

**DEPARTMENT OF INDIGENOUS
AFFAIRS**

**DISABILITY ACCESS AND INCLUSION
PLAN
2007 - 2011**

This plan is available upon request in alternative formats such as large print, electronic format (disk or emailed), audio or Braille.

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Acknowledgements

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BACKGROUND

The Department of Indigenous Affairs

The Department of Indigenous Affairs (DIA) works in partnership with government agencies and the community to promote social and economic equity for Indigenous people, respect for the land, and an appreciation of the state's unique heritage and culture.

Its key objective is to improve the quality of life of Western Australia's estimated 66,000¹ Indigenous citizens.

The DIA has three core areas of business:

- The management and protection of Aboriginal heritage and culture.
- The management and transfer of Aboriginal land held by the Aboriginal Lands Trust (ALT).
- The coordination of a whole of government approach to Indigenous issues.

The DIA has approximately 130 permanent staff across Western Australia. Head office is located in Perth and there are regional offices in seven major regional centres.

Functions, facilities and services (both in-house and contracted) provided by the Department of Indigenous Affairs

Heritage and Culture Branch:

- Assists Aboriginal people in the protection and management of Aboriginal sites.
- Assists Aboriginal people to trace their links with family members.
- Provides information to State agencies and Aboriginal organisations and representative bodies relevant to Native Title claims.

¹ Based on Australian Bureau of Statistics 2001 census

Land Branch:

- Supports the ALT in the effective and sustainable management of the land estate it holds in trust for Indigenous Western Australians.
- Facilitates the transfer of ALT land to Indigenous people.
- Provides advice and support to the ALT, Indigenous people, government and other key stakeholders about the care, control and management of Indigenous land.

Policy and Coordination branch:

- Manages and protects Aboriginal sites under the Aboriginal Heritage Act 1972.
- Manages and transfers Indigenous land under the Aboriginal Affairs Planning Authority Act 1972.
- Leads and influences policy development in Indigenous affairs and coordinates effective service provision to Indigenous people in WA.

Planning for better access

According to the Australian Bureau of Statistics (ABS) Survey of Disability, Ageing and Carers (2003), 20.6% of Australians or more than one in five people, identify themselves as having some form of disability. The Australian Institute of Health and Welfare (AIHW 2006) estimates that the incidence of severe or profound disability is more than twice as high in the Indigenous population compared to the non-Indigenous population.

It is a requirement of the Disability Services Act 1993 that all public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the ways in which the Department will ensure that people with disabilities have equal access to its facilities and services.

Other legislation underpinning access and inclusion includes the WA Equal Opportunity Act 1984 and the Commonwealth Disability Discrimination Act 1992 (DDA). While Action Plans are not compulsory under the DDA, they can assist organisations become more accessible and inclusive, and can provide some clarity during disability discrimination proceedings. A DAIP may also satisfy the DDA's requirements for an Action Plan.

Progress since 1995

The Department of Indigenous Affairs is committed to facilitating the inclusion of people with disabilities through the improvement of access to its facilities and services. Towards this goal the Department adopted its first Disability Service Plan (DSP) in 1995 to address the barriers for people with disabilities wanting to access the Department's services and facilities. The DSP addressed both its statutory requirements under the WA Disability Services Act (1993) and its obligations under the Commonwealth Disability Discrimination Act (1992). The Department's DSP was reviewed annually from 1995 – 2006 in compliance with the requirement at that time to review progress and submit annual status reports to the Disability Services Commission. In 2000 the Plan was audited and a new Plan developed. The new Plan included a sixth outcome around encouraging and resourcing the employment of people with disabilities.

Since the adoption of the initial DSP, the Department has implemented many initiatives and made significant progress towards better access including:

- Development of internal *Guidelines for accessible formats*.
- Development of internal *Guidelines for accessible pathways and viewing locations at heritage sites*.
- Website link established to enable people with disabilities to access the library catalogue and indexes of archival records.
- Access to a computer in each office so people with disabilities can access the Department's website.
- Development of an *Office accessibility checklist*.
- Publications include note that available in alternative formats.
- Mailing list for selected publications and events expanded to include Disability Services Commission, disability agencies, Department of Community Development, key disability advocacy and support groups and Aboriginal people with disability known to the Disability Services Commission.
- Staff orientation and induction manual amended to include reference to disability.
- Development of a *Venue accessibility checklist*.
- Audit of possible jobs suitable for people with disabilities.

ACCESS AND INCLUSION POLICY STATEMENT FOR PEOPLE WITH DISABILITIES, THEIR FAMILIES AND CARERS

The Department of Indigenous Affairs is committed to:

- Ensuring that people with disabilities, their families and carers are able to fully access the range of departmental services and facilities (both in-house and contracted), providing them with the same opportunities, rights and responsibilities enjoyed by all other people in the community;
- consulting with people with disabilities, their families and carers and where required, disability organisations to ensure that barriers to access and inclusion are addressed appropriately;
- ensuring that its agents and contractors work towards the desired access and inclusion outcomes in the DAIP;
- achieving the seven desired outcomes of its DAIP.

DEVELOPMENT OF THE DAIP

Responsibility for the planning process

The Department's Workforce Management Branch contracted disability consultants to oversee the development and initial implementation of the plan in consultation with key Departmental staff.

Community Consultation Process

In 2006/2007 the consultants reviewed the DSP and consulted with key stakeholders to draft a new DAIP to guide further improvements to access and inclusion to Department facilities and services.

The process included:

- Examination of the initial DSP and subsequent review reports to see what has been achieved and what still needs work;
- Examination of other relevant Department documents and strategies including Strategic Plan 2006, Sustainability Action Plan 2005 – 2007, and Strategic Workforce Plan 2006 – 2011;
- Investigation of contemporary trends and good practice in access and inclusion;
- Consultation with key staff; and
- Consultation with the community.

The Disability Services Act Regulations set out the minimum consultation requirements for public authorities in relation to DAIPs. State government authorities must call for submissions (either general or specific) by notice in a state wide newspaper or on any website maintained by or on behalf of the State government authority. Other mechanisms may also be used.

The consultation was advertised or promoted:

- In the following newspapers – The West Australian, Sunday Times, Broome Advertiser, Geraldton Guardian, Albany Advertiser, Kimberley Echo, North West Telegraph, Kalgoorlie Miner, Koori Mail, and Pilbara News;

- On the Department's website;
- On Information Radio 6RPH;
- In the ACROD email newsletter;
- Via Disability Services Commission Local Area Coordinators;
- Via disability service providers including ARAFMI, Carers WA, EDAC, PWD (WA) Inc, Recreation and Sport Network, DDC and the Association for the Blind; and
- Through the Aboriginal Disability Network.

The various consultation methods used included:

- A community survey form. This was available in hard copy at Department offices, as well as being distributed to disability and carers groups, and Aboriginal and disability service providers – 7 completed survey forms received.
- Face to face and telephone interviews with Aboriginal people with disability, their carers or service providers – 12 interviews conducted.
- Face to face interviews and telephone interviews with key staff including Assistant Director Heritage and Culture, Assistant Director Policy and Innovation, Assistant Director Regional Coordination and Engagement, Manager Priority Project Unit – Heritage Branch, Principal Indigenous Advisor, Assistant Director Finance and Administration, several Regional Managers, and Manager Human Resources.
- An e-mail survey to all Department staff – 8 completed surveys received.

Findings of the consultation

The review and consultation found that most of the initial objectives in the first DSP had been achieved and that a new plan was required to ensure currency and relevance. The new plan should not only address current access barriers but also reflect contemporary values and practices, such as striving for inclusion and meeting more than the minimum compliance with access standards. The plan must also keep abreast of legislative and regulatory changes.

The consultation also identified a variety of remaining barriers to access and inclusion, to be addressed in the DAIP Implementation Plan.

Access Barriers

While the review and consultation noted a number of achievements in improving access it also identified a range of barriers that require redress. These access barriers include:

- Access to information/consultations limited for people with hearing impairment.
- Aboriginal people don't know or understand about their rights under the DAIP.
- People don't understand what DIA does or could do for them.
- Some areas have no DIA presence e.g. Kwinana/Rockingham, Halls Creek.
- People don't feel DIA connects with them/establishes relationships.
- People not confident complaints will be responded to.
- Complaints procedure not well publicized and not seen as effective.
- Limited community consultation – same few people always consulted.
- Too short a time frame on consultations or applications for employment.
- Access to information about heritage and culture limited by available resources.
- City office difficult to access e.g. poor parking and access to building, no accessible toilet on main floor.
- Rural and regional consultations often not physically accessible.
- Midland, Albany, East Kimberley and Kununurra offices have access issues.
- Vehicles used sometimes not accessible – too high, no hand rails.

- Some staff lack disability awareness and skills.
- Venues for consultations with key stakeholders e.g. Aboriginal Cultural Materials Committee and Aboriginal Lands Trust members do not have audio loops for people who use hearing aids.

The identification of these barriers informed the development of strategies in the DAIP. The barriers have been prioritised in order of importance, which assists setting timeframes for the completion of strategies to overcome those access barriers.

Responsibility for implementing the DAIP

It is a requirement of the Disability Services Act that public authorities must take all practical measures to ensure that the DAIP is implemented by its officers, employees, agents and contractors.

Implementation of the DAIP is the responsibility of all areas of the Department. Some actions in the Implementation Plan will apply to all areas of the Department while others will apply only to a specific area. The Implementation Plan sets out who is responsible for each action.

Communicating the plan to staff and people with disabilities

- In February 2007 the Department sent copies of the draft DAIP to all Assistant Directors for feedback. In March 2007 the plan was finalised and formally endorsed by the Department's Corporate Executive.
- The Department has advised, through state wide and regional newspapers that copies of the plan are available to the community upon request and in alternative formats if required, including hard copy in standard and large print, electronic format, audio format on cassette or CD, by email and on the Department's website.
- Staff will be provided with information about their role in implementing and monitoring the Plan as part of scheduled Disability Awareness Training.
- As plans are amended both staff and the community will be advised of the availability of updated plans, using the same methods.

Review and evaluation mechanisms

The Disability Services Act sets out the minimum review requirements for public authorities in relation to DAIPs. The Department's DAIP will be reviewed at least every five years, in accordance with the Act. The DAIP Implementation Plan may be amended on a more regular basis to reflect progress and any access and inclusion issues which may arise. Whenever the DAIP is amended, a copy of the amended plan will be lodged with the Disability Services Commission.

Review and monitoring

- The Workforce Management Branch will review progress on the implementation of the strategies identified in the DAIP.
- The review of the Department's DAIP will be included in the DAIP 2011-2015 which will be submitted to the Disability Services Commission in 2011. The report will outline what has been achieved under the Department's DAIP 2007-2011.
- The Workforce Management Branch will prepare a report each year on the implementation of the DAIP. A status report will be provided to the Department's Corporate Executive for formal endorsement.

Evaluation

- The Corporate Executive will endorse any reports on the disability access and inclusion implementation process annually.
- Once every five years prior to 31 July the Department will provide advice to the community regarding the implementation of the DAIP and seek feedback on the effectiveness of strategies that have been implemented.
- A notice about the consultation process will be placed in the West Australian and regional newspapers, posted on the Department's website, announced on regional and Information Radio and circulated to key Aboriginal and disability service providers.
- In seeking feedback the Department will also seek to identify any additional barriers that were not previously identified.

- Departmental staff will also be requested to provide feedback on how well they believe the strategies are working and to make suggestions for improvement.
- The DAIP will be amended based on the feedback received and once endorsed by the Department, the amended Plan will be lodged with the Disability Services Commission and made available to the community on request, in alternative formats if required.

REPORTING ON THE DAIP

The Disability Services Act sets out the minimum reporting requirements for public authorities in relation to DAIPs.

The Department will report on the implementation of its DAIP through its annual report and the prescribed proforma to the Disability Services Commission by 31 July each year, outlining:

- its progress towards the desired outcomes of its DAIP;
- the progress of its agents and contractors towards meeting the six desired outcomes; and
- the strategies it used to inform its agents and contractors of its DAIP.

STRATEGIES TO IMPROVE ACCESS AND INCLUSION

As a result of the consultation process the following Implementation Plan has been developed to guide the work that the Department will undertake from 2007 - 2011 to improve access to its services, buildings and information. The seven desired outcomes provide a framework for improving access and inclusion for people with disabilities.

Department of Indigenous Affairs
Disability Access and Inclusion Plan

IMPLEMENTATION PLAN

2007 - 2011

Implementation Plan

The Implementation Plan itemises what the Department will be undertaking in 2007-20011 to improve access to its services, information and facilities for people with disabilities.

The Implementation Plan is presented using a table to outline the:

- individual tasks being undertaken;
- timeline for completion of the individual tasks;
- officer position or part of the Department with responsibility for completing the individual tasks; and the
- broad strategy that the individual tasks are supporting.

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised, by the Department of Indigenous Affairs.

Strategy	Task	Task Timeline	Responsibility
Seek recognition for access and inclusion achievements when opportunities arise eg Accessible Communities Awards, Prime Ministers Awards for Employment.		Ongoing	Communication and Marketing Services (CAMS)
Develop strategies for ongoing monitoring of best practice in access improvement.		At review / evaluation 2011	Workforce Management (WFM)
Develop links between the DAIP and other Department plans and strategies including the Sustainability Action Plan, Strategic Workforce Plan and Business Plans for each branch.	<ul style="list-style-type: none"> Identify appropriate strategic business planning documents, budget processes and all other relevant plans and strategies requiring alignment with the DAIP. 	Ongoing	Corporate Executive (CE)
	<ul style="list-style-type: none"> Incorporate the objectives of the DAIP into these documents. 	Ongoing	CE
	<ul style="list-style-type: none"> Include on checklist for submissions to Corporate Executive that implications for people with disabilities considered. 	30 June 2007	WFM

Strategy	Task	Task Timeline	Responsibility
Ensure that any events are organised so that they are accessible to people with disabilities.	<ul style="list-style-type: none"> Ensure that all events organised by the Department are planned using the Department's <i>Venue Accessibility checklist</i>. 	Ongoing	CAMS
	<ul style="list-style-type: none"> Promote to staff availability of this checklist on intranet. 	Ongoing	CAMS
Develop and maintain relationships with disability and other community organisations to facilitate access and inclusion for Indigenous people with disability.	<ul style="list-style-type: none"> Develop strategic partnerships with the Aboriginal Disability Network, Disability Services Commission, CarersWA and other key disability or carer agencies to facilitate improved access and inclusion for Indigenous people with disabilities. 	Ongoing	Regional Engagement and Coordination (REC) and WFM
	<ul style="list-style-type: none"> Develop links with Disability Services Commission Local Area Coordinators in each region to improve access and inclusion. 	Ongoing	REC and WFM

Strategy	Task	Task Timeline	Responsibility
	<ul style="list-style-type: none"> Develop protocols with other agencies (like that with the Office of the Public Advocate) to facilitate information sharing and community education in regional areas. 	Ongoing	REC and WFM
Ensure that agents and contractors are aware of the relevant requirements of the Disability Services Act.	<ul style="list-style-type: none"> Develop 'Guidelines' for contractors to assist their understanding of the Department's Disability Access and Inclusion Plan and the requirements for compliance. (Once statutory requirements and guidance have been provided by the Disability Services Commission). 	30/06/08	Finance and Administration (FA)
	<ul style="list-style-type: none"> Promote the Department's policy and procedures regarding the Disability Services Act's requirements around agents and contractors through the newsletter and include in the induction process for new staff. 	Ongoing	Executive Management Group

Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and other facilities of the Department of Indigenous Affairs.

Strategy	Task	Task Timeline	Responsibility
Ensure all buildings and facilities are physically accessible to people with disabilities.	<ul style="list-style-type: none"> Conduct an access audit of all of the Department's buildings and facilities using the Department's <i>Office accessibility checklist</i>. 	30/06/08	Regional Managers
	<ul style="list-style-type: none"> When conducting status/condition reports of heritage sites include use of the Department's <i>Guidelines for accessible pathways and viewing locations at heritage sites</i>. 	Ongoing	Director of Land and Heritage
	<ul style="list-style-type: none"> Ensure that the advice of an Access Consultant is sought when planning and designing any facilities or undertaking major refurbishments. 	As required	FA
	<ul style="list-style-type: none"> Develop a policy on leasing of premises to ensure they are accessible to people with disabilities. 	30/06/08	FA
	<ul style="list-style-type: none"> Prioritise and make submission to the Corporate Executive to commence work on rectifying identified barriers. 	30/12/08	FA
	<ul style="list-style-type: none"> Develop guidelines on requirements for vehicles to maximise accessibility eg handrails, steps. 	30/06/08	FA
Consider access and inclusion in community planning for buildings, infrastructure etc.	<ul style="list-style-type: none"> In coordination with other government agencies raise access and inclusion issues. 	As required	All Directors

Strategy	Task	Task Timeline	Responsibility

Outcome Three: People with disabilities receive information from the Department of Indigenous Affairs in a format that will enable them to access the information as readily as other people are able to access it.

Strategy	Task	Task Timeline	Responsibility
Continue to ensure that all public information is made available in alternative formats on request.	<ul style="list-style-type: none"> Ensure all documents carry a notation regarding availability in alternative formats. 	Ongoing	CAMS
	<ul style="list-style-type: none"> Ensure that Information Radio 6RPH (Radio for the Print Handicapped) as well as Indigenous radio stations are included on the distribution list for media releases and other public information. 	Ongoing	CAMS
Regularly audit Department publications to ensure they comply with the Department's <i>Guidelines for accessible formats</i> .		Ongoing	CAMS
Utilise the National Relay Service as required to meet the communication needs of people with hearing impairments.		Ongoing	Finance
Ensure that the Department's website meets contemporary good practice.	<ul style="list-style-type: none"> Ensure that the upgrade of the Department's website includes access improvements for people with a disability (refer to WC3 guidelines). 	30/06/08	CAMS and Information Technology (IT)

Strategy	Task	Task Timeline	Responsibility
	<ul style="list-style-type: none"> Ensure forms and applications are available electronically. 	30/06/08	CAMS and IT
Develop plain English information about the DAIP with pictures and symbols.		30/12/07	CAMS and WFM

Outcome Four: People with disabilities receive the same level and quality of service from the staff of the Department of Indigenous Affairs as other people receive from the staff of the Department.

Strategy	Tasks	Task Timeline	Responsibility
Promote to staff the availability of resources on the intranet such as <i>Guidelines for accessible formats</i> , <i>Office accessibility checklist</i> , and useful disability contacts.		Annually	WFM
Review intranet resources on disability to ensure they are up to date.		Annually	WFM
Promote the Departments commitment to access and inclusion	<ul style="list-style-type: none"> • Display visual reminders of the Department's commitment to access and inclusion e.g. posters or brochures. 	30/12/07	CAMS and WFM
	<ul style="list-style-type: none"> • Utilise International Disability Day (3 December) to celebrate diversity. 	Ongoing	CAMS and WFM
Conduct Disability Awareness training for staff across all areas.	<ul style="list-style-type: none"> • Utilise feedback from the DAIP consultation in 2006 to inform the development of training. 	Head Office 30/06/07 Regional Managers 31/07/07 HR Regular visits in 2008	WFM

Outcome Five: People with disabilities have the same opportunities as other people to make complaints to the Department of Indigenous Affairs.

Strategy	Tasks	Task Timeline	Responsibility
Review existing complaints mechanisms to ensure they meet the needs of people with disabilities.	<ul style="list-style-type: none"> • Review current mechanisms for access. Consult with people with disabilities and other experts for advice • Promote accessible complaints mechanisms to the community. 	<p>30/12/07</p> <p>Ongoing</p>	<p>Director Business and Strategic Management (BSM) and Principal Planning Officer</p>
Promote the different forums where people can raise issues e.g. Interim justice forums.	<ul style="list-style-type: none"> • Refer access issues identified through consultations that are not the responsibility of the Department, to the relevant Regional Manager's Forums. 	As required	All Directors

Outcome Six: People with disabilities have the same opportunities as other people to participate in any public consultation by the Department.

Strategy	Tasks	Task Timeline	Responsibility
Maintain a list of people with a disability, carers and disability organisations to advise on strategic issues regarding disability access and inclusion.	Update the list of interested persons from the 2006 DAIP consultation.	Ongoing	WFM
	Use the listed people to provide input on the DAIP implementation.	Ongoing	WFM
Ensure meetings and forums held as part of community consultations comply with Department's <i>Venue accessibility checklist</i> .	Purchase/hire portable ramps and audio loops for each region.	As required	Assistant Directors and RM
Review and update Department's <i>Venue accessibility checklist</i> including consultation documents are available on the website and adequate notice for any consultations.		30/06/07	WFM

Outcome Seven: People with disabilities are employed by the Department.

Strategy	Tasks	Task Timeline	Responsibility
Establish and maintain links with		Ongoing	WFM

Strategy	Tasks	Task Timeline	Responsibility
disability employment network providers to utilise their skills and expertise in recruiting and supporting people with disabilities in employment.			
Review recruitment processes to ensure equal opportunity for people with disabilities.		30/12/07	WFM
Identify and quarantine job opportunities, either for individuals or supported work teams, within the Department.		30/12/07	WFM

Appendix One

Principles to be furthered in DAIPs developed under the Disability Services Act 1993 (amended 2004)

- People with disabilities are individuals who have the inherent right to respect for their human worth and dignity.
- People with disabilities, whatever the origin, nature, type or degree of disability, have the same basic human rights as other members of society and should be enabled to exercise those basic human rights.
- People with disabilities have the same rights as other members of society to realise their individual capacities for physical, social, emotional, intellectual and spiritual development.
- People with disabilities have the same right as other members of society to services which will support their attaining a reasonable quality of life in a way that also recognises the role of the family unit.
- People with disabilities have the same right as other members of society to participate in, direct and implement the decisions which affect their lives.
- People with disabilities have the same right as other members of society to receive services in a manner which results in the least restriction of the rights and opportunities.
- People with disabilities have the same right of pursuit of any grievance, in relation to services as have other members of society.
- People with disabilities have the right to access the type of accommodation and employment that they believe is most appropriate.
- People with disabilities who reside in country areas have a right, as far as is reasonable to expect, to have access to similar services provided to people with disabilities who reside in the metropolitan area.
- People with disabilities have a right to an environment free from neglect, abuse, intimidation and exploitation.

Objectives to be met in DAIPs developed under the Disability Services Act 1993 (amended 2004)

1. Programmes and services are to focus on achieving positive outcomes for people with disabilities, such as increased independence, employment opportunities and inclusion within the community.
2. Programmes and services are to contribute to ensuring that the conditions of the every day life of people with disabilities are the same as, or as close as possible to, norms and patterns which are valued in the general community.
3. Programmes and services are to be integrated with services generally available to members of the community.

4. Programmes and services are to be tailored to meet the individual needs and goals of the people with disabilities receiving those programmes and services.
5. Programmes and services are to be designed and administered so as to meet the needs of people with disabilities who experience additional barriers as a result of their age, gender, aboriginality, culturally or linguistically diverse backgrounds or geographic location.
6. Programmes and services are to be designed and administered so as to promote recognition of the competence of, and enhance the community perception of, people with disabilities.
7. Programmes and services are to be designed and administered so as to promote the participation of people with disabilities in the life of the local community through maximum physical, social, economic, emotional, intellectual and spiritual inclusion in that community.
8. Programmes and services are to be designed and administered so as to ensure that no single organisation shall exercise control over all or most aspects of an individual's life.
9. Service provider organisations, whether disability specific or generic, shall be accountable to those people with disabilities who use their services, the advocates of such people, the State and the community generally for the provision of information from which the quality of their services can be judged.
10. Programmes and services are to be designed and administered so as to provide opportunities for people with disabilities to reach goals and enjoy lifestyles which are valued by the community.
11. Programmes and services are to be designed and administered so as to ensure that people with disabilities have access to advocacy support where necessary to ensure adequate participation in decision making about the services they receive or are seeking.
12. Programmes and services are to be designed and administered so as to ensure that appropriate avenues exist for people with disabilities to raise, and have resolved, any grievances about services.
13. Programmes and services are to be designed and implemented as part of local coordinated service systems and integrated with services generally available to members of the community. Public sector agencies are to develop, plan and deliver disability programmes and services in a coordinated and pro-active way.
14. Programmes and services are to be designed and administered so as to respect the rights of people with disabilities to privacy and confidentiality.
15. Programmes and services are to have regard for the benefits of activities that prevent the occurrence or worsening of disabilities and are to plan for the needs of such activities.

16. Programmes and services are to be designed and implemented to —
 - (a) consider the implications for the families and carers of people with disabilities;
 - (b) recognise the demands on the families of people with disabilities;
and
 - (c) take into account the implications for, and demands on, the families and carers of people with disabilities.

17. Programmes and services are to be designed and administered so as to
 - a) provide people with disabilities with, and encourage them to make use of, ways of participating continually in the planning, operation and evaluation of services they receive; and
 - (b) provide for people with disabilities to be consulted about the development of major policy, programme or operational changes.