

Inclusive Homes and Communities

Targeted Action Plan 2025 - 2027

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Introduction

The Department of Social Services (DSS) is the portfolio entity within the Australian Government that will drive the implementation of large-scale reforms across disability and carers programs. Consistent with the vision of Australia's Disability Strategy 2021–2031 (ADS), this reform aims to ensure that 'people with disability can participate as equal members and with equal opportunities in the community to fulfil their potential'. There is a strong focus on ensuring a coordination of governments' efforts across the entire disability service system – reflecting the shared accountability and governance arrangements for supporting all Australians with disability.

ADS is Australia's national disability policy framework. It sets out a plan for continuing to improve the lives of people with disability in Australia between 2021 – 2031. ADS builds on its predecessor, the National Disability Strategy 2010–2020, which saw a range of reforms introduced to better support and include people with disability.

Under ADS, all governments are working to improve the lives of people with disability. Each state, territory and many local government have their own disability plan(s) in place to progress ADS:

- Australian Capital Territory Disability Strategy 2024-2033
- Australian Capital Territory Disability Justice Strategy 2019-2029
- Australian Capital Territory Disability Health Strategy 2023-2033
- Australian Capital Territory Inclusion Education Strategy 2024-2034
- New South Wales Disability Inclusion Plan 2021-2025
- Northern Territory Disability Strategy and Action Plan 2022-2032
- Queensland State Disability Plan 2022-2027
- South Australia State Disability Inclusion Plan
- Victoria Inclusive Victoria: State Disability Plan 2022-2026
- Victoria Accessibility in Action: Disability Action Plan 2022-2026
- Tasmania's Disability Strategy 2025-2027
- Western Australia State Disability Strategy 2020-2030
- Disability Inclusion Action Plan (alga.com.au)

Governments have also established Targeted Action Plans (TAPs) under ADS to make headway in achieving outcomes in specific areas of ADS. TAPs apply an intensive focus over one to three years to achieve specific deliverables, which improve outcomes for people with disability.

Each TAP is commissioned and endorsed by disability ministers and includes a series of targeted and coordinated actions from governments. Actions are based on available evidence and feedback from people with disability on what is important to them. Actions will be implemented in consultation with people with disability.

The **Inclusive Homes and Communities TAP** sets out key actions to improve outcomes for people with disability relating to housing accessibility and increased inclusive communities, which people with disability identified as priority areas for action TAPs.

The structure of this new TAP has been revised from earlier TAPs. Notable differences include state and territories contributing to national actions to ensure aligned approaches, more focused indicators that focus on demonstrating improvement rather than arbitrary targets to reflect that states and territories may be starting at different baselines and with different levels of resources, and acknowledgement that some actions may be extended or become ongoing services and therefore continue beyond the TAP end date.

The latest set of TAPs are a part of a broader network of disability reforms and actions. The following links highlight a sample of other work being undertaken in this area. Including:

- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
- Australia's Disability Strategy 2021-2031
- National Agreement on Closing the Gap
- National Housing and Homelessness Plan
- <u>Disability Standards for Accessible Public Transport 2002 and its associated</u>
 <u>reforms</u>
- Recommendations from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability
- Working for Women: A Strategy for Gender Equality
- Australia's Disability Strategy (ADS) Review 2024
- Equity: the Arts and Disability Associated Plan
- Working together to deliver the NDIS | NDIS Review
- Associated Plan: Inclusive Information and Communication (once published)

Current situation

During the development of ADS, people with disability told the Australian Government that housing was important to them.¹ This led to an increased focus on housing in ADS, including Policy Priorities on affordability, accessibility, and choice in housing. However, this focus has not translated to improved housing outcomes for people with disability. Data published through ADS Outcomes Framework states that:

- The average wait time for public housing has increased from 413 days in 2020-21 to 637 days in 2022-23.²
- The proportion of NDIS participants who are happy with their current home has decreased from 73.4 per cent in 2021-2022 (2nd Quarter) to 72.8 per cent in 2023-2024 (1st Quarter).³

The need for action on the accessibility of housing and community spaces was a common theme among feedback and advice from the disability community.⁴

In their 2022 review of the National Housing and Homelessness Agreement, the Productivity Commission proposed that governments develop a housing TAP under ADS, with a view to improving the availability of affordable and accessible housing for people with disability.5 Some Disability Representative Organisations (DROs) stress that any review or update to ADS must be in line with the Productivity Commission's recommendation and include a Housing TAP.⁶

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC) has recommended that key national housing and homelessness approaches prioritise people with disability (Recommendations 7.33; 7.40), such as the planned National Housing and Homelessness Plan, and for state and territory governments to commit to increasing the availability and supply of accessible and adaptive housing (Recommendation 7.35).⁷

DROs have voiced broad support for the DRC's housing recommendations.⁸ In an alternative approach, DROs have called on governments to develop a Disability Housing Strategy or a TAP under ADS to address issues of undersupply, lack of affordability, and accessibility of housing.⁹ However, research commissioned by the DRC notes that the undersupply of affordable housing is an issue for all people on lower incomes, and not specific to people with disability.¹⁰

Participants at the first ADS National Forum (2022) also advocated for accessible and affordable homes. On design standards, Forum participants welcomed the recent addition of 'silver' accessibility requirements to the National Construction Code but also highlighted

the need to incentivise making existing homes more accessible and change attitudes towards universal design. ¹¹

In response to the matters raised around accessible homes, Forum participants put forth proposals for all new social housing to be built to a 'gold' standard, and incentives to make existing dwellings compliant with the accessibility requirements that apply to new dwellings. Some DROs also support raising the National Construction Code accessibility requirements, particularly regarding social housing.¹²

First Nations people with disability are uniquely marginalised in Australia as cultural understandings of inclusion do not align with Western concepts of disability, particularly the focus on individual impairment over collective wellbeing.

Another key issue that needs addressing to ensure an inclusive community is the area of accessible transport for people with disability. ADS Advisory Council claims that the Transport Standards, and transport-related commitments in ADS, have 'failed to adequately invest in, and implement, the necessary accountability structures, infrastructure, processes and cultural reforms that would facilitate inclusive and accessible travel for all people with disability'. They propose compliance and/or regulation, including reporting, are necessary for travel accessibility to improve.¹³

Involvement of People with Disability

The disability community has been heavily engaged, across a variety of topics, since the launch of ADS. We respect what the disability community has told us.

Development of this TAP would not have been possible without people with disability, their families, carers, DROs and ADS Advisory Council who took part in ADS Forums and other engagement activities.

As part of ADS Review, we have undertaken a thorough analysis of existing research and consultation reports, collating advice from the disability community into meaningful insights on ADS and TAPs. We have refined this feedback through further engagement with people with disability, DROs, ADS Advisory Council, and other ADS governance groups. We have used what we have learnt and heard to propose changes to ADS and TAPs.

To ensure that community contexts inform each TAP, responsible governments will work in partnership with local government and disability organisations over the course of their implementation. Approaches to this process will be specific to each community and begin

before initial action is taken. Through early engagement, the voices of people with disability and their representative organisations will be critical to informing the initial approaches and overall strategy of each TAP.

Continued consultation will remain an essential component throughout implementation, as feedback provided will ensure actions taken best meet the needs of the local communities they are being delivered for. State and territory governments will report on how they engaged with people with disability through the annual TAPs progress report.

Key Outcomes and Objectives

The Inclusive Homes and Communities TAP is designed to drive progress under ADS Inclusive Homes and Communities Outcome Area and recognises the importance of housing, infrastructure and inclusive communities in supporting people with disability take part in their communities. In practical terms, this Outcome Area encourages actions that support the participation of people with disability in their communities through accessible housing, transport and the built environment.

This TAP has the following objectives:

- People with disability are able to fully participate in social, recreational, sporting, religious and cultural life.
- The built and natural environment is accessible.
- Housing is accessible and people with disability have choice and control about where they live, who they live with, and who comes into their home.
- Transport systems are accessible for the whole community.

Actions will be implemented with an intersectional and diversity lens. This recognises that a person, or group of people can be affected by multiple forms of discrimination and disadvantage. This can occur due to a person's race, sex, gender identity, sexual orientation, impairment, class, religion, age, social origin, and other identity markers. This means that activities taken in line with this TAP should incorporate tailored approaches designed to enable and include people and groups who face intersectional barriers. Actions should also consider how to meet the needs of people with disability in rural and remote locations, First Nations people with disability, people with disability and linguistically diverse communities, women and girls with disability, people with disability who identify as LGBTIQ+ and young people with disability.

Monitoring and Reporting

Under ADS, all levels of government committed to deliver more comprehensive and visible reporting on how ADS is being implemented and is contributing to better outcomes for people with disability. Improved reporting under ADS aims to ensure accountability and build the evidence base to support the development of policies, services, and programs.

During the development of ADS, people with disability said they wanted reporting to include measures and indicators that could be reported on at the launch of ADS and in the future as new data becomes available. The Australian state and territory governments are working together to improve data collections and reporting to support what people with disability asked for. For more details on the approach to developing future measures and other data improvement activities, see ADS <u>Data Improvement Plan</u>.

High-level reporting on the TAPs will capture progress updates from the Australian, state, territory, and local governments. This will include reporting on qualitative and quantitative indicators which will allow governments to give progress updates providing different insights on how actions are being implemented and where possible how those actions are providing better outcomes for people with disability. Some of the indicators included in the TAPs will not have data available in the short term or on an annual basis. All governments will continue to work together to improve collection and reporting mechanisms with the aim of being able to report on all the TAP actions by the end of the 3-year reporting period. TAPs Progress Reports will report on a financial year basis and will be published by the end of December each year.

National actions

DSS has oversight for the implementation of TAPs. With advice from people with disability, Australian, state and territory governments will work together to implement these actions, ensuring greater coordination and alignment between governments.

ADS outcome: People with disability live in inclusive, accessible and well-designed homes and communities.

TAP Objective	Action	Indicator	Timeframe
1. People with disability are able to participate in social, recreational, sporting, religious and cultural life as equal members in the community.	 1.1 All governments to embed accessibility standards for public funding of large-scale community events. 1.2 All governments ensure large-scale community events have disability inclusion and access plan in place to utilise public land/facilities and/or receive funding. 1.3 Expand the application and availability of accessible infrastructure, including portable infrastructure, at large-scale community and public events. 	Annual measure Progress report on ways that public and community events are planning and implementing accessibility standards. Percentage of social housing households with a person with disability in the household reporting feeling part of the local community (National Social Housing Survey – every two years). End of period measure	2025-2027
		Increase % of people with disability who are an active member of club or association, or participate in community,	

TAP Objective	Action	Indicator	Timeframe
		political, religious, activist, or non-profit activities (Household income and labour dynamics in Australia - HILDA).	
2. The built and natural environment is accessible.	2.1 All Local Governments to embed good disability inclusive practice including, where relevant, completion of disability inclusion action plans that meets the needs of First Nations people and their constituents with disability. The Australian Local Government Association provides some guidance in Disability Inclusion Planning – A Guide for Local Government	Annual measure Number of Local Governments with a Disability Inclusion Action Plan. Social housing households with a person with disability in the household reporting being able to continue living in an area (National Social Housing Survey – every two years).	2025-2027
	2.2 All Local Governments to commit to incorporating universal design in the design of all new and upgraded public spaces. The Australian Local Government Association has provided guidance in Disability Inclusion Planning — A Guide for Local Government	End of period measure Progress update on people with disability with access to new and upgraded public spaces over the life of the TAP. Conclusion statement on the Local Government Area (LGAs) who have amended planning process to reflect the inclusion of universal principals of design.	
3. Housing is accessible and people with	3.1 State and territory governments to increase the availability and supply of accessible and adaptive housing for	Annual measure	2025-2027

TAP Objective	Action	Indicator	Timeframe
disability have choice about where they live, who they live with, and who comes into their home.	people with disability through the National Construction Code consistent, in principle, with recommendation 7.35 of the DRC. 3.2 State and territory governments to develop and implement accessible and	Progress update on the developing and/or implementing processes for allocating and modifying social housing for people with disability (National Social Housing Survey – every two years).	
	inclusive processes for allocating and modifying social housing for people with disability consistent, in principle, with recommendation 7.36 of the DRC. 3.3 Australian Government seek to engage	Percentage of social housing households with a person with disability in the household reporting being able to continue living in an area (National Social Housing Survey – every two years).	
	with the Real Estate Institute of Australia and national real estate websites and platforms to scope the options available to better filter listings based on accessibility features and standards.	End of period measure Conclusion statement of people with disability whose home is suitable and accessible.	
		List of real estate websites and platforms that adopt the accessibility filter scheme.	
4. Transport systems are accessible for the whole community.	4.1 States and territories to commit to improving accessibility of transport infrastructure.	Annual measure Progress update on efforts to improve accessibility of transport infrastructure.	2025-2027
	4.2 The Commonwealth, States and Territories will work together with	End of period measure	

TAP Objective	Action	Indicator	Timeframe
	people with disability to progress the remaining DSAPT reform areas: Reporting Rideshare Hearing augmentation Braille Removable gangways – ferries.	Conclusion statement on improvements to accessibility of transport infrastructure.	

Additional state and territory actions

As part of the development of new TAPs, the Australian government has worked collaboratively with state and territory governments to develop joint streamlined actions for implementation. As part of this collaboration, some state and territory governments chose to add actions specific to their jurisdiction to consider the unique needs of local communities.

New South Wales (NSW)

TAP Objective	Action	Indicator	Timeframe
Transport systems are accessible for the whole community.	Transport for NSW (TfNSW) will deliver a safe, equitable and integrated transport system across NSW, by improving the accessibility of the public transport network (infrastructure, information and services). Transport for NSW will ensure that people with disability are actively engaged in the design and delivery of products, infrastructure and services via the Accessible Transport Advisory Committee (ATAC) and through community engagement.	Number of accessible infrastructure projects planned or delivered in 2024-2026. Activities to improve disability awareness of transport operators, providers and staff. Initiatives delivered to improve the accessibility of transport related communications Number of ATAC engagements. Activities that target engagement with people with disability in the design and delivery of public transport services.	2025-2026

TAP Objective	Action	Indicator	Timeframe
Housing is accessible and people with disability have choice and control about where they live, who they live with, and who comes into their home.	Increase the supply of social housing that meets Silver Accessible Standards or above. Ensure access to social housing for people with disability, through allocations and investment in modifications.	NSW Budget target of 8,400 by 2031. Increase social housing allocations to people with disability, so that the percentage of people with disability housed each year is closer to the percentage of people with disability on the priority approved wait list.	2025-2026
People with disability are able to fully participate in social, recreational, sporting, religious, and cultural life.	NSW will conduct an Emerging Technologies Forum in 2025 to explore the potential opportunities becoming available to assist people with disability to access government services and community opportunities safely through use of technology, artificial intelligence, and telecommunications. The forum will involve government, business, academia, and people with lived experience of disability to examine the potential safeguards and systems to mitigate risk and maximise benefits. The work will link with the NSW Digital Inclusion Strategy.	Forum attendee numbers. Compilation and dissemination of information that Identifies technologies that can assist people with disability, key risks associated with emerging technologies and associated safeguards.	2025- 2026

Victoria (VIC)

TAP Objective	Action	Indicator	Timeframe
Transport systems are accessible for the whole community, applied to all forms of transport, ensuring persons with disability have a strong voice in a formal capacity for future infrastructure.	Department of Transport and Planning (DTP) Transport Accessibility Strategy Framework The objectives of the Transport Accessibility Strategic Framework are to provide a transport system that inspires confidence, values all users and is easy to use. These objectives were developed after listening to people with disability and what they valued in a transport network. The Strategic Framework sets out five principles that inform our activities on how DTP and other transport agencies will work to ensure we provide an accessible transport system. They are:	The Transport Accessibility Strategic Framework will be realised through DTP's next externally facing Accessibility Action Plan (2025-2029). Progress on actions will be reported on in DTP's Annual Report	Ongoing (Released in September /October 2024)
	A user-centered and outcome-focused		
	Accessibility should be built in, not bolted on		
	Focus on the whole journey		
	Work across organisational boundaries, and		
	Embrace new ways of doing things.		

TAP Objective	Action	Indicator	Timeframe
	The Strategic Framework includes four strategic directions to address the needs of users and key areas where improvements can be made. These areas include: Assets – inaccessible infrastructure, trains, trams, and buses can be absolute barriers to access. Missing features such as connecting footpaths, shelters, seating, accessible toilets, announcements, and hearing loops can make journeys prohibitive.		
	Journeys – looks to explore a range of opportunities to make it easier for people with disability to use transport e.g., improving the coordination and aligning services will give greater flexibility to travel when and where they wish.		
	Information and innovation – making information available so that people with disability can plan their journeys more easily, before and during their journeys and travel more confidently, and		
	Culture and awareness – deliver improvements through staff training, employing people with disability as frontline staff, sharing stories, and running campaigns that demonstrate equitable		

TAP Objective	Action	Indicator	Timeframe
	access for people with disability using the public transport network.		
Housing is accessible and people with disability have choice and control about where they live, who they live with, and who comes into their home	Ensuring five per cent of the social housing constructed by Homes Victoria under the Big Housing Build have a high level of physical accessibility to meet the needs of Victorians with significant disability. Drop-off areas, paths, lifts, and car parking will be included to make all homes easily accessible. Inside the home, kitchens, bathrooms, and storage will also be accessible.	Percentage of social housing constructed by Homes Victoria under the Big House Build that meets accessibility requirements Australian Standard 1428.1.	2025 - 2027

Tasmania (TAS)

TAP Objective	Action	Indicator	Timeframe
Housing is accessible and affordable and people with disability have choice and control about where they live, who they live with, and who comes into their home.	Develop a plan for the future of Homes Tasmania specialist disability accommodation portfolio for people with extreme functional impairment or very high needs.	Delivery of plan	31 December 2024
People with disability live in inclusive and accessible communities.	Implement the Tasmanian Department of Health Disability Health Strategy. The Disability Health Strategy is finalised and released before end of 2024.	Development and implementation of action plans	(exact timing TBC – will be over 2025 to 2026).

Queensland (QLD)

TAP Objective	Action	Indicator	Timeframe
People with disability live in inclusive and accessible communities	Establish an Expert Disability Housing Advisory Panel, chaired and fully led by people with lived experience of disability, including First Nations peoples with disability	Advisory panel established	2024-2025
Housing is accessible and affordable and people with disability have choice and control about where they live, who they live with, and who comes into their home	Deliver a sector-led home modifications communication strategy for people with disability about their rights, responsibilities and options in installing home modifications in their private rental home.	Communication campaign delivered	2025-2026
Housing is accessible and affordable and people with disability have choice and control about where they live, who they live with, and who comes into their home	Partner with Queenslanders with Disability Network (QDN) to redesign 'My Housing Options' toolkit and co-design more housing resources with QDN housing champions. The toolkit will support people with disability to consider their housing and living options, make housing choices and plan for their housing future	Toolkit developed and promoted	2024-2025
Transport systems are accessible for the whole community, applied to all forms of transport, ensuring persons with disability have a strong	Continue to consult with persons with disability on transport accessibility issues across all forms of transport through new and established consultative groups.	Positive customer feedback	

TAP Objective	Action	Indicator	Timeframe
voice in a formal capacity for future infrastructure.			
Housing is accessible and affordable and people with disability have choice and control about where they live, who they live with, and who comes into their home	Implement Partnering for Inclusive Housing with Queenslanders with disability 2024-2027.	Improvement of housing outcomes for people with disability	2024-2027

South Australia (SA)

TAP Objective	Action	Indicator	Timeframe
Provide fit-for-purpose and contemporary housing outcomes for people living with disability within the community housing sector.	Review and recommissioning of the SA Housing Trust's Disability Housing Program to support the redevelopment of legacy disability housing program stock into fit-for-purpose and contemporary housing outcomes for people living with disability within the community housing sector.	Reconfiguration and redevelopment of the Disability Housing Program (527 properties) to ensure the program provides contemporary and fit-for-purpose housing outcomes.	December 2024 - ongoing
To ensure accessible communication and information is available for public documents relating to housing services.	To actively improve SA Housing Trust (SAHT) websites to meet WCAG 2.2 accessibility standards or above, modernise digital and written communications to support people with disability to have better access to information relating to housing services.	To make updates to the SAHT website and digital material to meet WCAG 2.2 accessibility standards or above. To modernise digital and written communications provided by SAHT on housing information and services through improved accessibility for assistive devices, simpler language, consistent and clear design, and better searchability.	December 2024 - ongoing
		Increase the availability of SAHT customer-facing written materials in Easy-Read format.	

Western Australia (WA)

TAP Objective	Action	Indicator	Timeframe
People with disability are able to participate in social, recreational, sporting, religious and cultural life as equal members in the	Fund projects that build an inclusive thriving community for people with disability.	Number of grants that build inclusive thriving communities where people with disability were the beneficiary.	2025-2027
community.		Value of support provided for grants that build inclusive thriving communities where people with disability were the beneficiary.	
The built and natural environment is accessible.	Every Kid in a Park – develop and launch a Play Anywhere Trail on the Play trails App to give children of all abilities greater access to WA's National Parks.	Increase in the % of people using the 'Every Kid in a Park' app. Number of new Changing Places facilities completed.	2025-2027
	Contribute to a well-connected network of 'Changin Places' facilities across WA.		
Housing is accessible and people with disability have choice and control about where they live, who they live with, and who comes into their home.	All new social housing in WA will be built to a minimum of silver liveable under the National Liveable Design Standards where practical. (up to a third of social housing tenants are people with disability)	 % of social housing meeting the National Liveable Design Standards. New affordable housing delivered under the TARH policy meets silver liveable design standards. 	2025-2027

TAP Objective	Action	Indicator	Timeframe
	 Continue to deliver affordable housing that meets silver liveable design standards, under the Targeted Affordable Rental Housing Policy. Facilitate the delivery of more SDA designed for identified clients by registered Community Housing Providers through the sale of government owned land at a discounted rate. Continue to encourage registered Community Housing Providers to submit proposals for accessible social housing through the Calls for Submissions for Community Housing Providers Continue to provide the Access Home Loan through Keystart for people with a permanent disability and people who care for a dependent with a permanent disability. Develop the first Disability Asset Management Plan (DAMP) for social housing, government regional officer housing, Aboriginal housing, as well as disability services and child protection assets. The framework will articulate the housing needs of people with disability, identify the existing pathways to accessible housing and identify the areas for improvement in providing greater housing choice. 	 Increased number of Specialist Disability Accommodation (SDA) built in WA through registered Community Housing Providers. Increased number of proposals for accessible social housing projects received through the Call for Submissions by Community Housing Providers. Eligible people are approved for the Access Home Loan through Keystart. DAMP is approved. Framework identifies key areas for improvement across the entire housing system and identifies the range of agents involved in housing, including the State Government. 	

TAP Objective	Action	Indicator	Timeframe
Transport systems are accessible for the whole community.	Transport systems, services and processes delivered by the Transport Portfolio are developed or updated so they are inclusive and accessible to people with disability.	 Delivery of accessible public transport infrastructure projects. Initiatives delivered to support the provision accessible ondemand passenger transport services. Number of engagements with METRONET Access and Inclusion Reference Group to provide input on projects. 	2025-2027

Australian Capital Territory (ACT)

TAP Objective	Action	Indicator	Timeframe
People with disability live in accessible and inclusive communities	Implement the ACT Disability Strategy 2024-2033, the ACT Disability Health Strategy 2023-2033, the ACT Inclusive Education Strategy 2024-2034, the ACT Disability Justice Strategy 2019-2029, and the Disability Inclusion Act 2024 to deliver improved outcomes with and for people with disability in the ACT.	The ACT Disability Strategy First Action Plan (2024-2026), ACT Disability Health Strategy First Action Plan (2024-2026), ACT Inclusive Education Strategy First Action Plan (2024-2026) implemented. ACT Disability Justice Strategy Second Action Plan (2024-2028) implementation on track. Disability Inclusion Act 2024 implementation commenced.	2025-2027

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