing Service, Regional Housing Board, Indigenous Housing Section, Dept of housing, CEO Syndicate Crisis housing, Carinbundi and people with a disability, their families and carers</li> <li>2. Identify lead agency who can drive the above who can incorporate this action to their own strategic plan.</li> <li>3. Map /audit all housing options for people with a disability including               <ol style="list-style-type: none"> <li>a. Assess and identify need</li> <li>b. Audit existing</li> <li>c. audit the standard and quality of what is available</li> <li>d. Identify gaps</li> <li>e. Develop prioritise and strategies</li> <li>f. Identify resources and linkages</li> <li>g. Advocate for targeted resources to implement identified priorities through public and private sectors</li> </ol> </li> </ol>	<p>DSN To advocate forming of housing working group</p> <p>DSQ Department of Housing Community QLD Health Service Providers</p>	<p>Planning 2008 – 09</p> <p>Action 2009 – 10</p>	

<p><b>2. Research and identify appropriate housing/service delivery models based on support needs</b></p>	<p>1. Assess appropriated housing models specific to the person with a disability</p> <p>a) for aging people with a disability (45-65 years) by:</p> <ul style="list-style-type: none"> <li>• Collaborated between existing service providers and all levels of government</li> <li>• Advocate for purpose built 24hr care facilities close to transport and services</li> <li>• Research alternative models</li> </ul> <p>b) for younger people with an acquired brain injury, degenerative disorder or developmental disorder</p> <ul style="list-style-type: none"> <li>• Investigate Young Care (Brisbane), Abbey Field (Orange) and group home (Tasmania) and other models</li> <li>• Collaboration between existing service providers and all levels of government</li> <li>• Advocate for purpose built 24hr care facilities close to transport and services</li> <li>• Research alternative models ie smaller facility not larger institutions, medium care, care for people with mental illness, 24hr crisis care, homelessness</li> </ul> <p>c) Develop of housing cluster with minimum support required</p> <ul style="list-style-type: none"> <li>• Investigate the suitability of DSQ's "Accommodation and Lifestyle Support – Cluster Housing model to determine if this model meets needs of persons in the area (target group is people who have an intellectual or cognitive disability and high and complex physical and/or healthcare support needs)</li> <li>• Further develop the results of the investigation into cluster housing models.</li> <li>• Peer support</li> <li>• Minimum intervention from agencies – not 24 hour care</li> <li>• Individually tailored to needs</li> <li>• Continuous care accommodation - once parents can no longer care for them</li> <li>• Block of land – Endeavour, Council</li> <li>• Present blocks available</li> </ul> <p>d) Transitional housing</p> <ul style="list-style-type: none"> <li>• transition from home – independent or supported living</li> <li>• Investigate transitional housing models from hospital into the community</li> <li>• Research models link agencies</li> <li>• HASP Model- DSQ, Health and housing and....</li> </ul> <p>e) Explore the creation of a community cooperative to develop affordable housing for people with a disability</p> <p>f) Crisis Housing</p> <p>g) Living in own home/ Co-tenancy</p>	<p>DSN to produce initial research (University may be available)</p> <ul style="list-style-type: none"> <li>• Funding</li> <li>• Facility</li> <li>• Funding for emergencies</li> <li>• Qualified nursing care</li> <li>• Parents</li> </ul> <p>Collaborative between aged care and disability</p>		
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	<ol style="list-style-type: none"><li>2. Evaluate models against identified community need and priorities</li><li>3. Develop a resource/ business plan<ul style="list-style-type: none"><li>• Identify value adding opportunities to existing business cases undertaken by Service Providers</li><li>• Engaged a consultant to develop business plan to further identify and provide the appropriate models for our region including</li></ul></li></ol>			
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## 4. SOCIAL INCLUSION

### a. ENGAGEMENT AND PARTICIPATION

**KEY ISSUE: Facilitate effective engagement, participation and representation of people with a disability within their community**

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<b>1. Address issues to enhance social inclusion</b>	1. Survey community perspectives of people with a disability to identify areas for enhancement 2. Examine survey results and statistics 3. Implement strategies to address findings in surveys and statistics to enhance social inclusion			
<b>2. Give people a chance to have their say and get involved</b>	4. Provide opportunities for local residents with disabilities to identify their needs and solutions <ul style="list-style-type: none"> <li>• Facilitate regular, focussed opportunities (eg meetings, focus groups, forums) that involve the public sector, private sector, community, clients, and families</li> <li>• Identify someone in the Disability Sector as a representative to attend relevant meetings/networks</li> <li>• Share information and resources</li> <li>• Establish collaboration and partnerships</li> <li>• Identify clear, time sensitive solutions ie action driven Learn about how to make meetings easier and better</li> </ul>			

	<p>5. Support creation of Community Services Disability Reference Committee</p> <ul style="list-style-type: none"> <li>• establish a Community Services Disability Reference Committee made up of community representatives; residents, person with a disability, family members or carers of people with a disability, service providers, Council Officers meet bi-monthly to</li> <li>• represent the interests of people with disabilities, their family and carers at the local level</li> <li>• provide advice to enable a considered response to issues affecting people with disabilities who live, work, spend leisure time, or study within the Bundaberg community</li> <li>• act as a resource on matters relating to inclusion and access for people with disabilities, their family and carers</li> <li>• provide direct feedback to Disability Sector Network and service providers.</li> </ul>			
<p><b>3. Provide specialised support to service providers to develop skills in initiating and facilitating activities to enhance engagement and participation by people with a disability, their families and carers</b></p>	<ol style="list-style-type: none"> <li>1. Access to expertise in the areas of engagement and participation <ul style="list-style-type: none"> <li>• Provide examples of engagement and participation strategies</li> </ul> </li> <li>2. Support to develop new and innovative methods for gathering feedback and facilitating participation, particularly with people with complex communication needs</li> <li>3. Develop evaluation tools for strategies that they implement</li> <li>4. Addition resurces; ie financial, human</li> <li>5. Collaboration with other services, particularly when isolated by distance and/or culture</li> </ol>		<p>ongoing</p>	

**b. COMMUNITY ATTITUDES**

**KEY ISSUE: Facilitate recognition and respect for people with a disability**

<b>KEY STRATEGIES:</b>		<b>Who and What will make It happen?</b>	<b>When should this occur?</b>	<b>Status</b>
<b>What has to be done?</b>	<b>How will this be done?</b>			
<b>1. Development and implement social inclusion strategy</b>	<ol style="list-style-type: none"> <li>1. Define an inclusive community to achieve equal engagement to all community activities and information, include supported social inclusion strategies</li> <li>2. Develop a whole of community strategy for inclusion for people with a disability in activities to include Communication, Engagement, Education and Marketing                             <ul style="list-style-type: none"> <li>• Include knowledge and input from people with a disability their families and carers</li> </ul> </li> <li>3. Write inclusion strategies into key council officer positions- Sport and Recreation Officer, Youth Development Officer, Cultural Community Development Worker...</li> </ol>	BRC		
<b>2. Enhance community awareness and acceptance of people with a disability</b>	<ol style="list-style-type: none"> <li>1. Work with media to assist in over coming stereotyping and stigma by assisting with implementing communication activities identified within the social inclusion strategies such as                             <ol style="list-style-type: none"> <li>a. Develop and promote the use of Tip Sheets about the use of language for journalists</li> <li>b. Enhance connection through use of personal stories of abilities for a range of disabilities</li> <li>c. Assist the communication of positive images of people with a disability</li> </ol> </li> <li>2. Provide childcare and schools with disability resources</li> <li>3. Recognition of people with a disability as valued and respected members of our community                             <ul style="list-style-type: none"> <li>• Disability Action Week Celebration</li> <li>• Celebrate the International day of People with a disability</li> </ul> </li> <li>4. Support activities for Mental health                             <ul style="list-style-type: none"> <li>• Contribute to a community Mental Health Promotion strategy with relevant networks</li> <li>• Promotion and community education during Mental Health Week</li> </ul> </li> </ol>			

**c. SOCIAL CONNECTEDNESS**

**KEY ISSUE: Create opportunities for people with a disability, their families and carers to engage in activities that increase their health and wellbeing through social connections**

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<p><b>1. Greater engagement between the community and people with a disability, their families and carers</b></p>	<ol style="list-style-type: none"> <li>1. Increase participation in activities in our community by provide opportunities for quality and meaningful social activities                             <ul style="list-style-type: none"> <li>• Develop a local community project to increase community inclusion. Encourage community involvement –volunteers, churches, lions, rotary, sports</li> <li>• Develop the capacity of sport and recreation clubs to include people with a disability and provide appropriate and accessible facilities</li> <li>• Liaise with cultural organisations and individual artist to provide opportunities for cultural development and expression. Use art, music and cultural activities as a tool for community education &amp; inclusion</li> <li>• Link with existing community projects like the community garden to enhance social inclusion</li> <li>• Work with local events officer and festival committees to find ways for people with a disability to participate more</li> </ul> </li> <li>2. Encourage people with a disability and disability service providers to become more engaged in open community activities and programs by:                             <ul style="list-style-type: none"> <li>• Incorporate requirements for the Companion Card program into agreements with other activities available in the Community</li> <li>• Promote where card can be used</li> </ul> </li> <li>3. Facilitate pro-active interaction with people with a disability and their carers                             <ul style="list-style-type: none"> <li>• Engage families/recreation fun days out at bucca, indoor cricket-social</li> <li>• Friendship groups</li> <li>• Social groups for adults “Cuppa Club“ where people can have a coffee and chat.</li> <li>• Mentoring program (Big brother / sister)</li> <li>• Sibling support –kidsclub</li> </ul> </li> </ol>	<p>Service Providers</p>		

	<p>4. Increase community access for people of CALD background</p> <ul style="list-style-type: none"><li>• Identify and develop in partnership with services and the community a strategy for increasing community access for people of CALD background who have a disability</li><li>• Multicultural immobilisation</li></ul>	Multicultural worker		
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**KEY ISSUE: Maintain connection post school**

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<p><b>1. Enhance and promote life after school options</b></p>	<ol style="list-style-type: none"> <li>1. Identify adequate programs, options for people with a disability graduating from school                             <ul style="list-style-type: none"> <li>• What are the options?</li> <li>• How are they run?</li> <li>• How can they be accessed?</li> <li>• Where are they run?</li> <li>• How long?</li> <li>• How many days a week?</li> <li>• Communication about options</li> <li>• Availability of disability packages</li> </ul> </li> <li>2. Provide enhanced program support for young people (17-25(35) years) with a disability.                             <ul style="list-style-type: none"> <li>• Partnership and communication between Disability Services and Education Queensland.</li> <li>• Communication between stakeholders</li> <li>• program to ensure no loss of skills and build on existing skills</li> <li>• Support flexible funding models</li> </ul> </li> <li>3. Establish a working party in partnership with persons with a disability and carers to liaise with the Disability Services Queensland Program Management Branch to:                             <ul style="list-style-type: none"> <li>• identify potential service providers to provide a 5 to 7 day per week day service under the DSQ Day Services Initiative</li> <li>• Work with identified service provider/s to provide a model of support</li> <li>• Investigate the necessity for the provision of a model of support that is centre based, including evaluating what is needed in the way of organizing/appropriating physical assets</li> <li>• Identify potential partners within the business community who may assist with resources/funding (be good for their triple bottom line)</li> </ul> </li> </ol>	<p>State and Federal Government</p> <ul style="list-style-type: none"> <li>• Service providers</li> <li>• Parents</li> <li>• Focus Groups of parents</li> </ul> <ul style="list-style-type: none"> <li>• Facilities</li> <li>• Carers – trained</li> <li>• Funding</li> </ul> <p>Reference: DSQ Day Services Initiative Manual February 2007</p> <ul style="list-style-type: none"> <li>• Booklet</li> <li>• Funding</li> <li>• Infrastructure</li> </ul>	<p>Beginning 2009 Today</p>	

	<p>4. Ensure Day Service Options to include:</p> <ul style="list-style-type: none"> <li>• Flexibility and choice to reflect the needs of the individual with a disability</li> <li>• service provider developing and implementing meaningful support plans</li> <li>• Enhanced opportunities to participate in community activities</li> </ul> <p>Support the individual to</p> <ul style="list-style-type: none"> <li>• maintain the skills and learning developed through school</li> <li>• develop life skills</li> <li>• develop vocational skills, adult education such as numeracy and literacy</li> <li>• develop social and communication skills</li> <li>• access generic services</li> <li>• access recreation and leisure activities</li> <li>• assist persons toward becoming more independent where appropriate</li> </ul>			
<p><b>2. Centralised service to coordinate Post School Services</b></p>	<p>1. Support service providers that are successful in providing Post School Services</p>			

## 5. BUILT ENVIRONMENT

### a. PHYSICAL ACCESS

**KEY ISSUE: Achieve an accessible built environment that enables people with a disability to participate in the community**

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<p><b>1. Enhance community access by people with a disability to ensure a safe, accessible path of travel</b></p>	<p>1. Bundaberg Regional Council to consider the following issues when upgrading council facilities and include these in future planning:</p> <ul style="list-style-type: none"> <li>• train local access auditors</li> <li>• Liaise with the Bundaberg Regional Council to support an updated, regional access committee</li> <li>• Promote the existence and role of the Bundaberg Regional Access Committee</li> <li>• Audit disability access to and in council properties</li> <li>• Identify new physical access enhancements opportunities and present them to council/ access committee</li> <li>• Assist BRC to develop an inclusivity checklist for future use.</li> <li>• Encourage input at planning phase prior to commencement of construction work</li> <li>• Assist BRC to undertake an inclusivity community access audit</li> <li>• Provide specific sector input into BRC future planning where appropriate</li> <li>• Use a consultative process with specific disability groups</li> <li>• Investigate whether BRC has a pedestrian Access Mobility Plan</li> <li>• Ensure cross representation of the Access committee and DSN</li> <li>• Identify specific access needs eg more crossings on busy roads, near bus shelters, public toilets with disability access etc</li> <li>• Ensure equity of access to building and facilities for all users.</li> <li>• Encourage Council to strictly enforce existing legislation regarding disability access.</li> <li>• Ensure audible tactile, traffic lights</li> </ul>	<p>DSN, DSQ, BRC, BCD, Dept Housing, Private Developers. DSN to acknowledge and support Access committee in its activities.</p>	<p>Ongoing</p>	

	<p>2. Enhance physical access to public and private facilities &amp; premises</p> <ul style="list-style-type: none"> <li>• Identify and minimise physical barriers in the community for people with a disability</li> <li>• Encourage the facilitation of community events and activities to be held at venues that are fully accessible for people with a disability</li> <li>• Promote disability access for both public and private facilities. “Better Physical Access” –<a href="http://www.facs.gov.au/disability/cds/bpa">www.facs.gov.au/disability/cds/bpa</a></li> <li>• Encourage sector collaboration to advocate specific access needs</li> <li>• Encourage Council to minimise cost and ‘red tape’, where possible, when the private sector applies to upgrade a building to current Disability Standards.</li> <li>• Encourage state and federal govts to provide tax incentives to Companies that upgrade / update their facilities to comply with current Disability Standards</li> <li>• Encourage BRC to provide incentives on Rates to land owners to upgrade / update to current disability standards.</li> <li>• Encourage better understanding from litigation, legal and insurance providers as to the impact their claims have on community expansion and events.</li> </ul> <p>3. Increase the utilisation of community venues</p> <ul style="list-style-type: none"> <li>• Support an audit of regional local government facilities eg community halls</li> <li>• Advocate for audit on other public and private facility access eg schools</li> <li>• Promote identified facilities that enhance social connectedness</li> <li>• Advocate for enhanced use of facilities</li> </ul> <p>4. Provide footpaths for the benefit of all.</p> <ul style="list-style-type: none"> <li>• Identify areas with a high concentration of older adults or people with a disability and audit footpath accessibility and safety with a view to upgrade.</li> <li>• Support and assist the Access committee to audit footpaths to identify barriers to access e.g. cracks, tree roots, shrubbery, broken concrete. Audit to include: <ul style="list-style-type: none"> <li>• number of safe footpaths, especially in the CBD,</li> <li>• Road crossings - assess evenness of design</li> <li>• Tactile indicators</li> <li>• Hearing indicators</li> <li>• Gutter heights,</li> <li>• Ramps to road level</li> </ul> </li> </ul>	<p>Private Sector, Public Sector, DSN, Access Committee, BRC.</p> <p>Fed Govt, State Govt, BRC, DSN.</p> <p>BRC, Main Roads with the help of interested groups eg VIP group.</p>	<p>Immediate and ongoing.</p>	
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	<p>5. Ensure a user friendly business centre for all customers , traders and businesses</p> <ul style="list-style-type: none"> <li>• Input into new development of building in the Bundaberg region</li> <li>• Advocate for larger print, Braille menus and hearing loops at galleries, museums and library</li> <li>• Develop and undertake an education program through the Chamber of Commerce for traders to ensure access to, and within, shopping areas</li> <li>• Provide information to Retail Outlets in relation to the benefits of providing: <ul style="list-style-type: none"> <li>• Ramps into premises</li> <li>• Wider aisles suitable for wheelchair access</li> <li>• Space inside shops to move</li> <li>• lower shelf placement of high priority food items</li> <li>• Seats in strategic positions, particularly for use by older adults.</li> <li>• Hearing loops in public buildings captioning for deaf and audio description</li> <li>• Government rebate state/federal to retro fit businesses</li> <li>• Building codes – who controls?</li> </ul> </li> </ul>	<p>BRC, Main Roads, Disability Groups eg: VIP,</p>		
<p><b>2. Provide accessible playgrounds and open spaces</b></p>	<ol style="list-style-type: none"> <li>1. Undertake an audit of “playgrounds” to ensure appropriate access is provided for users with a variety of disabilities. Theses “playgrounds” to include Council parks, schools, child care centres, pools, sporting centres such as Bowling Alley, Tennis Courts, jettys for fishing</li> <li>2. People with a disability, their families, carers and service providers to contribute to the consultation associated with the review of the regional sport and recreation/ open space plan</li> </ol>	<p>BRC, State Govt, Fed Govt, DSN</p>		
<p><b>3. Provide suitable and accessible parking</b></p>	<ol style="list-style-type: none"> <li>1. Provide suitable and accessible parking Designated Accessible Parking Bay’s <ol style="list-style-type: none"> <li>a) Complete Audit of Designated Accessible Parking Bays <ul style="list-style-type: none"> <li>• Assessment of size, signage, lighting, access, surface conditions</li> <li>• Appropriateness of location</li> <li>• Review total number Designated Accessible Parking Bay’s, compared to total number of Disabled Permit holders with aim of increasing total number of Council owned Designated Accessible Parking Bay’s.</li> <li>• Monitor distribution of permits for the Disabled Persons Parking Scheme</li> </ul> </li> </ol> </li> </ol>	<p>BRC, Qld Transport, Access Committee Cr Judy Peters</p>		

	<p>b) Develop awareness campaign to deter non Permit holders from using Designated Accessible Parking Bay</p> <ul style="list-style-type: none"> <li>• Information provided to General Practitioners in relation to assessment criteria</li> <li>• Develop brochure listing Disabled Parking areas.</li> <li>• Advocate to Bundaberg Regional Council, private Shopping Centres and the Department of Transport for better enforcement of parking regulations and higher fines to create more incentives for compliance by non-disabled motorists.</li> <li>• Investigate feasibility of painting all Designated Accessible Parking Bay's with blue lines for ease of recognition by all community members.</li> <li>• Lobby Shopping Centre administrators to increase number Designated Accessible Parking Bay's in shopping centres,</li> <li>• Initiate meetings with administrators of shopping centres with aim of reaching agreement regarding number &amp; Gazetting of Designated Accessible Parking Bay's</li> </ul>			
<p><b>4. Increase residents and tourists awareness of accessible facilities</b></p>	<ol style="list-style-type: none"> <li>1. Map existing disability accessible facilities in the Bundaberg Region Local Government area which people can readily access in user friendly formats</li> <li>2. Integrate map data with existing services –tourism publication/council website</li> <li>3. Support, Encourage and acknowledge the work of the Access Committee to ensure the Access Committee furthers the work of BRAACs</li> </ol>	<p>Access Committee,</p>		

**b. TRANSPORT**

**KEY ISSUE: Access in its broadest sense both within Bundaberg and across the region**

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<p><b>1. Review Community Transport options</b></p>	<ol style="list-style-type: none"> <li>1. Enhance, support and contribute to the transport forum and consequent discussions sponsored by Jack Dempsey in 2008.</li> <li>2. Access committee to review Centacare transport audit and Hervey Bay Transport model and value add to existing collated information. Audit determined how difficult it is for aged frail and younger people with a disability to use public transport - eg the bus stop dropping people across the road at the base hospital.               <ul style="list-style-type: none"> <li>• Ensure audit includes:</li> <li>• bus stops</li> <li>• No of routes / timetables</li> <li>• Services-taxi/off peak/bus</li> <li>• Training needs</li> <li>• Monitoring of current demand</li> <li>• Usage levels</li> <li>• Unmet need</li> <li>• Flexibility of current services</li> <li>• Limitations of current services</li> </ul> </li> <li>3. Use audit to determine where the transport gaps are and what is required to fill the gaps.</li> <li>4. Support the transport initiatives currently being developed, ensuring that input for the disability sector is being covered in the transport plan eg transport for people with disability access specialist treatment out of the region and Transport for families to link with community access in remote areas</li> </ol>	<p>Access Committee, DSN, Local govt rep (state and federal), transport ministers, Lindsay Nelson-Carr</p>		

<p><b>2. Enhance availability &amp; accessibility of public transport</b></p>	<ol style="list-style-type: none"> <li>1. Improve the location access to transport by liaising with transport providers and government agencies to enhance access.</li> <li>2. Raise community awareness of available accessible public transport through networks and transport providers. Advertise and list accessible bus stops and routes –wheelchair signs on designated routes.</li> <li>3. Encourage the provision of wheelchair space and restraints on regional buses</li> <li>4. Enhance awareness of the use of existing transport service providers for people with a disability. Public transport workers undergo disability training.</li> <li>5. Promote information about private enterprise limitations eg safety, usage, cost effectiveness</li> <li>6. Utilise the Australian standard design platforms as new facilities are built.</li> <li>7. All new development to be informed by the Australian standards and design features suitable for people with all disabilities.</li> </ol>	<p>Transport companies, Local Govt rep. – state and federal, transport ministers, Lindy Nelson-Carr</p>		
<p><b>3. Create a set of access points/hubs with appropriate connecting pathways</b></p>	<ol style="list-style-type: none"> <li>1. Ensure disability access points are fully costed and incorporated into all new projects and developments.</li> <li>2. Prioritise and advocate for the upgrade of current facilities (may require significant funding).</li> <li>3. Negotiate the development of a mobility map eg with bus companies with access points promoted via the web and print</li> <li>4. Acknowledge that many people with disabilities cannot drive, so my rely on pushbikes and the bike paths need to be audited and may require implementing, upgrading</li> </ol>			
<p><b>4. Enhance linkages and awareness between urban networks and service providers</b></p>	<ol style="list-style-type: none"> <li>1. Ensure connectivity between Disability Sector Network, Bundaberg Regional Council and service providers</li> <li>2. Utilise existing funding in different/innovative ways and may includes non government organisations, church groups in addition to government agencies.</li> </ol>			
<p><b>5. Enhance funding in regional areas for service providers</b></p>	<ol style="list-style-type: none"> <li>1. Reduce impacts of travel time and costs which significantly impact on service provision in remote areas eg(Monto, Eidsvold, Mundubbera, Gayndah)</li> <li>2. Collect evidence of impacts through - Survey/study and compare the cost and travel to service promotion</li> <li>3. Lobby for funding to cover travel expenses and time</li> <li>4. Highlight issue to funding bodies through reporting</li> </ol>			
<p><b>6. Transport assistance</b></p>	<ol style="list-style-type: none"> <li>1. Investigate the need for and options to assist with transport such as: <ul style="list-style-type: none"> <li>• to recreation facilities, particularly for the elderly, youth and people with a disability</li> <li>• to school (support &amp; monitoring)</li> <li>• support independent travel for adolescent /adult travelers</li> <li>• specialised travel agents</li> </ul> </li> <li>2. Develop a set of practical recommendations regarding transport assistance</li> </ol>			

## 6. ADVOCACY

**KEY ISSUE: Enhance collaboration of services and funding between Federal and State Governments and their Departments**

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
1. "Whole of Government" approach	<ol style="list-style-type: none"> <li>1. Advocate for a "whole of Government" approach by using a "whole of life" approach in planning for services – as distinct from the current departmental "silo" effect.</li> <li>2. Co-ordination of services and information between DSQ, HACC, DCS, Centrelink, EdQ, Transport, Child Support Agency, Housing, and FAHCSIA</li> </ol>			
2. Targeted Advocacy to address priority issues for people with a disability, families and carers	<ol style="list-style-type: none"> <li>1. Acceptance by the Aged Care Assessment Teams (ACAT) that people with a disability age prematurely, and that an eligibility threshold of 65+ creates undue hardship <ul style="list-style-type: none"> <li>• Use of Advocacy with the Federal Government to have this threshold reduced to a more appropriate threshold (40-45+) subject to medical assessment. This would ensure greater availability of respite for carers and more service options for the person with the disability.</li> </ul> </li> <li>2. More support to access specialist services in Brisbane and/or other regional areas. <ul style="list-style-type: none"> <li>• Advocate for more realistic accommodation and travel cost re-imburements.</li> </ul> </li> <li>3. Increased number of approved repairers for MASS in the district <ul style="list-style-type: none"> <li>• Advocate for an increase in approved repairers of wheel-chairs and mobility aids. There is only one approved repairer for the district. With a higher than average population of people with a disability, there needs to be a more proportional number of approved repairers</li> </ul> </li> <li>4. A need for greater flexibility in the sharing of care packages <ul style="list-style-type: none"> <li>• Advocate with DSQ and service providers to achieve the sharing of care packages and support, where practical and possible.</li> </ul> </li> <li>5. Increase disability pension <ul style="list-style-type: none"> <li>• Advocate to Federal Government to address the increasing gap created by rising costs of living.</li> </ul> </li> </ol>			

**KEY ISSUE: Ensure the establishment of Regional Advocacy Services in the interests of people with a disability, their families and carers**

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<p><b>1. Establish an independent local funded Advocacy service</b></p>	<ol style="list-style-type: none"> <li>1. Form an initial representative group- made up of community representatives;</li>   <li>2. Review and investigate models -ie DSQ Local Area Coordinator model, Mackay and Melbourne Models. Investigate location/costings</li> <li>3. Harness sector support to advance the establishment of an advocacy service with a fulltime worker to work in with information and services in one working site, ideally with one stop shop.</li> <li>4. Establish an independent advocacy support service to be the first point of contact and referral to assist individuals and families accessing assistance. Position accountable to funding body and Disability Sector Network</li> </ol>	<p>residents, person with a disability, family members or carers, service providers, Council Officers, Human resources and lobbying people</p>		

**KEY ISSUE:** Enhance the availability, quality, flexibility and co-ordination of services for people with a disability, their families and carers

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
1. <b>Highlight and be responsive to issue</b>	<ol style="list-style-type: none"> <li>1. Stand up for the rights of people with a disability and their families                             <ul style="list-style-type: none"> <li>• Talk to people about current issues like taxi services, then tell the State and Federal governments what they said.</li> </ul> </li> <li>2. Advocate and facilitate availability of respite services to enable family carers to continue their caring role                             <ul style="list-style-type: none"> <li>• Use data from surveys to liaise with State and Federal Government agencies. Ensure additional resources, more flexibility of options, and availability of necessary respite</li> </ul> </li> <li>3. Improve standard and quantity of disability housing                             <ul style="list-style-type: none"> <li>• Lobby the State Government to investigate diverse community housing options for people with a disability</li> <li>• Establish working party in partnership with persons with a disability and carers to investigate the suitability of current housing models</li> </ul> </li> </ol>			
	<ol style="list-style-type: none"> <li>4. Address the unmet need in accommodation and support identifies in surveys                             <ol style="list-style-type: none"> <li>a) Form a working party in partnership with persons with a disability and carers to investigate the suitability of DSQ's Accommodation and Lifestyle Support Cluster Housing Model for                                     <ul style="list-style-type: none"> <li>• people with a disability who are ageing</li> <li>• people with a disability moving from home/family care to supported accommodation. <i>(These were priority 2 and 3 of the survey)</i></li> <li>• determine if this model meets the target group of people who have an intellectual, cognitive disability and high and complex physical and/or healthcare support needs</li> </ul> </li> <li>b) Investigate alternative models (refer *Housing)                                     <ul style="list-style-type: none"> <li>• Using the Disability Advocacy Group to liaise with relevant State and federal Government departments to</li> <li>• Investigate transitional housing models from hospital into the community</li> <li>• Investigate diverse community housing options</li> <li>• Enhance the existing standard of disability housing</li> <li>• Address the shortage of supply of disability housing throughout the region.</li> </ul> </li> </ol> </li> <li>5. Greater availability of in-home support to assist carers in their role.</li> </ol>			

## 7.SERVICE – INFORMATION, COORDINATION AND COLLABORATION

### a. INFORMATION

**KEY ISSUE: Ensure easy community access to information, services and activities**

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<b>1. Identify the needs of services &amp; community capacity building opportunities</b>	1. Map and conduct a needs assessment of the Disability Sector incorporating: <ul style="list-style-type: none"> <li>• What services are currently being provided in the community?</li> <li>• What support groups are available in the community?</li> <li>• What are the gaps?</li> <li>• Where are the overlaps/ duplication?</li> <li>• How can these gaps be filled and by whom?</li> <li>• Identify &amp; prioritise solutions/options and resource requirements</li> </ul>	Explore options eg BCD, DSN	Annually	In Place
<b>2. Ensure information about local disability services are easily accessible to everyone</b>	1. Establish and locate a pilot 'one stop shop' to provide targeted information to the community across all services  2. Revitalise the Disability Sector section of the community link directory as a valuable tool for the one stop.  3. Encourage DSQ to retain the Intake Officer position that will establish a first point of contact for disability information and support. <ul style="list-style-type: none"> <li>• Recommend a change of name for this position to reflect nature of roles eg Information and referral</li> <li>• Investigate whether this position should be full time in Bundaberg and Maryborough</li> </ul> 4. Market the services available in the community for people with a disability and their carers to increase community awareness of a Disability Support Guide	Explore options eg BCD, Neighbourhood centre  Invite DSQ Manager to Network meeting to discuss issue		

	<ol style="list-style-type: none"> <li>5. Create &amp; distribute mobility Maps so that people know where they can park and use accessible toilets.</li> <li>6. Promote Commonwealth Carelink information services</li> <li>7. Promote use of Bundaberg Community Link amongst services</li> <li>8. Create an information booklet for all people register or registering with DSQ</li> <li>9. Create a booklet for all people attending Special School and Special Education Units within school</li> <li>10. Develop a Calendar of relevant regional events</li> <li>11. Continue Disability Services Expo in some form to enable all services to share information about their services</li> <li>12. Ensure print communication documents in large font.</li> <li>13. Improve Community organisations' and BRC website to ensure accessibility for people with all abilities.</li> <li>14. Provide regular information to service users and carers in relation to current status of: <ul style="list-style-type: none"> <li>• eligibility criteria</li> <li>• priorities</li> <li>• services available</li> <li>• conditions of service</li> <li>• complaints process</li> <li>• communications process</li> <li>• fees and charges</li> </ul> </li> <li>15. Transition officer, community resource officer Intake officer service providers to visit all school and present information session.</li> </ol> <p>transparent packages –who/how/tied to/decision process</p>			
<p><b>3. Establish an effective, direct link between Community and Disability Services QLD</b></p>	<ol style="list-style-type: none"> <li>1. Encourage DSQ to establish a Local Area Coordinator for the region through proactive communication with DSQ and decision makers.</li> <li>2. Encourage Community Resource Officers to be actively involved in Network and community projects <ul style="list-style-type: none"> <li>• Personally Invite to Network meetings and activities</li> </ul> </li> <li>3. Advocated for the intake position to become permanent full time in Bundaberg.</li> </ol>			

**b. COORDINATION & COLLABORATION**

**KEY ISSUE: Enhance sector coordination, collaboration and communication to avoid fragmentation of services**

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<p><b>1. Enhance coordination of services through strengthening Disability Sector Network</b></p>	<ol style="list-style-type: none"> <li>1. Develop a coalition of key service providers to take the lead in                             <ul style="list-style-type: none"> <li>• Develop a formal commitment mechanism to the Community DSN Action Plan</li> </ul> </li> <li>2. Build network by:                             <ul style="list-style-type: none"> <li>• Increasing membership</li> <li>• Identify gaps in representation</li> <li>• Invite identified representatives/organizations to join eg school system, doctors, early childhood sector</li> <li>• Encourage service user representatives from each service to attend DSN meeting</li> <li>• Increase distribution of Disability Sector Network minutes to government and decision makers</li> <li>• Establish a link between the CRCC and parents/carers of people with a disability?</li> <li>• Provide opportunities for networking and promote importance of attending</li> </ul> </li> <li>3. Enhance Disability Services Network productivity                             <ul style="list-style-type: none"> <li>• Review and revamp terms of reference</li> <li>• Review and revamp agenda to achieve meetings with purpose and outcomes</li> <li>• Issues identified &amp; discussed</li> <li>• Clear actions articulated</li> <li>• Implement actions between meetings</li> <li>• report back at next meeting on status</li> </ul> </li> </ol>		<p>Next DSN Meeting</p>	

	<p>4. Develop and implement Network communication plan including:</p> <ul style="list-style-type: none"> <li>• Promotion and dissemination of information (easily accessible to parents).</li> <li>• Formulation of a comprehensive distribution list of all network/groups to distribute information electronically, by hard copy and through school system, doctor, early child hood sector etc Magnet for fridge</li> <li>• Development and promotion of resources ie <ul style="list-style-type: none"> <li>• Fridge magnet 1800 number and leaflet with description of their</li> <li>• Booklet handbook with information-quick guide for local services</li> <li>• Flowchart ( along the lines of the crises chart developed by the base hospital)</li> <li>• Newsletters to all parents of disabled re: special events, work options</li> </ul> </li> </ul>			
<p><b>2. Build relationships amongst sector workers</b></p>	<ol style="list-style-type: none"> <li>1. Organise sector activities through DSN meetings <ul style="list-style-type: none"> <li>• sector breakfasts/ service open days/guest speakers</li> <li>• CEO's Managers Breakfasts –information sharing, networking</li> </ul> </li> <li>2. Encourage personal connection to the services and workers</li> <li>3. Share resources between agencies and among services</li> <li>4. Develop joint projects together – eg initiate/undertake joint staff training, work together to attract priority funding to the region eg advocacy funding</li> <li>5. Work towards a coordinated case management system across FNGOs?</li> <li>6. Develop a calendar of events reduce likelihood of overlap</li> </ol>			
<p><b>3. Implement a Continuous improvement model</b></p>	<ol style="list-style-type: none"> <li>1. Develop a feedback group attached to the DSN to: <ul style="list-style-type: none"> <li>• provide targeted feedback on services</li> <li>• Identify collaboration opportunities</li> <li>• Identify opportunities for improvement</li> <li>• Identify training needs for services</li> <li>• Identify advocacy opportunities to feed into potential advocacy service.</li> </ul> </li> <li>2. Continue to support the service focus/reference groups which ensure continuous improvement of services</li> <li>3. Community consultation/focus group to: <ul style="list-style-type: none"> <li>• Identify key issues</li> <li>• Develop strategies for action</li> <li>• Projects implemented and evaluated.</li> </ul> </li> <li>4. Report back to the community about the Disability Action PlanForum established for people with a disability, their families and carers to monitor and evaluate the Disability Action Plan (DAP) and to articulate the needs providing input into future action.</li> <li>5. Prepare &amp; present DSQ Shared Visions Conference 2010 on process/model/results ie seed model</li> </ol>	<p>BCD DSN BRC</p>		

<b>4. Undertake targeted Sector Capacity Building</b>	1. Enhance the skill level of support/sector workers through: <ol style="list-style-type: none"> <li>Develop a sector training strategy through the DSN</li> <li>Provide local skill development training opportunities ISDN network eg community management; networking skills etc</li> <li>Broadly promote/ advertise the training</li> <li>Ensure flexibility of training services</li> </ol>			
	2. Identify and undertake Collaborative Sector training among services and to: <ul style="list-style-type: none"> <li>Input training into sector events calendar and ensure open to all service providers</li> <li>Survey (Face to face) Service providers to identify skills and professional development needs.</li> <li>Identify, promote and undertake inhouse and specialist training as identified and prioritised by sector</li> <li>Value adding to existing sector training Forums, DSN, forums,.</li> <li>DSQ to Survey FNGO's and hold three forums a year, identified as a need by the sector</li> <li>Organise brief professional development training sessions at the DSN meeting via guest speakers</li> </ul> 3. Develop strategies to attract and retain skilled staff to support the sector <ul style="list-style-type: none"> <li>Advocate for increase the basic Award rates-parity of wages</li> </ul>			
<b>5. Ensure regular Communication between government, services providers &amp; community</b>	1. Enable Government and Non-Government areas to work together through targeted briefing and support from: <ul style="list-style-type: none"> <li>Ministerial advisors</li> <li>Local members of parliament</li> <li>Operational decision makers</li> <li>Minutes of Disability Sector Network meeting to decision makers</li> </ul> 2. Build collaboration between government and non government groups to develop information for people with a disability, their families & carers 3. Work towards a whole of government approach to limit fragmentation of services	Use DSN to strengthen liaison btw Gvt and non Gvt sector  Guest speakers at network.		

**8. TRENDS**

**a. MENTAL HEALTH**

KEY STRATEGIES: Recognition of the growing trend of mental health as a disability		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<b>1. Support mental health initiatives</b>	<ol style="list-style-type: none"> <li>1. Strengthen a formal link between Disability Sector Network and mental health networks and understand roles and capacity                             <ul style="list-style-type: none"> <li>• nominate a representative who attends WOW forum and Community Mental Health network and provide feedback to DSN</li> <li>• support mapping Mental Health sector and services</li> </ul> </li> <li>2. Support and collaborate with existing mental health networks and their activities</li> <li>3. Support the Mental Health sector to collate a specific report and action plan for the sector and support implementation of the mental health promotion strategy</li> <li>4. Improve links with the Mental Health Unit                             <ul style="list-style-type: none"> <li>• look at models of collaborative approach to service delivery with the Mental Health Unit-STEPS model is STEPS employee has a desk onsite at Mental Health.</li> </ul> </li> </ol>	Neola McKinnon?		

**b. EARLY INTERVENTION**

**KEY ISSUE: Supporting children in the community with special needs to minimise the impact of their disability**

<b>KEY STRATEGIES:</b>		<b>Who and What will make It happen?</b>	<b>When should this occur?</b>	<b>Status</b>
<b>What has to be done?</b>	<b>How will this be done?</b>			
<p><b>1. Provide early intervention to support people with a disability, their families and carers</b></p>	<ol style="list-style-type: none"> <li>1. Establish a specific working party, in partnership with carers,</li> <li>2. Identify and quantify individuals in need of early intervention strategies (eg children 0-8 with disabilities who require specialist services and others)</li> <li>3. Utilise a coordinated case management system to holistically support the young person.</li> <li>4. Establish link to the Bundaberg Child and Family and Healthy Babies Networks</li> <li>5. Liaise with the DSQ Program Management Branch to:               <ul style="list-style-type: none"> <li>• Identify potential service providers to provide early intervention support and services in line with DSQ's "Early Intervention Initiative". Ie</li> <li>• Education and information support services for families</li> <li>• Therapy services and programs</li> <li>• Social skills, self-awareness programs</li> <li>• Skills development</li> </ul> </li> <li>6. Provide individual support to access services eg play groups, rehabilitation groups and other education and care services</li> <li>7. Establish links with Child Health Nurses</li> </ol>			
<p><b>2. Establish a multidisciplinary response to the needs of children with attention deficit disorder, hyperactivity</b></p>	<ol style="list-style-type: none"> <li>1. Investigate the establishment of a specific clinic / to respond to the needs of children with attention deficit disorder, hyperactivity autism and learning disorders</li> <li>2. Advocate for DSQ to establish a specialist position/team to respond to the needs of children with attention deficit disorder, hyperactivity autism and learning disorders</li> <li>3. Investigate successful models operating in other communities eg minds and hearts, Autism QLD               <ul style="list-style-type: none"> <li>• Early Intervention</li> </ul> </li> </ol>			

<p><b>autism and learning disorders in the Bundaberg Region</b></p>	<p>4. Streamline access to:</p> <ul style="list-style-type: none"> <li>• Therapy</li> <li>• Speech Therapist</li> <li>• Occupations Therapist</li> <li>• School liaison offer</li> <li>• Medical support</li> </ul> <p>5. Encourage services to run specific programs that cover the following:</p> <ul style="list-style-type: none"> <li>• Anger management</li> <li>• Social skills support for school,</li> <li>• Emotional Support</li> <li>• Relationship</li> <li>• Sibling support</li> <li>• Sex Education Life skills</li> </ul> <p>Look at programs that have worked well in the past 'share'</p>			
<p><b>3. Enhance education / awareness of the needs of children with special needs</b></p>	<p>1. Provide information and support eg free information packs at Doctors Surgery at point of Diagnosis and a contact once diagnose has been given to gain support</p> <p>2. Advocate for and promote community education sessions such as:</p> <ul style="list-style-type: none"> <li>• Parent information</li> <li>• Family &amp; Community awareness of individual needs</li> <li>• Awareness training for Teachers (Educator)</li> <li>• Information behavioral support and discipline techniques eg 1,2,3 Magic</li> </ul> <p>3. Education</p> <ul style="list-style-type: none"> <li>• specific school, schooling that suits the child, Inclusive strategies for high school</li> <li>• Teacher Training /Supportive Teachers -Educative inclusive practice</li> </ul>			
<p><b>4. Undertake targeted advocacy including political lobbying</b></p>	<p>1. After identification of priority needs, lobby for targeted resources to meet need</p> <p>2. Undertake awareness training for Government staff</p> <p>3. Advocate to regulate the diagnosis of ASD under the Federal guidelines</p> <p>4. Advocate for greater knowledge and understanding of Autism and ADD/ADHD.</p>			

**c. AGEING**

<b>KEY STRATEGIES: Recognition of premature ageing and it impacts on the disability sector</b>		<b>Who and What will make It happen?</b>	<b>When should this occur?</b>	<b>Status</b>
<b>What has to be done?</b>	<b>How will this be done?</b>			
<b>1. Establish understanding of premature ageing and impacts on people with a disability</b>	<ol style="list-style-type: none"> <li>1. Clarify understanding/ define premature ageing, cultural understanding of premature ageing</li> <li>2. Assess impacts of premature ageing on people with a disability, their families and carers</li> <li>3. Increase awareness of premature ageing on people with a disability, their families and carers</li> <li>4. Advocate to acknowledge premature ageing within government policy, funding criteria and services</li> <li>5. Link in with the Wide Bay Dementia Forum</li> </ol>			
<b>2. Advocate for a thorough Needs Analysis and Action Plan be undertaken for the Ageing Sector.</b>	<ol style="list-style-type: none"> <li>1. Disability Sector Network liaise with the Seniors Network to share knowledge and learnings on this seed model in the development of this Disability Action Plan</li> <li>2. Assist the Seniors Network, Bundaberg Community Development Inc./ Bundaberg Regional Council in the process</li> <li>3. The Disability Sector to contribute to the Seniors &amp; Ageing Action Plan where required</li> </ol>			

age appropriate groups ie.30-40 yr not with dementia groups

## 9. RESOURCES

**KEY ISSUE:** Targeted resources to address current, unmet/gaps and future trends

KEY STRATEGIES:		Who and What will make It happen?	When should this occur?	Status
What has to be done?	How will this be done?			
<b>1. Review Disability Action Plan on an annual basis</b>	<ol style="list-style-type: none"> <li>1. Undertake annual meeting to assess progress and achievements against targets identified in the Disability Action Plan. This meeting would identify/explore:                             <ul style="list-style-type: none"> <li>• Gaps</li> <li>• Current and emerging need</li> <li>• Partnership resources</li> <li>• Specific resource needs – type and quantity</li> <li>• Potential financial partnerships to address identified need - public, private and philanthropic</li> <li>• Funding sources &amp; purpose</li> <li>• What can be achieved with no additional funds, other organisation's \$ to enable prioritisation of new funding requests</li> <li>• Funding models –to meet lifetime needs</li> <li>• Need for more PSS packages/block funding</li> </ul> </li> <li>2. Map existing funding opportunities available at both a local, state and federal government level (and in non government sector) for consumers, carers and service providers</li> <li>3. Investigate opportunities for collaboration with existing funding resources and new funding.</li> <li>4. identify and develop potential commercial partnerships</li> </ol>	DSN		
<b>2. Gather and analyse sector statistical data on a regular basis</b>	<ol style="list-style-type: none"> <li>1. Review, analyse and interpret current statistical information as a sector at this annual meeting</li> <li>2. Undertake annual survey of people with a disability, carers, their families &amp; sector workers to identify local needs/issues of concern and to assess progress of Disability Action Plan</li> <li>3. Utilise data to advocate for additional funding to meet priority need in our region ie support the sector's changing needs</li> </ol>			

<b>3. Enhance linkages and partnerships with DSQ, other Government Departments, Service Providers and business community</b>	<ol style="list-style-type: none"> <li>1. Ensure Disability Sector Report and Action Plan is available to key decision makers and whole sector including: <ul style="list-style-type: none"> <li>• Local Disability Sector Network</li> <li>• Government departments, local/federal/state</li> <li>• DSQ Queensland , minister,</li> <li>• Federal Minister,</li> <li>• Local Service Providers,</li> <li>• Policy Advisors,</li> <li>• CSTDA team</li> <li>• Local businesses and the broader community</li> </ul> </li> <li>2. Identify and build strategic partnerships as identified through the report and action planning development process</li> <li>3. Promote partnership successes and ‘runs on the board’ to build momentum in the sector</li> <li>4. Assess value for money – quality of result for \$ expended (ie accountability)</li> </ol>			
<b>4. Enhance advocacy/ broker role in accessing funds &amp; other resources</b>	<ol style="list-style-type: none"> <li>1. Utilise the Disability sector report and Action Plan, together with survey results, case studies and sector support to advocate for additional or targeted resources (through organisational workplans) into the Bundaberg region.</li> <li>2. Advocate for existing resources and current organisational budgetary resources to be targeted to address priority needs/ recommendations identified in the Disability Sector Report and Action Plan</li> <li>3. Advocate/ broker the access to funds and other resources to meet the needs of the region.</li> <li>4. Enhance promotion of funding providers to enhance willingness</li> <li>5. Ensure adequate \$ through project funding submissions and approval to be able to effectively attract/retain staff to ensure quality delivery</li> </ol>			

Increase/ retain male staff – ie balance the sector as offer different skills etc

Increase in federal funding for more placements and longer support periods and more intensive employment support.

## 10. EDUCATION, TRAINING AND EMPLOYMENT

**KEY ISSUE:** Ensure opportunities for people of all abilities to participate in education, employment and training

### KEY STRATEGIES:

#### What has to be done?

#### How will this be done?

**1. Educate employers, Govts, teachers and the community about the benefits of employing people with a disability**

- Engage Disability Employment Network Providers, School Transition Officers, Career Counsellors and Providers of Employment Services to:
1. Attend: Industry sector/Chamber of Commerce meetings and stakeholders to present information about the benefits of employing people with a disability
  2. Approach and speak to local employers about employing people with a disability
  3. Liaise with local employment agencies and services to identify and develop employment, education and training opportunities
  4. Promote the abilities of people with a disability to employers and in the workplace environment through utilising local media to promote 'good news' stories of employing people with a disability. ie Organise and promote the publication of Good News Stories in the local media about employers that employ people with a disability and people with a disability who are achieving great things in the training and employment sector.
  5. Continue to promote the employment of people with a disability through a business award
  6. Continue building the profile of a Local Business and Employee Award ie recognition in our local community of those businesses that employ people with a disability and those employee's that are excelling in the workplace
  7. Encourage govt. to provide tax incentives to private sector companies who advance employment opportunities of PWD – already done in USA
  8. Encourage govt to allocate "Tenders" to organisations that employ a certain %age of 'disadvantaged' staff – this is done in USA
  9. Have more easily accessible and transparent data available on the benefits of employing PWD

#### Who and What will make It happen?

#### When should this occur?

#### Status

Linked into Advocacy.  
 NDCCO  
 School Officers  
 DEN - Steps, Impact  
 PAGES (Provider of Australian Govt Employment Services).  
 Apprentice -ship Services,  
 Chamber of Commerce

On going.  
 Start to build relationships with schools as a matter of priority.  
 Start to build relationships with employers in preparation for the end of the school year when students will be leaving school

	<p>10. Govt to review current Job Placement practices where it is better financially for a job network to put their own client forward for a job, rather than a client from another service.</p> <p>11. Encourage major employers to commit a certain %age of their workforce to be 'disadvantaged" eg NAB already does this</p>			
<p><b>2. Create a smoother transition pathway from school into the workforce and / or higher education opportunities</b></p>	<ol style="list-style-type: none"> <li>1. Audit of the vocational education program and its performance at all Educational facilities - secondary and higher education.</li> <li>2. Develop closer linkages with secondary schools, TAFES, UNIs to prepare school leavers to make the transition to employment</li> <li>3. Develop partnerships to deliver training focused on 'employability skills' that may be vocationally specific (eg welding, woodwork, hairdressing).</li> <li>4. Run presentations at schools about employment opportunities and what employers are looking for in a good employee</li> <li>5. Create a student hand book for exiting the school system which is clear, concise and localised. This to be given to Students at the commencement of high school and expanded and built upon and individualized while at high school.</li> <li>6. Engage the disability sector in the Senior Schooling initiatives- sampling programs and transition programs in the last two years of schooling</li> <li>7. Better education of parents / carers as to what resources or options are available once education is finished. Access the "Education for Children with a disability – a guide for parents" booklet from the following website: <a href="http://education.qld.gov.au/studentsservices/learning/disability/parentguide/index.html">http://education.qld.gov.au/studentsservices/learning/disability/parentguide/index.html</a></li> <li>8. Expand the 'earning or learning' approach to Federal Govt level.</li> </ol>	<p>DEN, Transition officers, Chamber Commerce Public and Private Sector Major Employers DSQ, NDCO, Special Ed Officers.</p>	<p>Audit to be done asap before the school year progresses much further.</p>	
<p><b>3. Ensure equitable access to training opportunities whether vocational and relevant to the local labour market, or for higher education.</b></p>	<ol style="list-style-type: none"> <li>1. Enhance opportunities and access to mainstream education and appropriate supports to individual needs <ul style="list-style-type: none"> <li>• TAFE to offer specific courses for people with disabilities and more support to complete courses.</li> <li>• eligibility criteria to attend courses need to be adjusted to include people without funding packages.</li> </ul> </li> <li>2. Enhance opportunities and access to activities such as creative arts and drama.</li> <li>3. Enhance opportunities and access in supported employment, both in work places and in the type of tasks and learning available.</li> <li>4. Ensure governments continue to provide funding to Registered Training Organisations and schools for the delivery of Cert I and Cert II qualifications that are relevant to the local labour market</li> </ol>	<p>NDCO RTO's Media, Education of employers Business Services State Govt Fed Govt, Apprenticeship Centres</p>	<p>June/ July 2009 in preparation for end of school year and then ongoing.</p>	

	<ol style="list-style-type: none"> <li>5. Identify appropriate training opportunities that lead to sustainable employment relevant to the local labour market eg Productivity Placement Programs, ACCESS Programs</li> <li>6. Encourage Registered Training Organisation's to provide a wider range of training subjects / courses in regional areas</li> </ol>			
<p><b>4. Expand disability employment program to include business services, education and social functions.</b></p>	<ol style="list-style-type: none"> <li>1. Employ appropriate staff that can competently promote employing people with a disability into suitable and sustainable employment</li> <li>2. Educate and develop staff who work in the disability employment network to understand the local labour market and to establish a good understanding of employment opportunities for a person with a disability/s.</li> <li>3. Govt to review current guidelines and address barriers which make it difficult for PWD to access / operate microbusiness, NEIS, DSP and other Centrelink entitlements.</li> <li>4. Develop a supported pre-vocational employment program which includes both occupational and social factors.</li> </ol>	<p>DEN, DEEWR, Disability Business Services</p>		

Develop supports around employment -support staff, transport  
Support service providers with better access ot advertising, information, early holistic planning.