

THE PARLIAMENT OF THE COMMONWEALTH OF AUSTRALIA

EMPLOYMENT OF PEOPLE WITH DISABILITIES

**REPORT OF THE SENATE STANDING COMMITTEE
ON COMMUNITY AFFAIRS**

APRIL 1992

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LIST OF ABBREVIATIONS AND ACRONYMS

ABS	Australian Bureau of Statistics
ACOSS	Australian Council of Social Services
ACROD	Originally the abbreviation for Australian Council for Rehabilitation of the Disabled, but now the registered name of an organisation representing a number of groups involved in issues concerning people with disabilities
ACTU	Australian Council of Trade Unions
AGPS	Australian Government Printing Service
APS	Australian Public Service
AQA	Australian Quadriplegic Association Limited
ARF	Association of Rehabilitation Facilities Ltd
ATC	Activity therapy centre
ATO	Australian Taxation Office
ATP	Adult training program
ATS	Australian traineeship system
ATSI	Aboriginal or Torres Strait Islander
CAE	College of Advanced Education
CES	Commonwealth Employment Service (DEET)
CETP (CETAP)	Competitive employment training and placement service
CPI	Consumer price index
CRS	Commonwealth Rehabilitation Service
CTP	Community training program
CVP	Community volunteer program
CYSS	Community youth support scheme

DACA	Disability Advisory Council of Australia
DASU	Disability Access Support Unit (DEET)
DAWS	Disabled apprentice wage subsidy
DCSH	Department of Community Services and Health (1987-1991)
DEAC	Disability Employment Action Centre
DEET	Department of Employment, Education and Training
DEVETIR	Department of Employment, Vocational Education, Training and Industrial Relations (Qld)
DHH&CS	Department of Health, Housing and Community Services (from 7 June 1991)
DIR	Department of Industrial Relations
DPI	Disabled Peoples' International
DSA	<i>Disability Services Act 1986</i>
DSP	Disability services program (DHH&CS)
DSP	Disability support pension (DSS) (replaces invalid pension)
DSS	Department of Social Security
EAP	Employment Access Program
EEO	Equal Employment Opportunity
EMTR	Effective marginal tax rate
EPAC	Economic Planning Advisory Council
ESL	English as a second language
FECCA	Federation of Ethnic Communities' Councils of Australia Inc.
FMWU	Federated Miscellaneous Workers' Union
HACC	Home and Community Care Program (DHH&CS)
HPAA	<i>Handicapped Persons' Assistance Act 1974</i> (replaced by the <i>Disability Services Act 1986</i>)

HREOC	Human Rights and Equal Opportunity Commission
IDAP	Intellectual Disability Access Program
IDRS	Intellectual Disability Rights Service
IP	Invalid Pension
ITP	Individual transition plans
JET	Jobs, Employment and Training Program
MS	Multiple sclerosis
NADOW	National Association for Training the Disabled in Office Work
NBEET	National Board of Employment, Education and Training
NCID	National Council for Intellectual Disability
NESB	Non-English speaking background
NOW	New opportunities for women
NTAU	National Technical Assistance Unit
NTB	National Training Board Ltd
NWCC	National Women's Consultative Council
ODEOPE	Office of the Director of Equal Opportunity in Public Employment (NSW)
OOD	Office of Disability (DHH&CS)
PBS	Pharmaceutical Benefits Scheme
PAYE	Pay as You Earn
PHB	Pensioner health benefits card
PPS	Post placement support
PQ	Para Quad
PSB	Public Service Board (replaced in 1987 by the PSC) – Commonwealth Government

PSC	Public Service Commission
RA	Rehabilitation allowance
RSI	Repetitive strain injury (occupational overuse syndrome)
SA	Sickness allowance
SAID	Self Advocacy for Intellectually Disabled People in S.A. Inc.
SE	Supported employment
SEA	Sheltered employment allowance
SSR	Social Security Review
TAAP	Targeted Apprenticeship Access Program
TAFE	Technical and Further Education
TEDCEP	Technical equipment for disabled Commonwealth employees program
TESS	Tatiara employment service
THI	Traumatic head injury
UTLC	United Trades' and Labour Council
VBU	Vehicle Builders' Union
VRA	Vocational Resource Agency
WEA	Workers' Education Association
WEU	Workplace Equity Unit
WHO	World Health Organization
YTP	Youth Training Program

RECOMMENDATIONS

CHAPTER 1

The Committee RECOMMENDS:

1. That standard definitions and measurement of disability are used by all relevant departments and by the Australian Bureau of Statistics.

Para 1.44
2. That all Commonwealth departments involved in the provision of services and programs for people with disabilities use the same terminology and work from the same definitions of disability.

Para 1.44
3. That the Australian Bureau of Statistics should be responsible for establishing a methodological framework for the collection of data for all departments involved in providing or funding services used by people with disabilities.

Para 1.44
4. That all departments which provide or fund programs utilised by people with disabilities establish minimum data collection standards and ensure that information on people with disabilities is sufficiently comprehensive to demonstrate whether generic or specialist programs are more able to meet their needs.

Para 1.44
5. That the Department of Health, Housing and Community Services initiate, as a matter of urgency, a comprehensive study to collect data on numbers of people with disabilities. Data collection should be standard across Commonwealth departments and State and Territory governments and should include information on type and level of disability, use of and need for, services, age, gender, location, language and cultural background.

Para 1.44
6. That the Principles and Objectives of the DSA continue to be implemented and encouraged.

Para 1.53
7. That adequate funding be provided to enable increased access to services for people with disabilities.

Para 1.53

CHAPTER 2

1. That a research project be undertaken to determine the problems of access to services experienced by people with disabilities of differing socio-economic background.

Para 2.13

2. That the specific needs of people with disabilities of Aboriginal and Torres Strait Islander background (including those in urban and rural areas) be identified and that a strategy be established to ensure the provision of appropriate services.

Para 2.36

3. That the specific needs of people with disabilities of non-English speaking background be identified and that a strategy be further developed to ensure the provision of appropriate services.

Para 2.36

4. That the particular needs of people with disabilities in rural and remote areas be studied (for example, by the Rural and Remote Areas Unit, DHH&CS), and that strategies be developed to overcome problems identified as limiting the provision of appropriate services.

Para 2.42

5. That departments providing or funding services used by people with disabilities be aware of the more subtle discrimination against people with disabilities based on age, on the belief that people with disabilities are dependent and/or childlike, and on gender, and ensure that service providers do not maintain these forms of discrimination.

Para 2.59

CHAPTER 3

1. That Commonwealth anti-discrimination legislation incorporates affirmative action principles¹, whereby Commonwealth departments and statutory authorities apply affirmative action principles in the employment of people with disabilities.

Para 3.39

2. That Commonwealth anti-discrimination legislation provides strong penalties for both open and systemic discrimination, including penalties for harassment in the workplace.

Para 3.39

1. Affirmative action – see Glossary.

3. That Commonwealth anti-discrimination legislation highlights the responsibilities of Commonwealth departments to take all steps possible to ensure improved access of people with disabilities to employment and related services.

Para 3.39

4. That a number of information programs for employers be developed by relevant departments, emphasising the different skills, abilities and potential of workers with disabilities. Such programs should be developed for different employment markets and should include information on assistance available to employers, the possible training needs of employees, and the importance of access to promotion and other benefits.

Para 3.64

5. That further community information and education programs about people with disabilities be developed. These programs should be directed to all members of the community, including primary and secondary schools, where they should be co-ordinated with integration programs. Emphasis should be placed on the needs that people with disabilities have for access to all aspects of community life, including employment. Such programs should indicate the ways in which obvious and more indirect discrimination can occur, particularly in employment and in access to employment.

Para 3.71

6. That information and education programs about people with disabilities be developed by the Public Service Commission to improve the knowledge of departmental staff about the needs of people with disabilities, and how departmental services can assist people with disabilities.

Para 3.81

7. That Commonwealth departments establish liaison officer positions in programs such as the Disability Services Program, and ensure that such officers are sensitive to the needs of people with disabilities, thoroughly conversant with all aspects of the program and able to provide accurate information on policy and practices. Where possible, new liaison officers should be fully trained before the previous position holder leaves or moves to another job.

Para 3.90

8. That Commonwealth departments maintain the principle of service to the community by building up sections and programs of committed staff who remain in their positions for at least two years.

Para 3.90

9. That Commonwealth departments provide adequate and ongoing training to such staff.

Para 3.90

10. That the Commonwealth public sector be eligible for a special category of the Prime Minister's Employer of the Year Awards.

Para 3.90

11. That there be sufficient flexibility in the allocation of staffing resources for Commonwealth departments to have positions available for people on the Intellectual Disability Access Programme, and for people with disabilities who are eligible for higher level positions.

Para 3.98

12. That sufficient resources be provided to departments employing people with disabilities to provide training, job rotation and other measures which can enable access to promotion on merit.

Para 3.98

13. That a specific target of employment of people with severe disabilities be set for each Commonwealth department as a part of its EEO program. The Secretary of each department should be required to report on the operation of this program at least annually, in the department's annual report. A report covering all departments is to be provided annually to Parliament by the Public Service Commission (PSC).

Para 3.108

14. That all departments be explicitly accountable for the funding received to pay for work adjustment costs or equipment for people with disabilities. A statement on the use of these funds is to be included in departments' EEO reports and in the PSC report to Parliament referred to above.

Para 3.108

15. That the Australian Public Service (APS) develop (under the Department of Administrative Services if required) an equipment-lease system (such as that available to employers participating in labour-market programs) in order to provide the more expensive required equipment/aids for people with disabilities wishing to undertake employment in the APS. Where possible, such a scheme should be extended to State and Territory government departments.

Para 3.108

16. That the Public Service Commission, in conjunction with departments, develop strategies to ensure that people with disabilities, other than severe, are able to gain access to permanent employment in the Australian Public Service.

Para 3.108

17. That the Commonwealth public sector be *required* to provide more employment places for people with disabilities, including people with severe disabilities. Strategy plans are to be developed by each department, authority, etc. to demonstrate how such employment policies will be implemented.

Para 3.108

CHAPTER 4

1. That adequate human and financial resources be allocated to all mainstream schools to ensure provision of services required for true integration.

Para 4.16

2. That both special and mainstream schools ensure that people with disabilities receive an education which is appropriate to their needs.

Para 4.34

3. That all children with disabilities have access to required remedial teaching during school hours in order to ensure that appropriate education is available, and to ensure that students do not leave school without their education and other needs being identified and adequate steps being taken to meet these needs.

Para 4.34

4. That schools be adequately resourced to provide such assistance as is required by people with disabilities to obtain an education which will allow them to participate in society (including employment) as much as possible. Such access includes, but is not limited to, physical access, appropriate courses, aides and interpreters, equipment.

Para 4.34

5. That effective monitoring and evaluation processes be established to ensure that education services are meeting the needs of individuals.

Para 4.34

6. That funding priority be given to transition and work-experience programs by States and Territories.

Para 4.82

7. That all State and Territory Education Departments, and private school associations, ensure that there is no 'gap' for young people with disabilities between school and work (or other activities such as study at a TAFE). Work experience, and contact with another environment away from the school, must begin while the student is still attending secondary school. This is a high priority recommendation. These young people must not be allowed to 'disappear' from school and never make support services records.

Para 4.82

8. That transition programs, similar to that operating at Daws Road Centre in South Australia, be implemented in all States to ensure continuity from school to work (or to other activities as appropriate). All schools operating innovative transition programs should be asked to provide information to all State and Territory Governments, and to relevant private school organisations, on the service they offer.

Para 4.82

9. That all young people with disabilities be actively involved in counselling on career opportunities at least 12 months before they reach the minimum school leaving age. That their parents be involved in the consultative process. That those who will benefit from an early move from school be encouraged to accept placement in a school-to-work program, and that this program begin (on a part-time basis) at least six months before the planned move from school is due to occur. That the physical location of such programs be off school grounds to maximise the opportunity for smooth movement into the community.

Para 4.82

10. That the Commonwealth government fund a short-term research project on transition programs. The results of this research are to be made available to as wide an audience as possible to demonstrate the achievements of established programs and help identify areas of particular problems.

Para 4.82

11. That adequate resources be provided to TAFE and other tertiary level education institutions to increase access to courses for people with disabilities. Such access should include physical access, interpreters and aides, and courses which meet the specific needs of people with disabilities.

Para 4.136

12. That staff at tertiary institutions, including TAFE colleges, receive training in the problems of access experienced by people with disabilities and in the ways in which such problems can be overcome.

Para 4.136

13. That all tertiary education institutions provide annual reports on access issues for people with disabilities and on the manner in which these have been addressed by the institution.

Para 4.136

14. That the special needs of people with disabilities of Aboriginal and Torres Strait Islander (ATSI) background, and of people with disabilities from non-English speaking background (NESB), are identified to enable increased access to appropriate education.

Para 4.136

15. That the Commonwealth fund a short-term research project to develop a strategy for increasing access to tertiary education (including TAFEs) for people with disabilities of Aboriginal and Torres Strait Islander background and for people with disabilities of non-English speaking background.

Para 4.136

CHAPTER 5

The Committee acknowledges that most people with profound disabilities will never be able to participate in paid employment, or in programs which combine work and other activities such as study or recreation.

The Committee believes that people with profound disabilities require services which meet their particular needs.

The Committee recommends:

1. That funding be provided to ensure that care services and stimulating programs are provided to meet the needs of people with profound disabilities. Such programs could include physiotherapy, music, colour and light programs.

Para 5.58

The Committee acknowledges that full-time employment is not appropriate for, or may not be achievable by, all people with disabilities.

The Committee recommends:

2. That programs be established that combine work, study, recreation and other meaningful activities – depending on the needs of each individual. These programs are to be readily accessible by people with disabilities and these ‘full life’ programs must ensure that people receive an acceptable income at least equivalent to the pension.

Para 5.58

3. That part-time employment options be developed for people with disabilities unable to work full-time.

Para 5.58

4. That CES officers be adequately trained so that they are completely conversant with all policy requirements and, in particular, that they are fully up-to-date with all changes to policy.

Para 5.80

5. That Australian Public Service staff who are responsible for assisting people with disabilities be strongly encouraged to commit themselves to remaining in their position for at least 12 months.

Para 5.80

6. That additional funding should be allocated to increase the provision of tutorial assistance for people with disabilities in labour market training programs.

Para 5.90

7. That funding be increased to ensure additional access to apprenticeships under DAWS for people with disabilities. Such funding should include a component for tutorial and other required assistance.

Para 5.92

8. That funding be provided by DEET/DHH&CS to fully evaluate the effectiveness and appropriateness of Job Search Assistance programs for people with disabilities, especially for people with intellectual disabilities. Particular attention is to be given to the time periods that support is available for in these programs, and to ascertain whether a specialised service is needed for people with disabilities.

Para 5.110

9. That further study on Skillshare access problems, and strategies to overcome these, be carried out as a part of the Disability Reform package. The study should clearly define type and level of disability (in accordance with Recommendations in Chapter 1 of this report) and consider a range of access issues, including physical, support services required (e.g. interpreters, technology requirements), and content and length of courses.

Para 5.124

10. That, where essential, work experience periods of up to two months be allowed under SkillShare, and that any work experience over this period be suitably recompensed.

Para 5.129

11. That all people with disabilities who may require assistance to move into the workforce should be identified as requiring this assistance at least six months before leaving school and arrangements made for them to be registered and entered in training and transition programs.

Para 5.151

12. That future evaluation of CETP and SE service types be carried out on a regular basis, and that evaluations provide information on clients, as follows:

- socio-economic background;
- level of disability;
- education;
- use of other services;
- level of support needs;
- extent of family support;
- the length of job retention (for each job if more than one);
- possibilities for promotion;
- permanency of employment;
- extent and appropriateness of part-time work;
- relationship (if any) between part-time work and type of disability;
- previous work experience;

- outcome for clients;
- areas where clients believe services are not producing useful outcomes or where clients could suggest improvements.

Para 5.193

13. That evaluation of CETP and SE services and service staff be carried out regularly. Such evaluations should include an assessment of:

- number, qualifications and experience of staff;
- amount and type of training of staff, whether this level of training is appropriate and whether more resources are needed for staff training;
- availability of assistance to the service from specialist services (for example, from the NTAU or an equivalent service).

Para 5.193

14. That the findings of the regular evaluations carried out as recommended by the Committee in Recommendations 12 and 13 above be used to identify the factors which contribute toward the more successful outcomes of CETP and other services. The Department of Health, Housing and Community Services is to develop a strategy to assist people who are particularly disadvantaged for reasons additional to their disability, to obtain access to these services.

Para 5.218

15. That resources be provided to enable workshops to be held regularly for service providers. These may involve participation of individuals from a variety of services and will be aimed at identifying successful initiatives as well as problems within individual services. Resources should be provided to ensure that materials can be produced and circulated detailing workshop findings and suggestions for developing strategies to improve services.

Para 5.245

16. That the Public Service Commission (PSC) undertake a study of the role of the co-worker in assisting people with disabilities enter into and maintain paid employment in the Australian Public Service.

Para 5.248

17. That, if a co-worker service is instituted in the Australian Public Service, the Public Service Commission (PSC) provide any training required for its successful operation and that the PSC report on outcomes as part of its annual report on the employment of people with disabilities in the Australian Public Service.

Para 5.248

CHAPTER 6

1. That DHH&CS reintroduce random auditing of services to ensure that, in the case of Supported Employment, adequate services are being directed to people with substantial disabilities. Random auditing should also be applied to CETP services to ensure borderline mild disability cases are not being 'creamed off' to boost placement rates.

Para 6.5

2. That the Australian Public Service, State and Local Government bodies, consider the use of enclaves as part of a concerted program to increase the employment of people with disabilities.

Para 6.22

3. That local councils in rural areas consider establishing employment options such as work crews to meet the needs of people with disabilities and the needs of the community.

Para 6.37

4. That local governments consider the establishment and part-funding of Supported Employment services for both individual and community benefit.

Para 6.47

5. That funding be available to ensure the needs of all individuals with severe intellectual disabilities are fully assessed, and that the suitability of all options and services are taken into consideration to ensure appropriate programs are arranged. The Committee does not believe supported employment projects will always be the most appropriate services, at all times, for people with disabilities.

Para 6.61

6. That adequate additional funding and staffing be immediately allocated to the NTAU in order that it may assist increased numbers of sheltered workshops and to assist new employment services (CETPs and SE services) to develop sound business practices and establish required staff training.

Para 6.68

7. That the Australian Public Service, as part of a concerted program to increase its employment of people with disabilities, consider developing Supported Employment options within departments, for both short and long-term projects. This would provide realistic work experience and assist some people with disabilities to move into permanent employment. The use of supported employment options in the public sector should be explored by State and local governments.

Para 6.82

8. That State and Territory governments ensure that legislation is developed which complements the DSA, to provide increased opportunities for access to employment in the public sector by people with disabilities at appropriate wages or salary.

Para 6.82

9. That all occupational health and safety standards in all sheltered workshops be developed and maintained under the State and Territory legislation developed to complement the *Disability Services Act*. No exemptions should be available because of an organisation's 'charitable' status.

Para 6.151

10. That effective auditing processes be a requirement for all funded services for people with disabilities and that the Department of Health, Housing and Community Services also undertake random auditing to ensure that cross subsidisation is stringently limited.

Para 6.164

11. That all funded services, including sheltered workshops in transition, establish appropriate accountability procedures, including use of capital and other assets.

Para 6.165

12. That an appropriate level of funding be provided to allow enhanced services for people with disabilities in sheltered workshops, including those workshops in transition.

Para 6.216

13. That terms such as 'backfill' not be used by the Department of Health, Housing and Community Services. Such words reduce the dignity of individual people.

Para 6.220

14. That the Department of Health, Housing and Community Services provide a summary of research that has been done on the ways in which work, study, recreation, and other meaningful activities can be combined in order to provide a full life program at an acceptable wage for people with severe disabilities and those whose disabilities make it difficult for them to obtain regular full-time employment. If research on this subject is limited, the Committee recommends that it be undertaken by the Department either directly, or through funding of an individual or organisation.

Para 6.292

15. That the Department of Health, Housing and Community Services provide a summary of research that has been done on the identification of suitable types of employment for people who are unable to work full-time, or whose skills will decrease rather than increase. If such research is limited, or the results are not easily applicable to Australian society, the Committee recommends that the Department of Health, Housing and Community Services, in conjunction with the Departments of Industrial Relations and of Employment, Education and Training, undertake such research, including the development of a strategy to assist departments and other employers to restructure existing employment options to meet these needs.

Para 6.348

16. That funding be provided to all service types to ensure that staff have access to required training. Services are to ensure that funding is used appropriately, and in particular that training is undertaken to ensure that services are based on sound business principles and that staff have requisite expertise, particularly in managerial and administrative procedures and personnel development.

Para 6.357

17. That appropriate evaluation and monitoring processes be established for program funding and program outcomes, and that reports on the operation of all services be produced in 1992 and at regular intervals thereafter. These reports are not expected to cover each individual service, but should be sufficiently representative to provide a realistic assessment of benefits, costs and problems, and strategies for any required change.

Para 6.358

18. That an integrated interdepartmental approach to the development of employment options be continued, particularly where the skills and experience of different departments can provide assistance in the development of cost-effective and viable businesses.

Para 6.364

CHAPTER 7

1. That the Government consider the payment of a Disability Allowance, based on need.

Para 7.17

2. That eligibility for income support should not be based solely on medical impairment, and other factors such as language and education level must be taken into consideration.

Para 7.17

3. That relevant Departments provide appropriate information on income support, wages and taxation to people with disabilities who either have little work experience or whose main work experience has been in sheltered employment. Such information should be presented in 'plain English' and in an accessible format. Regional departmental offices should ensure that there is a nominated contact officer able to deal with queries about the income test from sheltered employees and particularly people with intellectual disabilities.

Para 7.45

4. That access to counselling and advocacy services should also be available to assist people with disabilities to understand the principles of income support, and the ways in which increased income affects income support levels.

Para 7.45

5. That State and local authorities allow people with disabilities, whose financial circumstances have improved, to retain access to public housing.

Para 7.48

6. That rental assistance be maintained for 12 months for people with disabilities who have moved into employment which increases their income beyond the usual rent assistance limit.

Para 7.48

7. That in planning housing, the relevant governments and authorities should take into account the needs of people with disabilities for appropriate design and location of housing. Relevant location factors should include access to transport and required services, and access to employment. Design factors should include one-level housing, ramps etc.

Para 7.48

8. That the Department of Social Security and the Department of Health, Housing and Community Services establish a research project (based on the Department of Social Security *Costs of Disability Study*) to determine health care costs for people with disabilities. A select group of people with disabilities should be studied over a 5-year period, with reports being made at the end of each year, including at the end of the 5-year research period.

Para 7.54

9. That departments ensure that clients and their support services, and departmental officers have a comprehensive understanding of the range of programs and services providing assistance to people with disabilities and the interaction of these with the income support system.

Para 7.66

10. That the Commonwealth government fund research which determines the amount of a viable income for people with disabilities who are unable to work full-time at or above award wages.

Para 7.136

11. That the Commonwealth government implements a wage system to meet the income needs of people with disabilities unable to work full-time at or above award wages.

Para 7.136

12. That the Commonwealth government direct resources towards ensuring that at least a living wage, which may be made up of part-pension and part-wage, should be the basis of pay received by people with disabilities in paid employment, even though this may not be an award wage.

Para 7.136

13. That the eligibility criteria for sales tax exemptions relating to cars for transporting people with disabilities should be reviewed regularly so as not to disadvantage some people with disabilities.

Para 7.155

14. That employed people with disabilities and those people with disabilities undertaking approved training be eligible for means-tested concessions in compulsory car registration and insurance.

Para 7.155

15. That relevant authorities make more reserved parking spaces available for people with disabilities. That these spaces be level and of sufficient size to cater for wheelchairs. That longer time periods be available to people with disabilities using reserved parking spaces.

Para 7.156

16. That public transportation systems should be made more accessible to people with disabilities, and States and Territories where this has not yet been done should consider the changes that can be made.

Para 7.165

17. That eligibility criteria applying to receipt of the Mobility Allowance should be reviewed regularly to ensure that groups of people with disabilities are not relatively disadvantaged, as was suggested by some of the evidence put to the Committee.

Para 7.165

18. That the list of goods which could be exempted from sales tax should be broadened. Possible abuses of the exemption provisions could be dealt with to some extent by requiring the provision of authorising information at the point of sale. In particular, exemptions should be available in respect of those general purpose goods which are essential for people with disabilities.

Para 7.178

19. That greater taxation deductions be available for the cost of purchasing or hiring 'medical' (for example, wheelchairs, aids) and non-medical appliances (for example, computers, telephone typewriters) where these are indispensable aids to people with disabilities.

Para 7.178

20. That businesses producing aids for people with disabilities be refunded the tax on components used in the production of, and equipment purchased for, such items.

Para 7.178

21. That, when personal care services are being developed and evaluated, priority should be given to ensuring that services that are being provided for those people who are employed are relevant to their special needs. This may include the availability of personal care at irregular hours.

Para 7.186

22. That employers, including the Australian Public Service, should consider the granting of more generous special leave provisions for employed people with disabilities for medical or similar appointments that cannot be met within ordinary working hours. Appropriate certification should be supplied to authenticate any special leave taken. Employers should also be educated to accept the importance of accommodating particular needs of employees with disabilities in ways such as flexible hours, as in the Australian Public Service, and assistance from co-workers.

Para 7.189

23. That funding for support services for people with severe disabilities be increased annually in real terms in order gradually to increase the number of such people in employment. It will be necessary to provide such support in the public sector, for example, in order for increased employment opportunities in that area to be viable.

Para 7.200