



Standing Advisory Committee on Disability Issues

11 February 2011 Meeting Report

The SACDI Chair welcomed everyone to the sixth meeting of the Standing Advisory Committee on Disability Issues (SACDI) and acknowledged the traditional owners of the land. Three apologies were noted.

SACDI member terms will end 30 June 2011. ACCAN will commence recruitment for the next two-year term from 1 April. Current SACDI members were encouraged to reapply.

Discussion of member issues:

Members discussed the lack of low cost internet plans for those on disability or similar pensions. A pre-paid dongle and the OneSeniors scheme were suggested as possible solutions. ACCAN is advocating for affordable access with the introduction of the NBN and it was suggested that provision of low-cost/low-usage internet plans should be part of ACCAN's Inclusive Communications campaign.

The committee considered the service provider requirement of a personal alarm system for people with disability, and that these can require that the person with a disability provides their own landline at a cost of \$30/month or more. The cost issue will be explored further by ACCAN and raised directly with service providers.

The committee discussed requirements for communicating with the public in shared spaces and the need for emergency warnings to be issued in multiple formats (visually, with a noise etc). It was agreed that, while this issue is important, it is out of ACCAN's scope.

Disability Policy Advisers updates

Members provided feedback on ACCAN's Accessibility Action Plan. SACDI members were impressed with the documents positive tone and encouraged ACCAN to include examples of the best practice that's already been shown when organising conferences and events.

Members considered what an inclusive communications system could include, as part of ACCAN's work on the upcoming NRS review. Members discussed current accessibility issues with the NRS including; phone menus and operator transfers which can be a barrier for those with intellectual disabilities, and the difficulty that people who come from a Non English Speaking Background experience with the service

The committee considered the work of the ACMA Captioning Committee as it attempts to define benchmarks and quality indicators for captioning, with a focus on live or scrolling captions. Members discussed current issues with caption quality including complaint processes, international standards, placement, colouring and the need to have captions recognised as equally important as sound.



Wayne provided a summary of the World Standards Cooperation Accessibility Workshop he attended in November 2010.

Wayne requested that members email information about the types of equipment their constituents use, what features are important, and what channels the equipment is available through. This will feed into the Inclusive Communications campaign work on disability equipment provision.

Grants and Research update

Members were asked for advice on how best to position the ACCAN/Deakin University Research Project on consumer decision making. Members suggested that two groups be covered by the project: those with intellectual disabilities and people who are not fluent in English (including NESB and Deaf consumers).

ABC RampUp website

Members discussed ABC's new RampUp website and provided feedback to take to the RampUp Advisory Committee. Members discussed difficult site navigation, the possibility that the site will pigeon-hole disability issues, the need for NESB friendly content and the possibility of producing an Easy English news summary.

Communication with SACDI's constituents

Members discussed ways that they communicate with their respective communities. ACCAN will compile a list of possible ways to share information with constituents and provide this to SACDI members at the commencement of the new terms in August.

Review of DBCDE Access to Electronic Media Report

The committee discussed the 22 recommendations in the DBCDE Access to Electronic Media Report, particularly those focused on captioning quality and the extension of captioning to 6am – midnight for primary television services. The committee, while pleased to see this extension, would like to see a requirement for digital multi-channels to provide captioned content. They identified the 2013 Digital Switchover Review as a chance to pursue this agenda. Members were pleased to see that an audio description trial will take place on the ABC in 2011 and feel that the likely 14 hours/week trial requirement is reasonable.

Auslan on websites and television

There was a general discussion of the need for more Auslan content on websites and television. The Government has committed to providing Level AA rated accessible websites by 2014 but this will not require Auslan content. ACCAN is currently focusing on the provision of Auslan emergency warnings and encouraging government departments and regulators to accept submissions in Auslan. The committee passed a motion that they expect the upcoming NRS review to provide information in Auslan.

Emergency services and the NRS

The committee examined the ACCAN report 'The Queensland flood disaster: Phone services and emergency warnings – access for people with disability'. This will be distributed to the



ACMA and the Attorney General's Department. Members suggested that ACCAN ask appropriate organisations' for endorsement or support, that the section on Emergency Information mention the need for voice over information for the vision impaired and that NESB access to emergency services be considered.

Future meetings

The next meeting was confirmed for **Wednesday, 25th May 2011 at the ACCAN Office in Sydney.**