



Creating  
an inclusive  
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together

# Community Attitudes Targeted Action Plan *2025 - 2027*

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# Community Attitudes Targeted Action Plan

## Table of Contents

Community Attitudes .....	2
Targeted Action Plan.....	2
Introduction.....	3
Current Situation .....	5
Involvement of People with Disability .....	6
Key Outcomes and Objectives.....	7
Monitoring and Reporting .....	7
National actions.....	9
Additional state and territory actions .....	13
New South Wales (NSW) .....	13
Tasmania (TAS) .....	14
Queensland (QLD).....	15
South Australia (SA) .....	17
Western Australia (WA) .....	19
Northern Territory (NT).....	21
Australian Capital Territory (ACT) .....	22
Endnotes .....	24

## Introduction

The Department of Social Services (DSS) is the portfolio entity within the Australian Government that drives 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 governments 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 **Community Attitudes TAP** sets out key actions to improve outcomes for people with disability relating to their inclusion and participation in Australian society. The **Community Attitudes TAP** is based on the recommendations from the Royal Commission into Violence, Abuse, Neglect and Exploitation of people with Disability, and reflects the priorities of the disability community.

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](#)
- [Australia's Disability Strategy 2024 Review](#)
- [National Agreement on Closing the Gap](#)
- [The Australian Council of Learned Academies \(ACOLA\) Report – Ensuring Occupations are Responsive to People with Disability](#)
- [Working together to deliver the NDIS | NDIS Review](#)
- [Recommendations from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability](#)
- The [WELCOME Framework](#) (a framework under [THRIVE 2030](#))
- [Changing Places Commonwealth Funding Offer](#)

- [Equity: the Arts and Disability Associated Plan](#)
- Associated Plan: Inclusive Information and Communication (once published)
- National Plan to End Violence Against Women and Children
- Working for Women: A Strategy for Gender Equality

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## Current Situation

During the development of ADS, a concern among people with disability was the lack of disability awareness and training in key industries, including health professionals, educators, and justice and social services sectors.<sup>1</sup>

ADS includes Policy Priorities focused on improving community attitudes through community awareness and understanding of disability. This recognises the importance of improving disability awareness across communities, and subsequently eliminating discrimination.

New data for the Outcomes Framework's 7 Community Attitudes measures was reported on for the first time on 5 October 2023. This data has been collected through ADS Survey — *Share with us* and provides a new and important baseline. However, this baseline data cannot reveal change in community attitudes without another data set for comparison.

At the first ADS National Forum (2022), a recurring theme among participants was breaking down barriers by improving community attitudes. For example, forum participants identified improving community attitudes would increase employment opportunities, increase access to healthcare and improve education experiences.<sup>2</sup>

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC) Final Report reminds us that we have an obligation under UN CRPD to raise awareness and combat negative attitudes towards disability.<sup>3</sup>

The DRC's Final Report contains recommendations around eliminative discrimination and increasing disability awareness for a range of professions, such as the criminal justice sector (Recommendation 8.2) and disability employment services (Recommendation 7.17), as well as more general recommendations to improve disability awareness and eliminate discrimination through legislative reforms.

In response to the DRC's Final Report, Disability Representative Organisations (DROs) have expressed their support for improving disability awareness and capacity building across several sectors, including healthcare, education, criminal justice and policing.<sup>4</sup>

In May 2024, the Australian Trade and Investment Commission (Austrade), in collaboration with state and territory governments, published the [WELCOME Framework](#), a practical guide that

provides advice on how to make tourism businesses more accessible and inclusive. This is complemented by a [series of videos](#) promoting disability inclusiveness in the tourism workforce.

People with disability are significantly underrepresented on boards, in politics and in other leadership roles in Australian society. In 2022, only 1 in 5 (19 per cent) of people with disability felt represented in leadership roles.<sup>5</sup> ADS National Forum (2022) participants identified increasing representation of people with disability in leadership positions as critical to shifting community attitudes and encouraging inclusion.<sup>6</sup> Similarly, at the 2023 ADS State Forum in Queensland, participants expressed their support for increasing opportunities for people with disability to take on leadership positions.<sup>7</sup>

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.

Through its Final Report, DRC states that ‘the insistence by people with disability that governments and organisations should do ‘nothing about us without us’ highlights the importance of their inclusion in every aspect of political, social, economic and cultural life’.<sup>8</sup>

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## 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.

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## Key Outcomes and Objectives

The **Community Attitudes TAP** is designed to drive progress under ADS Community Attitudes Outcome Area and aims to ensure that community attitudes are improved and enable people with disability to have full equality, inclusion and participation in society.

This TAP has the following objectives:

- Increase representation of people with disability in leadership roles.
- Employers value the contribution people with disability make to the workforce, and recognise the benefits of employing people with disability
- Key professional workforces can confidently and positively respond to people with disability.
- Improve community attitudes to positively impact on Policy Priorities under ADS.

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 in culturally and linguistically diverse communities, women and girls with disability, people with disability who identify as LGBTIQ+ and young people with disability.

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## 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 [Data Improvement Plan](#).

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 of 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:** Community attitudes support equality, inclusion, and participation in society for people with disability.

TAP Objective	Action	Indicator	Timeframe
1. Increase representation of people with disability in leadership roles.	1.1 Increase the number of leadership positions within government for people with disability recruited through open, identified and affirmative measures.	<b>Annual measure</b> Progress statement on people with disability in leadership roles across government.  <b>End of period measure</b> Increase in the % of people with disability who report feeling represented in leadership roles.  Increase in % of public servants employed with disability.	2025-2027
2. Employers value the contribution people with disability make to the workforce and recognise the benefits of employing people with disability.	2.1 Develop consistent adjustment principles for the Australian Public Service consistent, in principle, with recommendation 7.21 of the DRC.  2.2 Scope feasibility of implementing an Australian Public Service-wide	<b>Annual measure</b> Perception data of employees in annual APS Employee Census shows improvement in the employee experience with people with disability.	2025-2027

TAP Objective	Action	Indicator	Timeframe
	<p>adjustment passport (consistent with recommendation 7.21 of the DRC), to improve the ease with which people with disability can access, maintain and transfer their adjustments when moving within the Australian Public Service.</p> <p>For each action the Commonwealth, State and Territory public sectors will work together to share best practice on improving public sector employment outcomes for people with disability.</p>	<p><b>End of period measure</b></p> <p>Perception data of employees in annual APS Employee Census shows improvement in the employee experience with people with disability.</p>	
<p>3. Key professionals are disability confident and respond positively to people with disability.</p>	<p>3.1 All governments to improve the use of disability awareness learning and development programs among key professionals – in particular, educators, health workers, personal and community support workers, and justice and legal workers.</p> <ul style="list-style-type: none"> <li>• Collate and categorise existing disability awareness learning and development resources across key professional workforce sectors.</li> <li>• Establish a national collection of culturally competent best practice learning and development resources to support key professionals to positively respond to people with disability.</li> </ul>	<p><b>Annual measure</b></p> <p>Progress statement on training resources developed and implemented for key professional workforces.</p> <p><b>End of period measure</b></p> <p>Increase in the % of key professionals who are disability confident and respond positively to people with disability.</p> <p>Increase in the % of people with disability saying that they were treated with respect by key professionals.</p>	<p>2025-2027</p>

TAP Objective	Action	Indicator	Timeframe
	<ul style="list-style-type: none"> <li>• Develop new learning and development materials where gaps in resources are identified.</li> <li>• State and territories increase take up of learning and development activities across key professional workforce sectors.</li> </ul> <p>3.2 The Commonwealth Department of Education, in consultation with Education Services Australia, will review existing resources on the Student Wellbeing Hub that promote inclusion to:</p> <ul style="list-style-type: none"> <li>• Identify where updates or revisions would strengthen the resources</li> <li>• Identify if resources (or linked resources) are no longer fit for purpose and should be retired</li> <li>• Identify where there may be gaps in resources (e.g. for specific cohorts of students, year levels etc).</li> </ul> <p>On completion of the review, a summary report including any actions for the</p>	<p><b>3.2 Annual measure</b> Inclusion focused resources on the Student Wellbeing Hub are reviewed.</p> <p><b>3.2 End of period measure</b> Teachers, school staff, parents and caregivers can access free, high-quality, age-appropriate and curriculum aligned resources using the Student Wellbeing Hub.</p>	

TAP Objective	Action	Indicator	Timeframe
	Australian Government will be provided to Government.		
4. Improve community attitudes to positively impact on Policy Priorities under the Strategy.	4.1 All Governments to pursue projects or initiatives that contribute to changing community attitudes towards people with disability.	<p><b>Annual measure</b></p> <p>Progress statement on projects promoting disability awareness and inclusion.</p> <p><b>End of period measure</b></p> <p>Increase in % of people with disability who report feeling valued and respected in their community.</p> <p>Increase in % of people with disability who report feeling well represented in the community.</p>	2025-2027

## 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
Improve community attitudes to positively impact on Policy Priorities under the Strategy	<p>NSW will require all those NSW Government Agencies mandated under the NSW Disability Inclusion Act (2014) to prepare Disability Inclusion Action Plans (DIAPs) - that incorporate a specific focus on Positive Community Attitudes and Engagement.</p> <p>This revision of the NSW Disability Inclusion Plan and DIAPs will prioritise effective engagement, codesign and the importance of inclusion of people at all stages of the design and implementation of the significant disability reforms that are underway.</p> <p>Engagement will extend across the disability sector to involve people with disability, their carers and advocates, service providers, Disability Employee Networks, advisory groups, forums and community groups.</p>	<p>All public authorities as defined by the NSW Disability Inclusion Act 2014 have at least one action with a focus on Positive Community Attitudes and Engagement.</p> <p>Engagement will raise the profile of people with disability, increase their influence in decision making across all levels of government; and raise the awareness of those in the government and the community that make decisions impacting on the perceptions and attitudes towards disability.</p>	<p>New DIP – to be launched in 2025</p> <p>Remake of DIAPs as required – 2025.</p> <p>Implementation over 4 years with ongoing engagement.</p>

TAP Objective	Action	Indicator	Timeframe
Policies, processes and programs provide better responses to people with disability.	In partnership with the NSW Disability Council, NSW Government will undertake to hold stakeholder forums and undertake projects to improve skills of NSW Government employees with regards to consultation and engagement of people with disability.	<p>Forum engagement groups will include but not limited to:</p> <ul style="list-style-type: none"> <li>- implementation of DRC recommendations</li> <li>- development of the NSW DIP and DIAP</li> <li>- partnering with stakeholder groups to deliver a “back to basics” webinar for NSW Government employees to hear and learn from people with disability regarding their expectations of Government engagement.</li> </ul>	2025-2026

## Tasmania (TAS)

TAP Objective	Action	Indicator	Timeframe
Policies, processes and programs provide better responses to people with disability.	People with disability are consulted in developing defined entities' (government agencies') Disability Inclusion Action Plans		June 2026/Ongoing
Key professional workforces are able to confidently and positively respond to people with disability.	Implement the Tasmanian Department of Health Disability Health Strategy	<p>The Disability Health Strategy is finalised and released before end of 2024.</p> <p>Development and implementation of action plans (exact timing TBC – will be over 2025 to 2026)</p>	2024/ongoing

## Queensland (QLD)

TAP Objective	Action	Indicator	Timeframe
Improve community attitudes by promoting a culture and shared values that removes barriers and supports inclusion of people with disability.	Prepare, publish and promote an annual "Voice of Queenslanders with Disability" report identifying issues for people with disability to inform strategy, policy and programs, and to inform the wider community.	The "Voice of Queenslanders with Disability" survey is undertaken, and a report is published annually.  Increase in people with disability, their family/carers, and sector organisations participating in the 'Voice of Queenslanders with Disability' survey.	2024-2026
Key professional workforces are able to confidently and positively respond to people with disability.	Review the effectiveness of existing strategies directed to providing and ensuring the cultural safety of Aboriginal and Torres Strait Islander peoples in criminal justice settings.	Key professionals are disability confident and respond positively to people with disability.  % of justice/legal sector workers	2024-2026
People with disability are able to fully participate in social, recreational, sporting, religious, and cultural life.	Encourage inclusion of people with disability in sport and recreation opportunities.	Dataset 1:  "Number and % of adults with a disability, (18 + years) who report participating in sport or physical activity (Source: AusPlay)"  Dataset 2:	2024-2026



TAP Objective	Action	Indicator	Timeframe
		% data regarding individuals with disability participating in sport and recreation programs, from available program data sets.	
People with disability are able to fully participate in social, recreational, sporting, religious, and cultural life.	Develop and implement a Queensland Arts and Disability strategy.	The Queensland Arts and Disability Plan is published.	2024-2026

## South Australia (SA)

TAP Objective	Action	Indicator	Timeframe
Increase knowledge, understanding and awareness of Guide Dogs and Assistance Animals in South Australia.	<p>Undertake a targeted community awareness campaign to:</p> <p>Promote improved knowledge and community awareness of the role of guide dogs and assistance animals.</p> <p>Improve understanding of and adherence to the legislative responsibilities under the Disability Discrimination Act as it relates to guide dogs and assistance animals.</p> <p>Promote improved community inclusion and acceptance for the blind community and those who use an assistance animal.</p>	Rollout of the targeted community awareness campaign across South Australia.	2024-December 2025
Policies, processes and programs provide better responses to people with disability.	Review South Australian public sector employment resources including OCPSE's Disability Employment Toolkit and promote the Australian Human Rights Commission's IncludeAbility resources when designing jobs and recruiting.	<p>Disability employment target of 3 per cent across the South Australian public sector by December 2026.</p> <p>Increase in engagement scores on People Matter Employee Survey for employees living with disability.</p>	2025-2026
Increase knowledge, understanding and access	Pilot the Inklings Program in South Australia for families with infants aged between 6-18	Rollout the pilot Inklings Program in South Australia to support families	2024-2025

TAP Objective	Action	Indicator	Timeframe
to programs about neurodivergence in the early years to support South Australian families.	months who show early signs of developmental delay.	<p>build capacity to better support a baby who shows early signs of developmental delay and increase their confidence in nurturing their baby's development.</p> <p>Provision of support to families with children who have early signs of Autism through the Inklings Program.</p>	
Autistic students are better supported with transition from primary to secondary school.	Test three models of professional learning to enhance secondary teachers' capabilities to implement neurodiversity-affirming strategies and to apply effective transition practices for autistic students transitioning from mainstream primary schools in 2025.	Implementation and evaluation of multiple models of support to schools to build capabilities.	<p>July 2024</p> <p>December 2025</p>

## Western Australia (WA)

TAP Objective	Action	Indicator	Timeframe
Increase representation of people with disability in leadership roles.	1.1 Deliver LeadAbility courses to develop leadership skills of people with disability and ambassadors working in the disability sector, and provide scholarships to support course participation.	Number of graduating participants.  Number of participants who take up leadership positions.	2025
Employers value the contribution people with disability make to the workforce and recognise the benefits of employing people with disability.	2.1 Commissioned projects to increase employment of people with disability in WA to be delivered by Chamber of Commerce and Industry WA and WA Australian Disability Enterprises.  2.2 Implement the Public Sector Commission's People with Disability: Action Plan to Improve WA Public Sector Employment Outcomes 2020–2025.  2.3 Government Procurement with WA Australian Disability Enterprises (ADEs) – development of a new WA ADE Work plan using direct engagement exception under the WA Procurement Rules and Social Procurement Framework.	Number of people with disability employed.  Increase the representation of people with disability employed in the public sector to five per cent by the end of 2025.  Stable commercial contracts with ADEs that provide employment for people with disability.	2025  2025-2027
Key professionals are disability confident and	3.1 Deliver disability awareness training to Youth and Adult Custodial Officers, Transit Officers, Community Corrections Officers, WA	Number of staff trained.	2025-2027

TAP Objective	Action	Indicator	Timeframe
respond positively to people with disability.	Police Officers, Police Auxiliary Officers and Countering Violent Extremism Unit Officers.  3.2 Introduction of 64 full time equivalent (FTE) complex behaviour support coordinators in WA public schools.	Number of schools accessing expertise in supporting students with complex needs.	
Improve community attitudes to positively impact on Policy Priorities under the Strategy.	4.1 Public authorities, required to implement Disability Access and Inclusion Plans under the Disability Services Act 1993 (WA), deliver initiatives to positively impact community attitudes.	Number of actions that positively impact community attitudes.	2025-2027

## Northern Territory (NT)

TAP Objective	Action	Indicator	Timeframe
Key professionals' workforces are able to confidently and positively respond to people with disability.	Establish an across government panel contract for accessibility services.	Commencement of panel contract for accessibility services across the Northern Territory Government.  Increase in workplace adjustment and accessibility for employees living with disability.	2025-2027
Key professionals' workforces are able to confidently and positively respond to people with disability.	Scope the feasibility of implementing a workplace adjustment passport within the NTPS.	% of managers/agencies on the use of workplace adjustment passport to ease workplace adjustment process.  % of employees who feel the passports will give them autonomy over required reasonable workplace adjustment.	2025-2027

## Australian Capital Territory (ACT)

TAP Objective	Action	Indicator	Timeframe
Improve community attitudes to positively impact on Policy Priorities under the Strategy.	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.	<p>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.</p> <p>ACT Disability Justice Strategy Second Action Plan (2024-2028) implementation on track.</p> <p>Disability Inclusion Act 2024 implementation commenced</p>	2025-2027

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## Endnotes

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- 1 The Social Deck, [\*A New National Disability Strategy Stage 2 Consultations: Report on Targeted Workshops\*](#), Report to Australian Government Department of Social Services, The Social Deck, 2021, accessed 12 March 2024
- 2 Department of Social Services (DSS), [\*National Forum Report: 2-3 November 2022\*](#), DSS, Australian Government, 2023, accessed 5 March 2023.
- 3 Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission), [\*Final Report Executive Summary, Our vision for an inclusive Australia and Recommendations\*](#), Disability Royal Commission, 2023, accessed 2 April 2024.
- 4 Australian Federation of Disability Organisations (AFDO). [\*Report Card on the Final Recommendations from the Royal Commission into Violence, Abuse, Neglect, and Exploitation of People with Disability\*](#). AFDO, 2023 accessed 21 March 2024.
- 5 Australian Institute of Health and Welfare (AIHW). [\*Feel represented in leadership\*](#), AIHW Website, 2023, accessed 22 April 2024.
- 6 DSS, [\*National Forum Report: 2-3 November 2022\*](#).
- 7 Department of Social Services (DSS), [\*Queensland State Forum Report 19 June 2023\*](#), DSS, Australian Government, 2024, accessed 22 February 2024.
- 8 Disability Royal Commission, [\*Final Report Executive Summary, Our vision for an inclusive Australia and Recommendations\*](#).