

Work in Progress

2006

The annual report from the Minister for Disability Issues
to the House of Representatives on implementing
the New Zealand Disability Strategy

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Contents

Minister's foreword	2
Message from the Disabled Persons Assembly	4
Introduction	6
Reporting on progress.....	6
Planning implementation.....	7
Chapter one: Reporting on progress 2005-2006.....	8
Promoting citizenship.....	8
Objective 1: Encourage and educate for a non-disabling society	8
Objective 2: Ensure rights for disabled people.....	8
Objective 5: Foster leadership by disabled people.....	9
Building government capacity	10
Objective 6: Foster an aware and responsive public service.....	10
Objective 10: Collect and use relevant information about disabled people and disability issues	11
Improving disability supports.....	13
Objective 7: Create long-term support systems centred on the individual.....	13
Promoting participation in all areas of life	14
Objective 3: Provide the best education for disabled people	15
Objective 4: Provide opportunities in employment and economic development for disabled people	16
Objective 8: Support quality living in the community for disabled people.....	16
Objective 9: Support lifestyle choices, recreation and culture for disabled people.....	17
Addressing diversity of need.....	18
Objective 11: Promote participation of disabled Māori	18
Objective 12: Promote participation of disabled Pacific peoples	19
Objective 13: Enable disabled children and youth to lead full and active lives.....	19
Objective 14: Promote participation of disabled women in order to improve their quality of life.....	20
Objective 15: Value families, whānau and people providing ongoing support	20
Chapter two: Planning implementation 2006-2007	21
Universal responsiveness to disability issues.....	21
Disability perspective included in ordinary work.....	32
Key disability-focused work.....	36
Chapter three: Implementing the New Zealand Sign Language Act 2006.....	44
Chapter four: Responding to the National Health Committee's To Have an 'Ordinary' Life report	49
Appendix one: Participating government agencies	51

Minister's foreword



Underpinning the New Zealand Disability Strategy is a call for change at the personal and societal level. This involves changing how we think about and behave towards disabled people, and how we work towards creating an inclusive, enabling society. This type of multilevel change takes time.

However, sound progress has been made right across government. Initiatives presented in this progress report range from high profile gains such as the passing of the New Zealand Sign Language Act 2006, or the successful advance of the

United Nations convention on the rights of disabled people. We also celebrate the ending of institutions, with the closure of the Kimberley Centre. Disabled people now live in homes in communities, like everyone else.

Other gains not so immediately recognisable, but equally important, are the incremental steps that have been made by government to improve the way services are provided to disabled people. There has been a developing recognition that disabled people need to be involved in the policy making and service development process, if successful outcomes are to be achieved.

It is five years since the Government and New Zealand's disabled people together celebrated the release of the New Zealand Disability Strategy in 2001. In that time, we have witnessed a number of positive steps being taken towards its implementation. We have also become more acutely aware of the areas where we need to work harder, and smarter, to bring about changes to reduce people experiencing barriers to participation.

I look forward with interest to the five-year report on progress in implementing the New Zealand Disability Strategy. It is timely to refresh our efforts, as we lead up to the more comprehensive 10-year evaluation of progress planned for 2011/2012.

I commend the increase in emphasis on measurable targets and the collection of disability information in implementation plans for the 2006/2007 year. The responsiveness of government agencies in making this happen is welcomed.

One example of using more measurable targets is the repeat survey of government websites' accessibility in late 2006, undertaken by the Office for Disability Issues in partnership with the State Services Commission. A comparison of survey results from 2005 and 2006 will enable us to see how government is doing to make its online information accessible to disabled people.

But this is only the start. I want to see more evidence of government commitment to action resulting in real differences in disabled people's lives. This will only be seen when there is more ongoing collection of data and measurable milestone targets. This is our goal for the coming year.

I encourage the disability community to keep up scrutiny of what central government is doing, and to promote action on local and regional levels in both government and the private sector.

It is by working together that progress with the New Zealand Disability Strategy will be achieved.

A handwritten signature in black ink, appearing to read 'Ruth Dyson', with a stylized flourish at the end.

Hon Ruth Dyson

Minister for Disability Issues

Message from the Disabled Persons Assembly



As always, the Disabled Persons Assembly (DPA) welcomes the increasing number of government departments reporting initiatives that will improve the lives of disabled people. However, our connection to the day to day reality of disabled lives tells us that there is still much to be done in some key areas.

Getting a quality education and the ability to live well in the community are two essential preconditions for achieving a non-disabling society. When it comes to education, schools are where the rubber hits the road. If disabled children and their families struggle to get resources and responsive teachers, schools will remain an area of real concern.

We recognise that schools are relatively autonomous from the Ministry of Education, but believe that schools need to be brought into the New Zealand Disability Strategy implementation and reporting process. Until they are, progress in schools will remain unaccounted for.

The closure of Kimberley is cause for celebration. Its mention in the report from the Ministry of Health could hardly convey the momentous and hard won victory – the end of large scale institutions as a way of ‘housing’ disabled people. The risk is that, if proper and appropriate support systems centred on the needs and aspirations of individuals are not put in place, mini-institutions – with all the same trappings of limitations on choice and control – will arise in the place of the traditional institutions. As stated in *To Have an ‘Ordinary’ Life* people want to choose where and with whom they wish to live.

Disabled Māori and Pacific peoples do not seem to have been picked up by the respective government agencies that ought to be involved. We would be expecting to hear of progress after five years of the New Zealand Disability Strategy. Perhaps next year?

We have talked about the need to raise the bar. In many ways, the New Zealand Disability Strategy has raised the bar on the expectations disabled people have of an improving quality of life. In its first five years we’ve demonstrated a good measure of patience as government departments and agencies have come on board.

However, patience may well run thin if significant changes do not occur in the next five years. We would expect, after that time, to be able to choose where, how and with whom we live. Mini-institutions, often referred to as the six-pack approach of group homes, will no longer be an option funded by government. Schools will be adequately resourced to accommodate disabled students, with parents no longer reporting a struggle for their children to attend the local school. Government departments will be employing or contracting disabled people with the expertise in key areas they need, rather than expecting that expertise to be provided on the cheap.

The review of progress in implementing the New Zealand Disability Strategy is timely, in that it will measure the effectiveness of the Strategy as a motivation for departmental activity in promoting the full participation of disabled people. The future success of the New Zealand Disability Strategy in the wider society is dependent on achieving changed outcomes for disabled people in relation to that government activity.

A handwritten signature in black ink, appearing to read 'Mike Gourley', written in a cursive style.

Mike Gourley

President, DPA New Zealand

Introduction

Reporting on progress

There are 41 government agencies participating in the annual New Zealand Disability Strategy reporting process¹. This progress report presents a summary of what these agencies said they had been doing to implement the New Zealand Disability Strategy in the period July 2005 to June 2006.

This includes activity in support of the National Health Committee's report *To Have an 'Ordinary' Life: Community membership for adults with an intellectual disability*, the New Zealand Action Plan for Human Rights, and the New Zealand Sign Language Act 2006.

The agencies' information is presented in five areas that group the New Zealand Disability Strategy's 15 objectives. These are not mutually exclusive, and departmental action may contribute to the advancement of any one of a number of related objectives.

- Promoting citizenship: this section focuses on how agencies are working to foster society's ability to include disabled people.
- Building government capacity: this section focuses on how agencies are developing the necessary knowledge, skills and systems to address disability issues and to be responsive to disabled people.
- Improving disability support services: this section focuses on how agencies are ensuring that services improve outcomes for disabled people, allowing them to make ordinary choices and have ordinary responsibilities in their lives.
- Promoting participation in all areas of life: this section focuses on how agencies are identifying and maximising opportunities for disabled people across different areas of community life.
- Addressing diversity of need: this section focuses on how agencies are working to reflect the diversity that exists amongst disabled people.

This report is reduced in size from the 2005 progress report. This is mainly due to there being little new disability-related data to present at the time of publishing. By the end of 2007, information from the 2006 Post Census Disability Survey will be available, which will enable an analysis of changes in the lives of disabled people since the previous survey in 2001.

Recommendations from the five-year review of progress in implementing the New Zealand Disability Strategy will also be available in 2007. Improvements to the existing annual planning and reporting process are expected to result.

¹ These are listed in Appendix one.

Planning implementation

The Office for Disability Issues has made improvements to the implementation planning process by having an increased focus in the plan templates to government departments. For the 2006/2007 period, government agencies were asked to develop action plans in a way that better reflects their actual degree of responsibility for implementing the New Zealand Disability Strategy and for outcomes relating to disabled people.

Consistent with the aim of promoting accessible government, all agencies have been asked to develop a universal responsiveness to disability issues. Activities include the accessibility of public information, buildings and sites, and government services, having responsive employment practices, and collecting information about disability.

Some agencies, particularly those who have general social policy responsibilities, have been asked to plan towards ensuring a disability perspective is routinely considered within their ordinary work.

Government agencies that have key social policy responsibilities in areas that have a significant impact on the lives of disabled people, have been asked to reflect this in their planning for the year.

In this report, you will see the change in information provided by government agencies in their plans. The full texts of the implementation plans are available on the Office for Disability Issues website at: <http://www.odi.govt.nz/nzds>

Chapter one: Reporting on progress 2005-2006

Promoting citizenship

A society in which we all have the chance to reach our potential is good for all New Zealanders. Disabled people and their families aspire to have the sorts of ordinary choices, rights and responsibilities that others expect and experience in their lives.

Objective 1: Encourage and educate for a non-disabling society

The Office for Disability Issues, the Mental Health Commission, the Ministry of Health's Like Minds Like Mine project and the Human Rights Commission have together continued to progress a multi-agency plan aimed at reducing discrimination against people with mental illness. The plan is aimed at making New Zealand a country where people with experience of mental illness can live in recovery, be supported in health and in illness, and participate fully in life as valued members of our communities.

The Office for Disability Issues has been:

- promoting and monitoring the New Zealand Disability Strategy, including facilitation of the annual cross-government planning and reporting process. Highlights include the development of enhancements to future departmental planning, for implementation in the 2006/2007 year
- leading work aimed at enabling deaf people to participate in and contribute to society, through removal of the language barriers that they face in their daily lives. Highlights include enactment of the New Zealand Sign Language Act 2006, in April 2006. The Office is also leading inter-agency work implementing the new legislation, which includes a focus on funding mechanisms for New Zealand Sign Language interpreters across government.

Objective 2: Ensure rights for disabled people

ACC has been undertaking a review of the code of ACC claimants' rights, and the effectiveness of complaint handling. Opportunities for improvements have been identified and are being progressed, particularly those focusing on how to better manage customer issues and concerns.

The Department of Corrections has supported the enactment of the New Zealand Sign Language Act 2006 through participation in the inter-agency New Zealand Sign Language interpreters working group. Led by the Office for Disability Issues, this group has been progressing the development of competency standards for New Zealand Sign Language interpreters working in criminal justice settings.

The Office of the Health and Disability Commissioner has been working to ensure that information provided to consumers and providers includes specific information about the rights of disabled people. It has been doing this by publishing case studies relevant

to disabled people on its website, and by publishing relevant articles in disability consumer publications.

The Ministry of Foreign Affairs and Trade, and the Office for Disability Issues, in partnership with disabled people and the Human Rights Commission, has continued to support the negotiation and development of a binding United Nations convention to protect the rights of disabled people. The work on development of the convention text is reaching its latter stages, with only a few issues left to be determined².

The Chief Electoral Office has been working to reduce barriers to voting faced by disabled people. For the 2005 general election, it focused on improving communication to disabled people, making voting more accessible, and improving electoral staff disability awareness.

The Ministry of Justice has:

- supported the passage and enactment of the New Zealand Sign Language Act 2006, and has been planning for its implementation in several ways. These include providing advice to the Justice and Electoral Select Committee, participating in an inter-agency working group co-ordinating development of interpreter standards, and planning for the use of New Zealand Sign Language in court proceedings
- been contributing to the development of options for the Government's response to the New Zealand Action Plan on Human Rights. A principal aim of the Plan is to increase the understanding of human rights issues (including disability issues) among policy makers.

The Office for Ethnic Affairs, the Office of the Health and Disability Commissioner and the Office for Disability Issues have together been progressing the Interpreting and Translation project, which is aimed at improving standards in interpreting and translation for all people facing communication barriers.

The Office for Senior Citizens has been working to facilitate changes to the Enduring Power of Attorney legislation, aimed at protecting the property and personal rights of older people, especially disabled older people.

Objective 5: Foster leadership by disabled people

The Ministry of Health has been running a twice-yearly Ministry/NGO (non-government organisation) forum, where disabled people are providing input into the development and evaluation of Ministry policy.

The Office for Disability Issues has been:

- working with and supporting a Disability Advisory Council, made up of disabled people and family members, which provides advice to the Office and wider government on progressing the New Zealand Disability Strategy
- developing a nominations service, that will promote the appointment of disabled

² Since this report was prepared the convention text was agreed at a United Nations meeting in August 2006, and it now awaits ratification by member states.

people to Crown boards and committees. Several other agencies already operating nominations services, including the Ministry of Women's Affairs and the Ministry for Culture and Heritage, will be liaising with the Office to facilitate inclusion of disabled people within their databases

- providing funding to DPA and People First for leadership development of disabled people, and for disabled people and families to attend conferences.

The State Services Commission included disabled public servants on the Advisory Group for the Review of Equal Employment Opportunities Policy to 2010, completed in February 2006.

Building government capacity

The government directly affects the situation of disabled people through an array of services, legislation and regulation. Historically, much of this activity was confined to the health and welfare sectors. Movement from a needs-focused approach to an emphasis on strengths and participation has improved the government's ability to respond to disability issues. A challenge remains to promote understanding of disability while working within structures with a legacy of historic and often institutional settings. Part of the challenge is to keep disability issues on the agenda of government agencies outside traditional settings.

Objective 6: Foster an aware and responsive public service

The Ministry of Education has established an internal Disability Reference Group, with representation from across the Ministry, with several objectives in mind. These include raising awareness of disability perspectives in the Ministry's work, increasing opportunities to share best practice approaches and ideas, and (alongside a newly established working group) better co-ordination of the Ministry's contribution to the annual planning and reporting process.

The Ministry of Health has:

- continued to work to ensure that district health boards and other Crown entities are responsive to the needs of disabled people, and that their services are accessible. This year, the Ministry's Disability Services Directorate has been ensuring that district health boards include in their upcoming annual plans how they will be implementing the New Zealand Disability Strategy
- been contracting the National Foundation for the Deaf to look at access to New Zealand Sign Language interpreters within Ministry-funded disability support services. The Ministry has also been ensuring that accessibility issues for deaf people are considered by district health boards, as well as considering how to best progress its overall health sector plan on the removal of language barriers for deaf people.

The Ministry of Social Development's StudyLink service line has been collating information on the full range of education provider disability services currently available, and is using this to assist disabled students to access support.

The New Zealand Police has been working to ensure that Community Constables are aware of the significance of their role to the disability sector, and encouraging their engagement with local disability service providers.

The Office for Disability Issues and the Ministry of Health's Like Minds Like Mine project have been investigating the development of a public sector education programme, aimed at raising awareness of disability issues and increasing inclusive and non-discriminatory behaviour within the public sector.

The State Services Commission has been working to ensure the accessibility of government websites, through management and maintenance of the New Zealand Government Web Guidelines. The Guidelines became mandatory for all government agencies in January 2006. This work is being supported by a survey of the accessibility of government websites, taking place in the latter part of 2006, which is being funded by the Commission and managed by the Office for Disability Issues.

Objective 10: Collect and use relevant information about disabled people and disability issues

ACC, through its Children and Young Persons Working Group quarterly report, has been identifying areas for improvement in injury prevention, case management practice and service delivery relating to injured children and young people. These include better access to ACC, improved data, and targeted injury prevention strategies. ACC is scoping how to best address the issues raised.

Child, Youth and Family has been improving the way it collects and uses information about disabled children and family members. It has included a disability perspective within a key assessment tool that now helps with identifying the needs of these clients, and informing related decision making. It also assists with the gathering of information on disability issues, and raises the profile of disabled clients.

The Department of Corrections has been improving the way it collects information on the disabled prison population, and among disabled people serving non-custodial sentences. This information is used to assess the impact of an impairment, with respect to the disabled person's ability to fulfill the requirements of their sentence.

Housing New Zealand Corporation has been working with the Office for Disability Issues to support a research project being undertaken by the Centre for Housing Research Aotearoa New Zealand (CHRANZ), which is investigating accessible housing for the future ageing and disabled population.

The Ministry of Education:

- is carrying out research projects aimed at improving the provision of specialist services – Improving Learning for Children and Young People with Autistic Spectrum Disorders, Better Information to Address Barriers to Learning, and Enhancing Effective Practice in Special Education. All are aimed at improving learning, social and cultural outcomes, and removing barriers to learning for children with special education needs

- has been developing a student outcomes framework, which includes indicators and targets for special education support. This will allow for the recording of better information on the educational achievement of children with special education needs. In turn, this will help focus schools and special education support interventions on achieving better outcomes.

The Ministry of Health:

- has been conducting the National Mental Health Epidemiology Study, which will measure the prevalence of mental illness within New Zealand. It will also help to describe patterns of mental health service use, barriers to service users, identify risk factors related to mental health and substance use, and describe how mental health problems and substance abuse limit people's activities. Results of the study will be released in September 2006
- is drafting its annual Health and Independence Report, on the health and independence of New Zealanders. The report will include comment on the contribution disability support services make to health and independence outcomes, and will include activities that span the disability support sector. The report will be published by October 2006
- published the Health of Older People Information Strategic Plan in February 2006. This focuses on the development of the information systems needed for disability support service policy development, and the planning and monitoring of service delivery
- is evaluating the feasibility of introducing a standardised national assessment tool for generating consistent information on older people's health and disability status and the services they are referred to. Consistent assessment information is a key component in developing an integrated health information system to support an integrated continuum of care.

The Ministry of Research, Science and Technology has been actively supporting the work of the Health Research Council (HRC). Highlights include progressing disability-related research, with a focus on rehabilitation and the health and disability sector workforce; a building of capacity and capability in HRC's injury, impairment, rehabilitation and disability research; and the placement of disability research students within 'first-class' research teams in the disability and health sector.

The State Services Commission has continued to develop the all-of-government portal, <http://www.govt.nz>, to improve access to information and services for disabled people. This has included extending and improving links to information about these services, and about how government goes about developing disability-related policy.

Statistics New Zealand has been working on the 2006 Disability Survey. This is a five-yearly disability survey which follows the main Census of Population and Dwellings. It will run until November 2006, and the results are expected in mid-2007. It is the third time this type of survey has been run, having been previously carried out in 1996 and 2001. The department continues to promote the data from these earlier surveys, through analysing and presenting results in analytical publications and forums.

Improving disability supports

The 2001 Disability Survey found slightly more than half of disabled New Zealanders (an estimated 432,100) require access to some form of disability support. Of these:

- about 110,700 people received or needed daily help with tasks such as preparing meals, shopping, housework, bathing or dressing (including 22,600 people in residential facilities)
- about 321,400 people used or needed an assistive device and/or help with heavier or more difficult household tasks (including 4,400 people in residential facilities).

Adequate and appropriate provision of supports can complement the social and environmental changes to enable the full participation of disabled people in the economic and social lives of their communities.

Without the provision of supports some disabled people lack the opportunities to reach their potential. These are opportunity losses to the individuals, but they also cost the whole of our society. Moreover, there are major inefficiencies and costs to government and society through not adequately providing supports; these can include extra income support and healthcare requirements.

Objective 7: Create long-term support systems centred on the individual

ACC has been:

- carrying out a review of its rehabilitation model. This work is aimed at ensuring that its rehabilitation services are people-centred and meet their needs. The first stage, involving internal consultation, has been completed. Stage two, which involves consultation with a wide range of stakeholders including disabled people, will be carried out in 2006/2007
- conducting a review of pain management services, identifying and following up on a number of areas where current services can be improved. This includes ensuring better access to pain management service providers
- working with Māori, Pacific and Asian communities throughout New Zealand to raise awareness about and improve access to its services.

Child, Youth and Family has been working with the Ministry of Health's Disability Support Services and NGOs (non-government organisations) on developing services to support intellectually disabled parents, with a focus on enabling them to retain the care of their children wherever possible.

The Department of Corrections has been working with the Ministry of Health's Disability Support Services on improving its standards for the delivery of health and disability services to disabled inmates, and the making of referrals to Disability Support Services.

The Ministry of Health has:

- continued to progress the Intersectoral Needs Assessment and Service Co-ordination Collaboration project. This is aimed at improving the way organisations involved in the needs assessment and service co-ordination process work together. Trialling of how to do things differently and better has been completed and evaluated, and the results will be discussed with the disability sector
- continued to implement its Autism Spectrum Disorder work programme, which is aimed at improving and co-ordinating related services across agencies
- been reviewing and considering the long-term sustainability of funding for the health of older people and disability support services. It is currently progressing a 12-month work programme that is looking at potential future demand, policy settings and funding implications
- developed *Te Kōkiri: The Mental Health and Addiction Action Plan 2006-2015*. This plan focuses on quality mental health services, service responsiveness, workforce and information systems development, and the importance of cross-agency working. The aim is improved access and quality of services for all who experience mental illness.

The Ministry of Social Development has been progressing its Funding for Outcomes initiative, a framework for taking an integrated approach to developing contracts between multiple government funders and the community. This is enabling disability service providers funded by several government agencies to provide a holistic service under one contract, thereby reducing compliance costs.

The Office for Disability Issues continued to lead the inter-agency review of long-term disability supports. This is aimed at ensuring these supports improve outcomes for disabled people and their families, are easier to access, more co-ordinated, fairly distributed, more flexible and are consistent with the New Zealand Disability Strategy. Highlights include establishment of a dedicated project team within the Office, and an inter-agency senior officials group to provide leadership and help progress the work.

Promoting participation in all areas of life

The Disability Strategy is a 'whole of government' strategy because disabled New Zealanders will potentially interact with every government department.

If disabled people are to have ordinary choices and responsibilities in their lives they need better access to education, employment, decent levels of income, housing, transport, health care, communication and information and recreation, and they need the freedom to make lifestyle choices, including choices about culture and relationships.

Work to enhance access across any of these areas of life may involve the provision of individual support services, individual modifications to the environment, or may be about changing aspects of the whole environment or society to be universally accessible.

Objective 3: Provide the best education for disabled people

The Education Review Office has been carrying out work to support the achievement of disabled students. It has been reviewing schools' use of the Ongoing Reviewable Resourcing Scheme and the Special Education Grant, with the aim of presenting case studies from a wide range of schools that are effectively using these resources. These will provide practical examples of what good practice looks like.

The Ministry of Education has:

- developed its Special Education action plan for 2006-2011, Better Outcomes for Children, which will define key actions for the Ministry, particularly for Special Education, over the next five years. The plan focuses on improving outcomes and services for the children and young people who are eligible for Special Education services
- been developing a long-term strategic plan for guiding property and planning decisions, so that they align with the future Ministry direction for special education. The aim is to improve access for disabled students, enhance integration between existing providers, build capability at regular schools, improve facilities in learning environments, promote local options and involve community interests
- been examining its Special Education resourcing framework, to clarify the policy principles that underpin the provision of special education support. The aim is to ensure that the resourcing is used effectively to support quality education for children with special education needs
- been developing example curriculum for students with special education needs, aimed at promoting more effective assessment and teaching. It has also been carrying out a review of the role of specialist and resource teachers, aimed at enabling them to better assist classroom teachers, students, families and whānau to meet the needs of children and young people with special education needs. It includes a focus on training and continued professional learning
- been working to improve the professional development of the Special Education workforce, through progressing two projects aimed at enhancing their capacity and capability – Occupational Therapist and Physiotherapist Workforce Development, and Development of a Professional Development and Learning Portfolio for all staff
- been developing new service standards for all of its specialist services. This work is aimed at ensuring that all Special Education students will be able to access more consistent and standardised services nationally
- been developing a five-year plan aimed at implementing the New Zealand Sign Language Act 2006, which will include a focus on communication and awareness, workforce development and access to learning through New Zealand Sign Language.

The National Library has been progressing its Print Disabilities Strategy, which is aimed at ensuring that disabled people are able to access print resources. This includes ensuring that print-disabled students can easily access the National Library's Print Disabilities Collection, and that the Library service supports the needs of schools and special education.

Objective 4: Provide opportunities in employment and economic development for disabled people

The Department of Labour has been supporting greater participation of disabled people in employment. Highlights include providing policy support for the repeal of the Disabled Persons Employment Promotion Act 1960, with the aim of ensuring that disabled people have the same rights, responsibilities, opportunities and protections as other workers. Also, progressing the Return to Sustainable Earnings project, and completing a baseline evaluation of Pathways to Inclusion.

The Ministry of Social Development has:

- been working to promote smooth transition to a post Disabled Persons Employment Promotion Act 1960 environment, through holding a number of national provider meetings. The meetings are providing an opportunity for vocational service providers to compare best practice, and to gain further information about the development of individualised services
- continued with other activities to implement Pathways to Inclusion. Highlights include improving vocational service provider quality and capacity, through implementation of service quality and financial/governance review recommendations. Also, completing an effectiveness study of supported employment services funded by the Ministry, and increasing employment opportunities for disabled individuals by promoting service development
- been progressing its Sickness and Invalids Benefit Strategy programme, which includes a focus on services for disabled people. This is aimed at ensuring disabled people have increased opportunities to participate in their communities and in work.

The State Services Commission has continued to:

- promote and administer the Mainstream Supported Employment programme. This year, a programme was implemented that makes additional funding available to eligible Mainstream participants for meeting disability-related employment costs
- promote Equal Employment Opportunities (EEO) for disabled people, through providing related guidance and assistance to government agencies. Highlights include release of the *Career Progression and Development Survey, 2005 – Results for the New Zealand Public Service*, in April 2006. This incorporates the views of disabled public servants on their career development opportunities and experiences, as compared with other public servants.

Objective 8: Support quality living in the community for disabled people

Housing New Zealand Corporation has:

- been progressing the New Zealand Housing Strategy, ensuring that it addresses unmet housing need among disabled people, and a reduction in the incidence of poor quality housing, particularly in relation to disabled Māori and Pacific peoples. The current focus is on using universal design principles to develop appropriate housing, and supporting ageing in place for older people

- continued to administer state rentals in a manner that contributes to the provision of affordable, suitable, and sustainable housing for disabled people. Highlights include the completion of a number of Regional Profiles, which provide a detailed picture of disabled people's housing need within their communities. Also, provision of the Suitable Homes Service, which has assisted a number of physically disabled people to access suitably modified homes
- continued to deliver housing innovations for disabled people. Highlights include completing the purchase and modification of houses to support the deinstitutionalisation and resettlement of former Kimberley residents.

The Human Rights Commission has published its report into the accessibility of public land transport for disabled people. The report includes recommendations for changes to legislation, regulations, policies and procedures to make public transport more accessible. The Commission has been advocating in support of its recommendations in central and regional government forums, and in the community.

The Ministry of Health has:

- continued to relocate people with intellectual disabilities, who have been living at the Kimberley Centre, Levin, into community residential services. As at the end of June 2006, over 220 people had moved out into the community. The Centre is now due to be closed and the remaining residents resettled by the end of September 2006
- been evaluating district health boards' Ageing in Place initiatives. These are based around individual support packages that enable older people to remain in their community, as an alternative to moving into residential care. The findings will assist with planning more effective services in the future, that better enable disabled older people to remain living at home, with a good quality of life
- been phasing in a nationwide individualised funding programme, for younger people with 'high or very high and complex needs'. The programme has been implemented in Taranaki and Wanganui, and is now being extended to the Waikato region. The aim of the programme is disabled people achieving greater independence and control over their own lives.

The Ministry of Transport has been progressing a review of the Total Mobility scheme, with the aim of making the scheme nationally consistent, portable and sustainable. The Ministry has also been leading the Government's strategy for advancing walking and cycling, which recognises the diversity of pedestrians including those with limited mobility and/or other impairments.

Objective 9: Support lifestyle choices, recreation and culture for disabled people

The Department of Conservation has established an Internal Disability Reference Group, to provide advice on disability-related policy and service issues. The Department has also further progressed its thinking around how to improve the accessibility of parks and reserves.

In response to a complaint filed with the Human Rights Commission in 2001, open captioned prints are now being made available for most new movie releases (although captioned prints are screened only at venues equipped with DTS technology). Most captioned screenings are available within three weeks of initial release.

The Ministry for Culture and Heritage has been contributing to the development of an inter-departmental plan to remove barriers in public broadcasting for deaf people.

Sport and Recreation New Zealand has been:

- progressing the No Exceptions Strategy, aimed at creating sport and recreation opportunities for disabled people. Highlights include appointment of a Senior Advisor Disabilities to lead the work; development of a collaborative partnership with Paralympics New Zealand, the Halberg Trust and Special Olympics New Zealand; and establishment of a National Advisory Group comprised of disabled people representing a combination of impairment and sporting experience.
- alongside and supporting the Halberg Trust, working with disabled children and adults, encouraging them to participate in physical activity and sport in schools and the community.
- working with national sports organisations, creating disability action plans, high performance programmes and development and competition pathways – aimed at increasing and enhancing sporting opportunities for disabled people.

Addressing diversity of need

To address diversity of need it is important to acknowledge that, in addition to some issues in common, there is huge diversity among disabled people. It is also important to address the specific needs of disabled people's families.

Objective 11: Promote participation of disabled Māori

ACC has developed a Māori Access Strategy, aimed at delivering better access and awareness of ACC by Māori, closer relationships with Māori communities, and improved services that are more responsive to the needs and aspirations of Māori.

The Ministry of Health is developing a forward looking, predictive tool to predict the potential effects of government policy on the health of the Māori population, with a particular focus on supporting Māori families to achieve health and wellbeing. The Ministry is also progressing a three-year research project focusing on the experience of Māori accessing health and disability services, with the aim of contributing to more effective service delivery.

Objective 12: Promote participation of disabled Pacific peoples

The Ministry of Pacific Island Affairs has been supporting the Ministry of Health in its work to improve services for disabled Pacific people. Key projects are the Pacific Health and Disability Workforce Development Strategy, and the Pacific Health and Disability Action Plan Review. The work has included addressing knowledge gaps and lack of awareness around Pacific disability issues, and establishing more formal linkages with Pacific providers and communities.

Objective 13: Enable disabled children and youth to lead full and active lives

Child, Youth and Family has been:

- developing an advocacy service for disabled children and young people to ensure their interests are represented, particularly when complex decisions need to be made
- reviewing the approval standards for organisations applying to be a Child and Family Support Service. This will lead to improved standards of care and services for disabled children and young people, when they are in out-of-home placements and/or receiving provider services.

The Ministry of Health Disability Services Directorate and Child, Youth and Family have been improving the way they work together to provide services to disabled children and their families. A number of suggestions are being considered for operating in a more collaborative way.

The Ministry of Social Development has been developing a cross-sectoral strategy for putting in place a comprehensive system of early interventions for children, including disabled children, from pre-birth to their transition to school. This is aimed at ensuring all children have the best start in life, and are supported to reach their potential. Highlights include completion of a stocktake of existing Ministry of Social Development and Child, Youth and Family activity related to disabled children.

The Ministry of Youth Development has continued to co-ordinate and report on government compliance with the United Nations Convention on the Rights of the Child, to the United Nations. This is a comprehensive international human rights treaty protecting the rights of all children and young people. The Ministry has also continued to actively encourage and support participation by young disabled people in youth development programmes.

Objective 14: Promote participation of disabled women in order to improve their quality of life

The Ministry of Health has been ensuring that all screening and assessment services provided via BreastScreen Aotearoa, the national breast screening programme, are proactive and responsive to disabled women. Recently, the focus has been on conducting compliance audits of lead service providers. The Ministry has also been ensuring that all screening and assessment services provided via the National Cervical Screening programme are proactive and responsive to disabled women.

Through its cross-government work programme for progressing the Action Plan for New Zealand Women, the Ministry of Women's Affairs has been actively promoting the participation of disabled women in society. For example, the Choices for Living, Caring and Working action plan addresses several key issues for disabled women. These include promotion of supportive and flexible work arrangements, quality out-of-school services for disabled children, and support with caring responsibilities.

Objective 15: Value families, whānau and people providing ongoing support

The Ministry of Education has updated and published guidelines for Special Education staff on obtaining informed consent. This will assist them to consider important, and often complex, informed consent issues when working with children, young people and their families. This is particularly relevant for working through complex issues relating to students with special education needs.

The Ministry of Education operates a Special Education National Reference Group. This Group is being asked to propose ways that Special Education service development and provision can be better informed by families, whānau and others who support disabled children and young people, as well as young people and adults with disabilities.

The Office for Disability Issues is continuing to lead an inter-agency review of options for improving support for family caregivers of disabled people. This work is also forming a starting point for the development of a national Carers Strategy. The cross-government work on the Carers Strategy is being led by the Ministry of Social Development, in close liaison with the Carers Alliance.

Chapter two: Planning implementation 2006-2007

The Office for Disability Issues used a new planning approach for the implementation period of July 2006 to June 2007, where more specific guidance was provided to government agencies to better match their actual responsibilities.

The plan template was focused into three areas of possible implementation:

- universal responsiveness to disability issues
- disability perspective included in ordinary work
- disability-focused work the agency is leading.

All government agencies were expected to make commitments to being universally responsive. Whereas only agencies with social policy responsibility impacting on disabled people were expected to report more fully on including a disability perspective and key policy projects to implement the New Zealand Disability Strategy.

Summary information relating to promoting accessible government, and including a disability perspective within ordinary work, is presented in a graphical format supported by descriptive text. It includes an estimate of current and projected levels of related agency activity.

The information relating to key disability-focused work is provided in brief narrative format, highlighting major initiatives across agencies conducting this activity.

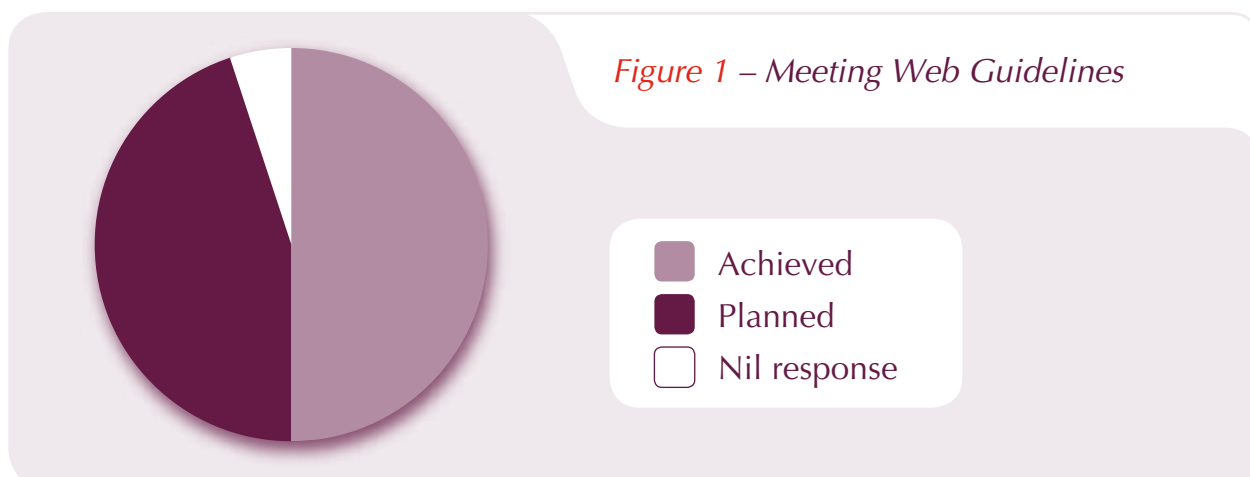
Full texts of the implementation plans are available on the Office for Disability Issues website at: <http://www.odi.govt.nz/nzds>

Universal responsiveness to disability issues

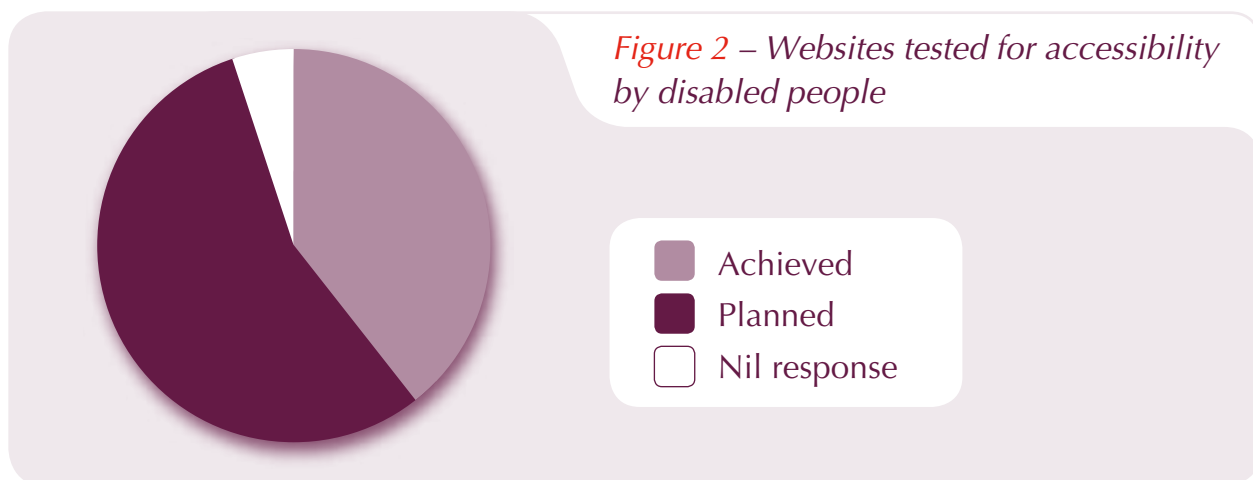
All 41 government agencies provided information for this section.

Accessible government information

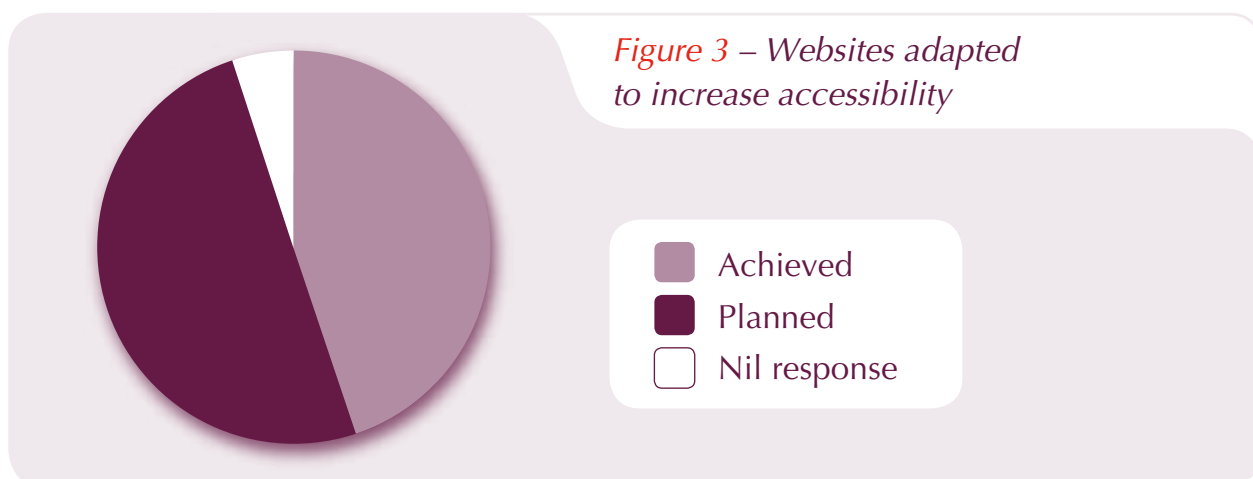
By June 2007, 95% of agency websites will meet e-government Web Guidelines 2.1 – up from 50% in June 2006:



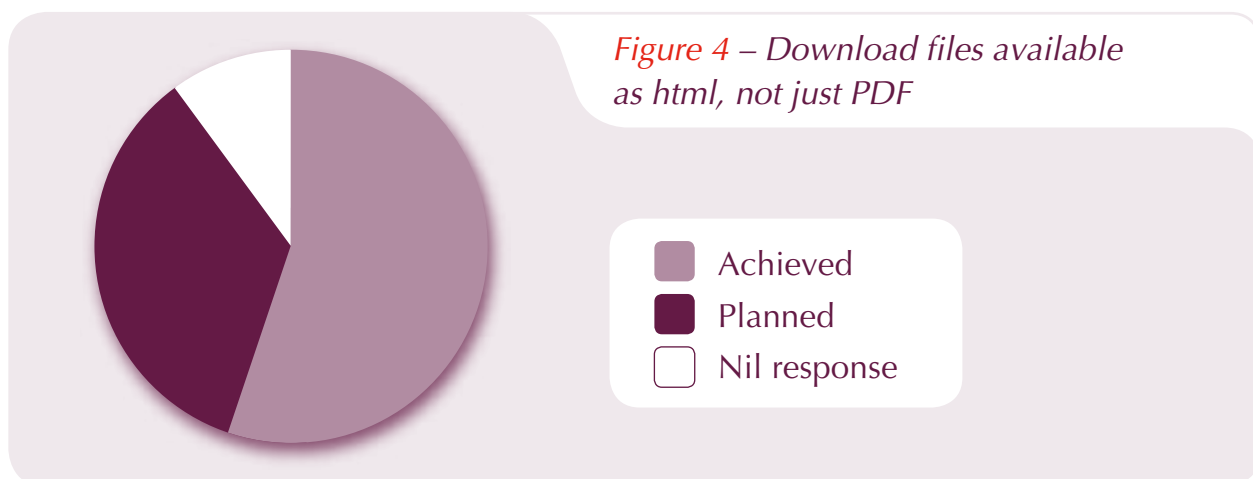
By June 2007, 95% of agency websites will be tested for accessibility by disabled people – up from 40% in June 2006:



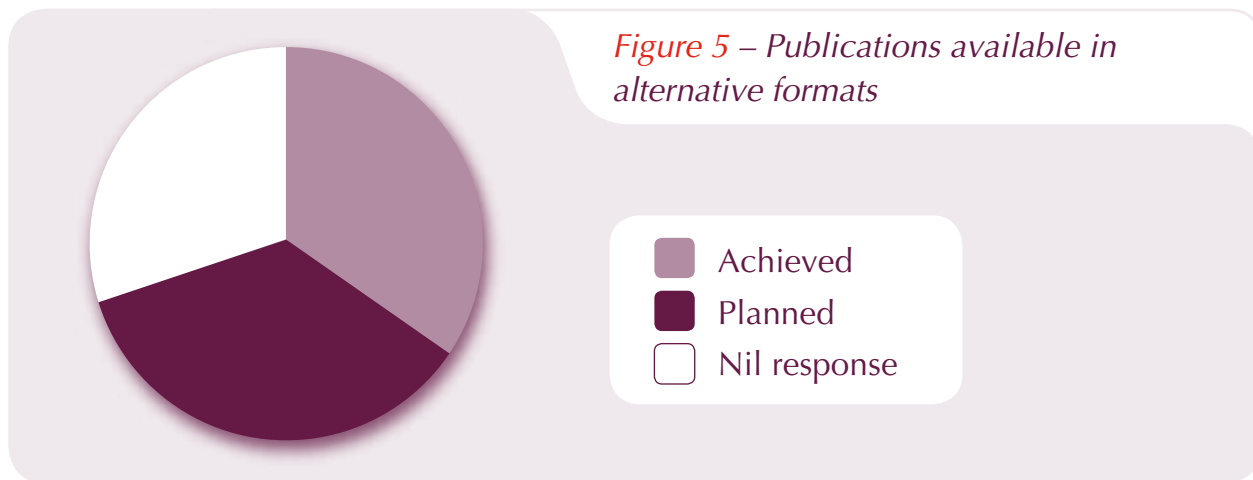
By June 2007, 95% of agency websites will be adapted to increase accessibility to disabled people – up from 45% in June 2006:



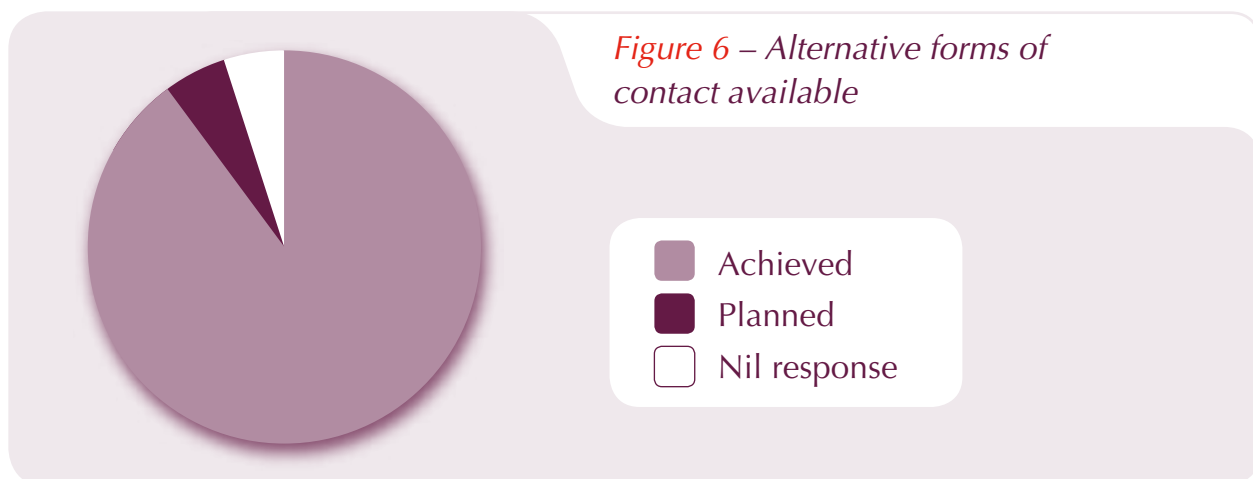
By June 2007, 90% of agency websites will allow downloading of files in html (not just PDF) – up from 55% in June 2006:



By June 2007, 70% of agencies will make publications and public information available in some form of alternative format, eg easy-to-read English, Braille, New Zealand Sign Language clips and captioning – up from 35% in June 2006:

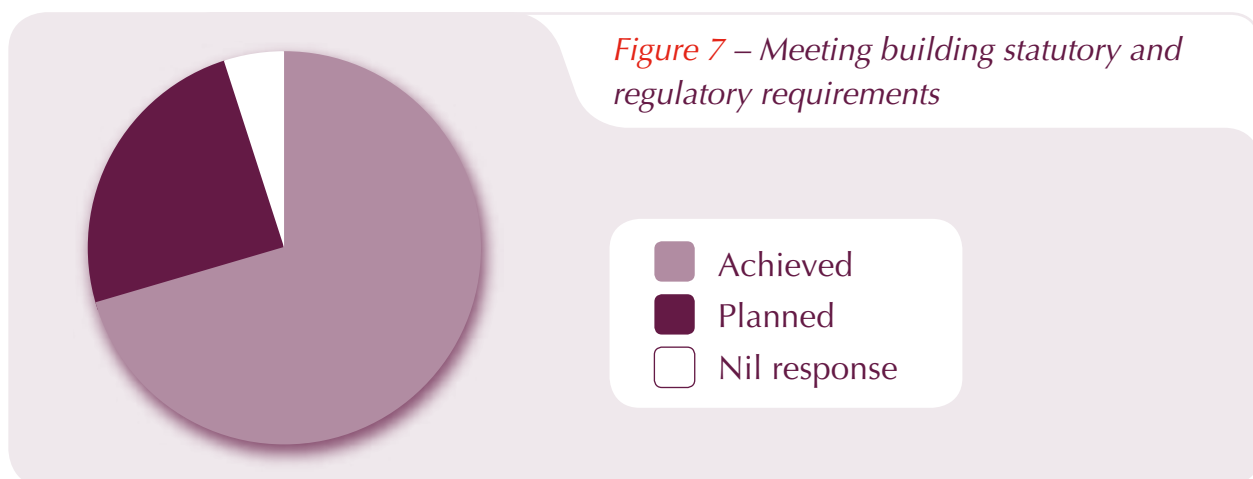


By June 2007, 95% of agencies will make alternative forms of contact available, eg phone and fax numbers, and email addresses – up from 90% in June 2006:

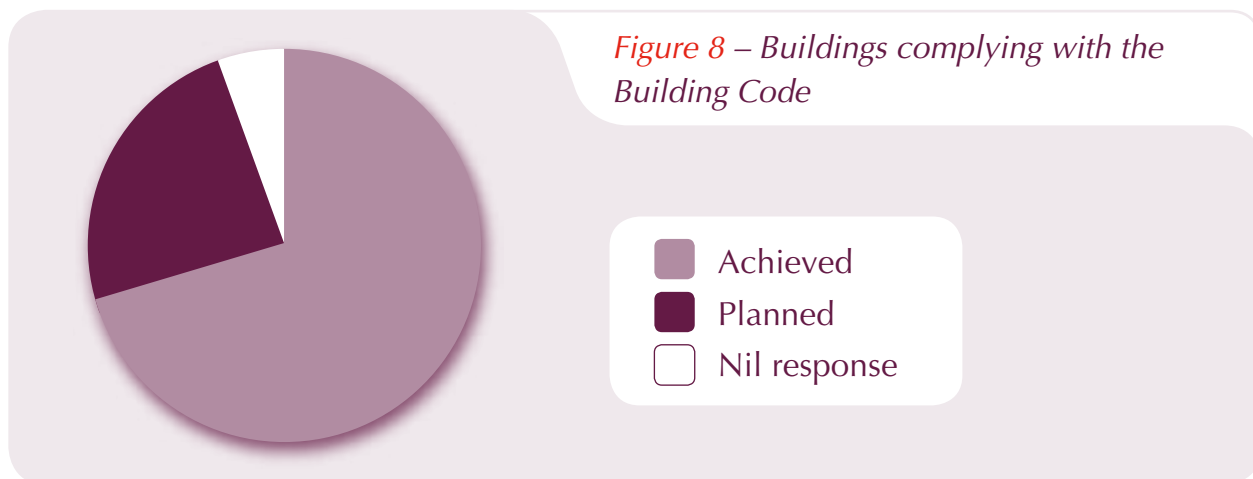


Accessible government buildings and sites

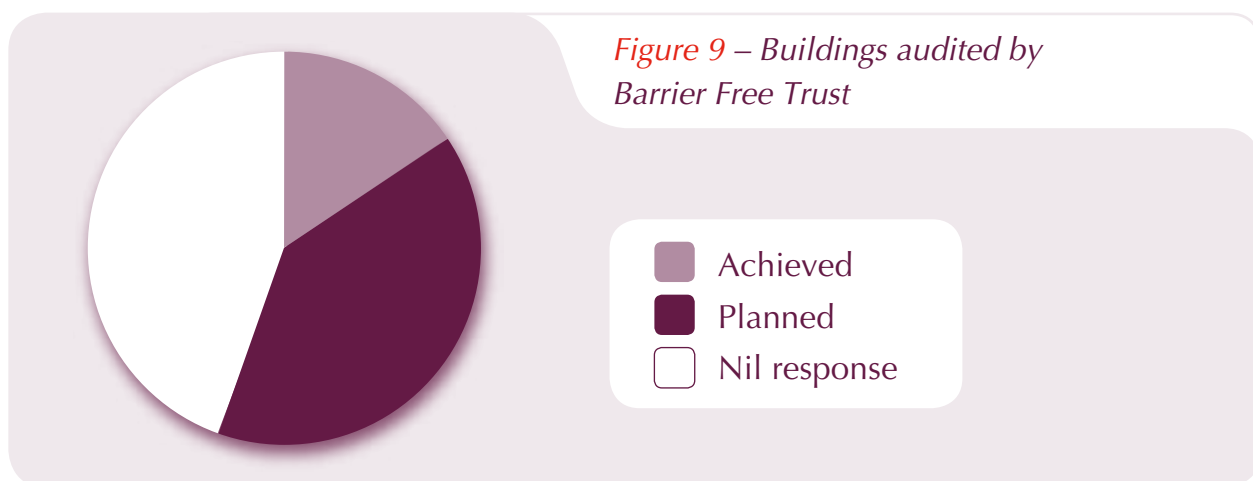
By June 2007, 95% of agency buildings and sites will meet statutory and regulatory access requirements – up from 70% in June 2006:



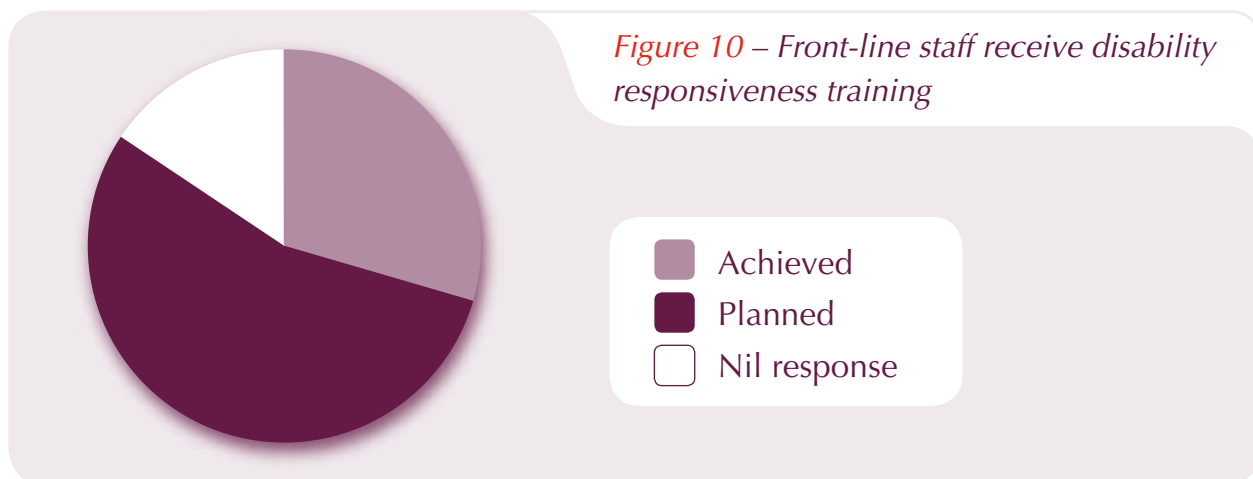
By June 2007, 95% of agency buildings and sites will have Building Code compliance certification – up from 70% in June 2006:



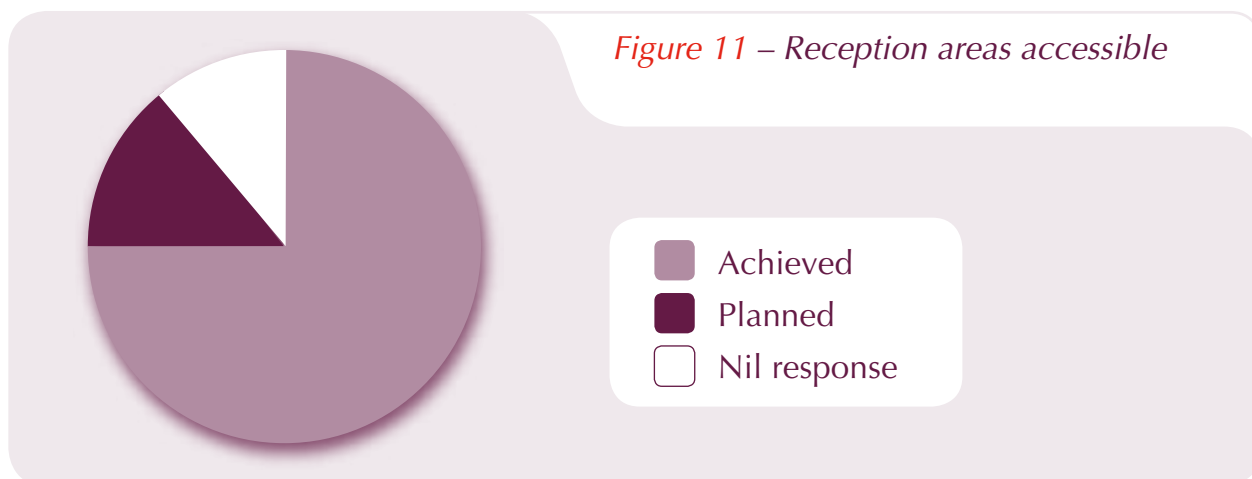
By June 2007, 55% of agency buildings and sites will have been audited for accessibility by Barrier Free NZ Trust – up from 15% in June 2006:



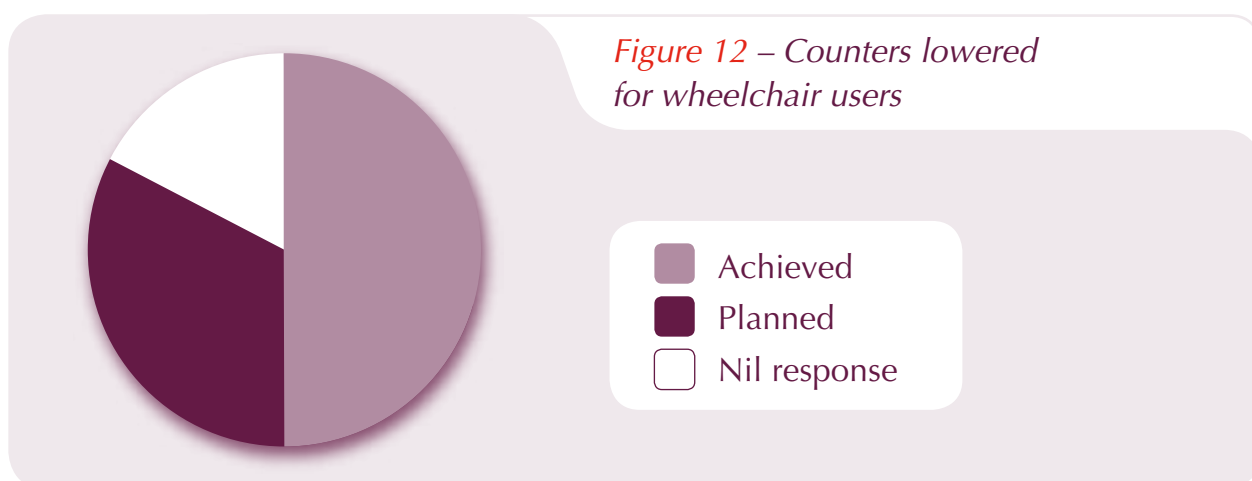
By June 2007, 85% of front-line staff (those who are a primary contact point for the public) will receive training in disability responsiveness – up from 30% in June 2006:



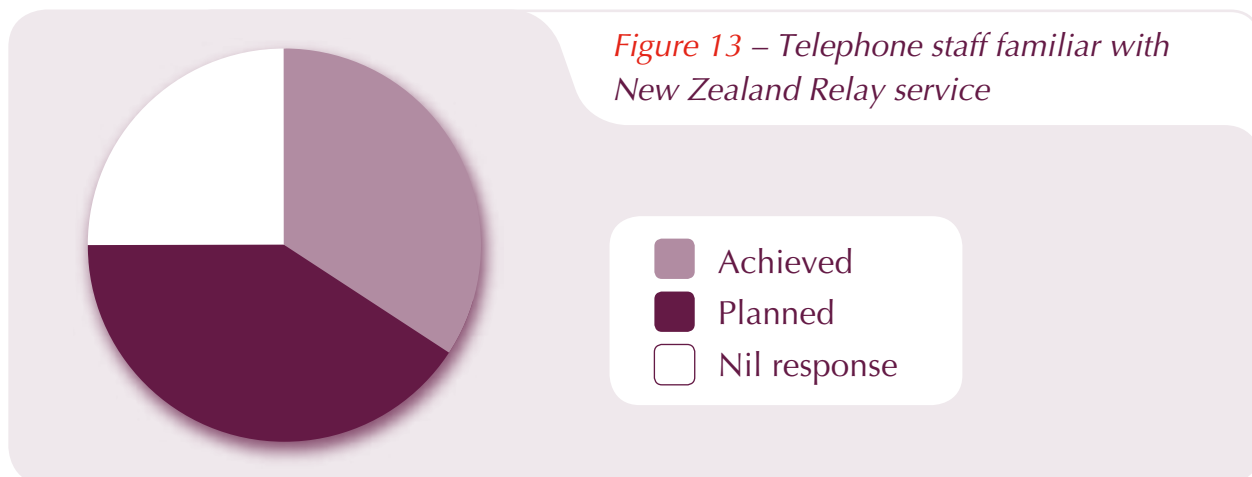
By June 2007, 90% of reception areas will be accessible to disabled people – up from 75% in June 2006:



By June 2007, 80% of counters will be lowered for wheelchair users – up from 50% in June 2006:

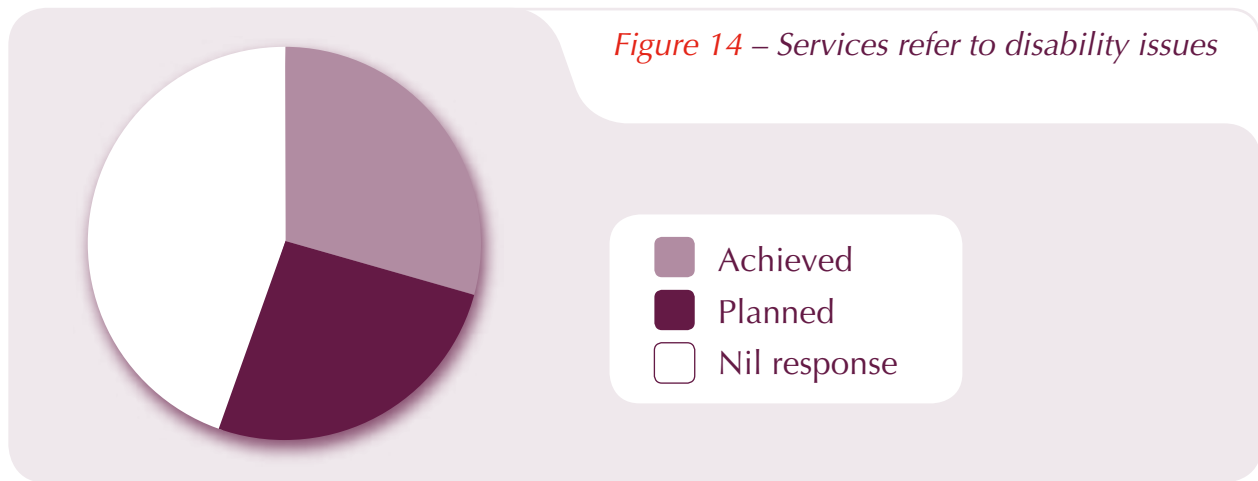


By June 2007, 75% of telephone staff will be familiar with using the New Zealand Relay service – up from 35% in June 2006:

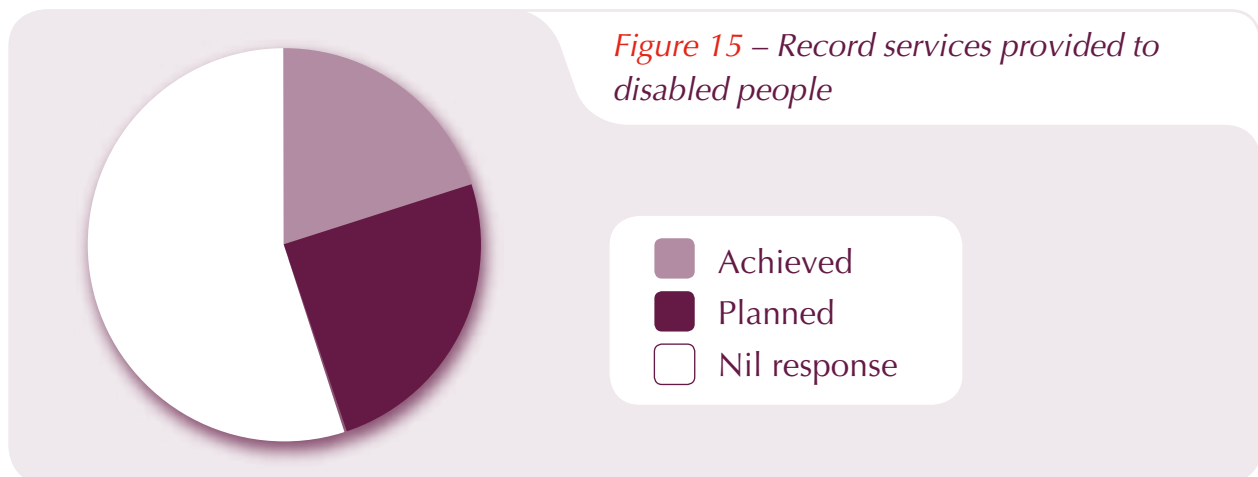


Accessible government services

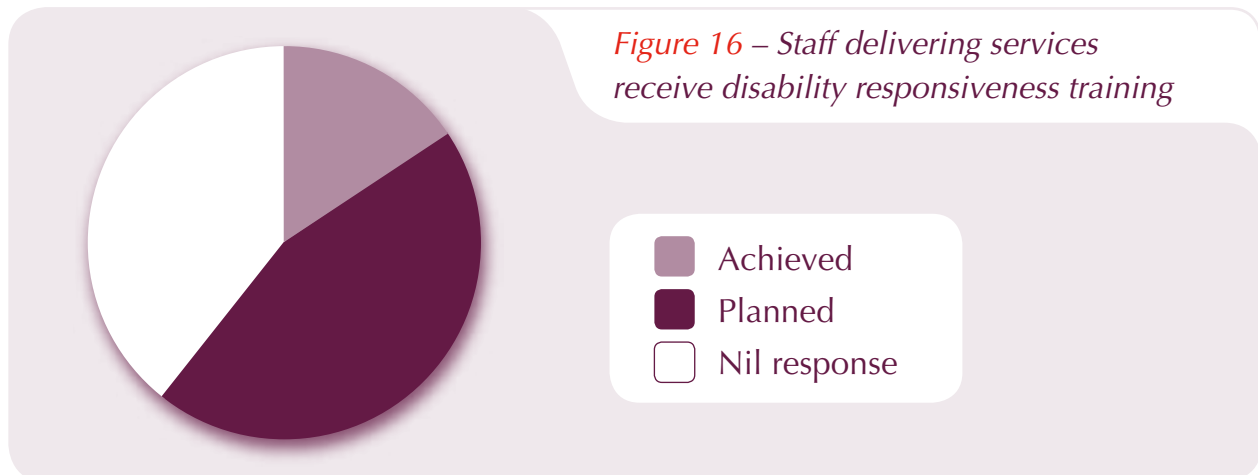
By June 2007, 55% of service policies and procedures will include reference to disability issues – up from 30% in June 2006:



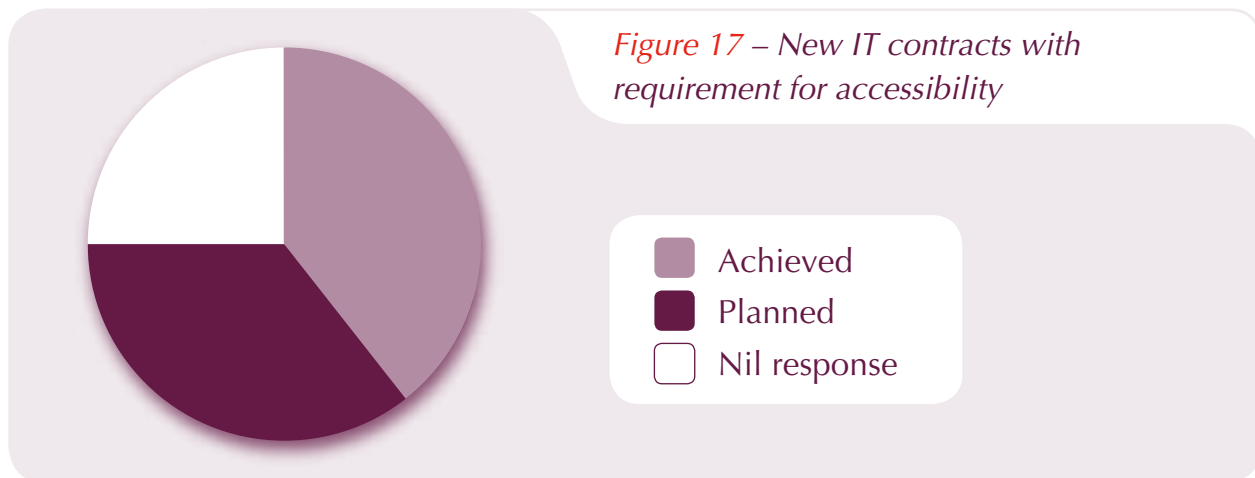
By June 2007, 45% of agencies will record information and data on services provided to disabled people – up from 20% in June 2006:



By June 2007, 60% of staff directly involved in the delivery of services will receive disability responsiveness training – up from 15% in June 2006:

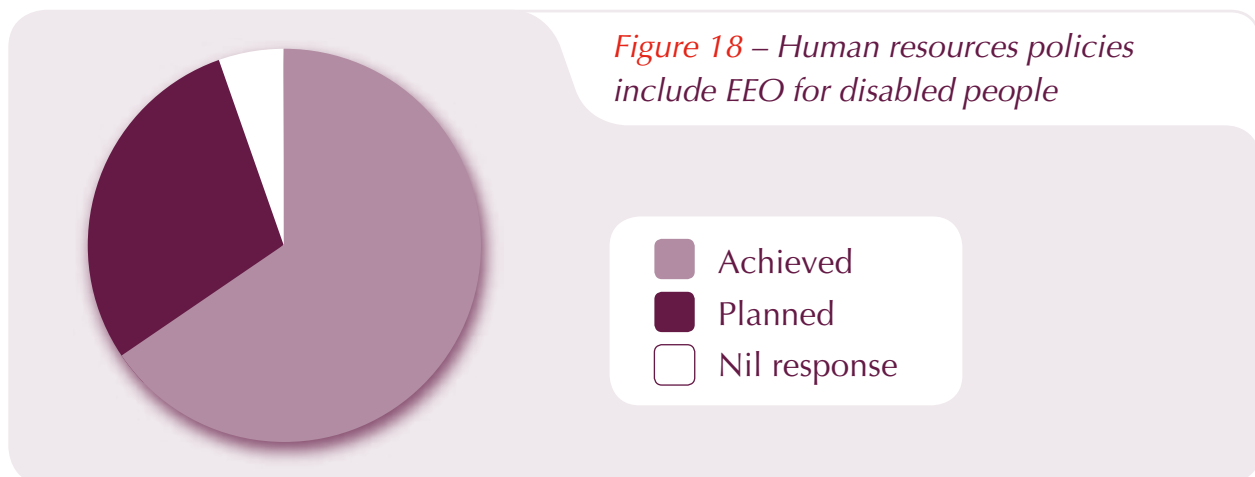


By June 2007, 75% of agencies will ensure that contracts for new or upgraded information technology applications and environments include an accessibility requirement – up from 40% in June 2006:

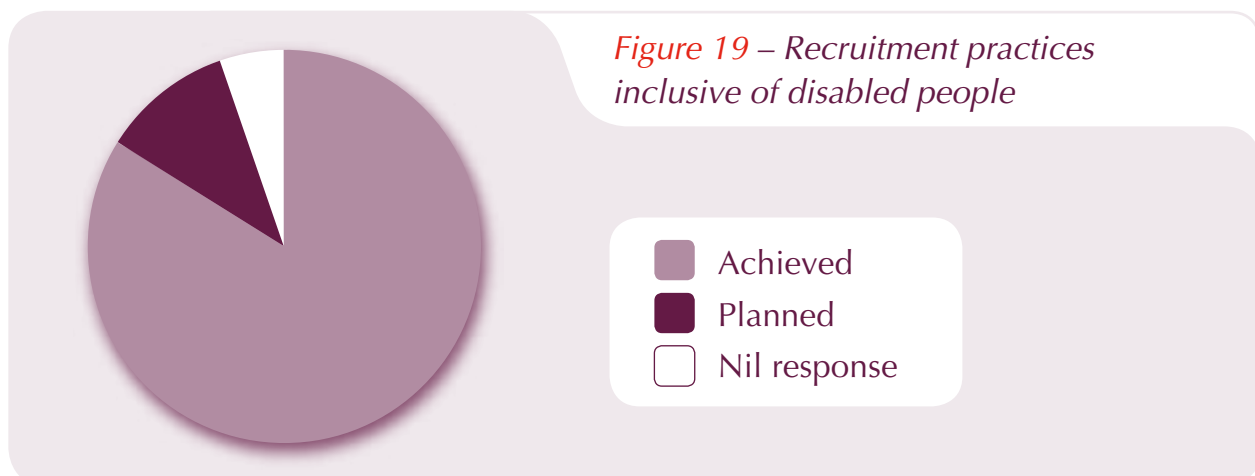


Responsive government employment practices

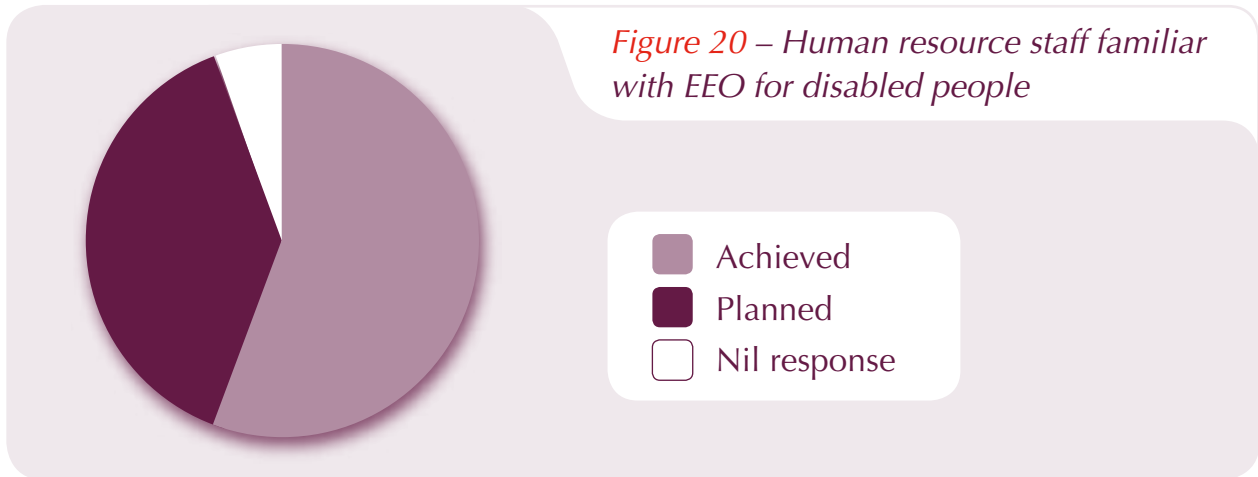
By June 2007, 95% of agency human resource policies and procedures will include Equal Employment Opportunity (EEO) issues for disabled people – up from 65% in June 2006:



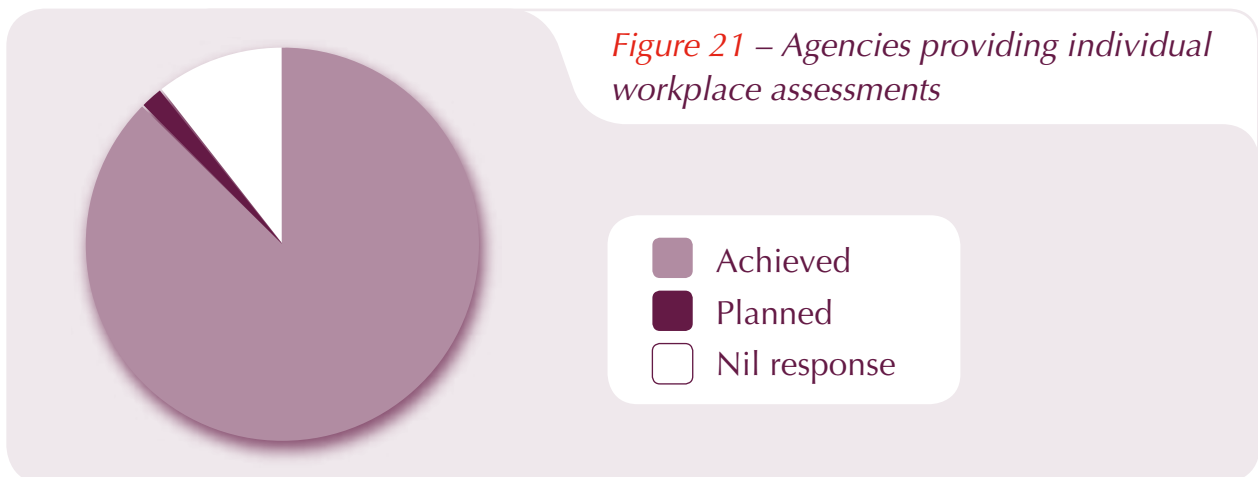
By June 2007, 95% of agency recruitment practices will be responsive to disabled people, eg advertising for vacancies will be non-discriminatory, accessible and will include alternative forms of contact – up from 85% in June 2006:



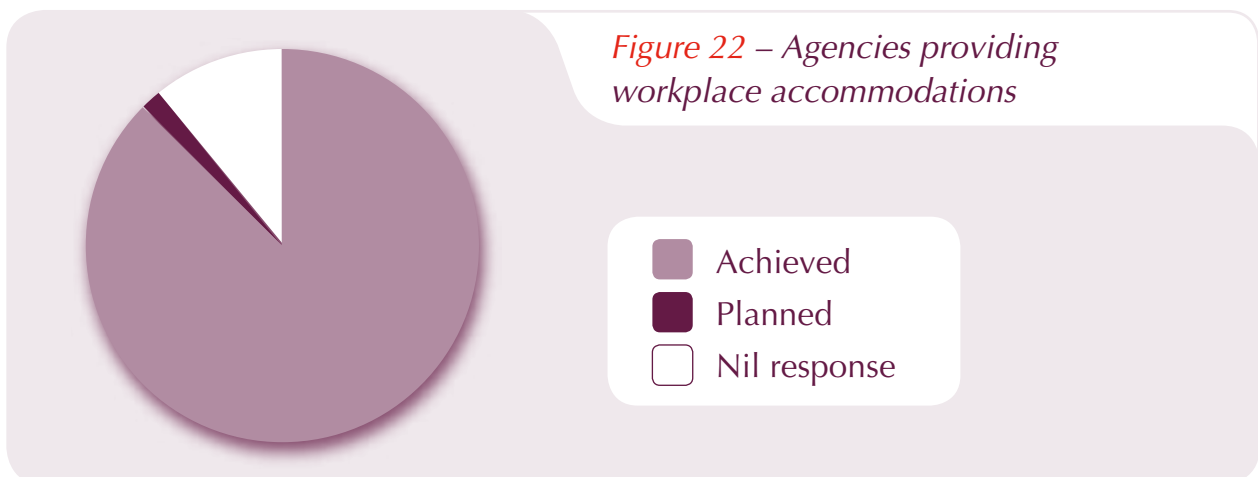
By June 2007, 95% of agency human resource staff will be familiar with Equal Employment Opportunity (EEO) issues for disabled people – up from 55% in June 2006:



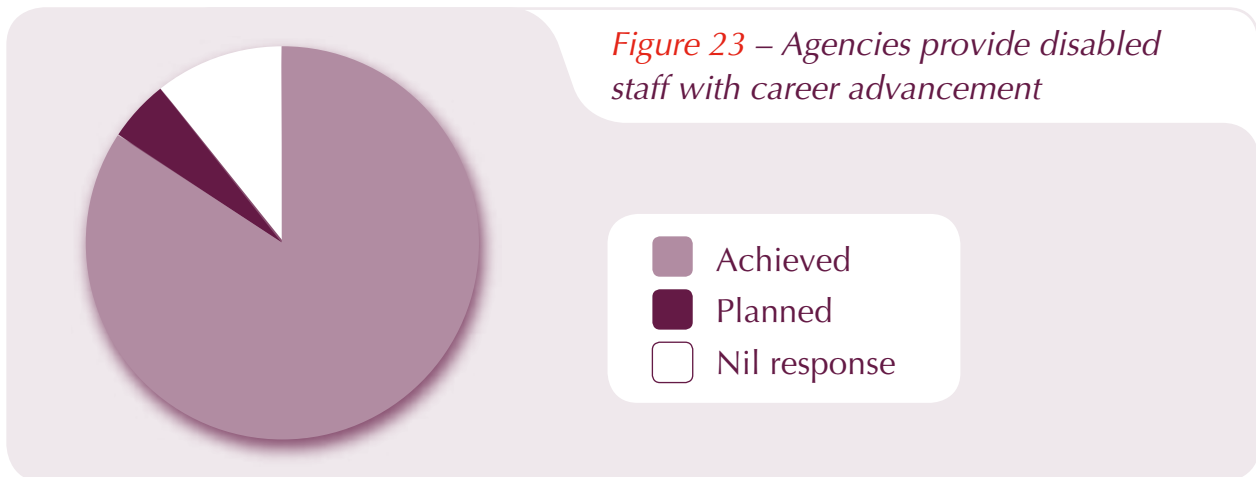
By June 2007, 90% of agencies will provide individual workplace assessments – slightly more than in June 2006:



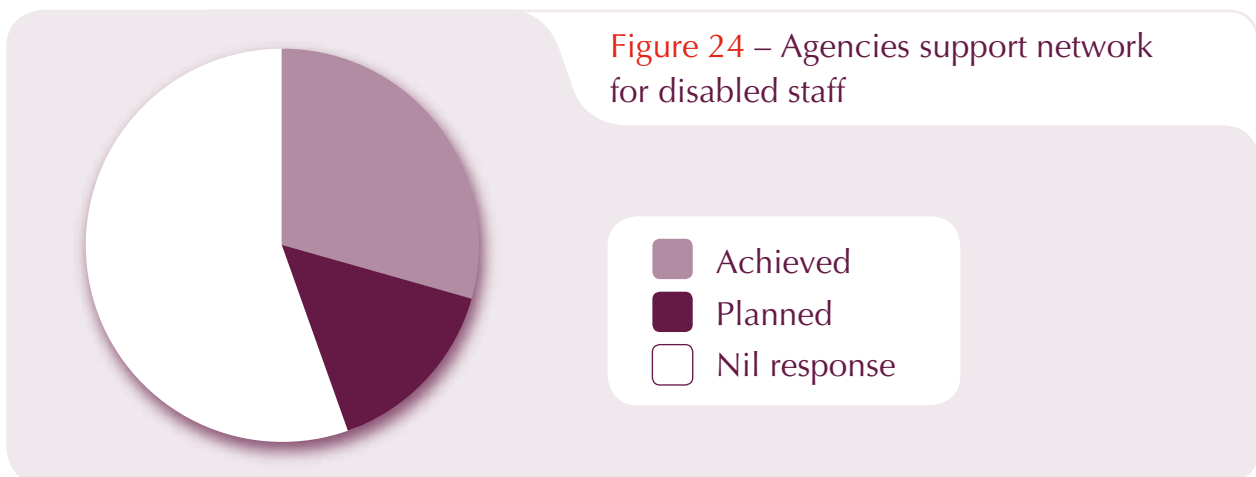
By June 2007, 90% of agencies will provide workplace accommodations for disabled staff – slightly more than in June 2006:



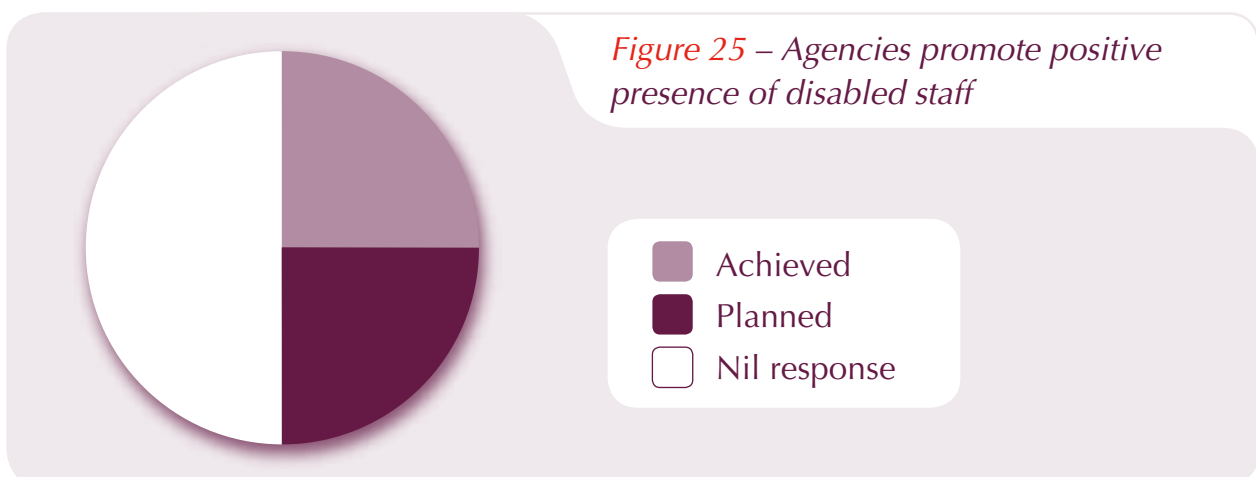
By June 2007, 90% of agencies will provide disabled staff with opportunities for career advancement – up from 85% in June 2006:



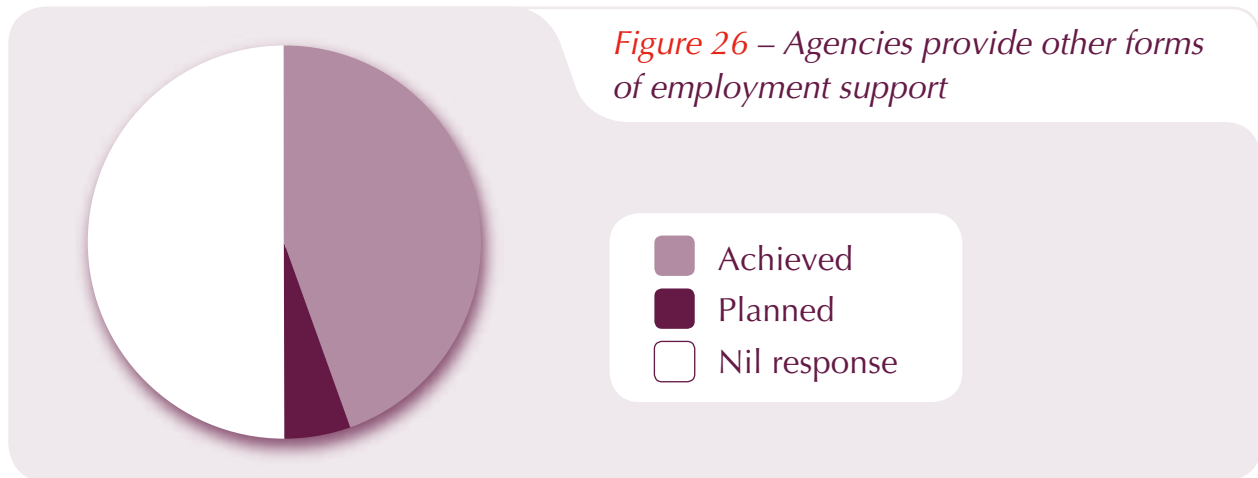
By June 2007, 45% of agencies will support a network for disabled staff – up from 30% in June 2006:



By June 2007, 50% of internal agency newsletters will promote the positive presence of disabled staff – up from 25% in June 2006:

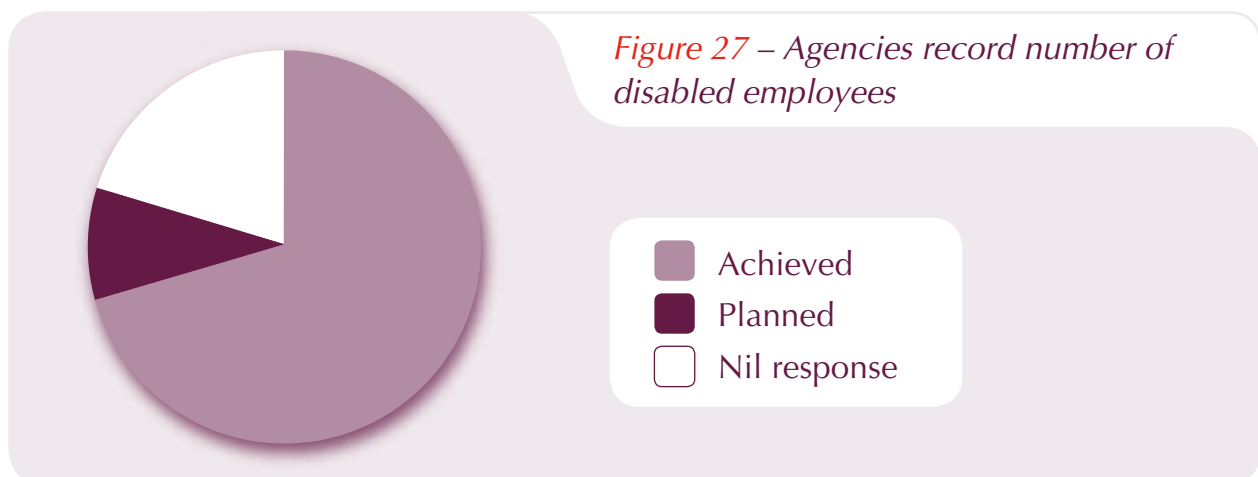


By June 2007, 50% of agencies will provide some other form of disability-related employment support, eg flexible hours and provision of New Zealand Sign Language interpreters – up from 45% in June 2006:

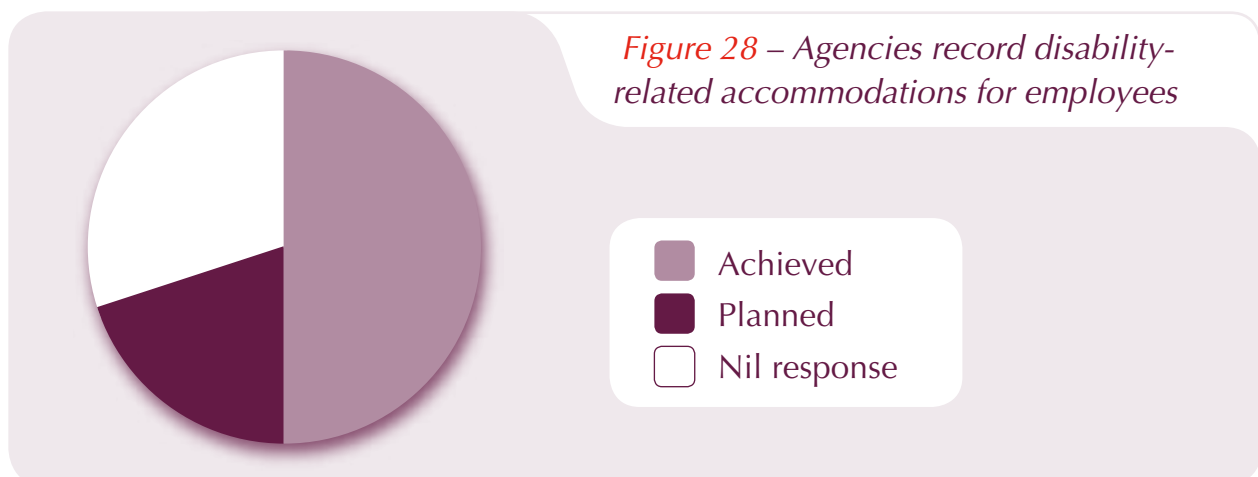


Collection of disability-related information and data

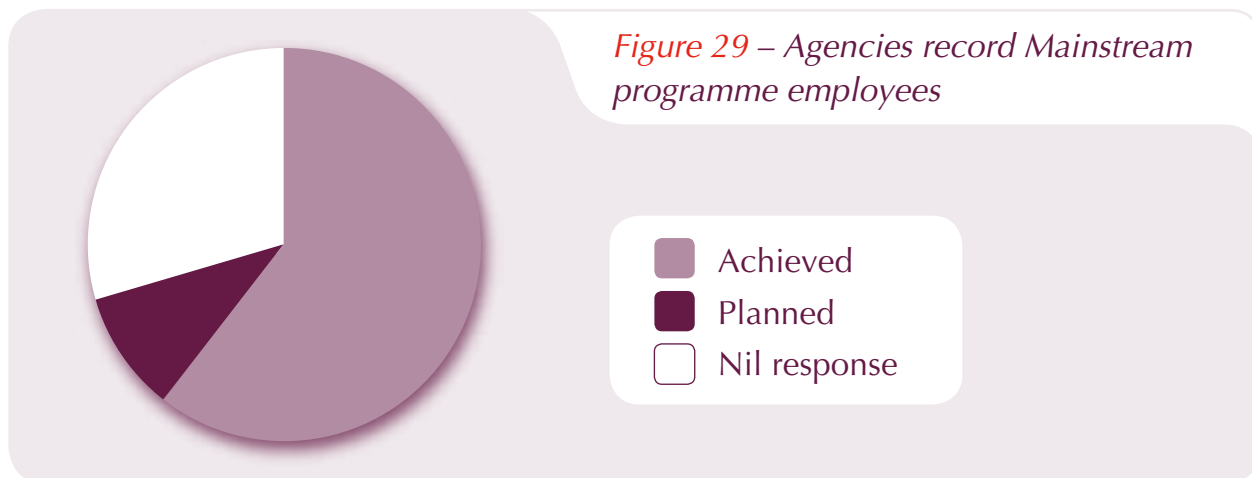
By June 2007, 80% of agencies will record the number of disabled people they employ – up from 70% in June 2006:



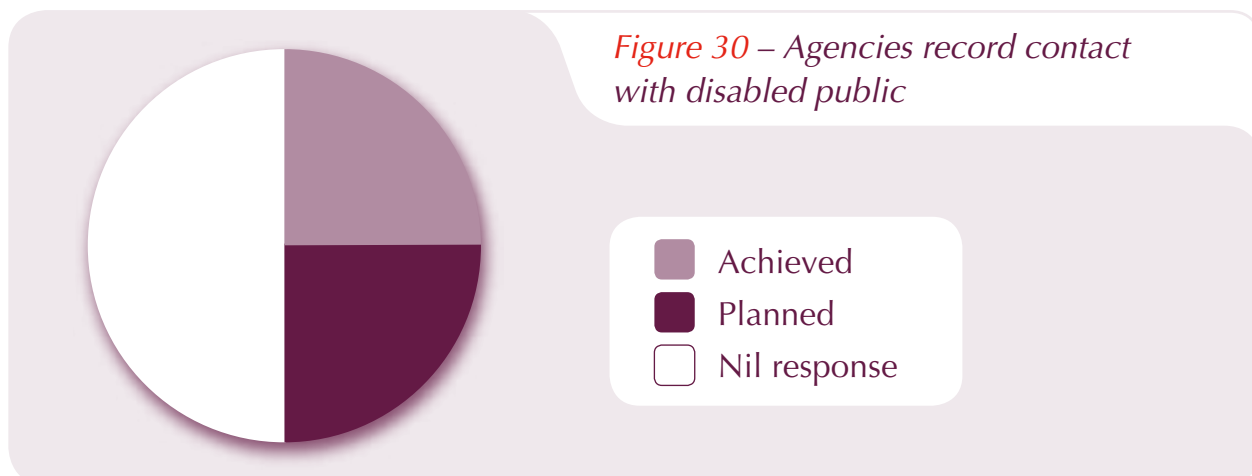
By June 2007, 70% of agencies will record data on disability-related accommodations that they provide to their employees – up from 50% in June 2006:



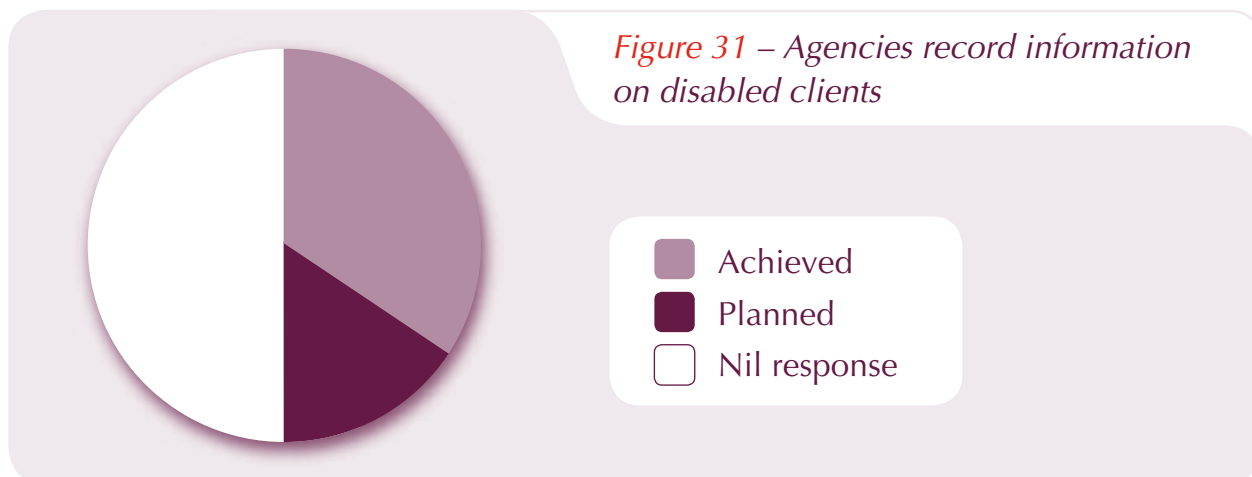
By June 2007, 70% of agencies will record the number of disabled people they employ under the State Services Commission's Mainstream programme – up from 60% in June 2006:



By June 2007, 50% of agencies will record information and data on their contact with the disabled public, eg consultation – up from 25% in June 2006:



By June 2007, 50% of agencies will record information and data on their disabled clients – up from 35% in June 2006:



Disability perspective included in ordinary work

Twenty-eight government agencies provided responses for this section. They were:

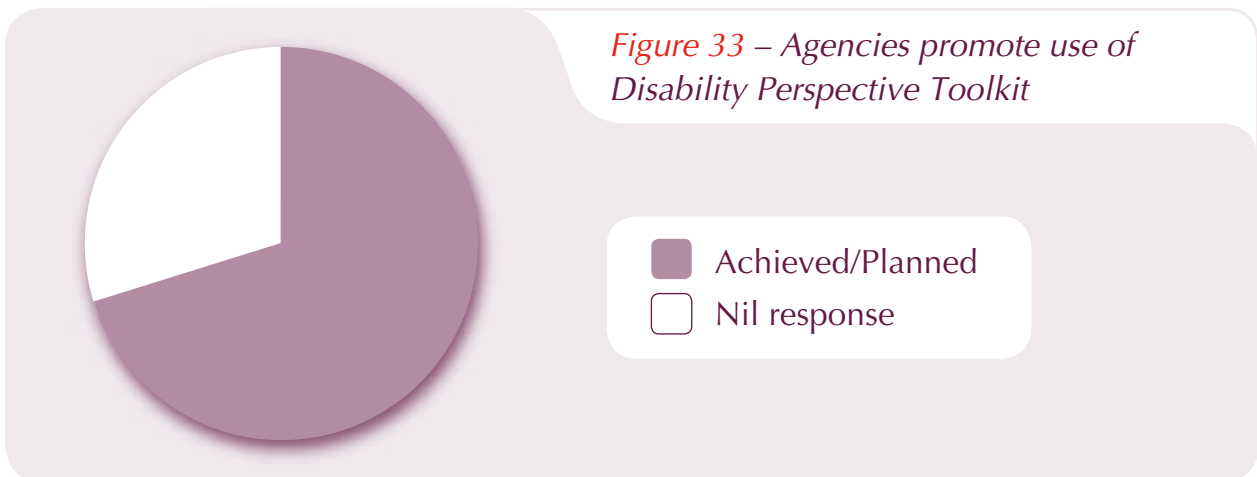
- Accident Compensation Corporation
- Child, Youth and Family
- Department of Building and Housing
- Department of Corrections
- Department of Internal Affairs
- Department of Labour
- Department of the Prime Minister and Cabinet
- Education Review Office
- Housing New Zealand Corporation
- Human Rights Commission
- Inland Revenue
- Ministry for Culture and Heritage
- Ministry of Economic Development
- Ministry of Education
- Ministry of Foreign Affairs and Trade
- Ministry of Health
- Ministry of Justice
- Ministry of Pacific Island Affairs
- Ministry of Social Development
- Ministry of Transport
- Ministry of Women's Affairs
- National Library of New Zealand
- New Zealand Police
- Office of the Health and Disability Commissioner
- Sport and Recreation New Zealand
- State Services Commission
- Te Puni Kōkiri
- The Treasury

Disability responsiveness training and resources³

By June 2007, 55% of agencies will offer disability responsiveness training to all of their staff:

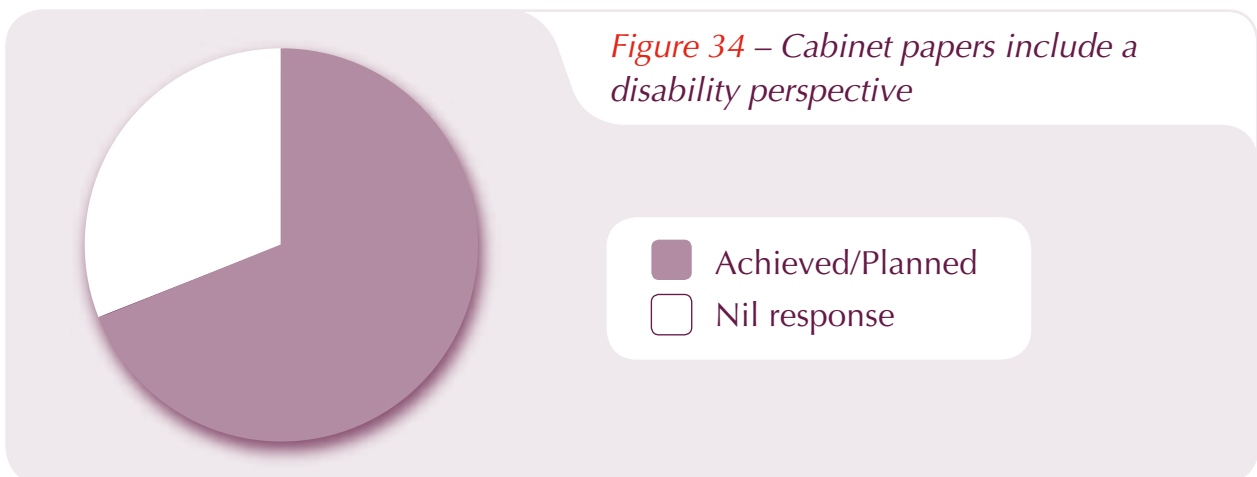


By June 2007, 70% of agencies will internally promote use of the Disability Perspective Toolkit:



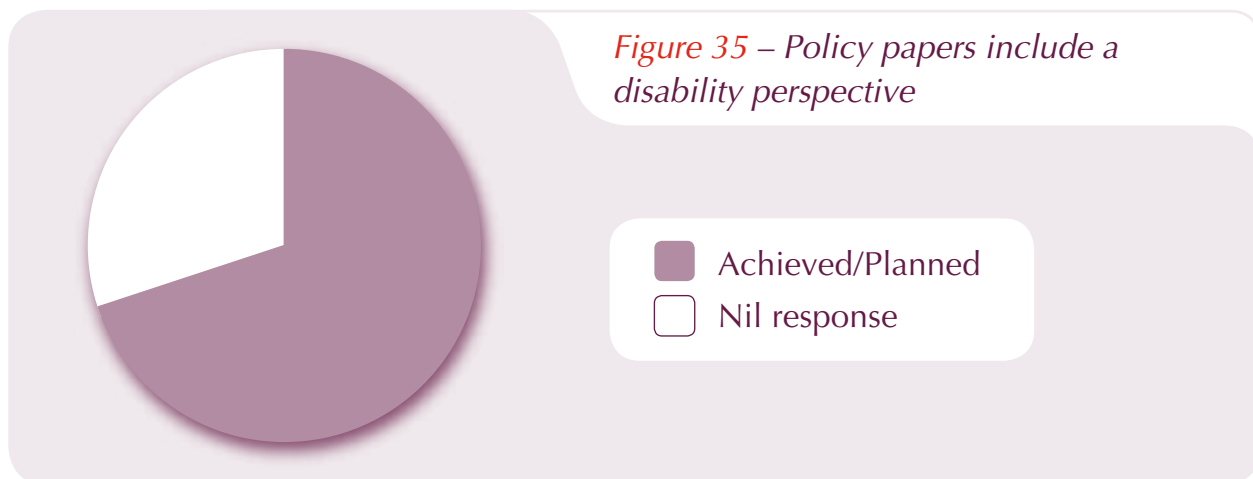
Disability perspective included in ordinary work

By June 2007, 70% of agency Cabinet papers will incorporate a disability perspective:

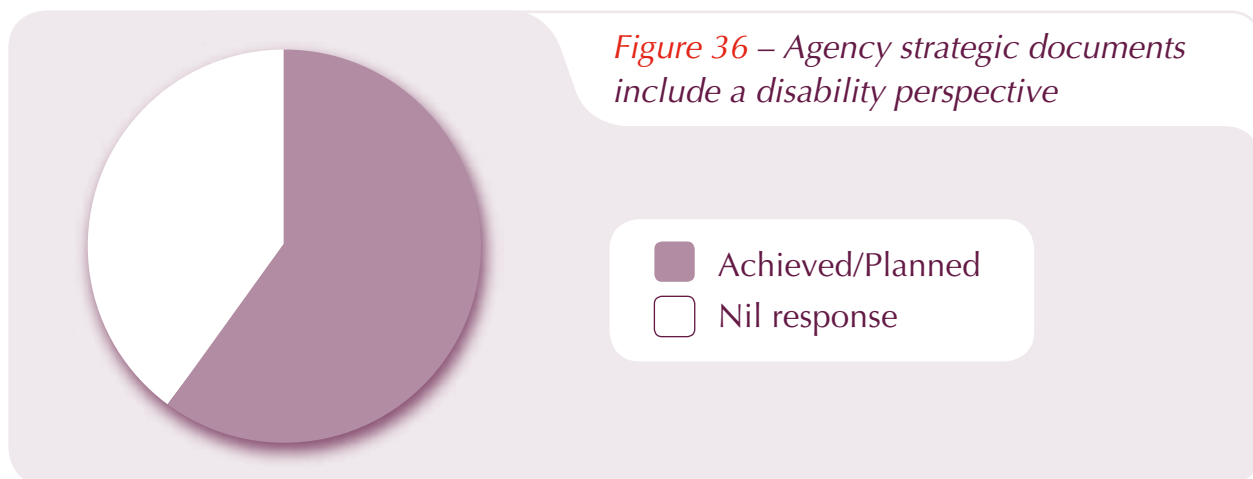


³ A comparison with the level of activity in June 2006 is not possible, with respect to all activity in this section.

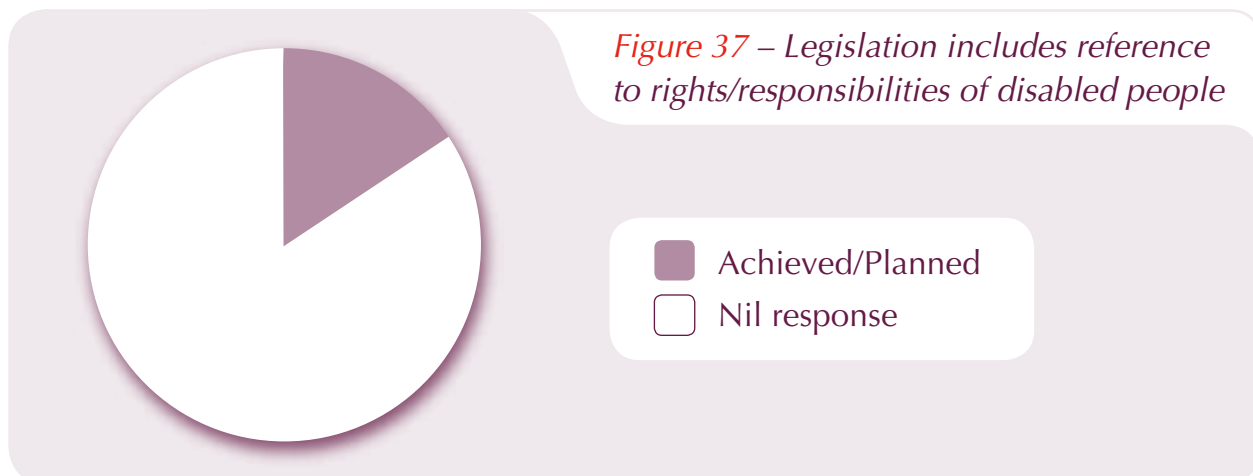
By June 2007, 70% of agency policy and procedure papers will incorporate a disability perspective:



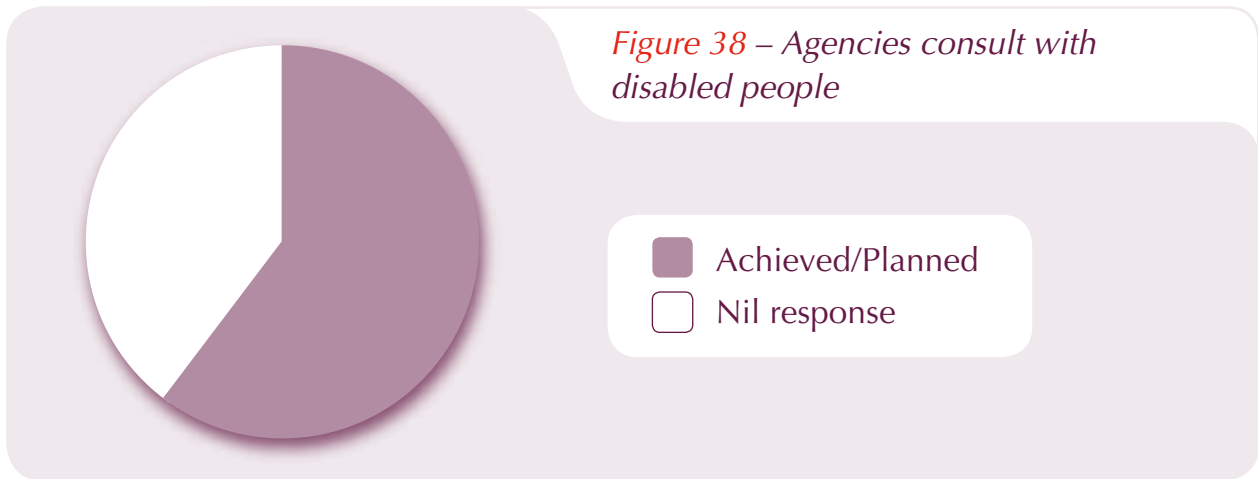
By June 2007, 60% of agency strategic documents, eg Statements of Intent, will incorporate a disability perspective:



By June 2007, 15% of New Zealand legislation will include specific reference to the rights/responsibilities of disabled people:

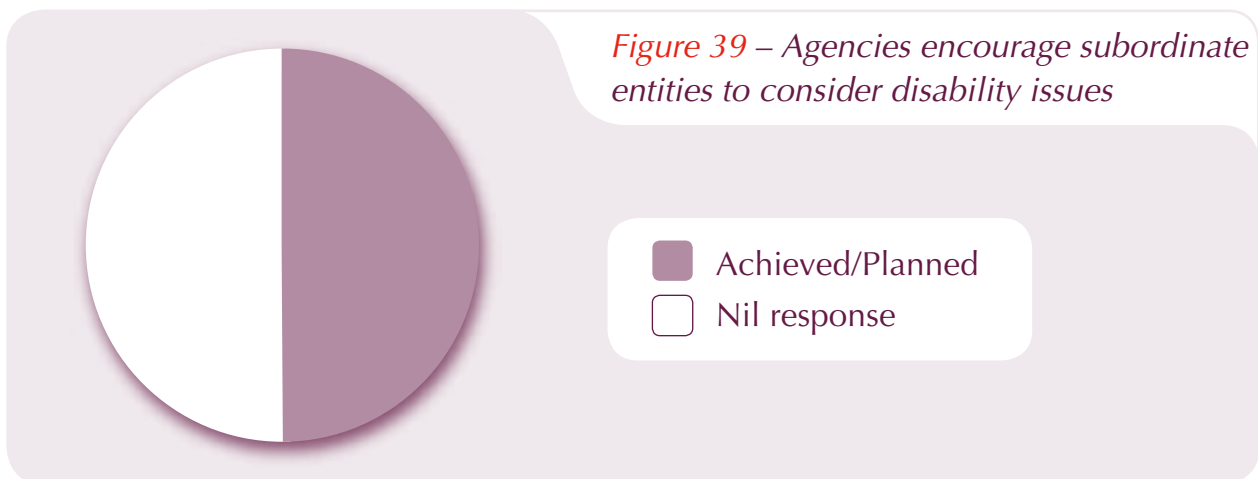


By June 2007, 60% of agencies will consult disabled people/groups:



Implementing the New Zealand Disability Strategy beyond your agency

By June 2007, 50% of agencies will encourage subordinate entities, eg boards and reference groups, to consider disabled people and disability issues:



Key disability-focused work

Twenty-two government agencies provided responses for this section. They were:

- Accident Compensation Corporation
- Child, Youth and Family
- Department of Building and Housing
- Department of Corrections
- Department of Labour
- Education Review Office
- Housing New Zealand Corporation
- Inland Revenue
- Ministry for Culture and Heritage
- Ministry of Education
- Ministry of Foreign Affairs and Trade
- Ministry of Health
- Ministry of Justice
- Ministry of Pacific Island Affairs
- Ministry of Social Development
- Ministry of Transport
- Ministry of Women's Affairs
- National Library of New Zealand
- New Zealand Police
- Office of the Health and Disability Commissioner
- Sport and Recreation New Zealand
- State Services Commission

Agency highlights

Accident Compensation Corporation

- developing a set of communication resources to support people with serious injuries to make informed decisions about their lives
- developing a Serious Injury Reference Group, to assist ACC in the development of effective rehabilitation services and processes
- continuing a comprehensive review of ACC's current rehabilitation model, designed to ensure that ACC rehabilitation services are people centred and meet their needs
- developing supported employment and living services for people with traumatic brain injury.

Child, Youth and Family

- developing an advocacy service for disabled children and young people who are involved with Child, Youth and Family
- developing a service for supporting disabled parents, in particular those with intellectual disability, who are in contact with Child, Youth and Family
- developing a joint project with Ministry of Health Disability Services Directorate, clarifying roles and responsibilities for clients who may be involved with either service
- clarifying services and responsibility for intellectually disabled youth faced with being charged with a criminal offence
- developing a joint programme with CCS for supporting parents with disabled children, with a focus on enabling the parents to retain the child
- improving availability of mental health services to children and young people involved with Child, Youth and Family
- developing services to support parents with mental health problems, who have children and young people involved with Child, Youth and Family.

Department of Building and Housing

- continuing the review of the Residential Tenancies Act 1986, ensuring that it takes account of issues facing disabled people
- continuing administration of the New Zealand Building Code, ensuring compliance with specific requirements relating to building access and facilities for disabled people
- reviewing the New Zealand Building Code, ensuring that it takes account of the issues facing the disability community.

Department of Corrections

- improving prison and security related accessibility, working with Standards New Zealand and the Department of Building and Housing.

Department of Labour

- leading the Enhancing Parents' and Other Carers' Choices inter-agency programme, which is aimed at involving people with caring responsibilities in meaningful work and home life
- working with the Ministries of Education and Social Development, and the Tertiary Education Commission, on youth transitions from school. The focus is on ensuring that young people, including disabled youth, are engaged in education, training, work or other options leading to economic independence
- consistent with Pathways to Inclusion, working towards achieving greater participation of disabled people in employment and in the community. This includes repeal of the Disabled Persons Employment Promotion (DPEP) Act 1960
- working to facilitate passage of the Employment Relations (Flexible Working Hours) Amendment Bill, which would introduce a duty on employers to seriously consider requests from eligible employees for flexible working arrangements – including those who have disabled children under the age of 19 years

- progressing the Return to Sustainable Earnings project, which is aimed at improving the sustainable return to work of injured people
- progressing the Cost of Injury project, which is aimed at identifying the cost of injury to society, businesses and individuals.

Education Review Office (ERO)

- producing a 'good practice report' on the use of Ongoing Reviewable Resourcing Scheme (ORRS) funding in schools, aimed at guiding schools on how to more effectively use the funding
- considering ways that the ERO's evaluation work can contribute to positive outcomes for disabled people.

Housing New Zealand Corporation

- progressing the New Zealand Housing Strategy, ensuring that it addresses unmet housing need among disabled people, and a reduction in the incidence of poor quality housing, particularly in relation to disabled Māori and Pacific peoples
- administering state rentals in a manner that contributes to the provision of affordable, suitable, and sustainable housing for disabled people
- delivering housing innovations for disabled customer groups
- working with the Office for Disability Issues to support a research project being undertaken by the Centre for Housing Research, Aotearoa New Zealand (CHRANZ), which is investigating accessible housing for the future ageing and disabled population.

Inland Revenue

- consulting and working with the deaf community on the use of New Zealand Sign Language in service delivery and the provision of information
- considering how to better allow disabled people to nominate someone to act on their behalf with respect to their tax affairs.

Ministry for Culture and Heritage

- working with NZ On Air and Television New Zealand on their plans for improving deaf people's access to public broadcasting services.

Ministry of Education

- progressing the Better Information to Address Barriers to Learning project, which is aimed at helping children achieve improved learning outcomes, through providing teachers with better resources to help identify and address educational barriers
- improving learning for children and young people with Autistic Spectrum Disorders, through conducting a series of research-led, capability building initiatives aimed at increasing related support and services
- progressing the Better Outcomes for All Students – Outcomes, Evidence and Monitoring project, which is aimed at improving outcomes for children eligible for Special Education specialist support, and their families

- working to improve the professional development of the Special Education workforce, through progressing several projects aimed at enhancing their capacity and capability
- implementing new service standards for all Ministry of Education funded specialist services. This work is aimed at ensuring that all Special Education students will be able to access more consistent and standardised services nationally
- reviewing protocols between the Ministries of Health and Education, and ACC, aimed at clarifying roles and responsibilities around Special Education students receiving therapy services and/or equipment
- developing example curriculum for students with special education needs, aimed at promoting more effective assessment and teaching
- undertaking a survey of Special Education resourcing, aimed at providing a greater understanding of how individual and school targeted funding is deployed, leading to better informed funding and resource policy decision making
- developing a Behaviour Screening Tool, aimed at ensuring that children who need behavioural services are accurately and effectively identified, and receive appropriate support services
- working to provide better support to schools to manage the impact of severe student behaviour problems, and to enable better integration of children who have received specialist or off-site support into school
- working with the Department of Labour, the Ministry of Social Development and the Tertiary Education Commission, on youth transitions from school. The focus is on ensuring that young people, including disabled youth, are engaged in education, training, work or other options leading to economic independence
- progressing a five-year plan aimed at implementing the New Zealand Sign Language Act 2006, which includes a focus on communication and awareness, workforce development and access to learning through New Zealand Sign Language.

Ministry of Foreign Affairs and Trade

- supporting the development of a robust United Nations convention to protect the rights of disabled people.

Ministry of Health

- progressing the health sector plan on the removal of language barriers for deaf people. This includes implementing the Ministry's Access to New Zealand Sign Language interpreter policy, and working to improve services the Ministry funds via the Deaf Association
- working with and supporting a Consumer Consortium of disabled people and their families, who will provide advice and input into the Disability Services Directorate's planning and work activities
- providing more support to enable disabled people to live as others do in their homes and communities

- continuing the relocation of people with intellectual disabilities, who have been living at the Kimberley Centre, into community residential services
- implementing the Autism Spectrum Disorder work programme, which is aimed at improving and co-ordinating related services across agencies
- developing information systems around the provision of long-term support, leading to improved, dependable and co-ordinated services
- running a twice-yearly Ministry/NGO (non-government organisation) forum, where disabled people are able to have input into the development and evaluation of policy
- progressing a research project focusing on the experience of Māori accessing health and disability services, with the aim of contributing to more effective service delivery
- developing a nationally consistent framework for the planning and delivery of health services for older people with mental illness
- ensuring that all screening and assessment services provided via BreastScreen Aotearoa, the national breast screening programme, are proactive and responsive to disabled women
- ensuring that all screening and assessment services provided via the National Cervical Screening programme are proactive and responsive to disabled women
- progressing the Like Minds, Like Mine project, which is aimed at reducing the stigma and discrimination associated with mental illness
- reviewing and considering the long-term sustainability of funding for the health of older people and disability support services.

Ministry of Justice

- implementing the New Zealand Sign Language Act 2006, including developing and implementing an Interpreters Strategy aimed at enhancing interpreter services.

Ministry of Pacific Island Affairs

- working with the Ministry of Health to address the knowledge gap and lack of awareness around Pacific disability issues, and assist in establishing more formal linkages with Pacific providers and communities
- supporting the progress of the Ministry of Health's Pacific Health and Disability Action Plan Review, including identification of priority areas related to disabled Pacific people
- supporting the progress of the Ministry of Health's Pacific Health and Disability Workforce Development Plan, which includes the aim of improving outcomes for disabled Pacific people.

Ministry of Social Development

- progressing the Keeping it Legal project, which is aimed at helping improve the governance and management of community and voluntary organisations, including those within the disability sector
- promoting and reporting on the New Zealand Positive Ageing Strategy, which is aimed at raising awareness of the different needs of the ageing population within

- policy development, leading to the improved wellbeing of disabled older people
- working to facilitate changes to the Enduring Power of Attorney legislation, aimed at protecting the property and personal rights of older people, especially disabled older people
 - leading an inter-agency review of long-term disability support services, which is aimed at ensuring these services improve outcomes for disabled people and their families, are easier to access, more co-ordinated, fairly distributed, more flexible and are consistent with the New Zealand Disability Strategy
 - promoting and monitoring the New Zealand Disability Strategy, including facilitating the annual cross-government planning and reporting process
 - facilitating the New Zealand Disability Strategy implementation review, the aim of which is to evaluate the effectiveness of the processes used to implement the Strategy, the impact of these upon the lives of disabled people over the past five years, and their potential for creating positive change in the future
 - leading an inter-agency review of options for improving support for family caregivers of disabled people
 - leading an inter-agency review of funding mechanisms for New Zealand Sign Language interpreters across government
 - leading inter-agency work aimed at implementing New Zealand Sign Language interpreter standards, for use in criminal justice settings
 - supporting the development of a robust United Nations convention to protect the rights of disabled people
 - supporting a post-census national Disability Survey, conducted by Statistics New Zealand, with the aim of making available high quality and up-to-date statistical information relevant to disabled people
 - establishing a nominations service to promote the appointment of disabled people to Crown boards and committees. This is aimed at increasing the visibility of disabled people, and raising community expectations about the roles disabled people can perform
 - continuing to fund DPA and People First to develop leadership of disabled people, and for disabled people and families to attend conferences
 - working with and supporting a Disability Advisory Council, made up of disabled people and their family members, which provides advice to the Office for Disability Issues and wider government on progressing the New Zealand Disability Strategy
 - progressing the Cost of Disability research project, which is aimed at enhancing knowledge about the types and amounts of costs associated with disability
 - undertaking an evaluation of how vocational service providers and users have responded to the government's strategy to increase participation of disabled people in employment and in the community, as expressed within Pathways to Inclusion
 - continuing work on simplifying the benefit system and strengthening Work and Income services, so that more people, including disabled people, are able to move into employment

- leading a cross-sectoral strategy aimed at putting in place a comprehensive system of early interventions for children, including disabled children, from pre-birth to their transition to school. This is aimed at ensuring all children have the best start in life, and are supported to reach their potential
- continuing to actively encourage participation by young disabled people in youth development programmes, led by the Ministry of Youth Development
- continuing to co-ordinate and report on government compliance with the United Nations Convention on the Rights of the Child, to the United Nations. This is a comprehensive international human rights treaty protecting the rights of all children and young people
- developing integrated (cross-government) contracts between providers of disability services and their government funders, to facilitate the delivery by providers of a holistic approach to disability service provision
- progressing implementation of the Work and Income New Service Approach, which includes a focus on services for disabled people. This is aimed at ensuring disabled people have increased opportunities to participate in their communities and in work.

Ministry of Transport

- responding to the recommendations made in the Human Rights Commission Inquiry into Accessible Public Land Transport, including developing a framework to measure improvements in access and mobility.

Ministry of Women's Affairs

- continuing to monitor the progress of the Action Plan for New Zealand Women, including outcomes for disabled women.

National Library of New Zealand

- progressing the National Library Print Disabilities Strategy, which is aimed at ensuring that disabled people are able to access print resources.

New Zealand Police

- working to ensure that Community Constables are aware of the significance of their role to the disability sector, and encouraging their engagement with local disability service providers
- progressing initiatives designed to ensure all Police staff apply the principles of the New Zealand Sign Language Act 2006 in matters relating to the deaf community.

Office of the Health and Disability Commissioner

- continuing to provide a responsive complaints resolution process, including ensuring that disabled people living in residential care are properly supported
- working with disabled Māori and Pacific peoples consumer advisory networks, to gather and share information and ideas for improving disability services
- progressing the Interpreting and Translation project, alongside the Office of Ethnic Affairs and the Office for Disability Issues. This is aimed at introducing a national standard in interpreting and translation for all people facing communication barriers.

Sport and Recreation New Zealand

- progressing the No Exceptions Strategy, which is aimed at creating more sport and recreation opportunities for disabled people. This work is guided by a National Advisory Group comprised of disabled people representing a combination of impairment and sporting experience
- putting in place a training programme targeting teachers, coaches and club officials, aimed at increasing awareness of disability issues and responsiveness to disabled people in educational, sporting and recreational settings.

State Services Commission

- continuing to promote and administer the Mainstream Supported Employment programme, with a focus this year on highlighting the achievements of the programme over the past 30 years
- working to ensure the accessibility of government websites, through continuing to review, update and promote the New Zealand Government Web Guidelines. Also, through working with the Office for Disability Issues to commission an external accessibility audit of government agency websites
- continuing to promote Equal Employment Opportunities (EEO) for disabled people, through providing related guidance and assistance to government agencies
- ongoing development of the all-of-government portal, <http://www.govt.nz>, thereby improving access to information and services for disabled people.

Chapter three: Implementing the New Zealand Sign Language Act 2006

This section presents disability responsiveness by government agencies with specific reference to the New Zealand Sign Language Act.

Guidelines to government

In April 2006, the New Zealand Sign Language Act became law. This legislation recognises New Zealand Sign Language (NZSL) as an official language of New Zealand, gives the right to deaf people to use NZSL in legal proceedings, and provides guidelines to government agencies on consultation with the deaf community.

Section 9 of the NZSL Act 2006 states:

- (1) A government department should, when exercising its functions and powers, be guided, so far as reasonably practicable, by the following principles:
 - (a) the Deaf community should be consulted on matters relating to NZSL (including, for example, the promotion of the use of NZSL)
 - (b) NZSL should be used in the promotion to the public of government services and in the provision of information to the public
 - (c) government services and information should be made accessible to the Deaf community through the use of appropriate means (including the use of NZSL).
- (2) Consultation carried out by a government department under subsection (1)(a) is to be effected by the chief executive of the government department consulting, to the extent that is reasonably practicable, with the persons or organisations that the chief executive considers to be representative of the interests of the members of the Deaf community relating to NZSL.
- (3) The purpose of the principles in subsection (1) is to promote access to government information and services for the Deaf community, but nothing in subsection (1) is to be read as conferring on the Deaf community advantages not enjoyed by other persons.

Reporting on progress 2005-2006

Department of Conservation has made New Zealand Sign Language classes available for staff.

Department of Corrections has participated in the New Zealand Sign Language interpreters working group, led by the Office for Disability Issues, to discuss the implementation of competency standards for NZSL interpreters working in criminal justice settings.

Ministry of Culture and Heritage has developed a plan to remove barriers in public broadcasting for deaf people.

Ministry of Economic Development continues to monitor the performance of the Telecommunications Relay Service and obtained feedback through the relay advisory group.

Ministry of Education has developed a New Zealand Sign Language Act implementation plan. The Plan contains a number of Ministry-wide actions for progressively addressing communication access issues for deaf people in education.

Ministry of Fisheries has investigated providing communications and education material in accessible formats on request. All administration staff became familiar with the New Zealand Relay service.

Office of the Health and Disability Commissioner has:

- front-line staff receiving training in how to respond appropriately to telephone calls using the New Zealand Relay service
- completed scoping for a project on identifying an appropriate national approach for the provision of interpreting and translation services that will take an inclusive and equitable approach to address communication barriers.

Ministry of Health has:

- contracted the National Foundation for the Deaf to undertake a project to look at access to New Zealand Sign Language interpreters within Ministry-funded health and disability support services. This included gathering information on the experiences of district health boards, primary health organisations and some disability support providers experiences with accessing and providing interpreters for deaf people
- ensured that accessibility issues are considered by district health boards in their accountability documents, which outline the Ministry's expectation that the boards have an accessibility plan that includes how they would prepare for the enactment of the NZSL Act.

Human Rights Commission has continued work with open captioned movies, which are now available for most new movie releases, although captioned prints are screened only at venues equipped with DTS technology. Most captioned screenings are within three weeks of initial release.

Inland Revenue:

- commenced an examination of the implications for the introduction of the New Zealand Sign Language Act 2006
- examined the use of the New Zealand Relay Service as another channel for deaf and hearing impaired customers to contact the department was investigated. Part of this work involved consultation with external parties (including the Deaf Association of New Zealand and the Ministry of Economic Development). The service was launched in July 2006 for inbound phone calls.

Department of Internal Affairs' Office of Ethnic Affairs was involved in the Interpreting and Translation project, jointly with the Office for Disability Issues and the Office of the Health and Disability Commissioner. This project is assessing the state of the New Zealand interpreting and translation industry (including sign language, and other spoken languages). The desired outcome is a nationally consistent level of service in interpreting and translation for all people facing communication barriers, regardless of sector and location. This project was being scoped in this period.

Ministry of Justice:

- continued to be part of the ongoing inter-agency forums to address the broader cross-government issues. The Ministry supported the passage of the New Zealand Sign Language Bill, and planned for its implementation in the following ways:
 - by providing advice to the Justice and Electoral Committee on operational issues and issues under the New Zealand Bill of Rights Act 1990
 - by participating in the inter-agency working group co-ordinating development of standards for interpreters
 - by planning for implementation, eg by developing information for court users who are deaf.
- Chief Electoral Office aimed to reduce barriers to voting faced by disabled people in the general election 2005. It is the aim of the Chief Electoral Office that as many people as possible are able to access voting facilities and can vote independently and in secret.
 - produced information about voting in a variety of formats including Braille, audio tape, and large print. Information about accessible polling places was distributed to disability groups throughout the country and articles were provided for newsletters and publications to reinforce the advance voting message
 - produced a Sign Language DVD in collaboration with the Deaf Association that explained both the enrolment and voting processes in Sign Language, captions and sound. It was well received by the deaf community and was also used around the country by groups working with people with learning and intellectual disabilities.

Department of Labour:

- developed a *Guide to Dealing with Hearing Impairment in the Workplace*, including reference to use of Sign Language interpreters. An additional resource on supporting staff with hearing impairment was developed for managers. There was consultation with the Deaf Association, the Hearing Association and Life Unlimited Hearing Therapy Services
- prepared a resource for staff and their managers about the availability of New Zealand Sign Language interpreters.

National Library has financially supported several staff members to undertake New Zealand Sign Language courses. The service it can now provide to deaf clients visiting the Library has been greatly enhanced.

Ministry of Social Development's Office for Disability Issues asked departments to specify in their implementation plans for the New Zealand Disability Strategy 2006/2007 what they were going to do to implement the NZSL Act 2006.

Other progress made:

- the New Zealand Sign Language Act proceeded through Parliament and was granted Royal Assent by the Governor-General, thereby becoming official legislation, on 10 April 2006
- inter-agency work on funding of interpreters: reviewing the government funding mechanisms for New Zealand Sign Language interpreters; and standards for interpreters: options for the implementation of competency standards for New Zealand Sign Language interpreters employed in criminal justice settings.

Planning implementation 2006-2007

By June 2007, 70% of agencies will make publications and public information available in some form of alternative format, eg easy-to-read English, Braille, New Zealand Sign Language clips and captioning – up from 35% in June 2006.

By June 2007, 75% of telephone staff will be familiar with using the New Zealand Relay service – up from 35% in June 2006.

Ministry of Culture and Heritage will be working with NZ On Air and Television New Zealand on their plans for improving deaf people's access to public broadcasting services.

Ministry of Education is progressing a five-year plan aimed at implementing the New Zealand Sign Language Act 2006, which includes a focus on communication and awareness, workforce development and access to learning through New Zealand Sign Language.

Ministry of Health is progressing the health sector plan on the removal of language barriers for deaf people. This includes implementing the Ministry's Access to

New Zealand Sign Language interpreter policy, and working to improve services the Ministry funds via the Deaf Association.

Ministry of Justice is developing and implementing an Interpreters Strategy aimed at enhancing interpreter services.

New Zealand Police are progressing initiatives designed to ensure all Police staff apply the principles of the New Zealand Sign Language Act 2006 in matters relating to the deaf community.

Office of the Health and Disability Commissioner is progressing the Interpreting and Translation project, alongside the Office of Ethnic Affairs and the Office for Disability Issues, which is aimed at introducing a national standard in interpreting and translation for all people facing communication barriers.

Office for Disability Issues is leading inter-agency work aimed at implementing New Zealand Sign Language interpreter standards for use in criminal justice settings. The Office is working with the Police and Ministry of Justice in ensuring deaf people have a fair access to the justice system through the availability of professional NZSL interpreters. Another part of this work is looking at the system providing NZSL interpreters.

Chapter four: Responding to the National Health Committee's *To Have an 'Ordinary' Life* report

This section presents government agency responsiveness to the recommendations in the National Health Committee's report *To Have an 'Ordinary' Life: Community membership for adults with an intellectual disability* (September 2003).

The following action will have a specific impact on people with intellectual disability.

Reporting on progress 2005-2006

The Ministry of Health has continued to relocate people with intellectual disabilities, who have been living at the Kimberley Centre, Levin, into community residential services. As at the end of June 2006, over 220 people had moved out into the community. The Centre is now due to be closed and the remaining residents resettled by the end of September 2006.

The Chief Electoral Office produced a Sign Language DVD in collaboration with the Deaf Association that explained both the enrolment and voting processes in Sign Language, captions and sound. It was well received by the deaf community and was also used around the country by groups working with people with learning and intellectual disabilities.

The Department of Labour has been supporting greater participation of disabled people in employment. Highlights include providing policy support for the repeal of the Disabled Persons Employment Promotion Act 1960, with the aim of ensuring that disabled people have the same rights, responsibilities, opportunities and protections as other workers. Also, progressing the Return to Sustainable Earnings project, and completing a baseline evaluation of Pathways to Inclusion.

The Ministry of Social Development has:

- been working to promote smooth transition to a post Disabled Persons Employment Promotion Act 1960 environment, through holding a number of national provider meetings. The meetings are providing an opportunity for vocational service providers to compare best practice, and to gain further information about the development of individualised services
- continued with other activities to implement Pathways to Inclusion. Highlights include improving vocational service provider quality and capacity, through implementation of service quality and financial/governance review recommendations. Also, completing an effectiveness study of supported employment services funded by the Ministry, and increasing employment opportunities for disabled individuals by promoting service development

- been progressing its Sickness and Invalids Benefit Strategy programme, which includes a focus on services for disabled people. This is aimed at ensuring disabled people have increased opportunities to participate in their communities and in work.

The Ministry of Youth Development has encouraged participation by young disabled people in the Conservation and Youth Service Corps programmes. This work will help young people with disabilities mix with non-disabled peers in ordinary, interesting, age-appropriate activities. There were 25 young people with an intellectual disability who participated in 2005.

Planning implementation 2006-2007

Child, Youth and Family will be:

- developing a service for supporting disabled parents, in particular those with intellectual disability, who are in contact with the agency
- clarifying services and responsibility for intellectually disabled youth faced with being charged with a criminal offence.

Ministry of Health is continuing the relocation of people with intellectual disabilities, who have been living at the Kimberley Centre, into community residential services.

Department of Labour, consistent with Pathways to Inclusion, is working towards achieving greater participation of disabled people in employment and in the community. This includes repeal of the Disabled Persons Employment Promotion (DPEP) Act 1960.

The Ministry of Youth Development continues to work with programme providers on the content and framework of the Conservation and Youth Service Corps programmes. This includes taking a view to help ensure that young disabled people are able to access and participate in the projects.

The Office for Disability Issues continues funding of People First to support leadership development of people with intellectual disabilities.

Appendix one: Participating government agencies

Reporting on progress 2005-2006

The following 41 government agencies provided reports on their progress in implementing the New Zealand Disability Strategy.

Accident Compensation Corporation	Ministry of Education
Archives New Zealand	Ministry of Fisheries
Child, Youth and Family	Ministry of Foreign Affairs and Trade
Crown Law Office	Ministry of Health
Department of Building and Housing	Ministry of Justice
Department of Conservation	Ministry of Pacific Island Affairs
Department of Corrections	Ministry of Research, Science and Technology
Department of Internal Affairs	Ministry of Social Development
Department of Labour	Ministry of Transport
Department of the Prime Minister and Cabinet	Ministry of Women's Affairs
Education Review Office	National Library of New Zealand
Government Communications Security Bureau	New Zealand Customs Service
Housing New Zealand Corporation	New Zealand Police
Human Rights Commission	Office of the Health and Disability Commissioner
Inland Revenue	Serious Fraud Office
Land Information New Zealand	Sport and Recreation New Zealand
Ministry for Culture and Heritage	State Services Commission
Ministry for the Environment	Statistics New Zealand
Ministry of Agriculture and Forestry	Te Puni Kōkiri
Ministry of Defence	The Treasury
Ministry of Economic Development	

Planning implementation 2006-2007

The following government agencies provided plans to implement the New Zealand Disability Strategy.

Accident Compensation Corporation	Ministry of Education
Archives New Zealand	Ministry of Fisheries
Child, Youth and Family	Ministry of Foreign Affairs and Trade
Crown Law Office	Ministry of Health
Department of Building and Housing	Ministry of Justice
Department of Conservation	Ministry of Pacific Island Affairs
Department of Corrections	Ministry of Research, Science and Technology
Department of Internal Affairs	Ministry of Social Development
Department of Labour	Ministry of Transport
Department of the Prime Minister and Cabinet	Ministry of Women's Affairs
Education Review Office	National Library of New Zealand
Government Communications Security Bureau	New Zealand Customs Service
Housing New Zealand Corporation	New Zealand Police
Human Rights Commission	Office of the Health and Disability Commissioner
Inland Revenue	Serious Fraud Office
Land Information New Zealand	Sport and Recreation New Zealand
Ministry for Culture and Heritage	State Services Commission
Ministry for the Environment	Statistics New Zealand
Ministry of Agriculture and Forestry	Te Puni Kōkiri
Ministry of Defence	The Treasury
Ministry of Economic Development	

