



# **SACOSS** ESSENTIAL SERVICES + DISABILITY CONFERENCE 2018



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## Plenary Session: The Energy Penalty – Disability and Fuel Poverty

**Professor Cosmo Graham**

**Centre for Consumers and Essential Services, University of Leicester**

This session is proudly sponsored by **ESCOSA**





UNIVERSITY OF  
LEICESTER

# Disability and fuel poverty: a UK perspective

Cosmo Graham



# Fuel poverty

- England
  - 10-12%, roughly 2.5 million households
- Policy changes
  - Definition
  - Devolution
  - Energy efficiency
- Australia?
  - Affordability

# Disability

- United Kingdom
  - 22% of population, 13.9 million people
- Australia
  - 18.3% of population, just over 4 million people



# Fuel poverty and disability

- About one million households in England
- Extra costs
- Access to best deals

# Energy market UK

- Competitive
- Divided up
  - Supply separate from distribution and transmission
  - Generation competitive – some supply generation overlap
  - Six major suppliers, sixty small ones
    - Watch this space: Npower/SSE merger proposed
- Not working well

# Regulatory framework

- Independent regulator – Ofgem
- Principles based regulation
- Extra Help Unit
- Vulnerability strategy
- Temporary Tariff caps
  - Standard variable tariff and default tariffs
  - Prepayment meter, Warm Home Discount customers

# Pre-payment meters

- Significant numbers: 16% households
- Disconnection in UK
  - 2017 = 17
  - Australia 2015-16 = 96,000
- Problems
  - Higher tariff
  - Self-disconnection
  - Switching problems
- But: popular with customers

# Income support - UK

- Warm Homes Discount
- Winter Fuel Payments
- Cold Weather Payments
- Social Tariffs

# Non-financial measures

- Priority services register
  - Password scheme
  - Third party deal with billing
  - Notification of planned interruptions
- Industry initiatives
  - Energy UK Safety Net
  - Commission for Customers in Vulnerable Circumstances



# Conclusions

- Limited income support
- Competitive market but significant price controls
- Large emphasis on vulnerability



## Showcase – Delivering Better Practice

Telecommunications: Kelly Schulz, Telstra

Shared Services: Rod Paine, 4Thought

Energy: Michelle Moss, QDN

This session is proudly sponsored by **Baptist Care SA**



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care sa

Telstra  
Innovation for  
Accessibility &  
Inclusion





# Telstra Smart Home

## Automation, Safety & Independence

- **Appliance safety**
- **In home & external monitoring**
- **Home comfort**
- **Remote routine monitoring**
- **Control & safety**
- **Voice assistant**
- **Health & Lifestyle**











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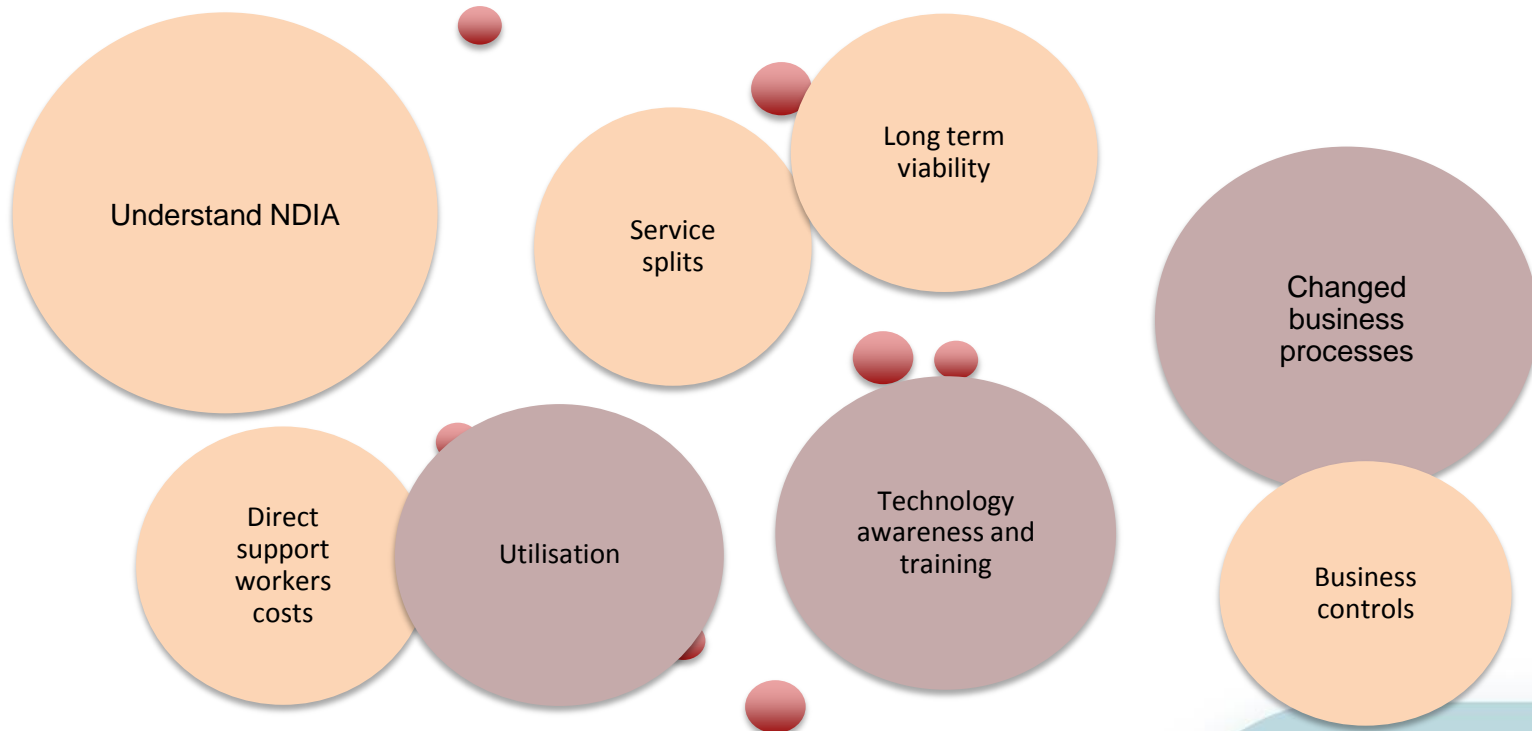
## CUSP Services presentation

Unleashing the power  
of your not-for-profit.

Powered by  
*Connecting Up* 

The logo for Connecting Up, featuring a stylized globe icon composed of a grid of squares.

# Why?



Unleashing the power  
of your not-for-profit.

# Who we are

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## SME's

- Credibility and experience
- Core staff
- NDIA knowledge
- Focus / growth
- Sector view

## 4thought

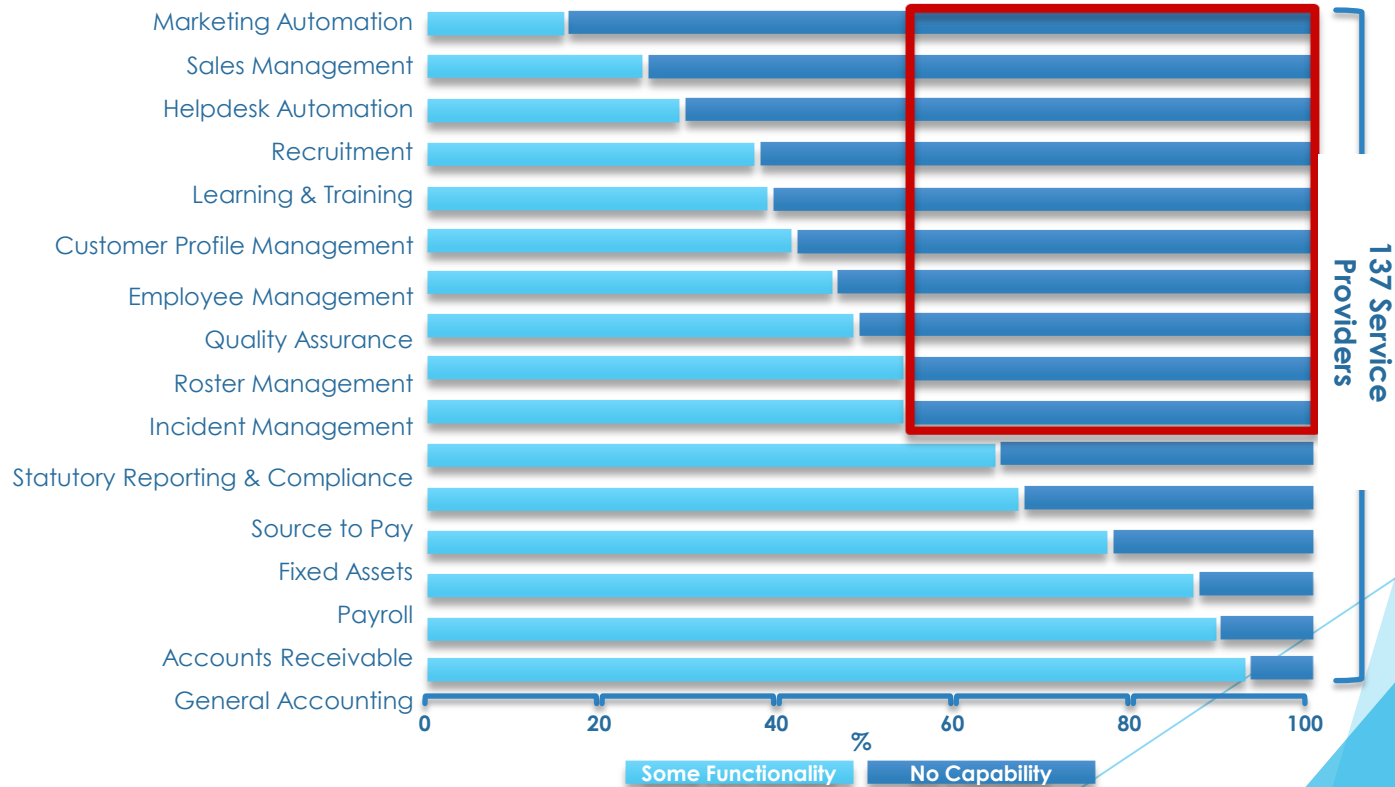
- Program mgt
- Implementations
- Organisational change
- Business process
- BPaaS know-how

## ConnectingUp

- Technology skills
- Industry visibility
- Core skills
- Partnering - vendors
- Marketing

Unleashing the power  
of your not-for-profit.

# Started with a deep dive on functionality



# What we are providing

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Implement core backoffice functionality:

- Integrated CRM with NDIS customised workflows, dashboards and reporting
- NDIA Portal support (service bookings and claims)
- Workforce management (scheduling) *[real time rostering with interpretation of SCHADS Award and/or individual EA provisions]*
- Functionality to support a highly mobile workforce (clocking, leave/availability mgt, tasks, case noting)
- HR and payroll services to come

Using a team from the sector.

Transactional model that minimises the up front cost, and lets you scale up or down as needed

We help define and manage the transition.

**Unleashing the power  
of your not-for-profit.**



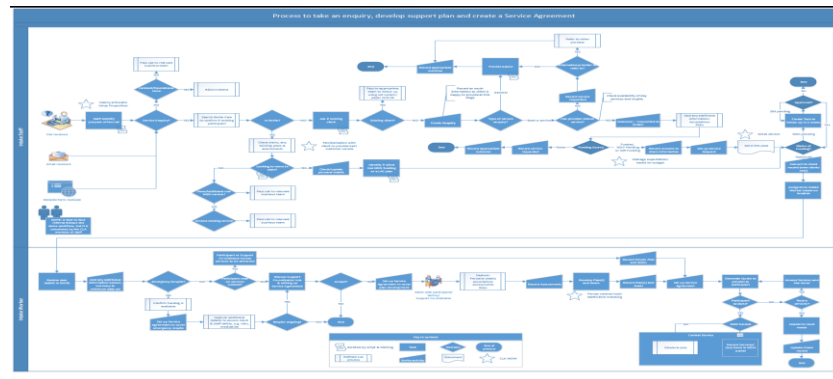
## Intake

Monitor channels - emails, NDIA referrals, other? Manage the queue.

Capture sufficient information, including mapping related parties / family / special arrangements

## Qualification of customers

- Confirmation of NDIA / other funding sources. Process through the NDIA, funding reserved.
- Consents as needed
- Any other background checks needed?
- Special information needed - safety concerns / risks



## Contract management

Start the service agreement process. Allocate to a support coordinator / team leader and manage the time to respond.

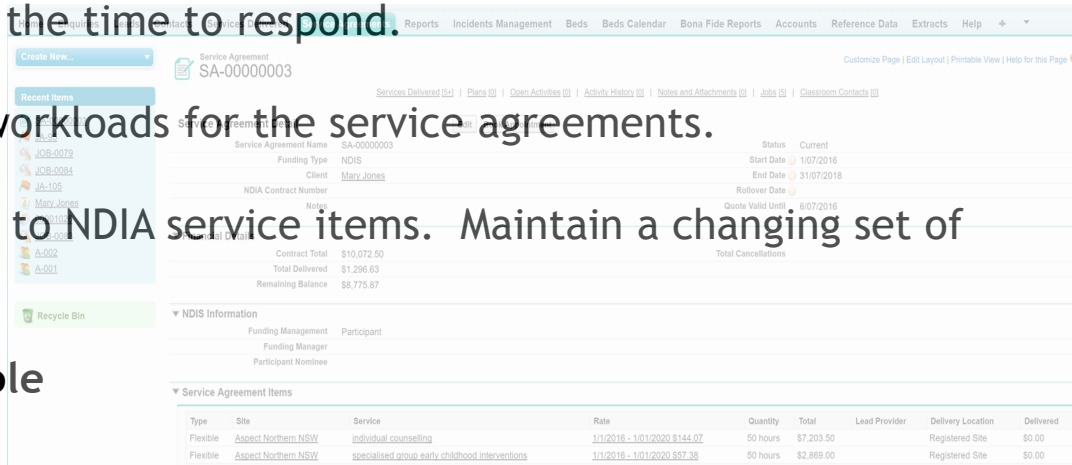
Help manage individual workloads for the service agreements.

Ensure accurate mapping to NDIA service items. Maintain a changing set of service items over time.

NDIA accounts receivable

Minimise and manage exceptions.

Manage other revenue sources as needed. eg self managed, privately funded.



The screenshot shows the 'Service Agreement' page for SA-00000003. The interface includes a top navigation bar with links like Reports, Incidents Management, Beds, Beds Calendar, Bona Fide Reports, Accounts, Reference Data, Extracts, and Help. A left sidebar contains a 'Recent Items' list and a 'Recycle Bin' link. The main content area displays details for the service agreement, including its name, funding type, client, and contract number. It also shows a table of service items with columns for Type, Site, Service, Rate, Quantity, Total, Lead Provider, Delivery Location, and Delivered.

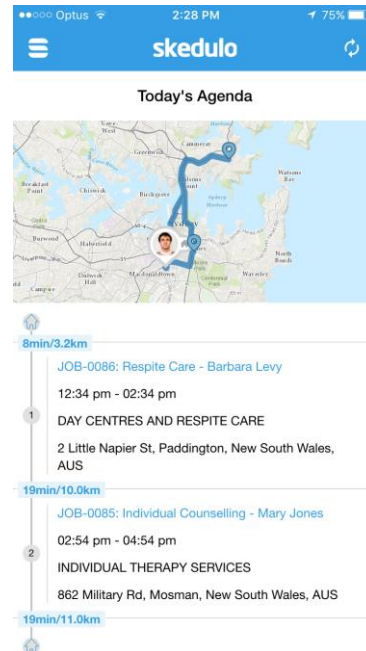
Type	Site	Service	Rate	Quantity	Total	Lead Provider	Delivery Location	Delivered
Flexible	Aspect Northern NSW	individual counselling	1/1/2016 - 1/01/2020 \$144.07	50 hours	\$7,203.50		Registered Site	\$0.00
Flexible	Aspect Northern NSW	specialised group early childhood interventions	1/1/2016 - 1/01/2020 \$57.38	50 hours	\$2,869.00		Registered Site	\$0.00

## Scheduler

Mobile workforce management. Allocation of tasks, reallocation as needed, timesheet management, WH&S management and reporting, maintenance of staff accreditation.

Allocation of associated resources, including vehicles and equipment. Sign in and sign out as needed.

Onboarding of new staff. Reallocation of software licences. Initial training and ongoing support in the use of the systems.

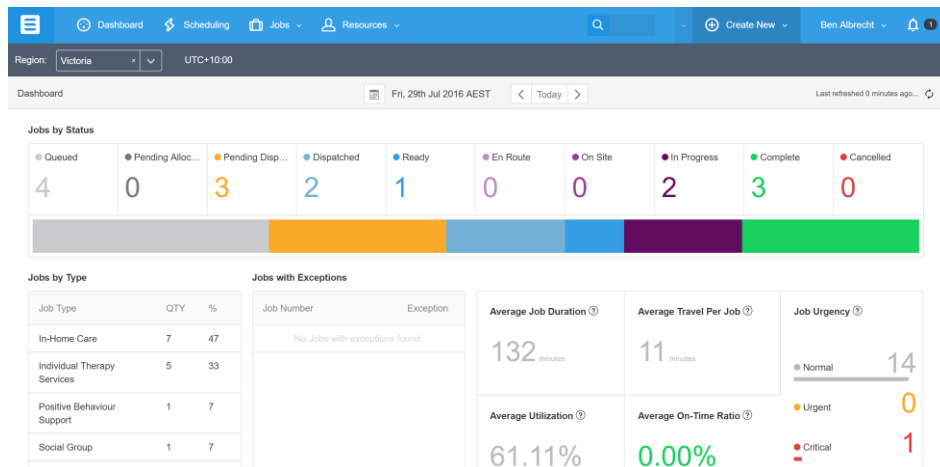


## Reporting

Currently a wide variety of external reports needed. Internally need to measure to make changes - costs of staff, travel time,

## Vendor management

Including ongoing upgrades



# Bright Sparks - By people with disability for people with disability



*Celebrating*   
**15 YEARS** of leading  
and influencing change

# About Queenslanders with Disability Network

- Of, by and for people with disability
- State-wide network of over 1500
- 15 year anniversary 2017



# QDN's Work:

## What we do:

- Provide information and referral support to people with diverse disabilities
- Systemic advocacy around mainstream and disability inter-face issues
- Specific funded projects - eg NDIS participant readiness, energy, etc co-designed and delivered by peers with disability

## What QDN doesn't do:

- Provide disability services -accommodation/day services



# Our Approach

Working  
with  
partners

Co-design &  
co-facilitation

Front-line  
workers  
critical  
supports

Creative  
engagement  
approaches

# About the project

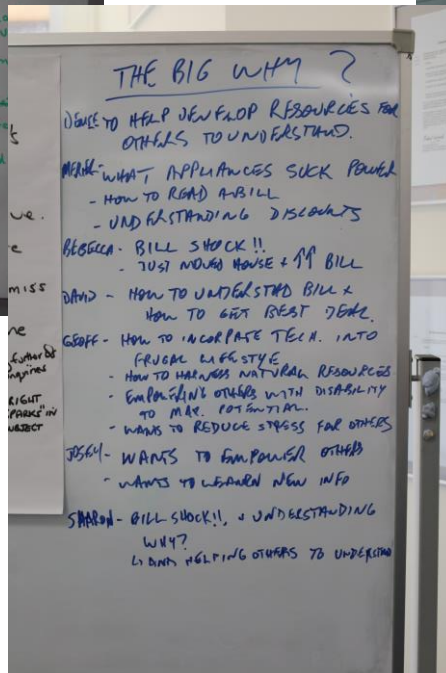
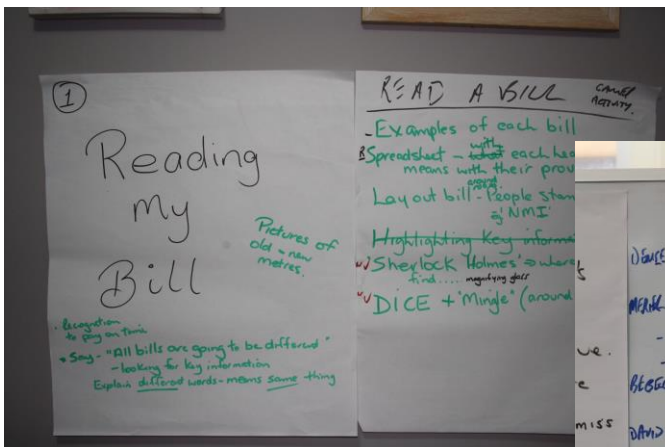
- Funded through Switched on Communities Grant - through QCOSS and funded by AGL
- Recruitment of 8 Energy Champions and training in content and facilitation skills
- Engaged in process of co-design to develop resources, workshop format and workshop processes
- 38 Workshops co-delivered by QDN's Energy Champions to almost 1000 people with disability and their supporters
- Further engagement with almost 6000 key stakeholders and allies through the project
- Participants with disability included people with physical, intellectual, cognitive, sensory and psychosocial disability.

# Co-design and co-production

- Participatory leadership
- Shared vision, goals and project outcomes
- Knowledge and skills transference - content and key messages
- Co-design - resources, processes



# Co-design



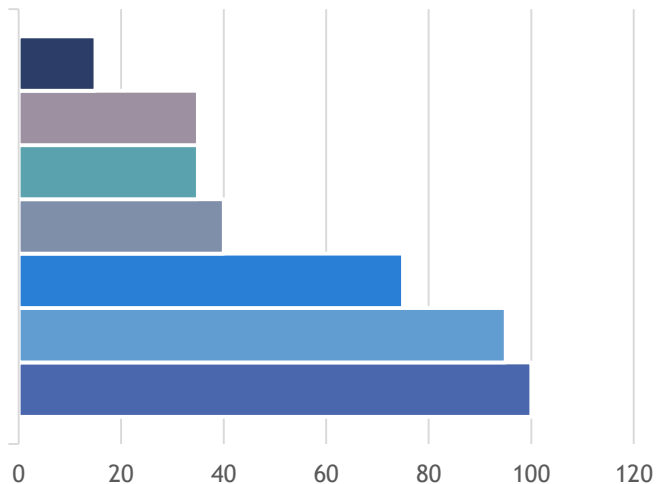
# About the participants

- 53% of attendees identified that had previously experienced bill difficulties
- Only 62% indicated that they currently receive concessions or rebates, with many participants unaware of rebates and what is available.
- People who attended by housing type: 62% public or community housing, 18% private rent, 15% home owners and 5% other



# What participants want to know

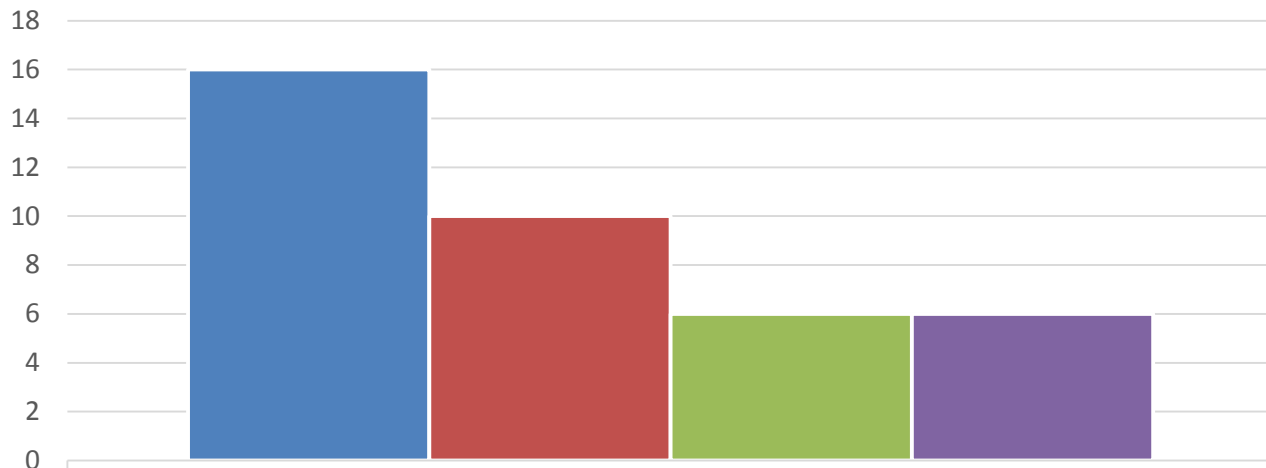
Graph 1 - What people said before a Bright Sparks session - what do you want to learn?



- can I avoid estimate bills 15
- find out about HEEAS 35
- how to switch providers 70
- I want to save money 100

- find out about concessions 35
- I want to know how to read a bill 40
- understand why bills have gone up 95

# Impacts of disability upon energy use



how does my disability impact on my use of electricity

- Electric wheelchair use – high power bills and access the meter is difficult 16%
- Require thermal regulation due to my disability 10%
- Legally blind – can't read meters/bills 6%
- Extra equipment is needed but I was worried how I can afford to run it 6%



# Workshops

Workshop participants increased knowledge and skills to:

- read their electricity bill
- compare costs and products across retailers
- develop good energy habits and reduce their electricity use
- concessions and rebates available
- help that is available



# Feedback from participants

- ▶ 91% of attendees are likely to change bill reading habits
- ▶ 90% of attendees are likely change energy consumption habits
- ▶ 95% of attendees feel more empowered overall about electricity
- ▶ 99% of attendees will tell others about what they learnt during Bright Sparks
- ▶ 78% of attendees likely to enquire about concessions and rebates
- ▶ 43% of attendees will look to switch plans or providers

# Some case studies

Person	Empowered Energy Consumer outcomes
a group of 14 tenants in a housing complex	At the start of the workshop, group were not working well together. After workshop, they were brainstorming how to support each other to continue the learnings/savings. The group through the course of the workshop identified over \$2000 in collective savings available. Group is continuing to support each other
man on a disability pension - hadn't opened his last power bill	Reported that he didn't know about Hardship, HEEAS or Centrepay to get back on track. Bright Sparks referred the client to neighbourhood centre for 1-1 support. The client said he feels like he can breathe again now he knows he has support and a pathway to getting out of electricity debt
Single woman with MS	Accessed a NILS loan to buy new chest freezer as the old one was 20+yrs old and releasing a lot of heat. She also changed 36 lightbulbs in the house from 100w to 15w bulbs and applied for two concessions based on medical equipment. The application was successful. She also switched providers, and the new provider offered a better tariff and alerted her to a concession she was not receiving. Net savings expected to be close to \$1000/year.
Woman with disability	Participant changed provider after Bright Sparks. After doing this the person was contacted by her previous retailer who offered a 21% discount if she returned and an offer to pay the fees to get out of the new contract. This saved this household over \$400 annually from the original bills.

# Stay in contact



3252 8566 or 1300 363 783



[qdn@qdn.org.au](mailto:qdn@qdn.org.au)



[qdn.org.au](http://qdn.org.au)



Queenslanders with Disability Network



# Community Awareness – State of Play

Phillip Beddall

Thomas Banks, Centre for Access

Mike Taggart, Department of Human Services

Pam Kirkham OAM, Western Carers Group



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# SACOSS conference 2018

Thomas Banks

# Thomas Banks

- I'm the Managing Director at Centre for Access.
- I have mild Cerebral Palsy, but I take on the world with a crazy energy.
- I'm a crazy night owl who dances until the early hours of the morning.



Centre for Access





I'm a fucking amazing dancer




Thank you so much for inviting  
me to come and speak today.

# Quick statistics to set the scene

- In Australia, one in 5 people will live with a disability at some point in their lives.
- The disability support pension is approx. \$600 per fortnight.
- In Australia, most people with disabilities survive somehow on low incomes.



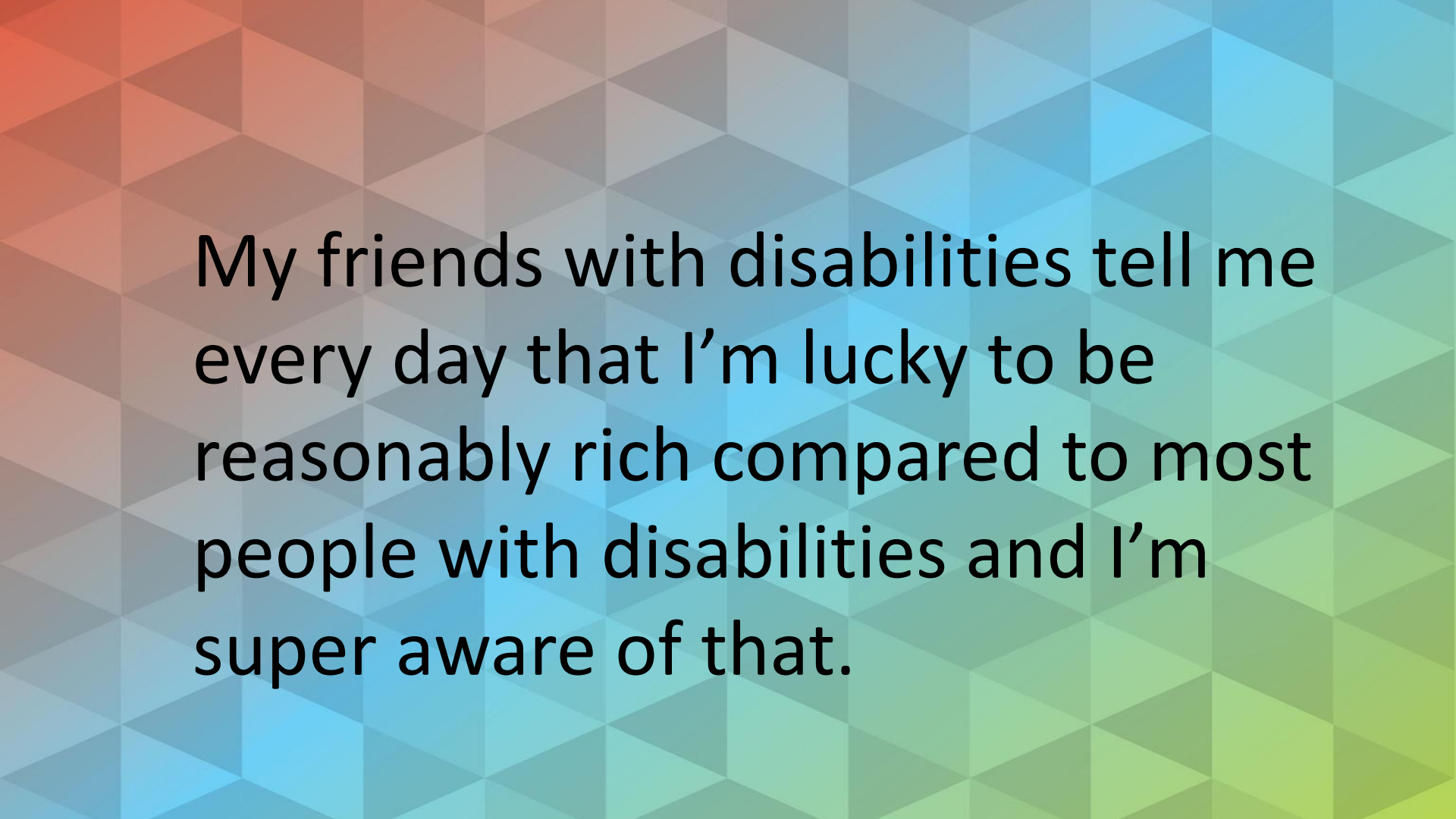
How many people in this room  
can survive on \$300 per week?



I feel a little uncomfortable  
being on stage today.

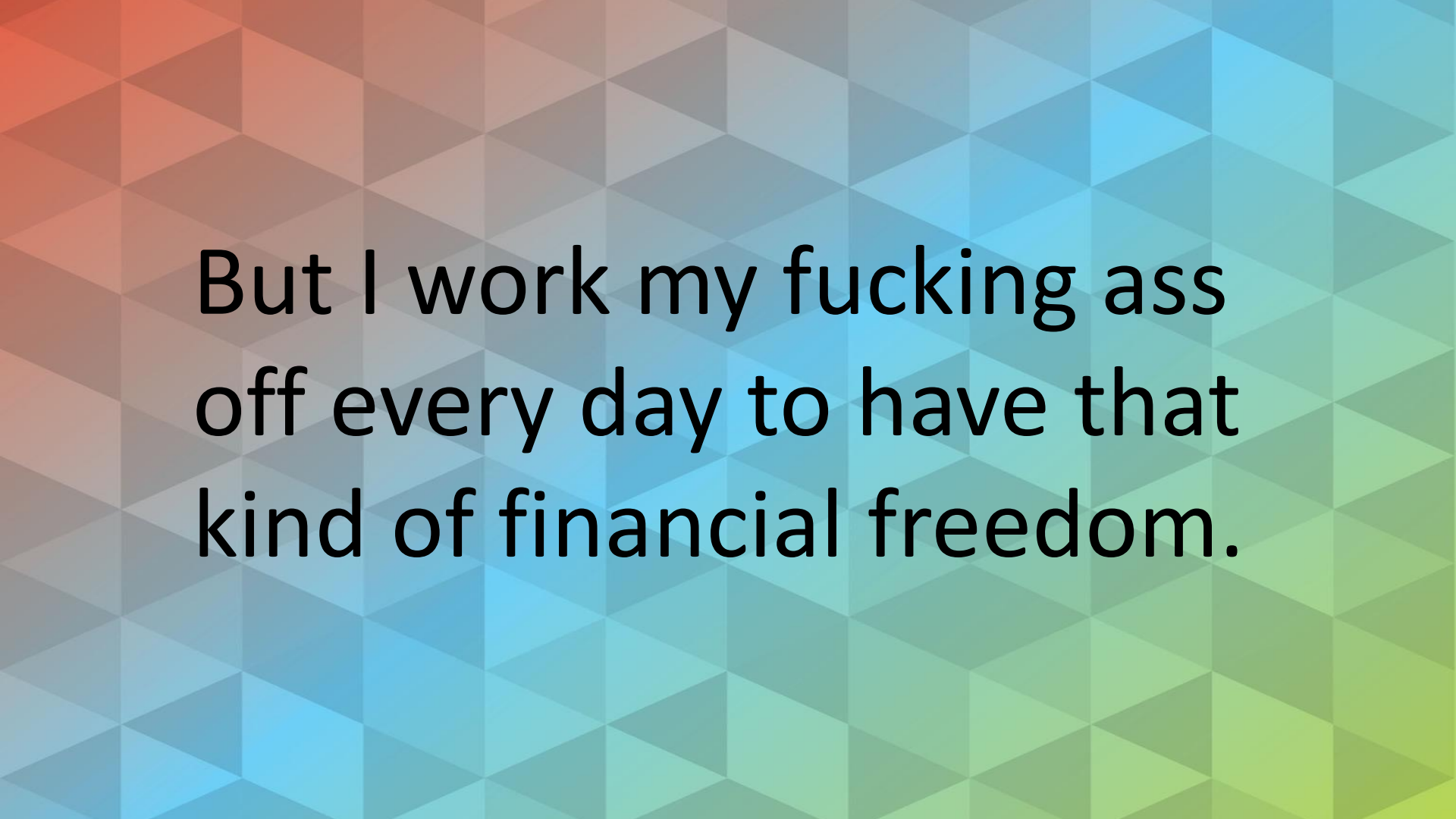
I feel like the wrong person to be speaking about this topic. I run a successful empire so I don't really worry about money. I take it for granted because I'm super lucky to love what I do and be paid for it.





My friends with disabilities tell me every day that I'm lucky to be reasonably rich compared to most people with disabilities and I'm super aware of that.





But I work my fucking ass  
off every day to have that  
kind of financial freedom.

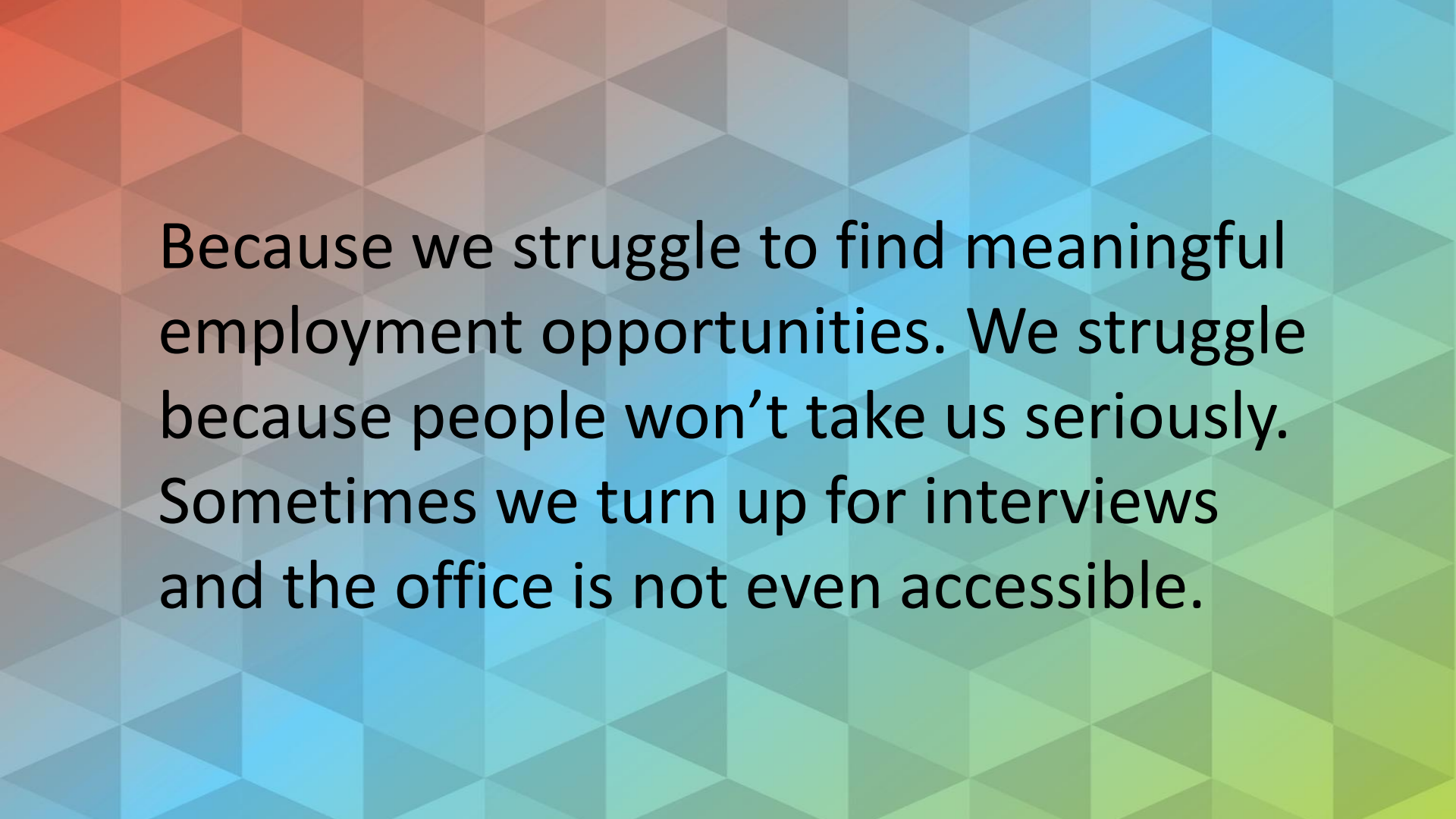
I remember what it was like to struggle to survive. I remember how I'd refused to pay the extra \$2.50 ATM fee because every cent counted.




But we need to ask the  
question for the moment.



Why are people with  
disabilities are so poor?

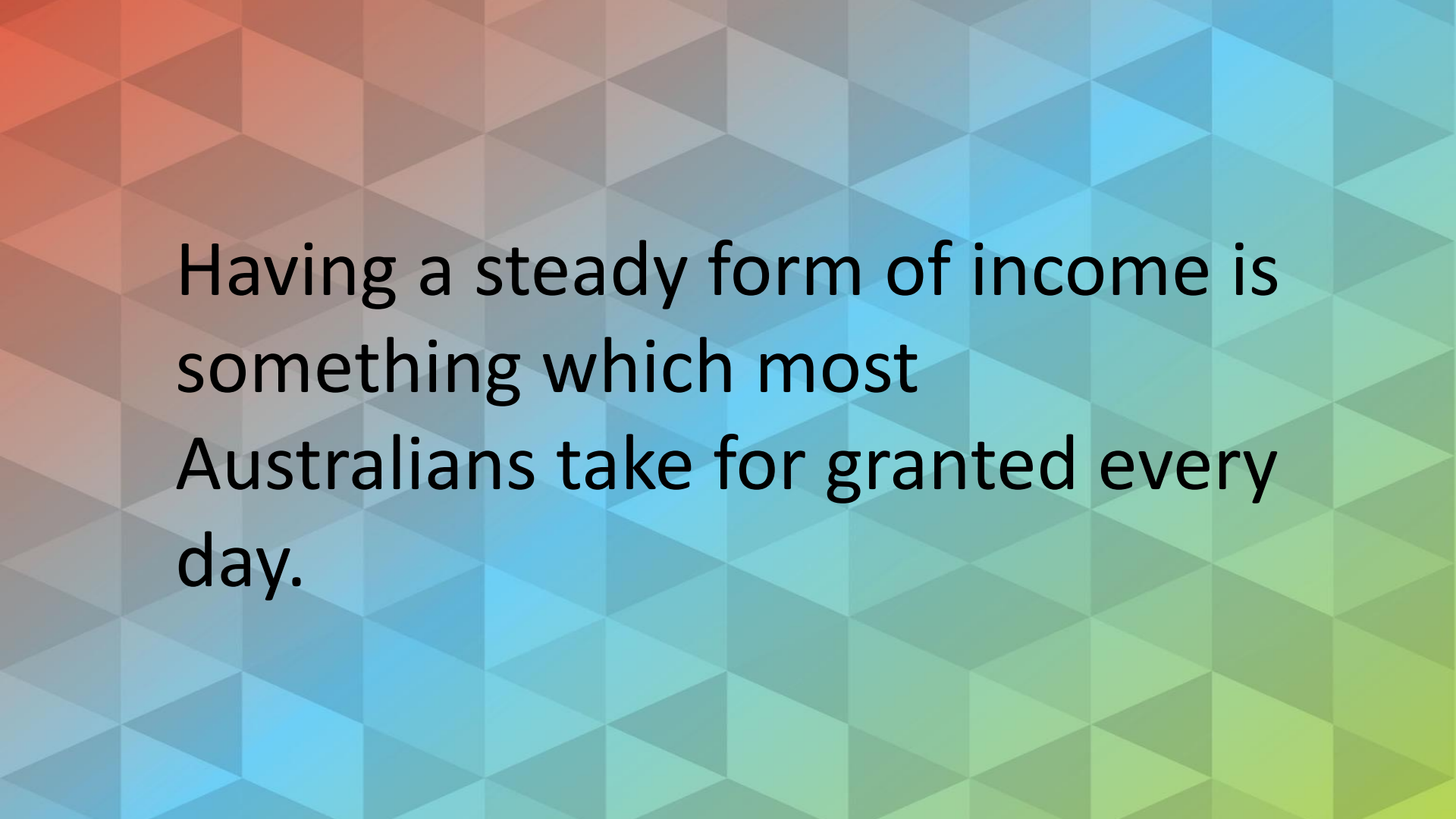


Because we struggle to find meaningful employment opportunities. We struggle because people won't take us seriously. Sometimes we turn up for interviews and the office is not even accessible.



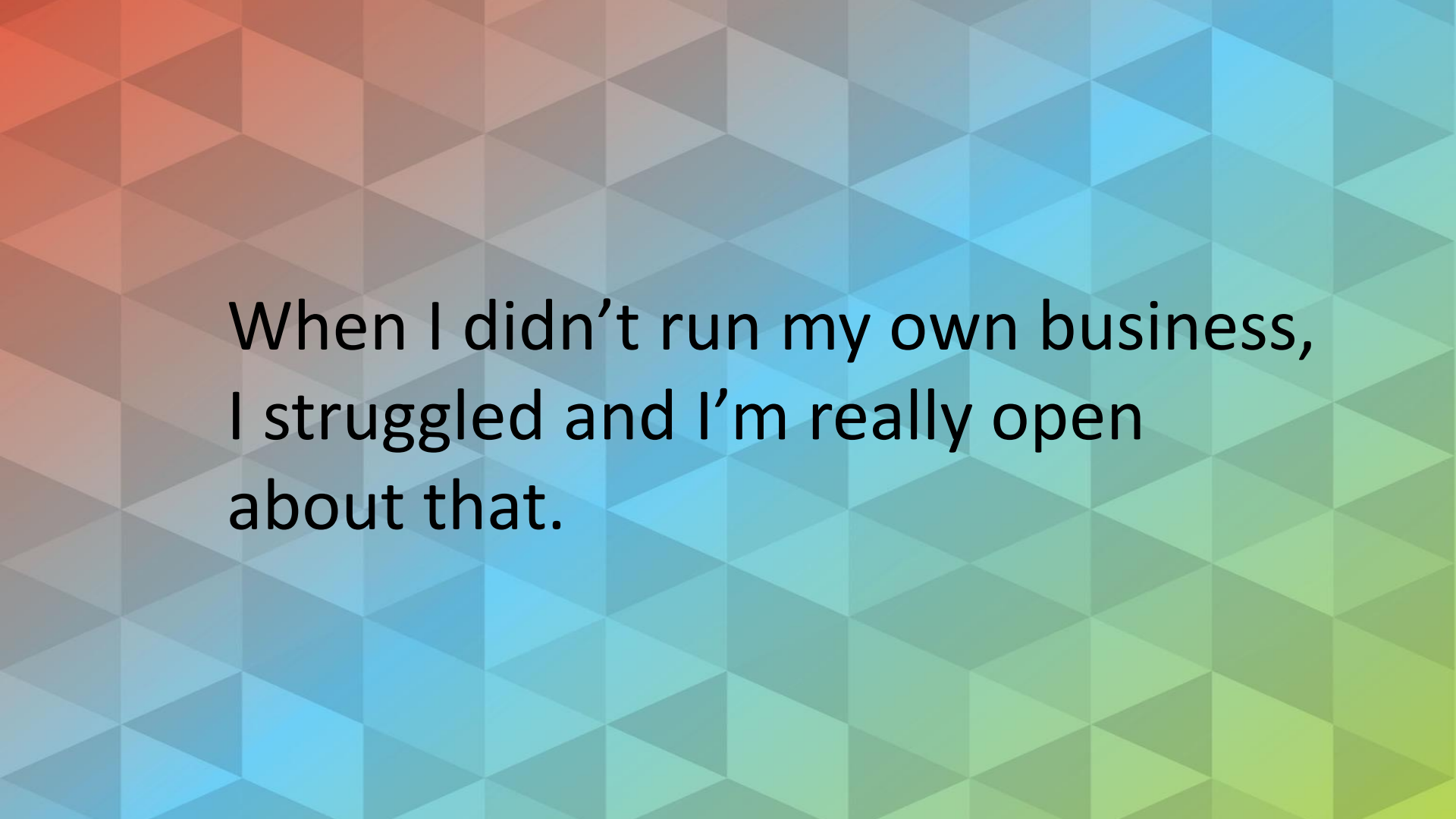
People with disabilities are expected to work and offer their lived experience for free because businesses and organisations don't recognise us as professionals.






Having a steady form of income is something which most Australians take for granted every day.

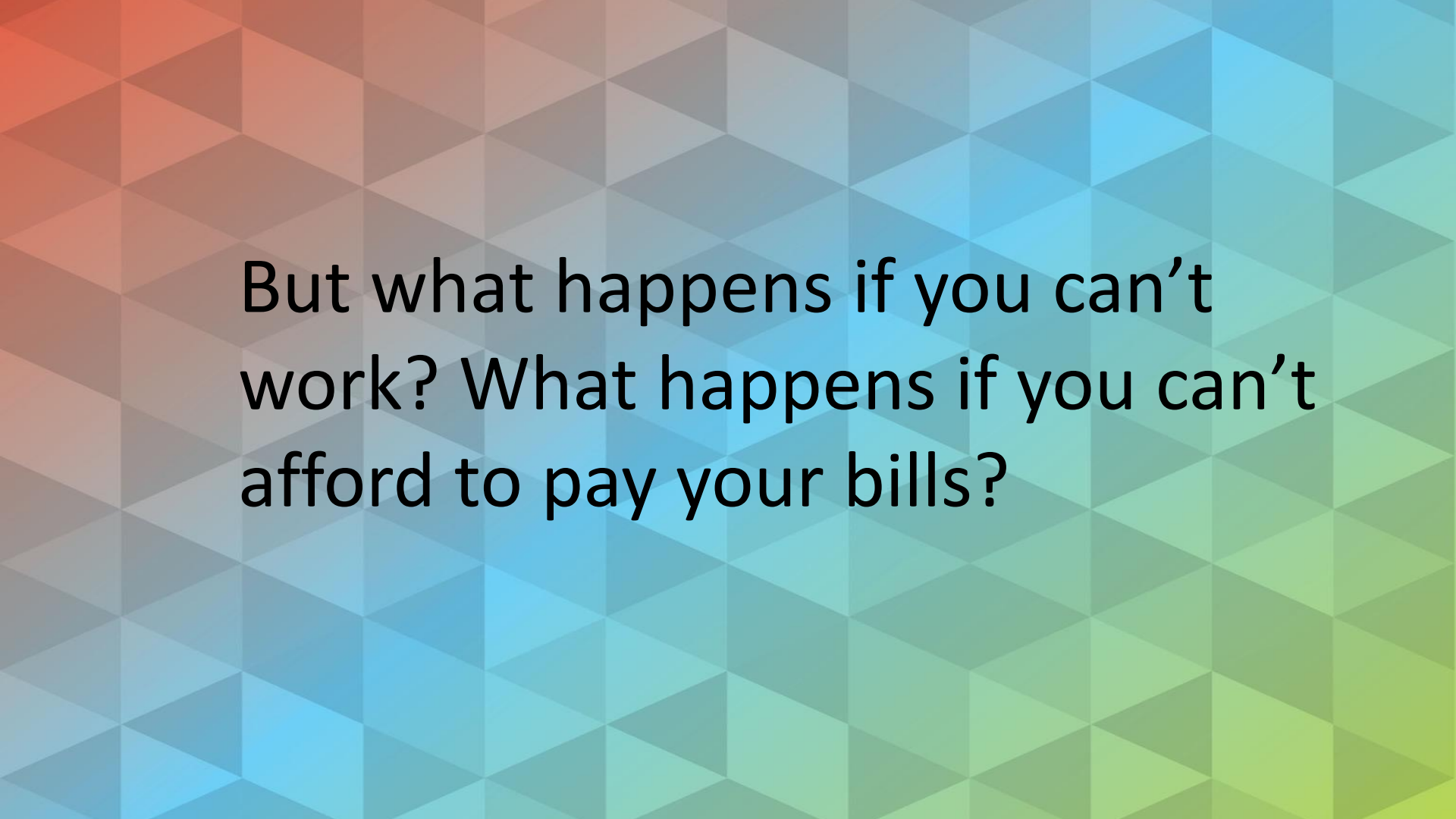




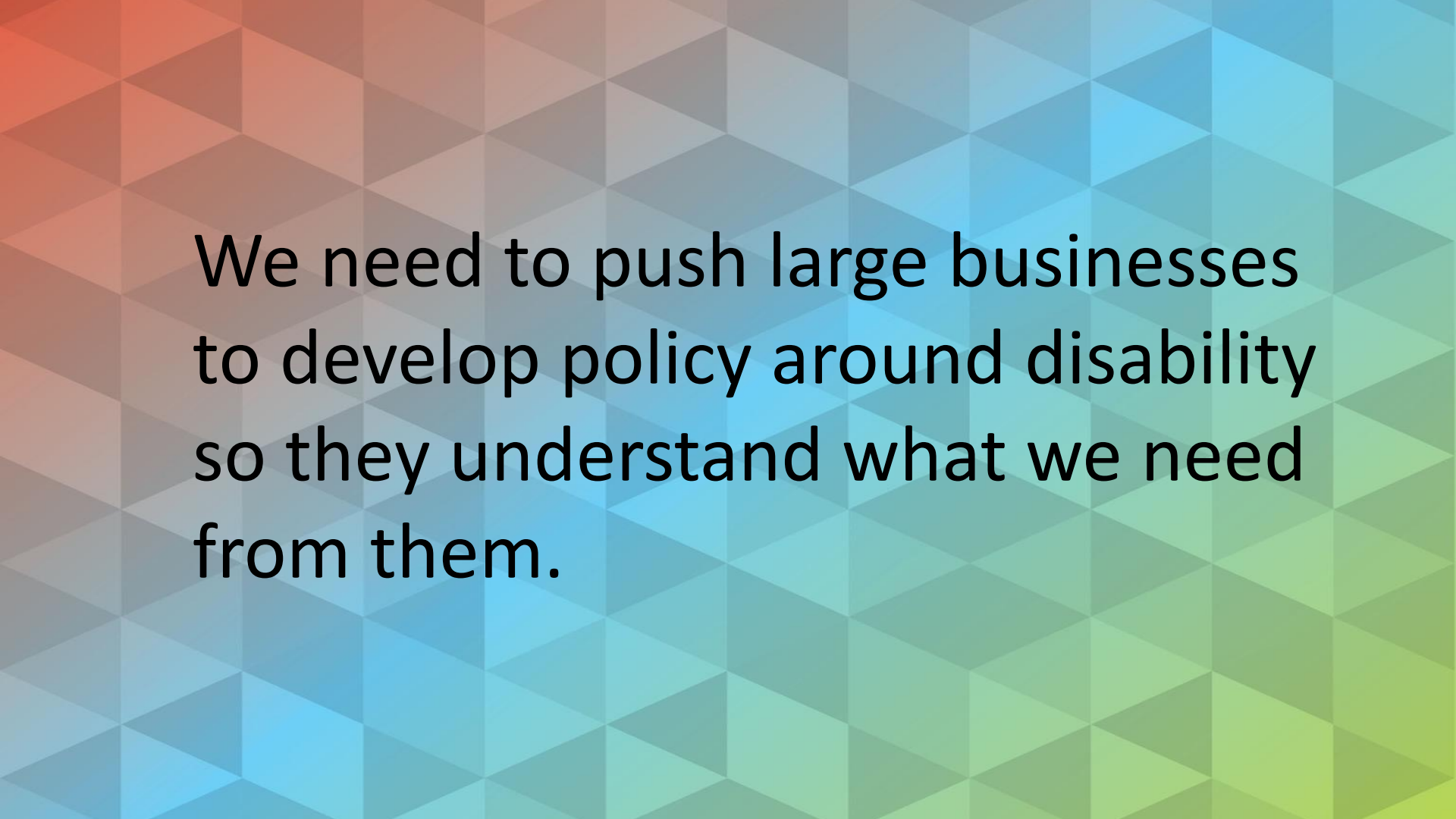
When I didn't run my own business,  
I struggled and I'm really open  
about that.



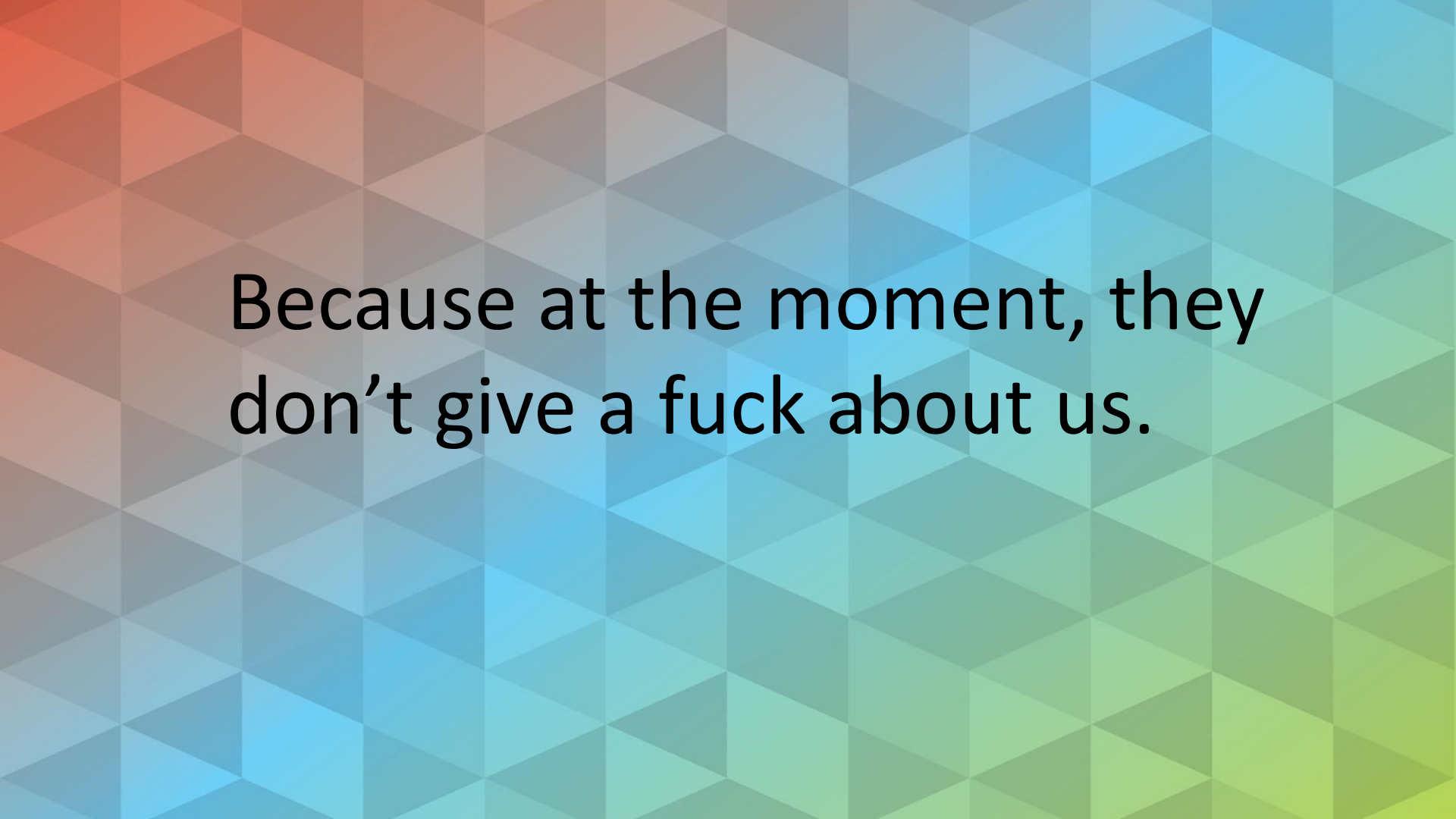
Right now in Australia, there is a big push from government to employ more people with disabilities so people with disabilities are being successful when they apply for jobs.




But what happens if you can't  
work? What happens if you can't  
afford to pay your bills?



We need to push large businesses  
to develop policy around disability  
so they understand what we need  
from them.



Because at the moment, they  
don't give a fuck about us.



We need to go in as professional consultants and identify where these large companies are lacking in policy and help them design more inclusive policy. We should be paid for our time.





But we need to make sure we  
don't leave anyone behind.





Thank you for your time!

Thomas Banks

Managing Director

Centre for Access

0407869519

[thomas@centreforaccess.com](mailto:thomas@centreforaccess.com)

[www.centreforaccess.com](http://www.centreforaccess.com)



## Concurrent Sessions 1:45 – 2:45

**Room 1:** Digital inclusion and disability (*no slides*)

**Room 2:** Water consumers living with disability

**Room 3:** Transport disadvantage (*no slides*)



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Department of Human Services





# Concurrent Session: Digital inclusion and disability

Greg Ogle, SACOSS

Wayne Hawkins, Disability Policy Advisor, ACCAN

Kelly Schulz, Senior Advisor – Accessibility & Inclusion, Telstra



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Department of Human Services





# SACOSS ESSENTIAL SERVICES + DISABILITY CONFERENCE 2018

## Concurrent Session: Transport Disadvantage

Rebecca Law, SACOSS

David Militz, Carers SA

Greg Killeen, Spinal Cord Injuries Australia

Karl Mortimer, DPTI



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## Concurrent Session: Water consumers and disability

Kerry Rowlands, SA Water  
Jackie Hayes, JFA Purple Orange  
Bob Tinker, JFA Purple Orange  
Glenda Lee, Disability Rights Advocate



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# WATER CONSUMERS RESEARCH PROJECT

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SACOSS Essential Services and Disability Conference

Monday 14<sup>th</sup> May 2018

Jackie Hayes



JFA  
Purple Orange

*Working to improve the life chances of people living with disability*



# Why this project happened

- SACOSS identified consultation with water consumers living with disability as a priority project for funding under the Consumer Advocacy and Research Fund within Section 87 of the *Water Industry Act 2012*
- JFA Purple Orange was recommended by SACOSS and then commissioned by DCSI to deliver the project



JFA  
Purple Orange

*Working to improve the life chances of people living with disability*

# Project aims

- Research and document issues arising for people living with disability with water and sewerage services
- Promote interests of people living with disability as consumers of water
- Provide a forum for people living with disability to have their voices heard on essential services issues
- Ensure that effective policy and regulatory mechanisms exist for all water consumers in SA



*Working to improve the life chances of people living with disability*

# Key people involved

## Purple Orange

Nicole McCallum  
Jackie Hayes

## Co-design Group

Bob Tinker  
Glenda Lee  
Louise Braybon  
Michelle Hagarty  
Vanessa Musolino (SACOSS)  
Heather Merran (UCWB)  
Mark Henley (Uniting Communities)  
Sharon Maslen (Salvation Army)



JFA  
Purple Orange

*Working to improve the life chances of people living with disability*

# Methodology

## Phase 1 – Project planning

- Compiled a co-design group and held two co-design group meetings
- Decided on method for the project
  - Face-to-face consultations and corresponding online survey
  - Metro Adelaide and regional SA
- Developed materials for the project
  - Consultation questions
  - Issue importance ratings
  - Consumer satisfaction measure



# Methodology

- Arranged consultations with existing peer groups
- Arranged community consultations
- Promoted community consultations and online survey



JFA  
Purple Orange

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# Methodology

## Phase 2 – Conducting consultations

- 11 consultations
- 86 people
- Families 4 Families, Carers SA, My Time, JFA Purple Orange
- Unley, Enfield, O'Sullivan Beach, Sellick's Beach, Murray Bridge, Mt Gambier
- Online survey completed by 43 people
- Total of 129 people, 52% metro 48% regional



# Methodology

## Phase 3 – Data entry, statistical analysis, and report preparation

- Quantitative and qualitative data analysis
- Third co-design group meeting to provide feedback on results and suggestions for the report
- Report drafted and reviewed by co-design group
- Final report prepared and submitted to DSCI and SACOSS

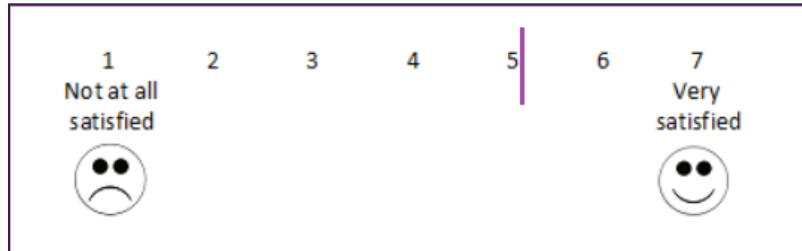




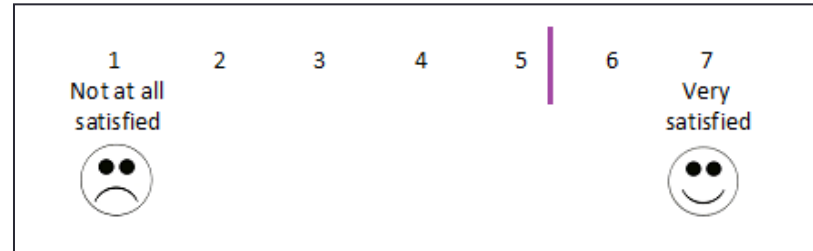
# Key discoveries

## Consumer Service Satisfaction

Water



Sewerage



JFA  
Purple Orange

*Working to improve the life chances of people living with disability*

# Key discoveries

## 1. Tenants

- Crossed responsibility between tenants and property owners for bill payment and resolution of issues

## 2. Accessibility of information

- Mode of communication, presentation of information and communication options are not accessible to all

## 3. Lack of awareness and suitability of entitlements

- Consumers were largely unaware of hardship policies and other concessions
- Water cost structures that incentivise limiting water which penalises people that may use extra water because of the disability they live with



# Key discoveries

## 4. Paying for unused services

- Shared bills, leaks and burst pipes, and service fees despite not using the service
- Often on a limited income

## 5. Lack of technology

- Email billing, text message notifications, online accounts
- Leak alert system
- Adaptive technology to improve accessibility of water meters



# Recommendations

- **Recommendation 1:** introducing a 24 hour toll free phone number to speak directly with a person.
- **Recommendation 2:** provision of an Easy English version of the water bill.
- **Recommendation 3:** review of laws and standards regarding the crossed responsibility of tenants and landlords with water suppliers, and consider implementing a direct relationship between tenants and water companies.
- **Recommendation 4:** improved promotion and awareness of assistance programs.



# Recommendations

- **Recommendation 5:** review of water cost structures and consider reforms for consumers living with disability for which extra water usage is required.
- **Recommendation 6:** review the accessibility of water meters and look at the availability of assistive technology to make them accessible.
- **Recommendation 7:** the process of policy and regulatory decision making gives full consideration to stakeholder concerns in this report.
- **Recommendation 8:** that the SA Government put in place an advisory group through SACOSS to oversee the implementation of these recommendations. This process should include the perspective of a range of disabilities and co-design.



# A short film

Purple Orange produced a short film about the project

<https://vimeo.com/261783259>



JFA  
Purple Orange

*Working to improve the life chances of people living with disability*

**THANK YOU**

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# Supporting Water Customers Living with a Disability



**Kerry Rowlands**  
General Manager Customer Delivery



Government of  
South Australia



**SA Water**



# A bit about us

- Serving the State
- We're striving to put our customers at the heart of everything we do
- We're committed to ensuring inclusion and valuing diversity



Government of  
South Australia



# Understanding our customers

- Research and engagement programs
- Deeper understanding of customer needs
- Tailored services and communication
- Learning from customer behaviour to be more proactive



# Getting the Basics Right

- Investing in infrastructure
- Expanding digital services
- Personal support
- Customer Assist Program
- Designing services from our customers' perspective



# Leading the Way

- Smart networks
- Smart meters
- Thriving Communities Partnership



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SA Water

# We know there's more we can do



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South Australia





# Thank you





## The Power of Choice Session

Phillip Beddall

Associate Professor Jeannie Paterson, University of Melbourne

Professor Cosmo Graham, University of Leicester

Lisa Brown, AMTA

This session is proudly sponsored by **Origin Energy**







# The Power of Choice: Supported Decision Making

**Associate Professor Jeannie Paterson**

14 May 2018

## What is supported decision-making?

While some people may find it hard to make decisions, everyone has the right to make their own decisions.

This right is called **legal capacity**, and is recognised by supported decision-making.

The right to legal capacity, and the right to get support in making decisions, come from the *United Nations Convention on the Rights of Persons with Disabilities*.

Some people think that people with cognitive disabilities, and also other disabilities, cannot make their own decisions, especially legal decisions.

Even though this is wrong, it means that some people with disabilities are denied the right to make their own decisions.

When someone has been denied the right to make their own decisions, someone else makes their decisions. This is called substitute decision-making.

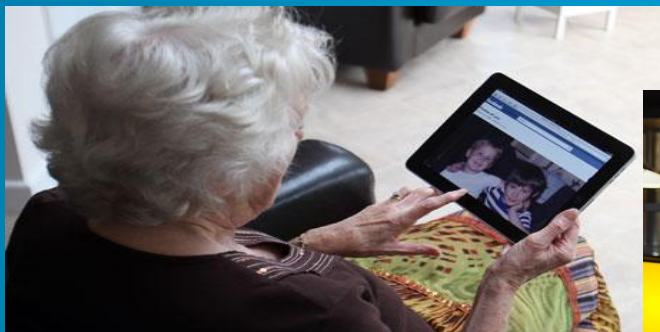
Supported decision-making is when someone helps someone else to make a decision.

Our work is trying to find ways to make supported decision making more available to people choosing essential services.



Australian Mobile Telecommunications Association

[www.amta.org.au](http://www.amta.org.au)



Lisa Brown, Policy Manager





Australian Mobile Telecommunications Association

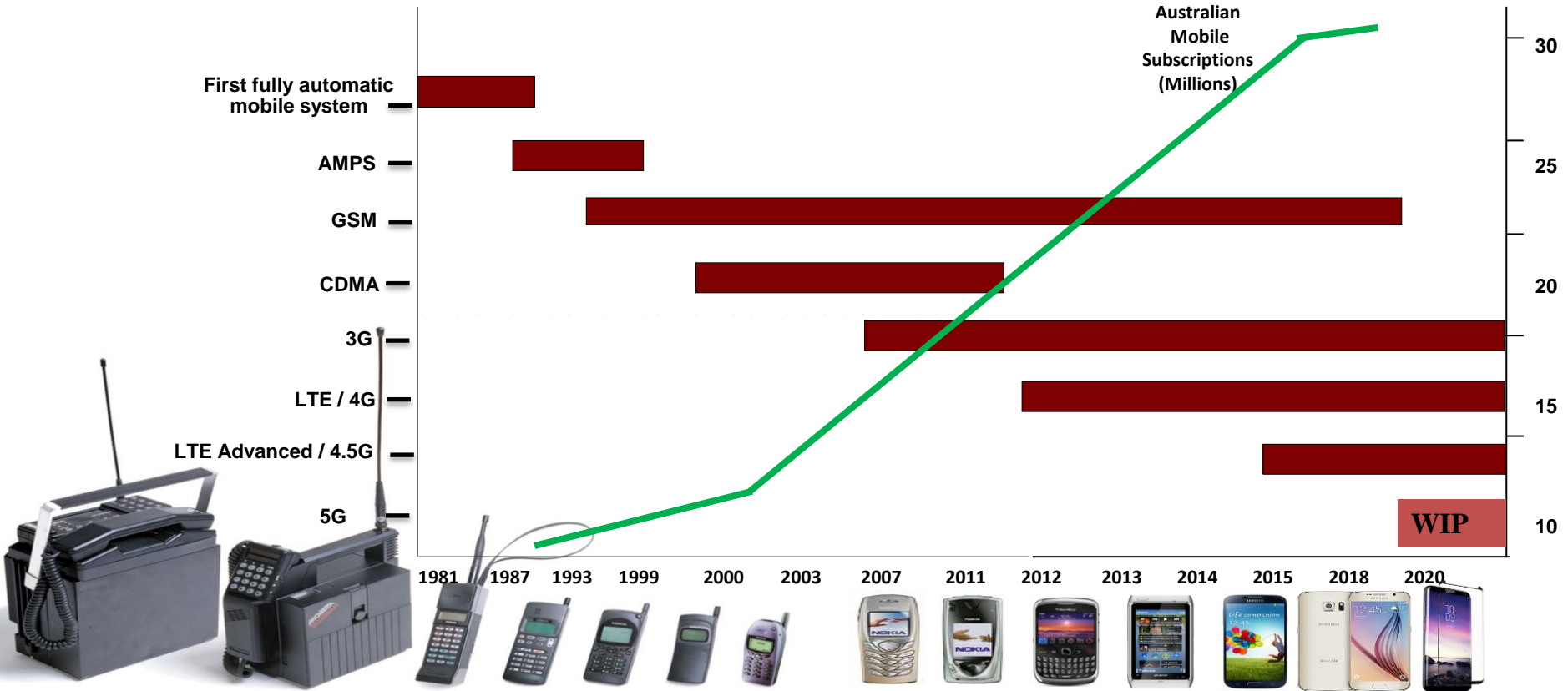
AMTA is the peak industry body representing Australia's mobile telecommunications industry.

AMTA members include mobile network operators and service providers, handset manufacturers, retail outlets, network equipment suppliers and other suppliers to the industry.

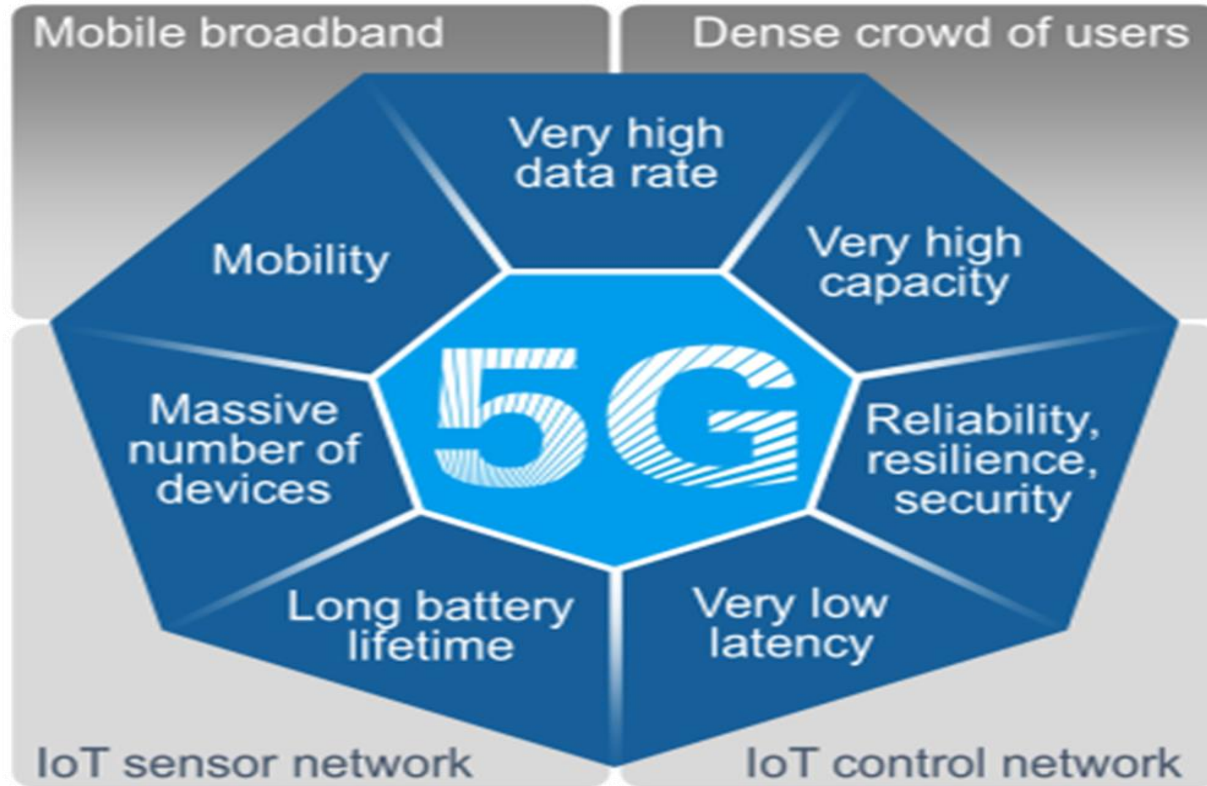
AMTA's mission is to promote an environmentally, socially and economically responsible, successful and sustainable mobile telecommunications industry in Australia.



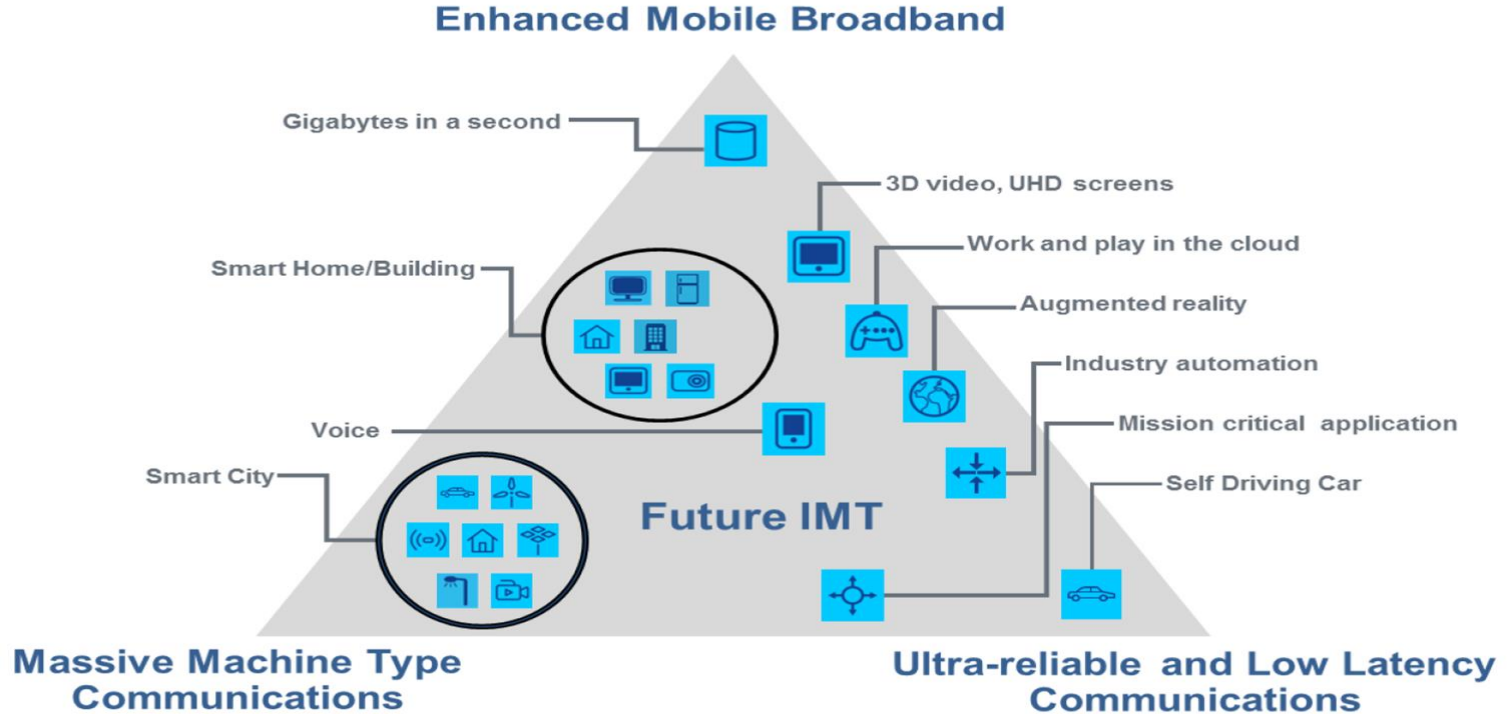
# Mobile Evolution in Australia



# 5G is coming – 2019/2020



# 5G – everyday use cases



# Able Australia – AMTA Partnership

## Braille reader connects to mobile via Bluetooth







**mobiletips**  
////.org.au////

Practical tips for  
mobile phone users  
with disabilities.

**Accessible**



## Choosing a mobile

With today's mobile devices having in-built accessibility features, people living with disability have many choices in mobile phones, tablets and wearables.

There are also choices to make regarding networks, service providers and payment plans. See our general tips regarding [buying a mobile](#) and [managing your mobile spend](#) for help with these choices.

Below are some tips to keep in mind if you are a looking for an app or mobile device that has the best accessibility features for your particular needs.

You may also want to visit the [GARI](#) where you can enter your accessibility requirements and find a mobile phone, tablet or app that is suitable for your needs. GARI also has information about accessibility and mobiles generally.

### Tips for choosing your mobile:

- Take this ["test drive a mobile"](#) checklist with you when you visit mobile phone retailers so you can make notes.
- Visit stores when sales people are less busy, such as weekdays in mid-morning or mid-afternoon. It may even be a good idea to call first to see when would be the best time to visit the store.
- Most retailers will have at least some experience in dealing with customers with disabilities and some will have special facilities that will assist those customers - it may be a good idea to call some service providers first to see which store may be best able to assist you.
- Do some online research before you make a visit to a store:

[Visit Vodafone Australia's Disability Services page](#) and [more tips from Vodafone here](#)

[Visit Telstra's Disability Services page](#)

[Visit Optus's Disability Services page](#)

- If you use a hearing aid or have a cochlear implant, mobiles used on 3G/4G networks should not cause any interference issues, however, it is still advisable to test a mobile before buying.
- Finally, consider carefully the [features you may need on your mobile](#) before you go shopping and research each manufacturer's accessibility features by visiting manufacturer websites to help you choose the right brand of handset for your needs:

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Stop using 'password' for your password! Use 2 Factor Authentication and be safer online  
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### Latest Tips

Check out the [Latest Tips Archive](#) for more tips.



MWF - Mobile Accessibility | www.gario.info

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**GARIO** GLOBAL ACCESSIBILITY REPORTING INITIATIVE

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**Find Accessible Devices & Apps** | **Learn about Mobile Accessibility**

We help consumers to find a device with the accessibility features that work best for them

What do you want to find?

- Phones**  
Narrow down and compare options from different manufacturers.
- Tablets**  
Compare the accessibility features you need.
- Mobile Apps**  
Which devices support the accessibility apps you love?
- Connected Wearables**  
Compare options from different manufacturers
- Smart TV**  
Compare the features from different manufacturers

Almost one in five of the world's population lives with some kind of recognized disability.

11:55 AM 4/05/2018



# Affordable, tailored plans

The screenshot displays the 'Unlimited Text SIM' product page on the Jeenee Mobile website. The page features a red header with the 'jeenee mobile' logo and the tagline 'make a difference'. A left sidebar contains navigation links: Home, SIM Packs, Data-only SIMs, and Specialty Products (highlighted). The main content area has a red banner for 'Unlimited Text SIM' and a section titled 'We've teamed up with Deaf Australia' which explains the partnership and the benefits of the \$15 plan. A quote from Wayne Hawkins, ACCAN Disability Policy Advisor, is included. Below this, a section titled 'About the \$15 Unlimited Text SIM' lists features: No Included Calls, Voice to Text Voicemail, and PIN Identification Option. The bottom of the page shows a contact number (1300 054 631) and a 'Sign in' button. The browser's address bar shows the URL 'https://www.jeenee.org.au/products/text-sim/' and the taskbar at the bottom indicates the date and time as 12:50 PM on 4/05/2018.

Unlimited Text SIM – Jeenee Mobile

Secure | <https://www.jeenee.org.au/products/text-sim/>

Apps Sentral PHHS PHHS Sentral HGHS HGHS Department of Communities and Child Development Mediaportal Home | ACMA NEWS - Hornsby Ku Aline Orthodontics Northshore Kidspac AMTA remote login

**jeenee mobile**  
make a difference

Unlimited Text SIM

Jeenee Mobile / Products / Unlimited Text SIM

Search...

Home

SIM Packs

Data-only SIMs

Specialty Products

24/7 HELP Service

Unlimited Text SIM

Make a Difference

About Us

Contact Us

1300 054 631  
Monday to Friday  
Temporary hours:  
9am - 5pm AEDT

Sign in

We've teamed up with Deaf Australia  
to offer the first mobile plan specifically designed with the Deaf community in mind

Jeenee Mobile has partnered with **Deaf Australia** to develop a text only plan specifically tailored to meet the needs of the Deaf community. Together we've developed our \$15 Unlimited Text SIM, with a set of features designed to make this plan as accessible as possible - no included voice calls, automatic **voice-to-text voicemail** and a **PIN identification option** for easy account management.

Previously, Deaf Australia and many members of the Deaf community have had to negotiate with telecommunications providers to get a tailored mobile plan that suits their needs. At times, the outcomes of these negotiations have been unsatisfactory with many Deaf consumers having to pay for mobile voice services that never get used. We are proud to be able to offer a solution to this problem, to help all members of society stay connected.

*"In the past, consumers who are Deaf or hard of hearing have had to pay for voice inclusions in their mobile phone plans that they don't use. Tailored plans that suit the needs of these consumers are welcome."*

— Wayne Hawkins, ACCAN Disability Policy Advisor

About the \$15 Unlimited Text SIM

\$15 per mth

No Included Calls

Voice to Text Voicemail

PIN Identification Option

1234

150MB

12:50 PM  
4/05/2018

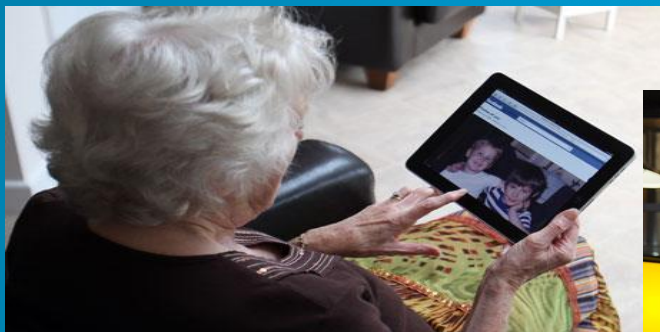
# Identifying and Removing Barriers

- ACCAN's 2017 mystery shopping research – the results were poor.
- How can we improve staff training, consumer awareness and share information and resources with the people who need it?
- Are there better linkages to be made between industry, disability service providers, consumer associations and advocates? If so, let's make those linkages.



Australian Mobile Telecommunications Association

[www.amta.org.au](http://www.amta.org.au)



Lisa Brown, Policy Manager