

## Record

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**Abstract**

These briefing notes on Disability Services Program issues are a part of a number of major issues which were under review as at February 1992. These include employment issues (industrial relations issues; transition of sheltered workshops; wages etc.) funding issues, National Parent Information Project issues, community access and participation. They provide background information into a number of initiatives and programs. **Keyword: Government**



**SUBJECT: INDUSTRIAL RELATIONS ISSUES AFFECTING THE DISABILITY SERVICES PROGRAM.**

**Background**

- . At present there is no industry-wide award that covers employees in the disability services field. New awards covering staff not previously covered by awards have been introduced in two States.
- . The Social and Community Services Employees (State) Award was handed down in NSW on 15th May 1991. It covers all conditions of employment including wages.
- . The Disability Services (Interim) Award came into effect in South Australia on 4th April 1991. At this stage, the award only covers conditions. The wages scale for the award has yet to come into effect.
- . There is similar action pending in other States and Territories.
- . In addition, the Australian Social Welfare Union (ASWU) has served a log of claims on 3900 organisations around Australia, seeking to introduce a federal award covering various community services. This claim was heard in the Industrial Relations Commission on 10 February 1992.

**Survey of Award Coverage**

- . The Department commissioned ACROD in June 1991 to survey disability services in Australia which receive funding under the DSA about current award coverage and the likely cost impact in both NSW and SA.
- . The ACROD report has been received and is currently being considered by the Department. Preliminary analysis of the survey indicates that services in NSW and SA are experiencing increased costs flowing from the introduction of awards. It may, however, be difficult to accurately estimate the national implications for all DSP funded services from the ACROD data. The Department is currently negotiating with the Department of Finance in the context of national cost implications resulting from the introduction of awards.

**Current Status**

- . In South Australia, the disability services community and the State Government have expressed concern about the financial impact of the award and the possible social consequences of downscaling or closure of services.

The Minister, the Hon Brian Howe, has agreed to consider one-off assistance to services which are experiencing financial difficulties. Officers of the Department are negotiating staffing arrangements and operations with such services in SA, to provide the most cost effective service to consumers.

While the increase in costs to disability service providers is a pressing issue, the Commonwealth, through the Disability Services Program, was not a party to the awards and made it clear at all stages that there are no additional recurrent funds in the program to cover increased costs resulting from the implementation of awards. The Disability Services Program makes a contribution to the costs of service provision for people with disabilities. It is not the sole source of funding in the great majority of cases and is not the employer. It cannot guarantee to meet additional costs resulting from increased award wages and conditions for workers in the disability field.

Every option available will be investigated to ensure the continuity of service provision to people with disabilities.

CONTACT: Tricia Searson  
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Disability Services Program, February 1992

**SUBJECT:**

**NATIONAL TECHNICAL ASSISTANCE UNIT AND  
TRANSITION OF SHELTERED WORKSHOPS**

**ISSUES:**

. The National Technical Assistance Unit (NTAU) was established to assist sheltered workshops to move towards eligible employment service status by providing advice and assistance on financial and change management, transition planning and support technology to develop potential employment opportunities for people with disabilities.

. The unit has recently reported to the Minister on the nature and extent of the barriers impeding the development of sheltered towards employment services which further the Principles and Objectives of the DSA. As a result of the recommendations of the report regarding the timeframes required to deal with these obstacles, the DSA will be amended to remove the June 1992 "sunset" clause for the funding of Section 13 services.

. The major structural difficulties identified are:

- translation of the Principles and Objectives into specific operational requirements for services to work towards (hence the Department's commitment to develop enhanced and eligible outcome standards);

- the release of investments by services as part of downscaling and to assist in transition;

- change management for all stakeholders;

- lack of real, economically viable business options;

- inefficient pricing policies maintained at the expense of the wage levels of people with disabilities;

- the safety net and day placement role of sheltered workshops versus the risks in open employment; and

- low community expectations of the potential of opportunities for people with

disabilities.

. The NTAU plans to work in the first half of 1992 with major organisations in NSW, VIC and QLD to develop strategies and business plans to help overcome these barriers. The general principles and planning strategies that emerge from this work will be developed into a package available to other sheltered workshops with assistance with training and implementation.

. In addition, the NTAU will work with a sample of individual services nominated by the State offices which can be brought quickly to the point where they are eligible for Section 10 transfer or have a clearly defined transition plan developed for this purpose as a result of NTAU intervention.

. The Department is negotiating with the NTAU to put more of its effort into hiring consultants to progress the workload of the unit.

CONTACT: Rosemary Delahunt  
PHONE: (06) 289 8764

Disability Services Program, February 1992.

**SUBJECT: NEEDS BASED PLANNING**

The Commonwealth Disability Services Program (DSP) is developing a Needs Based Planning (NBP) process designed to more accurately target areas of greatest need.

NBP is intended to replace existing planning practices which are restricted by a lack of supply and demand data and inadequate access to local knowledge. The current system is largely driven by funding submissions from large well established organisations and tends to disadvantage rural and remote areas, certain disadvantaged groups and low income people in new urban areas.

The NBP process will consist of a statistical model that provides quantitative supply and demand data and a consultative model providing qualitative advice from the community and from existing planners. Consultation with people with disabilities and their families will be paramount in this process.

Preliminary development of the statistical model has been completed and provides supply and demand data for employment, accommodation, respite and community participation services. The statistical model:

- uses data from Australian Bureau of Statistics (ABS) general population census, the 1991 DSP census, the Departments of Social Security and Veterans Affairs and the Aged Care Program and Commonwealth Rehabilitation Service of this Department;
- classifies the supply and demand figures by factors such as age, gender, Aboriginal and Torres Strait Islander (ATSI) or Non-English speaking background (NESB); and
- selects and presents figures nationally, for states, by single or by groups of Statistical Local Areas (SLAs).

Consideration of the development of the consultative model has made it apparent that future planning processes need to be integrated with different levels of Government as well as a wide range of Commonwealth programs. This is due to the effects of the Commonwealth State Disability Agreement (CSDA), a trend towards cross-program service development and greater integration with generic programs.

To meet these diverse planning influences in a way that can deliver equitable disability services across the country, consideration needs to be given to:

- development of a national data resource to provide a common and informed basis for planning;
- including State and other Commonwealth program information in this national planning data;
- the Commonwealth facilitating this national data resource;
- the creation of planning processes which can traverse Government and program boundaries; and
- setting up of flexible consultative structures between the Commonwealth and the States to assist this integrated planning approach.

CONTACT: Peter Mewett  
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Disability Services Program, February 1992



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CONTACT: Rosemary Delahunt  
PHONE: (06) 289 8764

Disability Services Program, February 1992.

## UPDATE ON THE SUPPORTIVE WAGES SYSTEM:

The consultancy report by Don Dunoon, responding to the Ronalds Report recommendations on the development of a national assessment framework for a supportive wages system, has now been finalised and submitted to the Disability Task Force for consideration. The report will be distributed widely to interested groups by the Department of Industrial Relations during February, with written comments required by the end of March.

The Wages Sub Committee also proposes to conduct a further round of community consultations through a series of seminars involving community groups representing people with disabilities, State Governments and industrial parties. The purpose of these consultations will be to discuss and consider several different options for the implementation of the Supportive Wages System, following on from earlier consultations, including the assessment process, and income support arrangements to underpin the earned wage.

The model clause for the Supportive Wages System which will be included in the relevant awards or enterprise agreements, has been developed by the National Labour Consultative Council Working Party on Supportive Wages which is the main forum for consultations with the industrial parties. This clause has now been finalised after consultation with the relevant industrial parties.

The assessment instrument for the Supportive Wages System will be piloted in advance of implementation to ensure that it is a valid instrument for determining appropriate wage rates.

The Department of Industrial Relations have engaged Don Dunoon to further develop guidelines for assessors, assist in information dissemination and assist in pilot testing of the assessment instrument.

CONTACT: Tricia Searson  
PHONE: (06) 289 8749

Disability Services Program, February 1992

- . Since the signing of the Commonwealth/State Disability Agreement (CSDA) on 30 July 1991, the Department has commenced bilateral discussions with NSW, Victoria, Queensland, Tasmania and the ACT. In general, these discussions are progressing well.
- . These five States/Territories are also the most advanced with the development of their complementary legislation:
  - The Victorian legislation was proclaimed on 19 December 1991;
  - The ACT Assembly passed its Disability Services Act on 12 December;
  - Representatives of the NSW Government have been meeting since October 1991 with community representatives regarding the development of complementary legislation. Discussions are proceeding and considerable progress has been made in terms of identifying areas of agreement. Discussions are to continue so that all areas of concern to consumers can be addressed;
  - Queensland has completed consultations about its proposed legislation and drafting instructions have been developed. Authority to prepare the Bill is at present being sought from the Queensland Cabinet, with a view to the introduction of the Bill into the Queensland Parliament in March/April;
  - Tasmania has also completed consultations about its legislation (written submissions were due by 31 January). Given the result of the recent Tasmanian election, the incoming Minister will need to be briefed about the proposed legislation. It may still be possible for legislation to be introduced in the Autumn session.
- . The first CSDA transfers, in all or some of these five States/Territories, are likely to occur on 1 July 1992.
- . In SA, WA and the NT there has been no real progress on the legislative process and while there is occasional contact between levels of government, the bilateral discussions have not formally commenced.

### Joint advisory bodies

- . Under the CSDA, governments have agreed to the establishment of joint advisory bodies (noting that Joint Disability Services Advisory Committees already exist in SA, the NT and the ACT). At the Commonwealth/State Working Party meeting held 11 October 1991, it was agreed that governments will continue to work towards the establishment of joint advisory bodies, with the details to worked to be worked through bilaterally between governments.
- . While the Commonwealth is keen to maximise the similarities between any joint advisory bodies, it recognises that there is no fixed model.
- . It is ideal under the CSDA to move towards a single advisory body in each State, with variations between States being a possibility.

### Method of payment

- . The CSDA provides that funding will be paid initially to States/Territories as a Special Purpose Payment (SPP). The final method of funding was to be decided following the November Special Premiers' Conference in Perth when issues concerning vertical fiscal imbalance, tied grants and functional reviews were to be considered.
- . The cancellation of the Perth Special Premiers' Conference does not change the fact that all Heads of Government have signed the CSDA. It has not prevented the continuation of the bilateral discussions about services and resources to transfer between governments or the processes for the enactment of legislation complementary to the Commonwealth's Disability Services Act.
- . In relation to the method of payment issue, payment can be expected to be made as a SPP until the Special Premiers' Conference process is reactivated or the issues are otherwise considered. If the larger issues within which the final method of payment was to be decided are not addressed, the SPP could be expected to stand indefinitely.

Contact: Ken Goodall  
Phone: (06) 289 8714

Disability Services Program, February 1992

**SUBJECT: REVIEW OF DSP FUNDING ARRANGEMENTS**

the current DSP financing arrangements have been in place since the Disability Services Act was implemented in July 1987, and reflect differing approaches dating back to 1974.

the current arrangements contain a number of drawbacks:

- there is little equity in the current distribution of commonwealth funds across regions, service agencies, and the needs of people with a disability;
- there are significant discrepancies in funding levels between organisations providing similar services (subsidies per client in sheltered workshops range from about \$1,500 to \$17,000);
- there is no perceptible link between funding levels, style of support, level of support and client needs;
- administrative and contractual arrangements are inappropriately complex and restrictive;
- few incentives are in place to encourage efficient service delivery and requests for emergency financial assistance are common;

The focus of the review will be to achieve improved outcomes for people with disabilities by means of a funding approach that:

- improves equity in the provision of financial support for people with disabilities;
- makes more effective use of Commonwealth monies;
- addresses consumer needs in more flexible and responsive ways;
- better assists people requiring higher levels of support;
- requires accountability in terms of results for consumers;
- is simple and understandable;

. a joint Working Group of Commonwealth, service provider and consumer bodies will be set up to review the current arrangements. State governments will be consulted.

CONTACT: Roger Barson  
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Disability Services Program, February 1992

**SUBJECT: QUALITY ASSURANCE**

**CURRENT STATUS:**

IN HIS SPEECH TO ACROD IN NOVEMBER 1991, THE MINISTER ANNOUNCED THE GOVERNMENT'S POST JUNE 1992 STRATEGY, THE BLUEPRINT FOR ACTION, FOR COMMONWEALTH FUNDED DISABILITY SERVICES.

A KEY PART OF THE BLUEPRINT STRATEGY IS TO ASSIST SERVICES BY CLEARLY DEFINING WHAT IS EXPECTED OF THEM IN TERMS OF SERVICE QUALITY IN ORDER TO BE ELIGIBLE FOR FUNDING UNDER SECTION 10 OF THE ACT.

IN THIS CONTEXT, THE MINISTER HAS ASKED THE DEPARTMENT TO DEVELOP CLEAR OBJECTIVE DEFINITIONS OF WHAT IS EXPECTED IN ORDER TO ACHIEVE ENHANCED AND ELIGIBILITY OUTCOMES AND THAT THIS BE COMPLEMENTED BY A TRANSPARENT PROCESS OF REVIEW OF SERVICES.

THE ENHANCED AND ELIGIBILITY OUTCOME STANDARDS WILL NOT BE A NEW SET OF REQUIREMENTS BUT SIMPLY A CLARIFICATION OF THE EXISTING REQUIREMENT TO MEET THE PRINCIPLES AND OBJECTIVES OF THE ACT.

TWO WORKING PARTIES WITH REPRESENTATIVES FROM THE DSP, STATE GOVERNMENT AND PEAK SERVICE PROVIDER AND CONSUMER BODIES, INCLUDING DACA, WILL BE EXAMINING THESE ISSUES. ONE WORKING PARTY WILL FOCUS ON THE DEVELOPMENT OF SERVICE STANDARDS AND THE OTHER WILL FOCUS ON THE DEVELOPMENT OF AN APPROPRIATE ASSESSMENT PROCESS.

FOLLOWING DEVELOPMENT OF AN ISSUES PAPER BY THE WORKING PARTIES IT WILL BE DISTRIBUTED BROADLY PRIOR TO PUBLIC CONSULTATION MEETINGS SCHEDULED FOR EARLY TO MID APRIL.

THE COMMENTS OBTAINED FROM THE PUBLIC CONSULTATIONS WILL ASSIST THE WORKING PARTIES TO FINALISE THE STANDARDS AND ASSESSMENT PROCESSES FOR IMPLEMENTATION IN JULY 1992.

AS A PART OF ITS CONCERN ABOUT QUALITY ASSURANCE IN SERVICES, THE DEPARTMENT IS ALSO LOOKING SPECIFICALLY AT OPTIONS FOR ENHANCING THE TRAINING AND SUPPORT REQUIRED BY CONSUMERS TO ENSURE MEANINGFUL CONSUMER PARTICIPATION IN THE REVIEW OR ASSESSMENT PROCESS, AS WELL AS IN THE OPERATIONS OF THEIR SERVICES, ON AN ONGOING BASIS.



THE DEPARTMENT IS ALSO IDENTIFYING SOME POSSIBLE ELEMENTS OF A LONGER TERM COMPREHENSIVE NATIONAL QUALITY ASSURANCE SYSTEM INVOLVING ALL PARTIES IN THE FIELD. STANDARDS AND ASSESSMENTS WOULD BE ONE ELEMENT OF SUCH A SYSTEM. THE CONTENT AND STRUCTURE OF A NATIONAL QUALITY ASSURANCE SYSTEM WILL NEED TO BE DEVELOPED AT A LATER STAGE BY FURTHER OPEN PUBLIC CONSULTATION BUILDING ON THE WORK CURRENTLY IN PROGRESS.

CONTACT: Paul McGlew  
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Disability Services Program, February 1992

**SUBJECT: NATIONAL PARENT INFORMATION PROJECT**

- . Broadly, the Project is aimed at empowering people with disabilities by enabling their parents to access better information on a wide range of disability issues and service options.
- . Stage 1, which was approved in December 1990 by the Minister under the auspices of Action for Citizens with Disabilities, a Sydney based advocacy service, involved the establishment of a National Project Steering Group to advise and assist Action in managing the Project.
- . Stage 2, approved in November 1991, involves the placing of national press advertisements calling for applications for time limited one-off funding from parents and parent groups for assessment by the Steering Group and recommendation to the Department, and the provision of on-going support by Action during the life of these projects.
- . Funds available for Stage 2 projects amount to \$150,000 in 1991-92.
- . Some 185 applications were received, with a face value of about \$1.1 million.
- . An initial package of 28 projects worth some \$89,000 across Australia was approved by the Minister's delegate on 21 January 1992. A schedule of the approved applications is attached.
- . Projects approved so far range from the organisation of seminars and workshops dealing with specific disability and integration issues, to informal meetings of parents at a local level to foster peer support and networking.
- . A further 20 projects are currently being considered for funding, with decisions expected to be made by the end of February.

CONTACT: Chris Hills  
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Disability Services Programs, February 1992

NATIONAL PARENT INFORMATION PROJECT

PROJECTS RECOMMENDED FOR FUNDING 1991-92  
DISABILITY SERVICES PROGRAM

INDIVIDUAL OR GROUP	STATE	EQUIPMENT ADMINISTRATION	RENT	SALARIES	SECTION OF THE ACT
Chinese Parents Association (90 & 150)*	NSW		2,834		12
Glenden School Parent Support Group (111)	NSW		2,949		12
Country Autistic Support Persons (152)	NSW		2,050		12
Yass and District Disability Support Group (171)	NSW		3,507		12
Central Coast Parent Support Group (173)	NSW		2,948		12
Westernport Region Early Intervention Support Inc (46)	Vic		2,000		12
Schizophrenia Fellowship of Victoria - Hawthorn Support Group (87)	Vic		9,617		12
Sunspec - Action Group for Children with Special Needs (120)	Vic		2,500		12
Sunshine/Keilor Mental Health Forum (123)	Vic		1,226	2,370	12
Birchip Parent Support Group (126)	Vic		1,742		12
Bairnsdale Stepping Stones Playgroup and Support Group Inc (131)	Vic		1,491		12
Suzanne Cooper and Edith West (175)	Vic		1,350		12
Mary Waldie (93)	Qld		1,890		12
Community Organisation of Adult and Special Training (117)	Qld		3,183		12
Kim and Sharon Hansen (121)	Qld		4,600		12
Kathy Buckler (127)	Qld		5,389		12
Colleen Dolan (157)	Qld		3,448		12
Jeremy and Aileen Lemon (22)	WA		4,572		12
Kwinana/Rockingham Parents' Group (43)	WA		2,631		12
Hillview Autistic Society Inc. (128)	WA		2,264		12
Parent Learning and Educational Development Group Inc. (172)	WA		4,080		12

NATIONAL PARENT INFORMATION PROJECT

INDIVIDUAL OR GROUP	STATE	EQUIPMENT ADMINISTRATION	RENT	SALARIES	SECTION OF THE ACT
Robertson (56)	SA	1,500			12
Southern Area Centre for Hearing Impaired Children School Council (62)	SA	3,589			12
Yvonne Heneery (63)	SA	2,834			12
Magic Depressive Support Group (167)	ACT	2,221			12
Highbury Avenue School Council Parent Support Group (39)	NT	1,000		4,000	12
Montagu Parent Group (34)	Tas	2,300			12
Debra Coraine Extra Care Group (139)	Tas	4,245			12
<b>TOTALS</b>		<b>\$83,960</b>	<b>NIL</b>	<b>\$6,370</b>	

..... denotes application number allocated on receipt of application.

..... approved by.....First Assistant Secretary, Disability Programs Division

Dated this.....day of January 1992

**SUBJECT: CONSUMER RIGHTS STRATEGY**

Following responses to the "Have Your Say" issues paper on the rights and responsibilities of people with disabilities (released May 1991), a draft Strategy on Consumer Rights was prepared by the Office of Disability with the assistance of the National Working Group on Consumer Rights (on which DACA is represented).

The draft Strategy was distributed in early November 1991 to the disability field for comment, in printed, audio and Braille formats. The original closing date for comment (29 November 1991) was extended to 31 January 1992. In view of the extra time this afforded, the opportunity was taken to produce and distribute an easy to read version of the Strategy document; this was done before Christmas.

To date, approximately 180 responses have been received, including a number of substantial comments lodged after the close-off date. A precis of the comments is being produced for the National Working Group, in preparation for its final meeting (rescheduled for late February in lieu of 14 February). This meeting will finalise the draft Strategy, which is to be submitted in March for consideration by the National Program Manager, Disability Programs Division of the Department.

In the light of progress in relation to the introduction of the Commonwealth/State Disability Agreement, a key issue will be how to maximise State and Territory Government involvement in the implementation of the proposed Strategy.

CONTACT: Bob Black  
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Disability Services Program, February 1992

**SUBJECT: NAL HEARING SERVICES PROGRAM**

The Hearing Services Program is dedicated to enhancing the hearing health of the Australian Community by being the best provider of quality hearing rehabilitation and hearing impairment prevention services, products and advice.

**Current issues:**

- o the National Acoustics Laboratories (NAL) will become a statutory authority on 1 July 1992. The enabling legislation has received Royal Assent. As a statutory authority, NAL will continue to service its current clientele (children, eligible pensioners and veterans). It will expand its activities in hearing loss prevention and will undertake a limited range of non client related activities on a fee for service basis (e.g. calibration of audiometric equipment, leasing of test facilities, noise consultancies).
- o The collaborative arrangements between NAL and its private sector partners, Ascom of Switzerland and Crystalaid of Brisbane (trading as Australian Hearing Aids), is proceeding on target for the design, development and manufacture in Brisbane of a new range of hearing aids for NAL clients and for world markets. These new devices are scheduled to be available early in 1993.
- o **Client services.** NAL has been successful in reducing waiting times to 10 weeks and less in each of its 46 hearing centres. It has also introduced the NAL Sonata in-the-ear hearing aid which has been very well received by clients and is being fitted to 65% of NAL's clients.

Partly as a result of NAL's improved level of service as above, there has been an increase in clients numbers of greater than 20% over the past twelve months. NAL has sought for additional funds to cover this increase in demand.

- o As part of NAL's desire for best possible service, consumer consultative forums have been established in all States. These have been highly successful (the NSW forum is the only one yet to be held - it is scheduled for 29 February 1992) and will be held biannually to ensure ongoing co-operation and information exchange between NAL and the numerous State consumer organisations caring for the hearing impaired.

## 1. CRS performance under Disability Reform Package

Overall, the Disability Reform Package seeks to provide a seamless package of services for individuals with disabilities, based on their needs. The three participating Departments are DSS, DEET and HHCS.

For people referred by either DSS or CES, the CRS role in the Disability Panels is to represent HHCS in order to (a) assist in making appropriate referrals to CRS and (b) facilitate access to Disability Services-funded services (ie SE or CETP), by recommending referrals. CRS Panel Representatives will ensure that they keep themselves informed about the funded services available locally, particularly the availability of places.

Through its closer involvement with DSS and CES at a grass roots operational level, CRS will be in a better position to advise the Disability Services area of HHCS of unmet needs throughout the community.

As a direct service provider, CRS will provide more effective rehabilitation services to those with acquired temporary disabilities, by a more timely referral of Sickness Allowees from DSS, under the Early Intervention strategy.

For those people who have a longer term disability, CRS will provide advice about their vocational outlook, and provide rehabilitation programs or referrals to other service providers as appropriate.

In essence, CRS sees DRP as an opportunity to increase and diversify the number of referral channels and options for people with long or short term disability, so that they may receive rehabilitation, training or other support programs.

With the implementation of DRP, the CRS has increased the number of program places for people in receipt of DSS income support payments by 40 per cent, from 10,500 in 1990-91 to 14,700 in 1991-92. Further expansion will see 18,000 places provided in 1993-94.

Despite the lower than anticipated referrals under DRP so far (due in part to the steep learning curve involved for officers from DSS and DEET participating in DRP), CRS expects to exceed its target of 14,700 program places for DSS clients in 1990-91.

- o NAL, through its research operations, will combine as an unincorporated joint venture with the Australian Bionic Ear and Hearing Research Institute, the University of Melbourne (Department of Otolaryngology), and Cochlear Pty Ltd to form a **Co-operative Research Centre (CRC)** with dedicated Commonwealth funding. The CRC will be involved with devising and investigating new and improved cochlear implants, central nervous system implants, speech processing hearing aids, speech analysis systems, and electrotactile hearing aids. NAL's involvement will be mainly with speech processing hearing aids and electrotactile aids.
  
- o The 1991/92 Federal Budget introduced a \$25 annual service charge for NAL clients that covers the repair and maintenance of hearing aids and the annual supply of batteries. NAL's principal services (assessment of hearing loss, the fitting of hearing aids, rehabilitation counselling and advice) continue to be provided to eligible clients without charge. Some have supported the initiative as fair and reasonable, while others - particularly pensioners - have expressed concern at the imposition of a charge for a previously free service.

CONTACT: Philip Bert, General Manager  
NAL Hearing Services Program

February 1992



## 2. Vocational rehabilitation for people with psychiatric disabilities

The CRS has established, as a two year pilot project, special services to assist people with psychiatric disabilities, particularly those receiving a Disability Support Pension or Sickness Allowance, to obtain work. These collaborate with, but do not duplicate, existing mental health services provided by State and non-government agencies.

Almost all services formally commenced accepting clients on 1 October 1991, and their effectiveness will be evaluated at the end of the trial period of two years. The services are provided at 11 locations, covering all States and Territories, and are expected to assist 1200 people each year. Five are stand-alone Units, while the other six are co-located with standard CRS Units.

CONTACT: Ervin Grecl  
PHONE: (06) 289 6861

February 1992

# DACA INFORMATION

DISABILITY PROGRAMS DIVISION

DRAFT MANAGEMENT PLAN

PROGRAM NUMBER: 4

PROGRAM TITLE: ASSISTANCE FOR PEOPLE WITH A DISABILITY

PROGRAM GOAL:

To assist people with a disability to participate in community life as equal citizens through support for individuals and through the removal of barriers that may inhibit or prevent their participation.

PROGRAM KEY RESULT AREAS (KRAs)

1. Clients (greater responsiveness to assessed client needs.)
2. Planning in Partnership (with clients, the community, service providers, other programs, Departments and State Governments.)
3. Service Delivery (focus on standards of service, links with other programs and respect for consumer rights.)
4. Best Resource Usage (ensuring value-for-money services.)
5. Our Staff (best use of staff through training, support and involvement.)

PROGRAM PERFORMANCE INFORMATION AREAS

1. Clients

Targets

- places
- equitable distribution of funds

Community Change

- attitudes and values shifts

2. Planning in Partnership

- Joint Planning
- Needs Based Planning systems

3. Service Delivery

Outcomes

- quality assurance
- consumer rights

Current initiatives

- Individual Needs Analysis (assessment)
- Review of Funding Arrangements

Legislative framework

- Disability Discrimination Legislation
- amendments to DSA

4. Best Resource Usage

Expenditure on services

- dollars expended in categories
- dollars expended in relation to outcomes

Rationalisation of effort

- Commonwealth State Disability Agreement

5. Our Staff

- major development program designed and implemented
- full participation in strategy and priority setting.

## SUB-PROGRAM 4.1

### SUB-PROGRAM TITLE: COMMUNITY ACCESS AND PARTICIPATION

#### OBJECTIVE

The Disability Services Sub-Program (DSP) will facilitate changes in Australian society which enable people with a disability to achieve their rights and participate as equal citizens, and will, over the period 1992 to 1995:

- a. encourage and take actions that lead to the recognition and acceptance of the rights of people with a disability as citizens;
- b. encourage and take actions that will lead to people with a disability having greater control over their lives; and
- c. encourage and take actions that enable Australian society to better understand the needs of people with a disability and remove barriers to their participation in community life.

#### SUB-PROGRAM KEY RESULT AREAS

1. Positive community attitudes and enhanced understanding.
2. Promotion of consumer rights
3. Improved access to mainstream services

#### SUB-PROGRAM STRATEGIES

1. Positive community attitudes and enhanced understanding.
  - Promote change in public attitudes through marketing and educational campaigns which foster and strengthen understanding, acceptance and support of the rights and needs of people with a disability.
2. Promotion of consumer rights
  - Establish a legal basis for the enforcement of rights of people with a disability through encouragement of legislation and its effective implementation.
  - Facilitate and support advocacy and self-awareness among people with a disability to assist them to understand and pursue the rights and opportunities available to them as citizens.
  - Foster the development of effective mechanisms (including consultation) involving consumers and family members (particularly through self and parent advocacy) that safeguard the provision of services that meet the needs of people with a disability.

3. Improved access to mainstream services.

- Work with employers, unions and government departments to ensure that people with disabilities have equitable access to the service programs and opportunities offered by those organisations.
- Identify and promote changes necessary to ensure equitable access to all systems and programs of support provided through government, employers unions, educational services and the community.

PERFORMANCE INFORMATION

1. Positive community attitudes and enhanced understanding.

- . The level of consultation with disability, consumer, families/carers, service providers and other relevant groups.
- . Impact of marketing programs which promote integration of people with disabilities into the community and the workforce.
- . National Parent Information Project well established.

2. Observance of consumer rights

- . Implementation of agreed consumer rights strategies for programs administered by the Division.
- . The level of access by people with disabilities to general community mechanisms for protection and promotion of rights.

3. Improved access to mainstream services.

- . The proportion of service approaches that enable presence and participation by people with disabilities in community life.
- . Implementation of a Supportive Wages System and substantial numbers of jobs gained.
- . Better integration of disability advocacy services with mainstream advocacy services.

- focus on the outcomes resources that show results achieved for people with a disability.
  - encourage the provision of service that provide care and support in the home, workforce and community to avoid inappropriate or restrictive residential or employment options.
4. Staff skills and knowledge which enable assistance in the development of good services.
- Provide appropriate training and development to DSP staff.

#### PERFORMANCE INFORMATION

1. Targeting of funding against program priorities.
  - . Meeting Divisional Social Justice Plan access and equity targets for individual service types.
  - . Equity in funding in terms of geographic coverage and high needs groups and other identified priority groups.
2. Joint planning of service development
  - . Establishment of administration and planning arrangements for services, other relevant programs, Departments, the Commonwealth, State and Territory disability services programs.
  - . Conveyance of strategic policies and directions to all stakeholders.
3. Service Quality and accountability.
  - . Extent of achievement of standards ranging from Minimum Outcomes upwards within services.
  - . Quality and cost-effectiveness of outcomes achieved by services.
  - . Outcomes of evaluations of various service types.
  - . Improvements in the quality, cost effectiveness and responsiveness of services to the needs of individuals.
  - . Number of new employment, accommodation, ILT, print disability and recreation services or places funded under the DSA.
  - . The proportion of service approaches that enable presence and participation by people with disabilities in community life.
  - . Revised contracts with services, providing for information on quality and quantity of services provided.

3. Staff skills and knowledge which enable assistance in the development of good services.
- . Implementation of major project officer development scheme reflecting the requirement for cross-program, regional and needs based foci.



## SUB-PROGRAM 4.5 COMMONWEALTH REHABILITATION SERVICE

### OBJECTIVE

To reduce the personal, social and financial cost of disability to the individual and the community by being the best provider in Australia of vocational and social rehabilitation.

### SUB-PROGRAM KEY RESULT AREAS

1. Service Level
2. Quality of Service
3. Equity in Availability and Provision of Service
4. Efficiency in Service Delivery

### SUB-PROGRAM STRATEGIES

1. Service Level
  - Increase the number of clients assisted through CRS programs by achieving established targets over the period 91-92 - 93-94.
  - Maintain compensable business level (through access to new markets and the expansion of existing markets) at established rates.
  - Participate in joint assessment panels with the Department of Social Security and the Department of Education, Employment and Training to ensure appropriate referrals from this source.
2. Quality of Service
  - Develop a high quality and competitive mix of services that meet the needs of clients - both agencies and individuals.
  - Continue the reform of business practice by devolution of responsibility, and support that reform by the implementation of an automated management information system (CRSMIS).
3. Equity in Availability and Provision of Service
  - Improve access to CRS services and equity in the planning and delivery of these services for all Australians, including clients with severe disabilities and double disadvantage.
4. Efficiency in Service Delivery
  - Promote the efficiency of service delivery by meeting external accountability requirements.

## PERFORMANCE INFORMATION

### 1. Service Level

- . Number of clients assisted
- . Level of compensable business
- . Number of DSS clients assisted
- . Level and source of referrals of people in identified groups

### 2. Quality of Service

- . Increase in the level of completion
- . Level of increase of vocational outcomes
- . Service mix

### 3. Equity in Availability and Provision of Service

- . Number of clients assisted from identified groups
- . Outcomes for clients from identified groups
- . Number and location of CRS regional units
- . Participation levels and outcomes for clients of the pilot Psychiatric rehabilitation units

### 4. Efficiency in Service Delivery

- . Revenue targets
- . Implementation of an enhanced information management system
- . Improved access to management information, including data on financial performance
- . Audit review

## SUB PROGRAM 4.6

SUB PROGRAM TITLE: AUSTRALIAN GOVERNMENT HEALTH SERVICE

### OBJECTIVE

To provide a market competitive medical advisory and health assessment service assisting Commonwealth and other agencies to meet their obligations to promote and protect the health and well being of the Australian community.

### KEY RESULT AREAS

1. Clients (greater responsiveness to client needs).
2. Effective and efficient resource management.
3. Competitiveness of AGHS in the medical assessments field.
4. Staff skills and knowledge (increasing knowledge base of professional staff).

### STRATEGIES

1. Clients (greater responsiveness to client needs)
  - Providing services for a greater number of clients under service contract arrangements and on a fee for service basis.
  - Expanding the availability and accessibility of AGHS services through a process of progressive regionalisation.
  - Reviewing and developing policies and strategies to assist major client agencies meet their legislative requirements.
2. Efficient and effective resource management
  - Ensure that the level of cost recovery is consistent with outlays.
  - Development and enhancement of automated management systems.
  - Improvement of financial management procedures, including reporting requirements.
  - Improvement in the standard and quality of professional services and reporting.
  - Improvement in work practices.

3. Competitiveness of AGHS in the medical assessments field
  - Promoting the provision of all AGHS services including occupational health services.
  - Increase the proportion of DSS examinations conducted by CMOs or Regional Medical Officers rather than approved Medical Practitioners.
4. Staff skills and knowledge.
  - increase the number of AGHS staff with specialised qualifications

#### PERFORMANCE INFORMATION

1. Clients (greater responsiveness to client needs)
  - Review and develop alternative disability assessment procedures that commence by March 1992 and are completed by June 1993.
2. Effective and efficient resource management.
  - Complete management review by end 1991 calendar year.
  - Identify full costs of AGHS services by end of 1991-92 financial year.
  - Finalise service contracts with major clients by 30 Nov 1991.
  - Review of automated management systems completed by end of 1992-93 financial year.
3. Competitiveness of AGHS in the medical assessments field.
  - Cost of services relative to market.
  - Number of referrals.
4. Staff skills and knowledge.
  - Formalise training strategies for professional staff by April 1992.