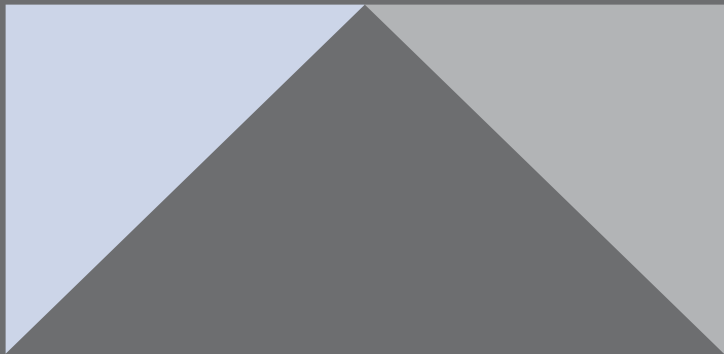




# VICTORIAN STATE DISABILITY PLAN

2013–2016





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Department of Human Services Melbourne, Victoria

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December 2012.

Throughout the **Victorian state disability plan 2013–2016** the term Aboriginal refers to both Aboriginal and Torres Strait Islander people.

Aboriginal is used in preference to Indigenous; however Indigenous is retained when it is part of the title of a report or program.

Photographs on the front cover and pp 2, 5, 6, 9 by Katrina Lawrence.

## A MESSAGE FROM THE PREMIER

I am pleased to introduce the **Victorian state disability plan 2013–2016**, which reflects the Victorian Government's commitment to ensuring that people with a disability have the chance to participate fully in Victoria's economy and communities. The plan builds on what has already been achieved in Victoria to ensure people with a disability have more choice and control over their lives.



The **Victorian state disability plan 2013–2016** outlines the Victorian Government's approach to reducing the barriers faced by people with a disability to accessing education, employment and other services within the community. Our plan is about improving public spaces, planning, transport and the justice system, to make Victoria a welcoming and accessible place, not just for people with a disability, but for all Victorians.

The Victorian Government is determined to work smarter to focus on the things that we need to improve right now. If we want to make our services more responsive to the needs of a diverse community, we have to be innovative and flexible. Our support for a sustainable National Disability Insurance Scheme, including a launch in the Barwon area, demonstrates our commitment to finding innovative new ways of supporting people with a disability.

The **Victorian state disability plan 2013–2016** complements this and will help us prepare for the National Disability Insurance Scheme. It is about giving people with a disability, their families and their carers some real options to make choices about their lives, from big life decisions down to the everyday opportunities that many people take for granted. The plan is built around self-determination for people with a disability, to empower individuals to reach their goals and their full potential.

The plan provides a strong framework for significant improvements in the way we support and enable the contributions of Victorians with a disability within the community, which is ultimately to the financial, social and cultural benefit of Victoria as a whole. It aims to be a driver for change, not only in the disability service system, but across the whole of Victoria.

We all share responsibility for ensuring that people with a disability can pursue their interests and have the same opportunities as their peers. We all have a role to play in improving attitudes and taking action to support full social and economic participation.

The Victorian Coalition Government will provide the framework, but lasting change cannot occur without your support. We need to work with all levels of government, the not-for-profit sector and private businesses as well as individuals, families and community groups. I look forward to working together to achieve positive change in the lives of all people with a disability, their families and carers in Victoria.

A handwritten signature in black ink, which appears to be 'Ted Baillieu'. The signature is stylized and written in a cursive-like font.

The Hon Ted Baillieu MLA

## A MESSAGE FROM THE MINISTER AND PARLIAMENTARY SECRETARY

This is a time of significant change and opportunity. The commencement of the National Disability Insurance Scheme trial in July 2013 in the Barwon area coincides with the implementation of the **Victorian state disability plan 2013–2016**. These important initiatives provide the Victorian Government and community with the opportunity to improve the lives of people with a disability, their families and carers. They also support us to build on the significant reforms of the last 16 years and work in tandem towards a broader rollout of the National Disability Insurance Scheme.

The **Victorian state disability plan 2013–2016** continues the journey towards self-directed and flexible disability services that complement accessible and responsive mainstream services such as health, education and transport. The plan works across the whole of government so that people with a disability, their families and carers can get the mixture of supports and services they need to participate socially, economically and culturally.

The plan builds on the areas that were consistently drawn to our attention during consultations on the draft **Victorian state disability plan 2013–2016**. To ensure the plan was taking the right direction, we travelled around Victoria to hear from people with a disability, their families and carers, advocacy groups and organisations, local councils and community members. We received many written submissions from individuals, groups and organisations.

On behalf of the Victorian Coalition Government, we thank everyone for the dedication and commitment, ideas and perspectives and for taking the time to provide feedback. All the feedback provided was carefully considered and much of it is included in the **Victorian state disability plan 2013–2016**. But of course we cannot address everything in one plan and must take account of the current, constrained fiscal climate. We have made decisions, guided by broad input, about which actions will have the most impact and how to work most effectively. Details of strategies and actions are included in the **Victorian state disability plan 2013–2016 implementation plan 2013 and 2014**.

People with a disability, their families and carers told us it is important that we monitor the progress of the **Victorian state disability plan 2013–2016** and evaluate its outcomes. This will be done with the involvement of the experts - people with a disability, their families and carers. We will continue to be guided by the meaningful engagement of people with a disability, their families and carers as key participants in the monitoring and evaluation of the **Victorian state disability plan 2013–2016**.

We are looking forward to working with our colleagues across government and the broader community, to build a society where people with a disability, their families and carers have the opportunity to flourish, choose a life that is meaningful for them and participate in all aspects of life.



A handwritten signature in black ink that reads "Mary Wooldridge".

Hon Mary Wooldridge MP  
Minister for Community Services



A handwritten signature in black ink that reads "Andrea Coote".

Andrea Coote MLC  
Parliamentary Secretary for Families and  
Community Services

# THE VICTORIAN STATE DISABILITY PLAN 2013–2016: THREE DOCUMENTS

The **Victorian state disability plan 2013–2016** (the plan) is one of a suite of three documents:

- > the **Victorian state disability plan 2013–2016**
- > the two-yearly implementation plans of the **Victorian state disability plan 2013–2016**
- > the companion document to the **Victorian state disability plan 2013–2016**.

Together, these three documents describe the background to and thinking behind the whole-of-government, whole-of-community approach of the plan. They spell out in detail the actions that will be taken to achieve the plan's vision of:

**An inclusive Victorian society that enables people with a disability, their families and carers to fulfil their potential as equal citizens.**

The three documents are a resource for everyone in Victoria: across public and private sectors, not-for-profit organisations, communities and individuals. They act as a guide to the concerted effort that will be needed inside and outside the Victorian Government if the plan is to be successful.



## VICTORIAN STATE DISABILITY PLAN 2013–2016

The **Victorian state disability plan 2013–2016** articulates the government's view to the future and gives a clear direction for the next four years.

At the centre of the plan is the framework, which outlines the vision and principles of the plan, the long-term goals, shorter-term outcomes and four-year strategies that guide the two-yearly implementation plans.

The plan describes how we will monitor our progress and the results of our actions, allowing us to make adjustments if needed and enabling greater transparency and accountability.



## TWO-YEARLY IMPLEMENTATION PLANS

The implementation plans contain the concrete actions that will be taken in each two-year period of the **Victorian state disability plan 2013–2016**.

The first implementation plan will run from 1 January 2013 to 31 December 2014. At the end of the first plan, the second implementation plan will be released and will cover the years 2015 and 2016.

Renewing the implementation plans every two years gives us flexibility to respond to changing needs and to the results of monitoring.



## COMPANION DOCUMENT

The companion document provides the context for the plan. It maps the relationships between this plan and other government policies, gives a statistical snapshot of Victorians with a disability, their families and carers, and summarises the results of our consultations on the draft plan.

All three documents can be downloaded from the Department of Human Services web site at:

[www.dhs.vic.gov.au](http://www.dhs.vic.gov.au).

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# INTRODUCTION

The **Victorian state disability plan 2013–2016** is in four sections:

1. **Setting the scene** – how the plan works, how it links with other government obligations and policies and works with the whole community
2. **The framework** – a summary of the plan’s vision, principles, goals and outcomes
3. **Four goals** – the plan’s goals, outcomes, indicators and strategies
4. **Staying on track** – how the plan will be managed and its progress monitored.

People with a disability, their families and carers are at the heart of the **Victorian state disability plan 2013–2016**. Their input has shaped the plan and their continued active involvement will help to make sure that the plan stays on track. The plan was developed by and will be implemented with people with a disability.

People with a disability, their families and carers told us that they want to know that the plan is making the changes that matter. We will know if the plan is getting the right results by monitoring the implementation of the strategies and the outcomes.

Monitoring will include and consider:

- > the views of people with a disability, their families and carers
- > reports from departments on the progress of the plan
- > statistical indicators, which give information on changes that relate to outcomes in the plan, collected at the level of the Victorian population of people with a disability, their families and carers.

The statistical indicators will be affected by events in the wider environment that are not connected with the **Victorian state disability plan 2013–2016**. These will be taken into account when changes in the indicators are used to track the progress of the **Victorian state disability plan 2013–2016**.

# SETTING THE SCENE

## A MULTI-LAYERED APPROACH

People with a disability have the same ambitions and the same range of skills and talents as any diverse group of people. They have the same rights to participation, to the same range of opportunities and the same degree of freedom, control and self-determination in everyday life as everyone in our society has.

### What we know

Statistical data and what people told us during the consultation period for the draft **Victorian state disability plan 2013–2016** provide a clear picture of the barriers to social, cultural, civic and economic participation for people with a disability, their families and carers. The companion document contains the statistical, experiential and policy perspectives that inform the plan.

People with a disability want to be able to live, work and socialise in the same way as everyone else. They want the same opportunities to flourish – to create a good life for themselves and their families, to reach their full potential and to experience what life has to offer. Like everyone else, people with a disability need education and health care, safe, reliable transport and access to buildings, spaces and places, and support from their families, friends and communities to fulfil their aspirations.

And yet, people with a disability are more likely to live in poverty, to have fewer educational qualifications, to be out of work, to experience discrimination, violence and abuse and to be unable to make basic choices about their lives.

We need to work across a number of levels to make the changes that will make a real difference.



## Removing barriers in society and the community

Barriers such as inaccessible buildings, houses, places, transport, communication and technology, attitudinal barriers and discrimination continue to hold back people with a disability.

Victorian state government departments are working together through the **Victorian state disability plan 2013–2016** to prevent and remove barriers across all areas of everyday life. The plan provides a clear direction across the Victorian Government so that all government policies, programs, services and infrastructure are able to take full account of people with a disability, their families and carers.



## Supporting the individual

Like anyone else, people with a disability draw on support from their families, friends and communities and use services such as education and health care. But some people with a disability need additional support to live an ordinary life and have the same opportunities as everyone in our society.

Under the **Victorian Disability Act 2006** the Victorian Government must develop a state disability plan every four years that sets out how the government will provide disability services for people with a disability who need them.

The **Victorian state disability plan 2013–2016** builds on the **State disability plan 2002–2012** to continue the reforms to disability services that started 16 years ago.

The **Victorian state disability plan 2013–2016** continues to shift the power towards the user of disability services through a self-directed approach that enables people with a disability to make informed choices about the supports and service arrangements that they want.

Disability services aim to support people with a disability, their families and carers to lead the life they want, and to have the opportunities and the practical means needed to flourish.

It is not what people can do or can't do that is the focus of Victoria's reforms, but what they should be able to do and how we can support them to do it.

## Diversity

Although everyone has the same rights, people with a disability have a greater risk of experiencing disadvantage and discrimination. The Victorian Government, through various human rights instruments and policies, including the **Victorian state disability plan 2013–2016**, takes universal action to uphold rights and end discrimination.

Equal rights and dignity do not imply that all people should be treated in the same or a similar way. People with a disability have many common issues, but each person is different. Individual circumstances, such as impairment type and complexity, stage of life, gender, culture and Aboriginality mean that people with a disability encounter different types and levels of barriers to participation, which can interact and change over time.

The **Victorian state disability plan 2013–2016** works to provide programs and services across government that are flexible, tailored to individual needs and culturally responsive.

## Continuing to reform the disability services system

The **Victorian state disability plan 2013–2016** continues to work to create a streamlined disability system. This means disability services working in a complementary and integrated way with mainstream services so more people with a disability can use the same services in the same places as the general population. It also means coordinating services, such as health care and aged care, with the human services systems.

Through the reforms known as Services Connect we are making progress towards our aim of a human services system where people with a disability, their families and carers will have their full range of needs identified in a single, streamlined process, and will receive services and supports that are built around their unique needs and circumstances.

Victoria also continues to plan for better services and supports for those people with a disability who still live in larger, outdated institutional models such as Sandhurst, Colanda and the Oakleigh Centre.

The disability system in Victoria is leading the way in providing self-directed support linked to accessible mainstream services, but it struggles to keep pace with growing demand and is often driven by the needs of people in crisis.

In this period of economic constraint and growing demand for disability services we must use our resources wisely, putting them where they will have the biggest impact. This means focusing on times of transition, targeting those most in need and taking a staged approach.

In doing this, we need to be guided by people with a disability, their families and carers. The **Victorian state disability plan 2013–2016** takes action to strengthen the voice of people with a disability and supports the positive role that families and carers play in enabling people with a disability to fulfil their potential.

At the same time, the Victorian Government will work with the Commonwealth and other state and territory governments to establish a viable National Disability Insurance Scheme, based on the findings and recommendations of the Productivity Commission's Inquiry report: **Disability care and support 2011**.

The National Disability Insurance Scheme aims to give greater certainty of support for people with disability, their families and carers into the future. The launch of the National Disability Insurance Scheme in the Barwon area from July 2013 will provide choice for people with a disability, and put people in control of the care and support they need.

Through having appropriate and necessary supports at the right time, people will have better opportunities to reach their full potential, and families, carers and friendship groups will be sustained. A key feature of the National Disability Insurance Scheme is a focus on local planning and coordination, which will help people with a disability to access mainstream, disability and community supports.

Through continuing to implement Victoria's contemporary approach to disability system reform, the **Victorian state disability plan 2013–2016** helps us to better prepare for the National Disability Insurance Scheme.



## Legal obligations

All Victorian state government departments, statutory authorities and corporations and local councils have obligations under law to respect, protect and fulfil the rights of people with a disability and to take positive action against discrimination.

These legal obligations are in addition to the obligations in the **Victorian state disability plan 2013–2016**.

Legal obligations include those under the:

- > **United Nations Convention on the Rights of Persons with Disabilities**
- > **Victorian Charter of Human Rights and Responsibilities Act 2006**
- > **Commonwealth Disability Discrimination Act 1992**
- > **Victorian Equal Opportunity Act 2010**
- > **Victorian Disability Act 2006**

Under the **Victorian Disability Act 2006**, Victorian public sector bodies must prepare a disability action plan to:

- > reduce barriers to people with a disability accessing goods, services and facilities
- > reduce barriers to people with a disability obtaining and maintaining employment
- > promote inclusion and participation in the community of people with a disability
- > achieve tangible changes in attitudes and practices that discriminate against people with a disability.



## SUPPORTING THE VICTORIAN STATE DISABILITY PLAN 2013–2016

While the changes in the **Victorian state disability plan 2013–2016** make great steps towards achieving our vision, we cannot resolve everything at once or alone.

The **Victorian state disability plan 2013–2016** provides a high-level framework that allows all levels of government and all sectors of the community to connect their efforts towards improving the lives of people with a disability, their families and carers.

By ensuring our efforts are combined, the **Victorian state disability plan 2013–2016** can make a greater impact on achieving the government's vision.

### State government initiatives

There are a number of other government frameworks and plans that complement and strengthen the **Victorian state disability plan 2013–2016** and work to benefit people with a disability, their families and carers.

Some of these are:

- > **Victorian Aboriginal affairs framework 2013–2018:** addressing the gaps between Aboriginal and non-Aboriginal Victorians
- > **Engage, involve, create 2012:** the government's vision for all Victorian young people
- > **Victorian homelessness action plan 2011–2015**
- > **Community Mental Health Planning and Service Coordination Initiative, Department of Health, April 2012**
- > **Victorian charter supporting people in care relationships, 1 July 2012**
- > **Victoria's action plan to address violence against women and children 2012-2015.**

Other Victorian Government policies and programs that complement the **Victorian state disability plan 2013–2016** are described in the companion document.

## Other public bodies

The decisions that independent statutory authorities and other public bodies make also have a significant impact on the lives of people with a disability.

Statutory authorities and other public bodies can support and assist with implementing the **Victorian state disability plan 2013–2016** by using it and its supporting documents as a reference to inform their directions.

## Local government

Local government is a key stakeholder and one of the primary providers of services at a local level. The plan provides a framework that will help the State and local governments to work together in service provision and guide future directions.

## Community organisations

The not-for-profit sector plays a critical role in service delivery and advocacy. Community organisations and groups continue to improve the lives of people with a disability, their families and carers through providing services, promoting rights, encouraging participation, enabling friendships and giving people a voice. Each organisation will have its own way of promoting rights and facilitating improvements. The plan and its supporting documents can be a useful resource for informing planning and to promote joint initiatives between the government and the community.

## Private sector

The skills, talents and resources of people with a disability, their families and carers represent untapped potential for the private sector. Employing people with a disability makes economic sense, and making shops, services, cafes and restaurants accessible to everyone brings in more customers and benefits the Victorian economy as a whole.



## THE FRAMEWORK

The framework of the **Victorian state disability plan 2013–2016** supports the Victorian Government to:

- > uphold the rights of people with a disability
- > remove and prevent structural, systemic and attitudinal barriers to participation
- > build a welcoming community
- > give the individual choice and control over their supports and services
- > enable people with a disability, their families and carers to get the right mix of services and supports.



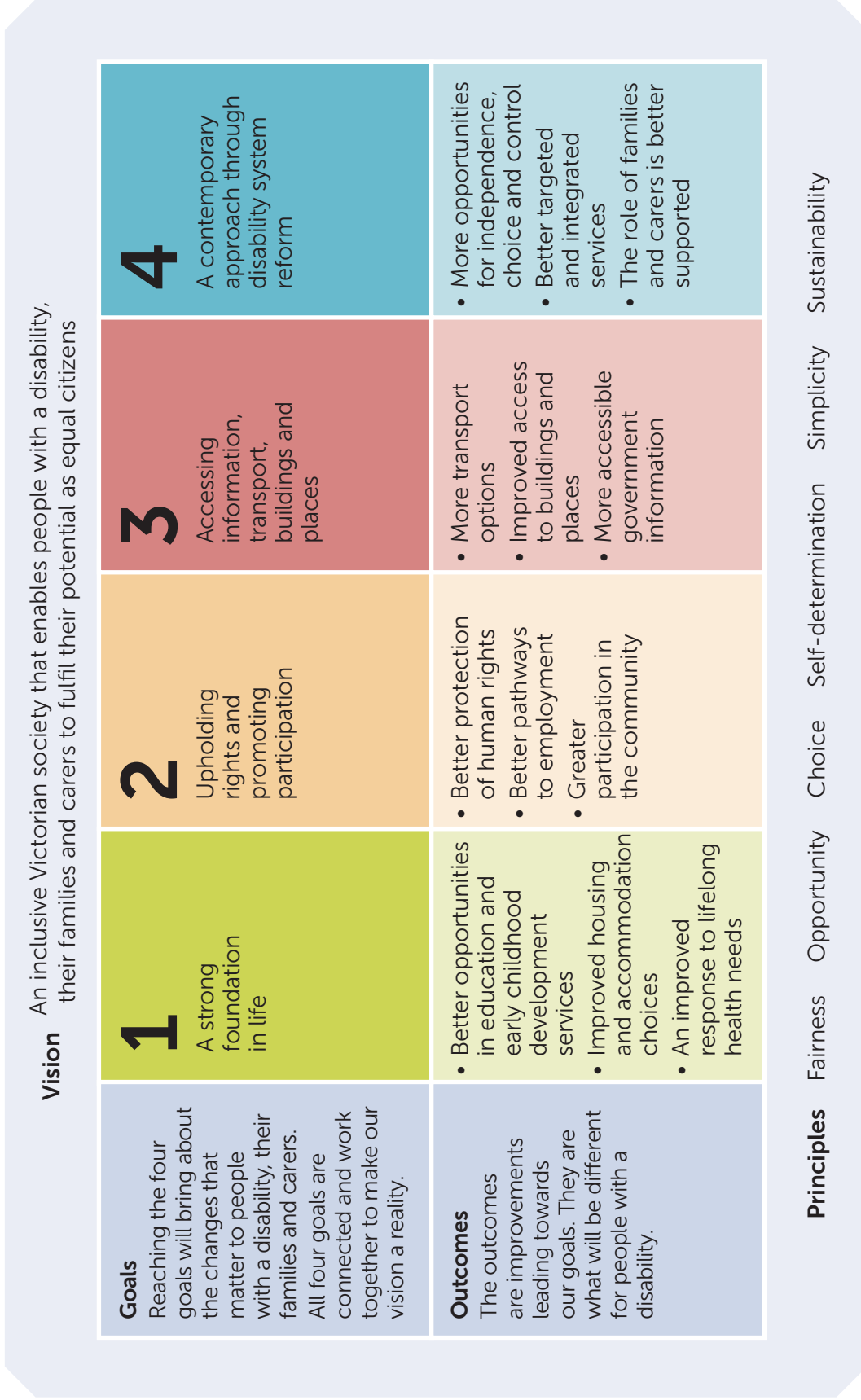


Figure 1: Framework for the Victorian state disability plan 2013–2016

## VISION AND PRINCIPLES

Our vision for the next four years is:

**An inclusive Victorian society that enables people with a disability, their families and carers to fulfil their potential as equal citizens.**

The vision is underpinned by six principles that guide all the actions in the 2013 & 2014 and 2015 & 2016 implementation plans.

- > Fairness
- > Opportunity
- > Choice
- > Self-determination
- > Simplicity
- > Sustainability

## GOALS

The goals are the long-term changes that the **Victorian state disability plan 2013–2016** is working towards. The goals are interconnected – people with a disability will not be able to benefit fully from the achievement of one goal if the others remain unchanged.

## OUTCOMES

The outcomes are the improvements we want to see that lead towards our goals. We will measure the outcomes to see whether or not we are making good progress towards our goals.

## INDICATORS

The indicators are one of the three ways that we measure progress towards achieving our outcomes. They show us whether we are making the long term changes that we expect to make across the Victorian population of people with a disability, their families and carers.

For details on the other two measures of progress that will be considered along with the indicators, go to the section headed *Staying on track: Monitoring the plan* on page 22.

Most of the indicators in the **Victorian state disability plan 2013–2016** use data from the Australian Bureau of Statistics.

## STRATEGIES

The strategies are the priority areas that we will focus our actions on. They ensure that actions:

- > are those most likely to have a positive impact on achieving our outcomes
- > are practical and achievable
- > work together and reinforce each other.

## ACTIONS

The **Implementation plan 2013 and 2014** contains a mixture of short and medium term actions under each strategy. Each action specifies the government department or departments responsible for implementing it. Some of the actions in the first implementation plan may be carried forward into the second implementation plan.

### Victorian state disability plan 2013–2016 goals

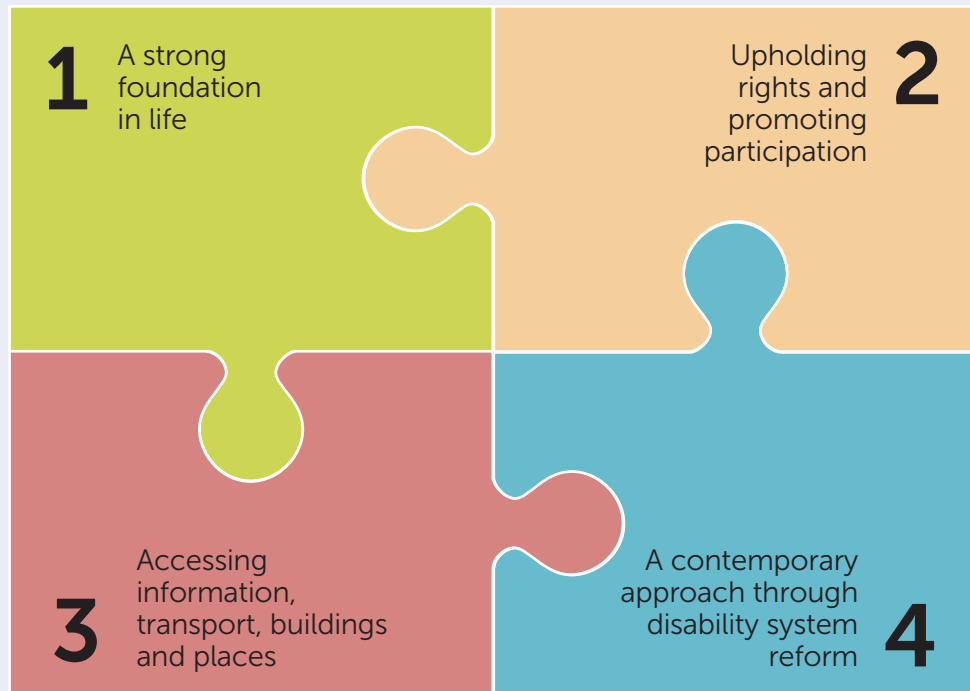



Figure 2: Victorian state disability plan 2013-2016 goals

# ACHIEVING OUR GOALS



## **1** A strong foundation in life

### **GOAL 1: A STRONG FOUNDATION IN LIFE**

We all need a strong foundation in education, housing and health to lead independent and fulfilling lives.

Education is the foundation on which many other freedoms and rights are built. Without education, people may not be able to reach their potential, contribute meaningfully to society and gain employment. The wellbeing and progress of society as a whole is diminished when people with a disability do not have opportunities to fully develop their gifts and abilities through education.

Housing that is accessible, safe and secure and good health and wellbeing are essential to leading a good life and for participation in a wide range of activities, including education and employment.

### Outcome one

Better opportunities in education and early childhood development services

#### Indicators

- Proportion of people with a disability aged 19–25 who have attained at least year 12 or equivalent qualification<sup>1</sup>
- Proportion of people with a disability with post-school qualifications<sup>2</sup>

#### Strategies

- > Improve workforce capacity to meet the learning and development needs of children and students with a disability
- > Support educational and early childhood development settings to be more inclusive
- > Support families to be actively engaged in their child's learning and development

### Outcome two

Improved housing and accommodation choices

#### Indicator

- Proportion of people with a disability across a variety of household tenure types<sup>3</sup>

#### Strategies

- > Improve supported accommodation services
- > Make houses easier and safer for people with a disability to live in
- > Reform the Victorian social housing system

### Outcome three

An improved response to lifelong health needs

#### Indicator

- Proportion of people with a disability reporting self-assessed health as 'good' or better than 'good'<sup>4</sup>

#### Strategies

- > Improve the coordination of health services
- > Improve the accessibility of health service provision
- > Improve understanding of the health needs of people with a disability

<sup>1</sup> Australian Bureau of Statistics, **Survey of education and training experience**

<sup>2</sup> Australian Bureau of Statistics, **Survey of education and training experience**

<sup>3</sup> Australian Bureau of Statistics, **General social survey**

<sup>4</sup> Australian Bureau of Statistics, **General social survey**



Upholding  
rights and  
promoting  
participation **2**

## GOAL 2: UPHOLDING RIGHTS AND PROMOTING PARTICIPATION

People with a disability have the same rights as everyone else – to be respected, to make their own decisions, to feel safe in their home and community, have opportunities for leadership and to live a full and meaningful life.

Most people with a disability would prefer to work but face barriers to getting employment. Employment is a source of income that allows people to take part in a range of cultural, social and recreational activities. But it is more than that. It is an opportunity to make friends, develop networks, build confidence and a sense of self, develop new skills and contribute to the community.



## Outcome four

Better protection of human rights

### Indicators

- Proportion of complaints of discrimination to the Victorian Equal Opportunity and Human Rights Commission that are based on disability/impairment<sup>5</sup>
- Proportion of people with a disability feeling safe in a variety of situations<sup>6</sup>

### Strategies

- > Improve the practical application of human rights
- > Better enable people with a disability, families and carers to exercise their rights
- > Improve responses to violence and sexual assault

## Outcome five

Better pathways to employment

### Indicators

- Proportion of people with a disability of working age who are in the labour force<sup>7</sup>
- Proportion of students with a disability employed after completing a vocational education and training course<sup>8</sup>

### Strategies

- > Improve the transition from school to post-school further education, employment and training
- > Build skills and work readiness
- > Lead the way in the employment of people with a disability

## Outcome six

Greater participation in the community

### Indicator

- Proportion of people with a disability participating in common cultural and recreational activities<sup>9</sup>

### Strategies

- > Increase the voice and representation of people with a disability
- > Increase opportunities to participate in recreational and leisure activities
- > Increase the inclusion of people with a disability from culturally and linguistically diverse backgrounds
- > Increase the participation and inclusion of Aboriginal people with a disability

<sup>5</sup> Victorian Equal Opportunity and Human Rights Commission **Annual report**

<sup>6</sup> Australian Bureau of Statistics, **General social survey**

<sup>7</sup> Australian Bureau of Statistics, **Survey of disability, ageing and carers**

<sup>8</sup> National Centre for Vocational Education Research, **Student outcomes survey**

<sup>9</sup> Australian Bureau of Statistics, **Survey of disability, ageing and carers**



# 3

Accessing  
information,  
transport, buildings  
and places

## **GOAL 3: ACCESSING INFORMATION, TRANSPORT, BUILDINGS AND PLACES**

People need to be able to get to and move around in buildings, places and spaces to make use of opportunities for study, work and leisure, to use shops and services and visit family and friends.

We all need access to information to help us make decisions and choices about our lives and to be aware of issues, products, rights and entitlements and services or legislation that affect our lives.

## Outcome seven

More transport options

### Indicators

- Proportion of people with a disability reporting difficulties using public transport<sup>10</sup>
- Proportion of people with a disability who used public transport for their most recent journey<sup>11</sup>

### Strategies

- > Make it easier to use a range of forms of transport
- > Make public transport more accessible

## Outcome eight

Improved access to buildings and places

### Indicator

- Proportion of people with a disability reporting no problems accessing mainstream services<sup>12</sup>

### Strategies

- > Increase the application of accessible design standards in the built environment
- > Make community facilities and public spaces more accessible and safer

## Outcome nine

More accessible government information

### Indicator

- Proportion of people with a disability reporting no problems accessing mainstream services<sup>13</sup>

### Strategies

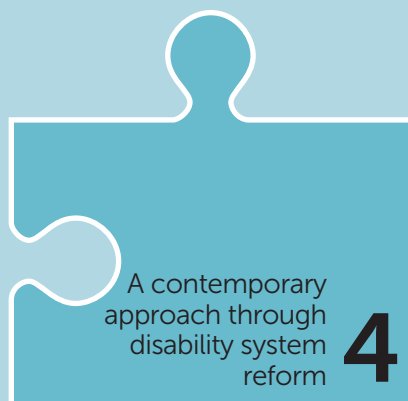
- > Provide accessible information about government services

<sup>10</sup> Australian Bureau of Statistics, **Survey of disability, ageing and carers**

<sup>11</sup> Australian Bureau of Statistics, **Survey of disability, ageing and carers**

<sup>12</sup> Australian Bureau of Statistics, **General social survey**

<sup>13</sup> Australian Bureau of Statistics, **General social survey**



#### **GOAL 4: A CONTEMPORARY APPROACH THROUGH DISABILITY SYSTEM REFORM**

Some people with a disability need support beyond what mainstream services and their family and friends can provide. And, of course, people with a disability do not always want to be dependent on friends and family. A contemporary approach is about flexible, integrated supports and services that complement and connect with mainstream services and give meaningful choice and control to the person.

Supporting the health, wellbeing, choices and opportunities of carers benefits not only carers, but also the people they support and the whole community.

### Outcome ten

More opportunities for independence, choice and control

#### Indicator

- Proportion of people with a disability whose needs for assistance were met<sup>14</sup>

#### Strategies

- > Maximise choice and control through self-directed supports
- > Work towards a sustainable National Disability Insurance Scheme to give greater certainty to people with disability, their families and carers
- > Continue to develop the capacity of the disability services workforce
- > Continue to make the disability system more responsive

### Outcome eleven

Better targeted and integrated services

#### Indicator

- Proportion of people with a disability whose needs for assistance were met<sup>15</sup>

#### Strategies

- > Work towards building a consolidated human services model through Services Connect
- > Provide better support for people with autism spectrum disorder
- > Improve services for people with complex support needs or behaviours of concern

### Outcome twelve

The role of families and carers is better supported

#### Indicator

- Further consideration to be given to a suitable indicator against this outcome

#### Strategies

- > Provide respite services that better meet the needs of families and carers
- > Improve information about and access to respite services
- > Enhance the wellbeing and life chances of vulnerable children

<sup>14</sup> Australian Bureau of Statistics, [Survey of disability, ageing and carers](#)

<sup>15</sup> Australian Bureau of Statistics, [Survey of disability, ageing and carers](#)

# STAYING ON TRACK

## MANAGING THE PLAN

In working towards our vision we need strong and committed leadership across government. The Victorian Government as a whole is responsible for the plan. All relevant Victorian Government departments have committed to actions, and each department will implement and report against the plan.

Departments will come together through the Inter-Departmental Committee on Disability, which will report to the Minister for Community Services. The input of people with a disability, their families and carers will be facilitated through the Victorian Disability Advisory Council.

## MONITORING THE PLAN

Monitoring is key to ensuring that the plan makes the right changes. Monitoring will help us to:

- > know whether or not we are succeeding
- > identify where greater effort or a different approach is needed
- > improve transparency and accountability
- > understand what improvements should be made for the second implementation plan.

The plan tackles a number of complex barriers. This means that we need to combine different types of information to get a full picture of what is working or not working.

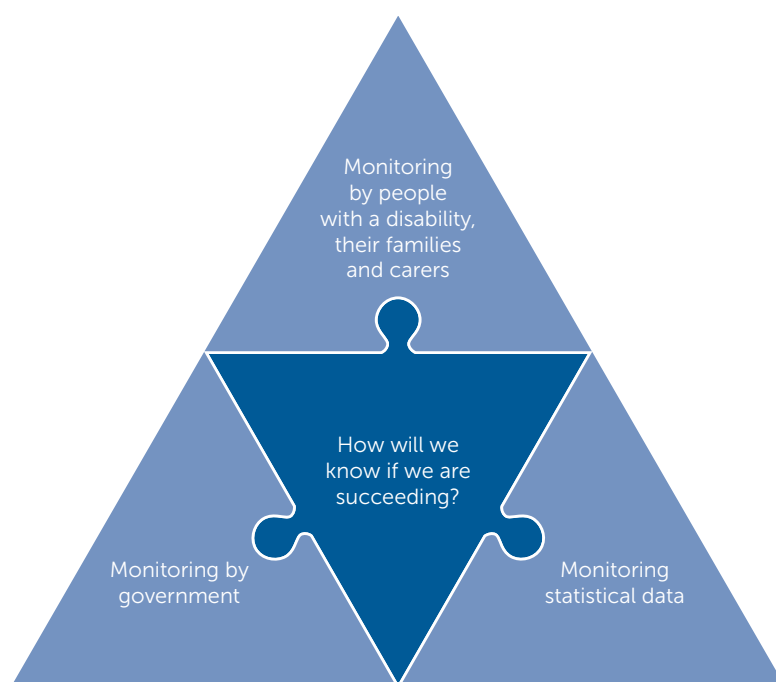


Figure 3: Components of the monitoring and evaluation framework of the Victorian state disability plan 2013–2016

If people with a disability, their families and carers say that aspects of their lives are changing for the better, and departments report that they have been successful in putting the plan into action, then we can reasonably assume that the plan is achieving its outcomes.

We will also use statistical information to start to understand the longer term impact of the **Victorian state disability plan 2013–2016**. The plan's high level statistical indicators tell us if changes have occurred in areas of life that relate to our outcomes.

An essential step in monitoring the plan is to compare these indicators with:

- > what people tell us
- > reports from departments
- > events not connected with the plan that may have affected the indicator.

At the completion of the **Victorian state disability plan 2013–2016**, the results of the monitoring will be brought together in an overall evaluation report.

## Accessibility

If you would like to receive this publication in another format or language please visit the Victorian state disability plan website at [www.dhs.vic.gov.au/statedisabilityplan](http://www.dhs.vic.gov.au/statedisabilityplan) or email us at [statedisabilityplan@dhs.vic.gov.au](mailto:statedisabilityplan@dhs.vic.gov.au)