

## STRATEGIC GOVERNANCE GROUP THINK TANK RECOMMENDATIONS IMPLEMENTATION

NB. Most of the Think Tank recommendations are significant projects and require a progressive implementation. All recommendations have been considered by the Strategic Governance Group (SGG) and are incorporated into the 2009-14 Strategic Priorities. All recommendations are being actively progressed by Disability ACT in consultation with the SGG.

In addition, the new National Disability Strategy introduces a set of eight national priority reforms aimed at establishing national consistency and approach to service planning and delivery. The progress and work on these reforms will influence the implementation of some of the Think Tank recommendations - this work is being undertaken concurrently.

Think Tank Recommendation	Disability ACT Response to Recommendations - Actions	Timeframe	Status
<p><b>Recommendation 1</b> Develop a policy framework to guide the operation of the ACT disability service delivery system that includes the development of the relationship between the Government and community sector.</p>	<p>Agree. (NB. Minister Gallagher endorsed all recommendations in-principle in February 2008)</p> <p>Disability ACT (DACT) develops all policy in line with the ACT Government policy framework 'The Canberra Social Plan'. All consultation with the community is in line with Community Engagement Policy and the relationship with the community providers is guided by the Social Compact. Additionally DACT has a policy framework which has guided the policy development over the past 5 years -Challenge 2014 and</p>	<p>September 2009</p>	<ul style="list-style-type: none"> <li>• Project underway</li> <li>• Stage 1 has commenced and involves the development of the following underlying policy frameworks:               <ul style="list-style-type: none"> <li>○ draft Children and Young People Policy Framework (is currently being considered by Government)</li> <li>○ Ageing in Place Policy Framework (issues paper being prepared for release to key stakeholders).</li> </ul> </li> <li>• This recommendation has significant links with the 8 national reform priorities under the National Disability Agreement and associated project timeframes as well as the development of a National Disability Strategy (Attachment A).</li> </ul>

	<p>Future Directions 2004- 09 – <i>a framework for the ACT.</i></p> <p>Future Directions is being updated and the Strategic Priorities that will guide the policy development for the next five years is being developed in consultation with the whole sector by the Strategic Governance Group (SGG) for consideration by Government in anticipation of being publically available by September 2009.</p>		
<p><b>Recommendation 2</b> Using the concept of service agreements, define and publish the rights and responsibilities of people with disabilities and their families who access Government and community-provided disability services in the ACT.</p>	<p>Agree. ACT Government has Human Rights Framework and accompanying legislation. The Government has also ratified United Nations Convention on the Rights of People with a Disability. Additionally the Disability Services Act <b>1991</b> and the role of the Human Rights Commission and in particular the Disability Services Commissioner play a critical role in informing both Disability ACT and individual clients of their role and responsibilities in relation to service access and use. DACT will use the above legislation and policy framework in to inform further work on service access and consumer rights and responsibilities.</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• Project underway. Stage 1 has considered conceptual model including existing legislative and governance arrangements.</li> <li>• Initial focus on determining the roles and responsibilities of individuals/ families and Disability ACT in the tenancy relationship.</li> <li>• Scoping for service charter underway.</li> <li>• This recommendation has significant links in with the national reform priority 5 under the National Disability Agreement and associated project timeframes.</li> </ul>

<p><b>Recommendation 3</b> Establish key disability service delivery priorities for 2009-2014.</p>	<p>Agree. SGG Terms of Reference include responsibility to establish the Strategic Priorities 2009-14 in consultation with the community and in line with Challenge 2014. This document will include an update on Future Directions 2004-08 and the key policy priorities for 2009-14 and the first 2 year implementation plan 2009-11.</p>	<p>September 2009</p>	<ul style="list-style-type: none"> <li>Project underway. The Strategic Governance Group (SGG) has developed a set of 6 strategic priorities for the period 2009-2014. The SGG is preparing a stakeholder consultation process for April/May 2009.</li> </ul>
<p><b>Recommendation 4</b> Establish an access framework as the pathway to the disability service system that:</p> <ul style="list-style-type: none"> <li>reflects whole of life and encompasses all services;</li> <li>links to other service sectors such as health and education as well as broader community services and natural supports;</li> <li>enables people with disabilities, their families and carers to enter and re-enter at any point;</li> <li>encompasses 'Service Guides' to actively engage with people with disabilities and their families and carers and assist them to navigate the system; and</li> <li>encompasses interim support options when the needed service is not available.</li> </ul>	<p>Agree. This work is included in the Strategic Priorities 2009-14.</p> <p>Local Area Coordination Services and the Disability Information Service were established in 2004. Work being undertaken on progressing recommendations 4, 5, 6, and 7 will include an extension and strengthening of the role of LAC and the Disability Information Service.</p>	<p>June 2010</p>	<ul style="list-style-type: none"> <li>Project underway. Disability ACT has undertaken early scoping. Initial canvassing of issues with service providers of information and education services in the ACT. Significant work has progressed with the regional service providers in relation to the role and function of the Local Area Coordination service (LAC).</li> <li>This recommendation has significant links with the national reform priority 5 under the National Disability Agreement and associated project timeframes.</li> </ul>
<p><b>Recommendation 5</b> Develop and implement an 'information hub' to support the access framework.</p>	<p>Agree.</p>	<p>June 2010</p>	<ul style="list-style-type: none"> <li>This recommendation is being actioned in relation to recommendation 4.</li> </ul>
<p><b>Recommendation 6</b> Establish a sector-wide client information</p>	<p>Agree.</p>	<p>June 2010</p>	<ul style="list-style-type: none"> <li>This recommendation is being actioned in relation to recommendation 4.</li> </ul>

system.			<ul style="list-style-type: none"> <li>Initial scoping of business activity breakdown has been undertaken. Consultant developing options for way forward.</li> </ul>
<b>Recommendation 7</b> As part of the client information system, develop and trial the use of a disability client 'passport' for use across the specialised disability service sector.	Agree.	June 2010	<ul style="list-style-type: none"> <li>This recommendation is being actioned in relation to recommendations 4,5 &amp; 6.</li> </ul>
<b>Recommendation 8</b> Establish a decision-making framework for the disability service delivery system that clearly sets out the roles and responsibilities of the key participants.	Agree. Refer Recommendation 2		<ul style="list-style-type: none"> <li>This recommendation is being actioned in relation to recommendation 2.</li> </ul>
<b>Recommendation 9</b> Establish a consultative process for the disability service sector to provide input into funding and policy priorities.	Agree. Refer Recommendation 1 Disability ACT established the Strategic Oversight group in September 2005 and strengthened the Terms of Reference in 2008 to include a significant role in relation to consulting with the sector and advising and guiding the development of the 2009-14 Strategic Priorities and subsequent policy development. This group comprises both Community and government representatives and reports directly to the Chief Executive	Ongoing	<ul style="list-style-type: none"> <li>This recommendation is being actioned in relation to recommendation 1.</li> </ul>
<b>Recommendation 10</b> Introduce outcome-based funding, contracting and reporting in the disability service sector.	Agree.	Ongoing	<ul style="list-style-type: none"> <li>Project significantly underway. Disability ACT is preparing recommendations around a new purchasing framework based on outcomes. This will be put to Government for consideration and endorsement. Progressive action being considered for the next three year funding agreements (2010-2013).</li> </ul>

<p><b>Recommendation 11</b> Develop and implement a communication strategy for engagement both across the disability service sector and with the general community that includes:</p> <ul style="list-style-type: none"> <li>• effective communication on policy and planning with people with disabilities and families;</li> <li>• building strong and active relationships with disability service providers based on mutual respect and trust;</li> <li>• raising awareness and building strong and active relationships with the ACT community (including business, arts and sport).</li> </ul>	<p>Agree</p> <p>BLITS Advisory Board has been in operation since October 2006 and has established strong credibility with the Business sector through a range of programs and activities. It will produce its first annual report August 2009 and will report annually thereafter.</p> <p>The ACT Inclusion Awards are now in their 4<sup>th</sup> year and this program cumulates in an award Event that hosts over 400 people from across the business sports art and disability sector.</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> <li>• The position of Relationship Manager has been strengthened to enhance engagement with the sector.</li> <li>• A communications framework has been drafted and implemented including regular visits to service providers, six monthly forums hosted by the Chief Executive DHCS and quarterly forums for providers under Service Funding Agreements.</li> <li>• Disability ACT have established an bi monthly e-newsletter for the whole sector and will be reinstating the Community Partners magazine on a 6 monthly basis.</li> <li>• A new role of Community Development Officer has been created and recruited in Disability ACT. This position will work closely with individuals and agencies in the local Canberra community. Some examples of community development work being done include: <ul style="list-style-type: none"> <li>▪ spending time with organisations to identify current strengths, areas of expertise, and priorities for 2009;</li> <li>▪ working with ACT Sport and Recreation to develop an inclusive sporting framework for people with a disability in the ACT;</li> <li>▪ exploring options for a range of shared funding arrangements for community governed grants.</li> </ul> </li> <li>• A three year community awareness program is being developed under the auspices of the Business Leaders Innovations Thoughts and Solutions (BLITS) Advisory Board. Stage 1 of this program, scope and concept development, has been completed. Stage 2 development of program specifics is underway.</li> </ul>
<p><b>Recommendation 12</b> Develop an Industry Plan for the disability service delivery sector that addresses at a minimum:</p>	<p>Agree.</p>	<p>June 2009</p>	<ul style="list-style-type: none"> <li>• Project underway. DHCS has funded National Disability Service \$100,000 to develop an industry plan. Disability ACT is involved on the Project Control Group for this project.</li> </ul>

<ul style="list-style-type: none"> <li>• service standards;</li> <li>• relationships and community building;</li> <li>• sustainability including financial certainty, training and development;</li> <li>• flexibility and innovation.</li> </ul>			<ul style="list-style-type: none"> <li>• This grant is to enable NDS to undertake a project to improve the sustainability of the disability sector, including to progress the recommendations of the NDS Strengthening the Sector Report and the recommendations from the Review of the Role of Government as a Disability Services Provider – the Report on Disability Services in the ACT Consultations: Think Tank Report.</li> <li>• The project includes: <ul style="list-style-type: none"> <li>• developing a framework for an ACT disability service sector Industry Plan that addresses issues such as service standards, relationships and community building, sustainability including financial certainty, training and development, flexibility and innovation.</li> <li>• a framework/ model including processes, programs, options and information for individual organisations.</li> <li>• a comprehensive and workable draft Industry Plan for the disability services sector in the ACT that has the input of NDS ACT members.</li> </ul> </li> </ul>
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