

Survey of Disability Services and Related Human Resources in the Pacific

**Annex of the report on Improving Access to and Provision of
Disability Services and Facilities
for People with Disabilities in the Pacific.**

Disability Service and Human Resource Mapping

MAY 2012

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Introduction

In May 2010, the Australian Government committed a new budget measure of \$30.2 million over four years, to implement its strategy on *Development for All: Towards a disability-inclusive Australian aid program 2009-2014* (DfA). One activity under this strategy seeks to improve quality of life for people with disability by supporting partner countries to improve access to and provision of disability-specific services and facilities so that women, men and children with disability can participate in social and economic life.

As a first step to determining the nature and scope of Australia's support in this area AusAID is undertaking a review (including this survey) of what currently exists in the Pacific (at local, provincial, national, regional and international levels). The survey below will help gather baseline information about what services and facilities exist, what challenges exist, and options or actions to address challenges experienced by people with disability in accessing affordable and quality services and facilities. This survey will be administered over the phone by a member of the data collection team. However, if you prefer (due to time constraints or availability reasons), this form can also be completed in writing.

The information received in the survey will then inform further consultations with key stakeholders on how Australia can best support greater access to and provision of services and facilities for people with disability in the region. The in-depth review will take place incrementally over 6 months from May 2011 and includes enquiries that will be carried out by AusAID working in partnership with the Pacific Disability Forum (PDF) and CBM Australia – Nossal Institute Partnership for Disability Inclusive Development.

Why focus on disability-specific services and facilities?

Access to appropriate rehabilitation, assistive devices, equipment and technology can increase a person's ability to communicate, get to school or work, and contribute to family income and the national economy. Access to appropriate services and facilities can also increase economic output by enabling greater economic contributions of families and communities, who, under current circumstances, may limit their economic activity in order to provide care in the home. The World Health Organization (WHO) states that in many developing countries only 3% of people with disability who require rehabilitation services and only 5%-15% of people who require assistive aids, equipment and technologies have access to them. Production is low and often of limited

quality; personnel trained in rehabilitation and provision of such devices and technologies is scarce, especially at provincial and district levels; and in settings where access might be possible, costs are prohibitive.¹

Supporting partner country improvements in providing disability specific services and facilities will help ensure that Australia's development assistance expands its reach to people with disability who are currently marginalized and excluded from accessing services and opportunities. This investment aligns with Australia's *Development for All* strategy (informed by extensive consultations in the region) and Australia's commitments under the UN Convention on the Rights of Persons with Disabilities (Article 32 on international cooperation). Through this support Australia will contribute to improved health, quality of life, active participation and inclusion of people with disability in social, economic, cultural and political life.

It is important that Australia's support in this area aligns with existing policies and strategies in the region (AusAID, regional and national), and is integrated wherever possible with the agency's existing programs and partnerships. Therefore, during this review, we will explore where and how disability-specific services and facilities are or could be:

- integrated into existing systems and structures locally, provincially, nationally, regionally and internationally;
- linked with regional centres, training institutions and industries providing rehabilitation services, training and assistive devices, equipment and technologies; and
- supported through existing mechanisms e.g. through bilateral, regional and international partnerships such as with partner governments, NGOs and Disabled People's Organisations (DPOs), WHO etc.

What do we mean by disability-specific services and facilities?

The term "disability-specific services and facilities" refers to but is not limited to rehabilitation; outreach services and training; community resources; provision of assistive devices, technology and equipment that enable people with disability to actively participate in their communities (eg. go to school, work, communicate with others). Examples of services and facilities include: medical and therapy services that provide assessment and interventions, community based rehabilitation: provision of appropriate

¹ WHO, 2009, *Assistive devices and technologies*, <http://www.who.int/disabilities/technology/en/>; WHO 2008, *Guidelines for the provision of manual wheelchairs in less-resource settings*, <http://www.who.int/disabilities/publications/technology/wheelchairguidelines/en/index.html>

wheelchairs and other mobility equipment; access to sign-language interpreters and training: closed captioning, Braille, accessible software; advice on assessment and construction of accessible buildings, toilets and adapted transport.

Instructions for completing this survey:

We do not ask you to seek extra information that you do not readily have available to you. If you are unsure of the answer, it is quite reasonable to skip the question. We understand you will not necessarily have information on all services. We ask quite a few questions about the availability of health, rehabilitation, education, livelihood and other programs and services for people with disabilities on your country. We do this because there is currently no comprehensive information on the availability or accessibility of appropriate services, and this is something we seek to compile. Thank you very much for helping AusAID better understand the disability service needs in the Pacific.

* To indicate your response in a box, please place an X inside by clicking on the box. E.g. Yes ☒ No ☐

If you are filling in this form electronically please return by email to Fareen Walji E: fwalji@cbm.org.au by 20 September 2011.

Name:

Organization:

Country:

Date:

Section 1. Health (Rehabilitation and Assistive Devices)

Q.1 Are there any community based rehabilitation (CBR) or other rehabilitation services available in your country?

Yes ☐ No ☐

Q.2 What CBR / rehabilitation services are available, where are they available and who provides them? (See below this table for options for each column)

Name of service and contact information if available	Type of provider: Government (and dept), NGO, Private etc.	What services? Prosthetic, Orthotic, Occupational Therapy, Physiotherapy, Speech Therapy, other (specify)	Which professionals are available?	Are assistive devices available? Which ones?	Where are these services available? (National, Regional, District Hospital, Community Health Centre, Household + Coverage)	Other information (e.g. cost of services and devices, accessibility)

*Options for columns above:

Which professionals: Doctors, Nurses, Occupational therapists, Physiotherapists, Speech therapists, Orthotists, Prosthetists, Community based rehabilitation workers, Other

Which of the following assistive devices are available free of charge or subsidized? Wheelchairs, Walking frame, Crutches/walking stick, Prostheses e.g. artificial arm or leg, Orthoses e.g. spinal brace, hand/leg splints, Eye glasses, White canes, Braille system for reading and writing, Screen readers for computers e.g. Job Access With Speech (JAWS), Hearing aids, Other (specify)

Where: National, Regional, District Hospital, Community Health Centre, Household + Coverage

Q.4. In your opinion which of these services is of good quality and why?

Q.5. What type of training is available for rehabilitation professionals?

What is the training? (Include degree / level)	Where is it located?	Who provides the training? Who funds the training?	Other information

*Options for columns above:

What is the training: PT, OT, Speech therapy, Prosthetics & Orthotics, Psychosocial, Rehabilitation worker, CBR Worker, Wheelchair technologist + Formal (eg. degree qualification) or Informal (eg. short course type training)

Who provides: Name of provider (and contact information if available) + Organization type: Government (and dept), NGO, Private etc

Q.6. What types of rehabilitation professionals are most needed in your country and why do you think so? (Rank and provide reasons)

	Type of professional	Please provide reasons for this choice
1.		
2.		
3.		
4.		
5.		

Q 7. To the best of your knowledge which of the following surgical procedures related to disability are available in your country?

Procedure	Not available	Available on a permanent basis	Provided by visiting specialists (and if so how often) or travel required for this (where)	Don't know

Surgery for visual impairments (e.g. cataract surgery)				
Surgery for hearing impairments (e.g. cochlear implants or tympanoplasty)				
Orthopedic surgery (e.g. to address fractures or spinal deformities)				
Reconstructive surgery for cleft lip or palate				
Reconstructive surgery for burns or leprosy (e.g. tendon transfer)				
Club foot surgery				
Correction (release) of post Polio contractures				
Management of spina bifida and/or hydrocephalus				
Correction of vesico-vaginal fistula (post partum)				
Correction of incontinence (bladder, rectal)				
Other (please specify)				

Q.8. What are the greatest rehabilitation priorities for People with Disabilities in your country?

Q. 9. Provide an example of a successful rehabilitation initiative in your country and why you think this is a good example.

Q10. Which of the following health promotion and prevention programs are conducted in your country?

Put a yes / No / Don't know in each box as appropriate

Program	Currently being conducted in country	People with disabilities are participating (or receiving information in accessible formats, e.g. Braille, sign language interpreters, clear language for people with learning disabilities)
Immunization programs against communicable diseases		
Nutrition education programs		
Work safety programs		
Safe drinking water education programs		
Sanitation education programs		
Road safety and accident prevention		
Other (please specify)		

Section 2. Education

Q.1 Are there any inclusive or special education programs available in your country? (Inclusive education is where students with disabilities are educated in schools with children without disabilities; special education is in schools specifically for children with disabilities)

Yes ☐ No ☐

Q.2. What education programs are available to children and people with disabilities in your country or the region?

a. Inclusive education programs

Preschool ☐ Primary school ☐ High school ☐ University / technical college ☐

b. Special schools

Preschool ☐ Primary school ☐ High school ☐

c. Community based education programs (e.g. sign language groups for children who are deaf) ☐

d. Home based education programs ☐

e. Residential care education programs, e.g. boarding schools ☐

Q.3. If you responded that education programs were available please describe, which of the following student support services are also available at these institutions:

Type of student support service	Please rate: Always (1), Sometimes (2), Rarely (3), Never (4)
a. Assistant or personal aid	

b. Interpreter	
c. Braille system for reading and writing	
d. Screen readers for computers e.g. Job Access With Speech (JAWS	
e. Sign language	
f. Assistive devices	
g. Audio device	
h. Teacher's Aid	
i. Other (please specify	

Q.4. Please provide some basic information about the special and / or inclusive educational institutions in your country or the region:

Name of institution and contact information if available	Type of provider (eg. government, NGO, church, etc)	What type of institution is it? (See below for options)	Where is it located? (National, Regional, District, Capital City etc)	Which supports are available (choose from list above)	Who funds this service? (+) What are costs for students?	Other information (e.g. enrolment, affordability, accessibility)

*Options for columns above:

What type of institution? Inclusive Education (Preschool, Primary, High School, Technical College, University), Special School (Preschool, Primary or High School), Community Based Education, Home Based Education and Residential Care

Q.5. What type of training is available for inclusive or special education professionals and other personnel in your country or the region?

What is the training? Include degree / level, formal / informal, in-service training (and regularity) etc.	Type of provider? (Name and contact information; and type of provider, e.g. government (name the department), NGO, private trainer)	Where is it located?) (National, Regional, District, Capital City etc)	Other information

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*Options for columns above:

What Training? e.g. Degree in Inclusive Education, Training or Degree in Special School Programming, Formal or Informal etc.

Q.6. What are the greatest priorities in terms of inclusive or special education in your country (explore issues such as quality, coverage, expertise) and why?

Q.7 Provide an example of a successful inclusive or special education initiative in your country or the region and why you think this is a good example.

Section 3. Livelihood

This section covers a few areas: vocational training, microfinance, and social protection (including government welfare pensions, cash transfers and free health insurance for people with disabilities)

Q.1 Are there any training or livelihood programs available for PWD in your country?

Yes ☐ No ☐

Q2. Which of the following programs are available for PWD? Yes / No / Don't know

	Available for everyone	Available for everyone AND inclusive of people with disabilities (e.g. adaptations have been made to the program to be inclusive of PWD)	There are specific programs for people with disabilities
a. Vocational training programs e.g. carpentry, mechanics, IT, computing, sewing, hairdressing eetc			
b. Vocational support services e.g. vocational guidance, job placement services			
c. Skills development programs e.g. business training, computer training, hospitality			

d. Microfinance (credit and loans) programs			
e. Government disability pensions			
f. Government cash transfer program (subsidies or payments from the government to eligible citizens)			
g. Government free health insurance			
h. Community poverty reduction programs			
i. Entrepreneurial programs such as business start up capital			
j. Other (please specify)			

Q.3. Please provide some basic information about programs you have identified above that include people with disabilities.

What is the program? (See choices	Who provides? Name of provider (and contact	Where is it located? (National, Regional, District, Capital City etc)	Who funds? What are costs for participants?	Are people with disabilities able to get jobs or start	Other information (e.g. coverage, affordability, accessibility)
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above)	information if available) + Organization type: Government (and dept), NGO, Private etc			businesses as a result of this program?	

Q.4. What are the greatest priorities in terms of livelihood for people with disabilities in your country (explore issues such as quality, coverage, expertise) and why?

Q.5. Provide an example of a successful disability related livelihood initiative in your country or the region and why you think this is a good example.

Section 4. Social

Q.1 Are there any social support programs available for People with Disabilities in your country?

Yes ☐ No ☐

Q2. Which of the following social support programs are available?

Please answer with a yes / no / don't know

	Available for everyone	Available for everyone AND inclusive of people with disabilities (e.g. transport provided for PWD to attend)	There are specific programs for people with disabilities
a. Disability awareness programs			
b. Disability rights education programs			
c. Art and drama programs			
d. Sporting programs			
e. Recreation and leisure programs			
f. Church-based			

programs			
g. Other (please specify)			

Q.3. Can careers in your country access support? Yes ☐ No ☐

If yes, can you please describe what these are?

Q.4. Please provide some basic information about the social support programs available for people with disabilities that maybe provided through church, community, government or private sector that you have identified above.

What is the program? (See choices above)	Who provides? (Name of provider (and contact information if available) + Organization type: Government (and dept), NGO, Church, Private etc.	Where is it located? (National, Regional, District, Capital City etc)	Who funds? + What are costs for attending?	Other information (e.g. coverage, quality, accessibility)

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Q.5. What are the greatest priorities in terms of social support programs for people with disabilities in your country and why?

Q.6. Provide an example of a successful social support initiative for people with disabilities in your country or region and why you think this is a good example.

Section 5. Empowerment

Empowerment refers to programs which enhance the capacity of individuals or organizations of people with disabilities to raise their voices and participate in society.

Q.1 Are there any empowerment programs available for People with Disabilities in your country?

Yes ☐ No ☐

Q2. Which of the following organizations and programs are available?

- a. Self-help or informal groups that involve People with Disabilities ☐
- b. Disabled People's Organisations which are run and managed by People with Disabilities
- i. National ☐
- ii. Regional ☐
- iii. Local ☐
- c. Programs which help People with Disabilities improve their ability to communicate / advocate ☐
- d. Programs which increase the involvement of People with Disabilities in political processes ☐
- e. Programs which specifically target the empowerment of Women with Disabilities? ☐
- f. Other (please specify) ☐

Q.3. Please provide some basic information about the empowerment programs.

What is the program? (See choices above)	Who provides? Name of provider (and contact information if available) +	Where is it located? (National, Regional, District, Capital City etc)	Who funds the program?	Other information (e.g. coverage, affordability, accessibility)

	Organization type: Government (and dept), NGO, Private etc			

Q.4. Do Disabled People's Organisations in your country have the knowledge and skills to support other stakeholders to improve disability services and facilities? Yes ☐ No ☐

Q.5. What are the greatest needs in terms of empowerment programs in your country and why?

Q.6. Provide an example of a successful empowerment initiative in your country and why you think this is a good example.

Section 6. Needs / Priorities

Q1. Rank the following sectors from 1-5 in order of the most important priorities in your country (1 is most important, 5 is least important):

- a. Health (e.g. rehabilitation and assistive devices)
- b. Education (e.g. inclusive education)
- c. Livelihoods (e.g. microfinance)
- d. Social (e.g. art and drama programs)
- e. Empowerment (e.g. advocacy training)

Q2. Choose the 10 most important priorities in your country from the following: (1 is most important, 10 is least important)

	Needs	Rank 1 is most important to 10
a.	Rehabilitation services	
b.	Assistive devices	
c.	Inclusive education programs	
d.	Special schools	
e.	University / technical college	
f.	Vocational training	
g.	Skills development	

h.	Carer support programs	
i.	Art and drama programs	
j.	Recreation, sport and leisure programs	
k.	Self-help groups	
l.	Disabled People's Organisation	
m.	Community awareness programs	
n.	Other (please specify)	

Section 8. Disability Service Human Resources

Q1. Are there training programs for professionals and other personnel which provide support or services, or enhance inclusion for people with disabilities in your country or region in the areas of:

- a. Health
- b. Rehabilitation
- c. Education
- d. Livelihoods
- e. Social
- f. Empowerment

Q2. If so please provide information on these training programs other than those previously identified:

What is the training? (Include degree / level, formal / informal etc)	Who provides? Name of provider (and contact information if available) + Organization type: Government (and dept), NGO, Private etc	Where is it located? (National, Regional, District, Capital City etc)	Other information (e.g. yearly enrolment, quality, curriculum details)

Q3. What are the largest skills gaps in your country related to disability services and why should they be considered a priority?

Thank you very much for taking the time to complete this survey and interview. We appreciate the investment of your valuable time!

Please return this survey to [REDACTED] email: [REDACTED] by 20 September 2011.