

Please find attached my powerpoint presentation on the review of the DDA to the Productivity Commission. The views and comments within this submission are based on my personal experience of a person with a disability and as an advocate and representative of people with a disability.

They are not necessarily the views of my employer or the State Government of South Australia.

Regards

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SA

DDA Review by Productivity Commission

- Presentation by Maurice Corcoran
- Friday 4 July 2003

Context of Presentation

- As an individual complainant in cases which include complaints against:
- TransAdelaide, PTB and Minister for Transport;
- Courts Authority;
- Adelaide Entertainment Centre & Minister for Tourism;
- Kendell Airlines;
- Qantas Airlines; and
- Commonwealth bank.

Complaints Process and Conciliation

- My experience has been:
- with the support of DDA legal advocate;
- with the support of a lawyer and firm;
- as an individual with advocacy and Social Work experience.

HREOC advice and process of conciliation

- Complaints information and briefing workshops very useful;
- Hearing formality very stressful.
- Risk to the sector of poorly prepared cases without appropriate support.
- Legal support and preparation also stressful.
- Made far more stressful and as a deterrent when costs decision made and enforcement in Federal Court.

Experience as paid Advocate

- Benefit of the DDA as a potential tool.
- Awareness and Training crucial in the past, present and future.
- Disability Action Plans as a pro-active systems approach with local government to achieve change.
- Mandated Action Plans by all levels of Government and measuring incremental change.

Standards development

- Pressure of being a volunteer in a professional role amongst professionals.
- Inequity of resources between volunteer reps and industry.
- Passion and Commitment V's a job.
- RIS development and benefit analysis.
- Training and research funding.
- Safety in taxis, buses & light aircraft.

- Annual reporting of implementation across Transport modes.
- Handling of complaints.
- Power to investigate by HREOC.
- Resources for the DDA Standards Project and security
- Resources for promotion.