

NSW Performance and Wellbeing Framework

Parliamentary Hearing

12 September 2024

Question taken on notice

Ms JENNY LEONG: *Maybe you can take this on notice. The more that we're hearing from groups that are representing vulnerable people, who are feeling like the services that are offered by the State are not currently working and supporting them in the way they need to, it's almost like the paper we have before us and the priorities and the indicators set by Government, to go to the point that was made earlier, are a measure of how effective or not are the government programs that we're currently running and are they contributing to people's wellbeing or not, rather than what is a definition of wellbeing for people in the community and then how would we reshape government programs to deliver for them.*

To that point around the stages, if this is the first stage—looking at things like if the State finances are robust and sustainable, the markets are fair and competitive, and workplaces are safe, which seem to be more at an institutional or a government-service level—it would be great to get some indicators of what you think would be, from a person-centred perspective, the measures in each of those thematic areas. I take the Chair's point that the Government and the Treasurer are keen to move quickly on it, but potentially the Public Accounts Committee, and potentially through that, the Auditor-General's office, can have a role in looking at what is the people-centred element of those measures. I want to put on notice that if people have thoughts around that, it would be great to get your perspective on it, because there may be a way that those other bodies can have a role in taking a more holistic approach in how we measure how this is working.

The CHAIR: *Or, as Mr Salvaris was saying, it could be that stage one is about measuring the effectiveness of government programs and service delivery—the nuts and bolts sort of thing—but the larger aspiration of how do we actually improve the wellbeing of people who live in New South Wales, that big aspirational piece, is a stage two piece that is done over time. That may be another one.*



MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION of NSW INC

The Multicultural Disability Advocacy Association (MDAA) would like to reiterate the organisations recommendations founded in its submitted response to the NSW Government Consultation Paper on the Performance and Wellbeing Framework. The response highlights recommendations for policy and government programs and intervention for priority themes. As MDAA is a peak body organisation representing CALD people with disabilities across New South Wales, these recommendations were constructed to ensure that this underrepresented population are represented within the framework and consultation period.

MDAA has identified its priority themes as follows:

- a) Housing
- b) Prosperity
- c) Community
- d) Health
- e) Education

The exclusion of 'sustainable', while important, remains to the average CALD person with disability as a matter of non-importance. Due to the growing cost of living crisis, housing insecurity and the continuous struggle to live comfortably and provide for their families, many view sustainability as an afterthought and not their responsibility. In the perspective of the individual, they are no longer able to be concerned for sustainability.

MDAA would like to further highlight the following recommendations according to their respective indicator:

Housing:

1. Ensuring that new social housing developments prioritise accessibility, particularly for individuals with disabilities. This should include accessible entrances, wider doorways, and bathroom modifications to accommodate wheelchair users.
2. Conducting regular reviews and audits of the housing system to ensure that properties meet accessibility standards and that tenants' needs are adequately addressed. This should include monitoring the condition of social housing properties and ensuring that maintenance is timely and effective.
3. Address the restricted choice in social housing areas by expanding the availability of social housing in diverse locations. This would help families and individuals stay close to their community and support networks, which is crucial for many CALD communities.
4. Increase financial assistance and support programs for individuals and families struggling to afford rent due to the cost-of-living crisis. This could include rent subsidies or emergency housing grants to prevent homelessness and housing insecurity.
5. Engage with CALD communities to develop community-based housing solutions that align with their cultural values and support systems. This could involve partnerships with community organisations like MDAA to better understand and address specific housing challenges faced by these communities.



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Education:

1. Enforce guidelines for tailoring curriculum to the needs of children with disabilities and enforce strict adherence to safety plans during medical emergencies, with immediate corrective actions for failures.
2. Enforce guidelines for tailoring curriculum to the needs of children with disabilities.
3. Make disability awareness training mandatory for teachers and staff, focusing on accommodations and safety plans.

Community:

1. Consistent and accurate translations of information and advice into community languages to ensure that miscommunications are minimised.
2. Increased funding of leisure and recreation centres to provide welcoming spaces and encourage community engagement.
3. Focus on rebuilding trust in government communications, particularly within CALD communities, by improving clarity, timeliness, and cultural sensitivity in future public health campaigns.

Prosperity:

1. Provide targeted financial and employment support to individuals from CALD backgrounds, addressing the compounded challenges of disability, poverty, and the rising cost of living.
2. Invest in creating more local employment opportunities in Western Sydney to reduce the need for long commutes and alleviate associated costs and time pressures.
3. Implement measures to reduce the cost of public transport and petrol, making it more affordable for low-income individuals, particularly those with disabilities and young families.

Health:

1. Implementation of communities of practice frameworks during development of health policies and strategies to ensure that issues and concerns of people with disability are addressed.
2. Implementation of cultural sensitivity training to service providers and health practitioners to be better equipped with the tools necessary to ensure equitable access to health care and services.
3. Ensure that health information and resources are provided in accessible formats, including translated materials and easy-to-understand language, to better serve CALD communities and individuals with disabilities.